

## **HEALTH AND SAFETY POLICY STATEMENT**

The *Health & Safety at Work Etc. Act 1974* requires the Company to ensure, so far as is reasonably practicable, the health and safety of our employees and anyone else who may be affected by our acts or omissions. The Company-defined performance standard is zero accidents; compliance with statutory requirements will be the minimum acceptable standard adopted to achieve this goal.

In order to carry out this policy, responsibilities for health and safety have been clearly defined, allocated and accepted at all levels. All employees must play their part in implementing this policy within the relevant Network Rail and Railway Group/Rail Industry Standards if safety standards are to constantly improve.

### **When implementing this policy we will:**

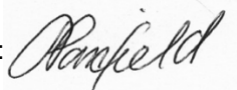
- Provide sufficient resources to ensure that proper provision for health and safety can be made
- Carry out risk assessments of our activities and implement effective measures to control the risks present
- Establish and implement safe systems of work for our work activities
- Communicate with all employees about their health and safety and provide them with sufficient information instruction and training through positive management and supervision in order to implement this policy fully
- Provide our employees with the appropriate tools and equipment to enable them to work safely
- Work with our customers within the rail industry to ensure our employees have a safe and healthy environment in which to work
- Carry out our activities to a standard sufficient to ensure the safety of employees, others and the safety of the infrastructure being worked on
- Setting and monitoring safety objectives

The arrangements in place to implement this policy form part of the company's day-to-day operational procedures, and as such are reviewed on a continuous basis. Where opportunities for improvement in safety standards or safety problems are identified they will be tackled promptly, and with sufficient resources, to ensure that they are adequately dealt with.

The implementation of this policy will be monitored throughout the company's activities in order to ensure compliance with its objectives.

This policy statement will be formally reviewed on an annual basis.

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021

## QUALITY POLICY STATEMENT

The Company recognises that the provision of a consistently high standard of product and service is the keystone of our success, reputation and the total satisfaction of our customers.

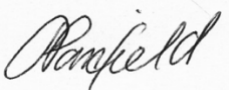
We will constantly aim to:

- Identify objectives across the business, aimed at continuous improvement of the Quality Management system and enhancing customer satisfaction
- Be open to new ideas and adaptive to change
- Be resourceful and innovative in meeting our customers' needs and expectations
- Effectively analyse data, customer satisfaction and conformity to service requirements, in order to identify opportunities for preventive action and continuous improvement and to measure the effectiveness of the Quality Policy
- Establish measurable quality objectives, which will be periodically reviewed to track progress and ensure that they remain relevant to the business. We will ensure that this policy is communicated to and understood by all members of staff

The Company are dedicated to operating in accordance with the principles of *BS EN ISO 9001:2015* in order to demonstrate our commitment to quality and to both our customers and employees.

This policy will be reviewed annually as part of the Management review process to ensure its continued relevance and adequacy.

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021

## **ENVIRONMENTAL POLICY**

The purpose of this Environmental Policy is to confirm to employees, customers, subcontractors and other stakeholders the Company's commitment to the environment while working on Network Rail Managed Infrastructure and all other sites of work and is based on the principles set out in BS EN ISO14001:2015

The Company is committed to the prevention of pollution, specifically protecting the environment, with reference to aspects of work activities that are environmentally significant and will comply with all relevant environmental legislation (and, where reasonable, exceed their requirements). In addition, due consideration will be taken of other standards; e.g. compliance and support with identified, applicable Network Rail company standards, Railway Group Safety Plans, Network Rail policy statements, conditions and requirements, Codes of Practice, British Standards, and where none exist, we will set our own.

Environmental matters will be integrated into, and considered, in business decisions throughout the Company, in particular, the identified significant aspects and impacts through the use of products, materials, equipment and natural resources from purchase to disposal. The aim of the Company is to prevent and / or reduce pollution from our activities. The Company shall also specifically aim to minimise the environmental impact for the life-cycle (including disposal) of plant, equipment, and other physical assets under their control.

Employees will be made aware of their environmental responsibilities relative to their position within the Company. Accordingly, measurable objectives, including targets and timescales, will be set and reviewed for continual improvement across the Company.

The participation of employees is key to the success of environmentally responsible management. Therefore, the views of all are welcomed and encouraged, as this will improve systems, business performance, and compliance with legal, industry, Company and other standards.

Appropriate training, instruction and information will be provided to employees as required, including the provision of suitable information to customers, sub-contractors and other stakeholders when implementing objectives and raising general awareness.

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021

## WORKSAFE POLICY

The *Health & Safety at Work Etc. Act 1974* requires the Company to ensure, so far as is reasonably practicable, the Health and Safety of our employees and anyone else who may be affected by our acts or omissions. The purpose of this Policy is to ensure that all employees are aware of the manner in which the Company provides the opportunity to stop working, should employees consider the working environment or the working practice to be unsafe. In order to carry out this policy, responsibilities for Health and Safety have been clearly defined, allocated and accepted at all levels. All employees must play their part in implementing this policy if safety standards are to improve. *Employees will not be subject to disciplinary action, or disadvantaged in any way, if they refuse to work on the grounds of health and safety and are therefore encouraged to identify unsafe acts and conditions.*

### **Work process is as follows:**

- If an employee (individual) believes that a task or condition will endanger either themselves or others, work should cease and the situation be immediately reported to the person in charge on site (Company representative as appropriate). Where appropriate, CIRAS should be contacted on 0800 4101 101.
- The situation will then be reviewed by the person in charge on site and consideration will be given to the safety impact on the individual and others. Wherever possible, immediate and appropriate action must be taken to resolve the situation
- As a result of the review, the system of work will either be confirmed as safe or amended. If the individual is satisfied with this outcome, they will resume work
- If the individual remains dissatisfied, the person in charge will contact the Company Director providing all the relevant details / background to the situation
- If the situation cannot be resolved, a benchmark review will be undertaken by the director against all legislative, Railway Group, Network Rail Standards and industry best practice to determine the safety impact of the task or condition
- If the benchmark review fails to produce a satisfactory outcome, the disputed system of work will cease and the Company, H&S consultant and the customer will be informed as soon as practically possible.
- The Health & Safety support consultant will liaise with the customer to consider the disputed working arrangements, make any necessary changes and advise the Director accordingly
- Changes to working arrangements will be documented and implemented by the director. This may include amendments to internal work instructions, processes, risk, aspect and COSHH assessments. Additional levels of training and competence may be required by individuals or further briefings as appropriate
- Full details of the eventual, agreed outcome will be forwarded to the complainant and the customer where appropriate. Suitable records will be maintained
- Should the complainant still be dissatisfied with the system of work, the Company will provide independent arbitration from an external source. The Company will undertake to follow the arbitrator's advice. Should the arbitrator uphold the Company's safe system of work and the complainant still refuses to work, the Company will implement the disciplinary procedure
- The arrangements in place to implement this policy form part of the company's day-to-day operational procedures and as such are reviewed on a continuous basis. Where opportunities for improvement in safety standards or safety problems are identified they will be tackled promptly, with sufficient resources, to ensure that they are adequately dealt with, implemented and briefed into all employees

This policy statement will be formally reviewed on an annual basis.

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021

## **ALCOHOL AND DRUG POLICY**

This Alcohol and Drug Policy Statement is applicable to all personnel under the Company's control. The Business Director shall take all reasonable steps to ensure that all relevant personnel are made aware of this Policy statement.

Company procedure 'Occupational Health' defines the process and responsibilities for ensuring compliance with Railway Group/Rail Industry Standards, Network Rail Company Standard *NR/L1/OHS/051*, and relevant TfL LUL Standards to prevent, so far as is reasonably practicable, offences under the *Transport and Works Act 1992*. Control measures include:

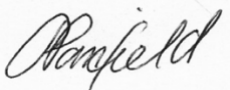
- Screening for drugs and alcohol prior to employment on Network Rail managed infrastructure
- An annual, unannounced, random screening of relevant personnel to ensure that the number of relevant personnel selected and the frequency at which testing is undertaken are sufficient to meet the requirements laid out in Railway Group Standards, (a minimum of 5% each calendar year as per GE/GN8570) thereby ensuring that we will monitor the results of Alcohol and Drug testing to identify trends, patterns and changes in the level of drugs and alcohol detection. We will, at least annually, audit and review the effectiveness of our Alcohol and Drug Policy and make changes if required to prevent or eliminate increases in risk resulting from the deficiencies identified by the monitoring of our policy
- Arrangements with a Network Rail-approved provider for 'For - Cause' screening
- Reporting of results to Rail Sentinel

### **No person under Company control shall:**

- Report or endeavour to report for duty while under the influence of alcohol or drugs
- Report for duty in an unfit state due to the use of alcohol or drugs
- Be in possession of controlled drugs in the workplace
- Consume alcohol or drugs whilst on duty

When being prescribed medication, relevant personnel shall notify their Doctor of the nature of activities they are engaged in. They shall ensure that their Supervisor / Line Manager is immediately notified of any prescribed or 'over-the-counter' medication being taken that may affect or impair their safe performance. Personnel who believe that they have alcohol or drug related problems and proactively raise the issue (i.e. not after being involved in an incident or being nominated for a test) shall be provided confidential support. However, other personnel in contravention of this Policy shall be subject to appropriate disciplinary action. The Company will monitor the effectiveness and adequacy of this Policy at least annually.

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021

## **WORKING HOURS POLICY (NR)**

The Company recognises its responsibilities under the *Health & Safety at Work Act 1974* to provide a safe system of work and thereby reduce any potential risk to the level of As Low as Reasonably Practicable. The Company acknowledges the increase in risk to our employees, contractors, passengers, visitors and others affected by working excessive hours.

Additionally, we recognise our responsibilities under *Network Rail Standards NR/L2/OHS/003 Fatigue Risk Management* and *NR/GN/INI/001 Guidance* on the management of door-to-door work and travel time. Thus, we will:

- Not work more than 13 turns of duty within any 14 consecutive days
- Have a minimum rest period of 12 hours between booking off from a duty / shift to booking on for the next turn / shift
- Not work more than 12 hours, including travelling time to and from work sites, in any one shift (or other lesser period) as appropriate to the health and safety requirements for the particular task to be undertaken
- Only allow an exceedance of planned hours in exceptional circumstances, subject to an assessment of risk and relevant approvals

The arrangements in place to implement this policy form part of the company's day-to-day operational procedures as defined under the *Fatigue Management procedure: management of hours worked* and as such are reviewed on a continuous basis. A formal review will take place on an annual basis. Where opportunities for improvement in the management of safe working hours or safety problems are identified, they will be tackled promptly and with sufficient resources to ensure that they are adequately dealt with.

The implementation of this policy will be monitored at various levels throughout the company in order to ensure compliance with its objectives.

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021

## WORKING HOURS POLICY (NR & TFL)

The Company recognises its responsibilities under the *Health & Safety at Work Act 1974* to provide a safe system of work and thereby reduce any potential risk to As Low as Reasonably Practicable. The Company acknowledges the increase in risk to our employees, contractors, passengers, visitors and those affected by working excessive hours. Additionally, for NR works, we recognise our responsibilities under Network Rail Standards *NR/L2/OHS/003 Fatigue Risk Management* and *NR/GN/INI/001 Guidance* on the management of door-to-door work and travel time. For TfL works, we recognise the requirements as set out in the QUENSH Manual.

NETWORK RAIL	TFL (QUENSH)
<ul style="list-style-type: none"> <li>▪ Not work more than 13 turns of duty within any 14 consecutive days</li> </ul>	The minimum amount of rest between any two shifts shall be 11 hours.
<ul style="list-style-type: none"> <li>▪ Have a minimum rest period of 12 hours between booking off from a duty / shift to booking on for the next turn / shift</li> </ul>	Either: <ol style="list-style-type: none"> <li>1. Six consecutive days, followed by a rest period of not less than 24 hours, or</li> <li>2. 12 consecutive days, followed by two consecutive rest days, each of which is not less than 24 hours</li> <li>3. Within any 14-day period, two rest periods, each of which is not less than 24 hours</li> </ol>
<ul style="list-style-type: none"> <li>▪ Not work more than 12 hours, including travelling time to and from work sites, in any one shift (or other lesser period) as appropriate to the health and safety requirements for the particular task to be undertaken</li> </ul>	In calculating the number of hours worked by personnel, the Supplier shall take fully into account those hours worked for any other Supplier.
<ul style="list-style-type: none"> <li>▪ Only allow an exceedance of planned hours in exceptional circumstances subject to an assessment of risk and relevant approvals</li> </ul>	The Supplier shall maintain records of employees' working hours, and these shall be made available to the Client immediately upon request for monitoring and audit purposes.
	The longest shift in any roster shall be 12 hours. When working nightshifts, consideration to reducing the shift length shall be given due to the increased risk of fatigue. The door-to-door time (combined travel time and work time) shall not be planned to exceed 14 hours.

The arrangements in place to implement this policy form part of the Company's day-to-day operational procedures as defined under the *Fatigue Management procedure: management of hours worked* and as such are reviewed on a continuous basis. A formal review will take place on an annual basis. Where opportunities for improvement in the management of safe working hours or safety problems are identified they will be tackled promptly, and with sufficient resources, to ensure that they are adequately dealt with.

The implementation of this policy will be monitored at various levels throughout the company in order to ensure compliance with its objectives.

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021

## DRIVING POLICY

The Company recognises the threat of injury to health as a result of preventable accidents while driving or during use of the Company's cars. The Company is committed to improving the safety of its employees and third parties with the ultimate goal of minimising injuries due to vehicle transportation.

All employees and contractors of the Company and visitors to Company premises are required to adhere to this policy when driving or operating Company or contracted vehicles at all times, as well as when driving or operating their personal vehicle, either on the job or during routine journeys from home to the work site (and vice versa).

Furthermore, the Company recognises the continuing need for people to take personal responsibility for their wellbeing at all times, and therefore invites employees and third parties to adopt safe driving practices and to also follow this policy during out-of-job activities.

### **Our commitments:**

- a) Provide Company-owned or -contracted vehicles, where applicable, with all legal documentation for use by employee/driver
- b) Ensure all Company-owned and -contracted vehicles are well-maintained, in good running condition, suitable for purpose, and equipped with all safety and emergency equipment/devices
- c) Record driving accidents and analyse them with a view to identifying causes and defining possible measures to avoid their reoccurrence

In line with our Management's efforts, the following control measures have been identified and must be implemented in agreement with local and international legal requirements:

- Driver must have a valid driving licence for the vehicle to be driven
- Driver must ensure that any route planned accounts for any height, width and weight restrictions that may apply to the vehicle being used for the journey
- Driver must be in good health and physically able to perform the duties of driving
- Driver must check weather forecast and keep informed of traffic conditions and road works along the route to travel and, if necessary, rearrange the trip if adverse conditions are expected
- Driver and passengers must wear seatbelts at all times during vehicle operation
- Driver must abide by the speed limits and rules established by local regulations
- Driver must maintain a safe distance from the vehicle in front to achieve complete stop safety
- Driver must not use a handheld phone while driving
- Driver must have a list of emergency contacts on board to be immediately activated in case of accidents or in emergency situations
- Driving under the influence of alcohol, drugs or other controlled substances is strictly prohibited

This policy will be enforced with documented Management commitment and review, supported through supervision and complied with by all personnel.

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2020



## **BRIBERY POLICY**

The Bribery Act 2010, which came into force on 1 July 2011, creates a new offence which can be committed by commercial organisations which fail to prevent persons associated with them from bribing another person on their behalf.

### **The Act provides**

A general offence of bribery, which is defined as giving someone a financial or other advantage to induce them to perform their functions or activities improperly, or to reward them for having already done so

An offence of bribing a foreign public official in order to win business, keep business or gain a business advantage for the organization

An offence relating to failure by a business to prevent a person associated with it from committing the above offences on its behalf in order to win business, keep business or gain a business advantage for the organisation. To prevent bribery, we should:

- Assess whether business is at risk and, if so, the level of that risk put in place procedures proportionate to the risk identified
- Show a clear commitment to the prevention of bribery
- Use due diligence to assess who we are dealing with and who we appoint to represent us, communicate, train and raise awareness among employees and business partners to monitor and review procedures

Genuine hospitality or similar business expenditure that is reasonable and proportionate is not prohibited by the Act.

The following is a list of possible red flags that may arise during the course of you working for us and which may raise concerns under various anti-bribery and anti-corruption laws. The list is not intended to be exhaustive and is for illustrative purposes only. If you encounter any of these red flags while working for us you must report them promptly to the Managing Director:

You become aware that a third party engages in, or has been accused of engaging in, improper business practices;

You learn that a third party has a reputation for paying bribes, or requiring that bribes are paid to them, or has a reputation for having a "special relationship" with foreign government officials:

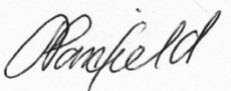
- A third party insists on receiving a commission or fee payment before committing to sign up to a contract with us, or carrying out a government function or process for us
- A third-party requests payment in cash and/or refuses to sign a formal commission or fee agreement, or to provide an invoice or receipt for a payment made
- A third-party request that payment is made to a country or geographic location different from where the third party resides or conducts business
- A third party requests an unexpected additional fee or commission to "facilitate" a service
- A third-party demands lavish entertainment or gifts before commencing or continuing contractual negotiations or provision of services
- A third-party request that a payment is made to "overlook" potential legal violations
- A third-party request that you provide employment or some other advantage to a friend or relative
- You receive an invoice from a third party that appears to be non-standard or customised
- A third party insists on the use of side letters or refuses to put terms agreed in writing

Form Title: Bribery Policy  
Form Ref: POL 009  
Author: PRB Consulting  
Date: JAN 2021  
Version: 1.0



- You notice that we have been invoiced for a commission or fee payment that appears large given the service stated to have been provided
- A third party requests or requires the use of an agent, intermediary, consultant, distributor or supplier that is not typically used by or known to us
- You are offered an unusually generous gift or offered lavish hospitality by a third party

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2020

## **EQUAL OPPORTUNITIES & DIGNITY POLICY**

The company is committed to the principles of equal opportunities and eliminating discrimination in every aspect of the work of the organisation.

We will strive to ensure that no individual or group is treated more or less favourably than others on grounds of gender, race, colour, age, ethnic/national origin, religious or political beliefs, disability, marital status, family circumstance, sexual orientation, spent criminal convictions or for any other reason, or will be disadvantaged by any conditions of employment or requirements that cannot be justified as necessary on operational grounds.

The company shall also ensure that it does not engage in procuring staff that fall within any category defined within the Modern Slavery Act 2015, including but not limited to; forced or compulsory labour or involuntary labour.

It is our express intention to treat employees with respect and dignity and treat them fairly with regards to all assessments, choices and procedures. Striving to ensure that the work environment is free from harassment and bullying and that everyone is treated with dignity and respect is an important aspect of ensuring equal opportunities in employment.

This policy is intended to assist the company to put this commitment into practice. Compliance with this policy should also ensure that employees do not commit unlawful acts of discrimination.

The policy is applicable to all employees, clients, suppliers and contractors, whether permanent or temporary. The company will strive to avoid unlawful discrimination in all aspects of employment including recruitment, promotion, opportunities for training, pay and benefits, discipline and selection for redundancy.

The recruitment process will be conducted in such a way as to result in the selection of the most suitable person for the job in terms of experience, abilities and qualifications. Person and job specifications will be limited to those requirements that are necessary for the effective performance of the job. Candidates for employment or promotion will be assessed objectively against the requirements for the job, taking account of any reasonable adjustments that may be required for candidates with a disability.

The selection process will be carried out consistently for all jobs at all levels. All applications will be processed in the same way. The staff responsible for short-listing, interviewing and selecting candidates will be clearly informed of the selection criteria and of the need for their consistent application.

The company will provide training to managers\* and others likely to be involved in recruitment or other decision making, where equal opportunities issues are likely to arise. Managers will be responsible for ensuring they actively promote equal opportunity within the department for which they are responsible.

All terms of employment, benefits, facilities and services will be reviewed from time to time in order to ensure there is no unlawful discrimination on any prohibited grounds.

The company is committed to equal pay in employment. In order to achieve this, the company will endeavour to maintain a pay system that is transparent, free from bias and based on objective criteria.

Part-time work is desirable for many people and can be of advantage to the company. It is our policy to create

opportunities for part-time work or job share, where possible, and to ensure that our part-time employees receive fair treatment.

The company may, on occasion, make use of temporary or fixed-term staff. In these circumstances, any individual engaged on a fixed-term contract will be entitled to terms and conditions of employment that are no less favourable on a pro rata basis than the terms and conditions of a comparable established employee, unless there is an objective reason for offering different terms.

The company is committed to creating a work environment free of harassment and bullying, where everyone is treated with dignity and respect.

Some harassment is unlawful discrimination and serious harassment may be a criminal offence.

Bullying is offensive intimidating, malicious or insulting behaviour; an abuse or misuse of power, which is meant to undermine, humiliate or injure the person on the receiving end. Examples of bullying would include picking on someone or setting him or her up to fail or making threats or comments about someone's job security without good reason.

Harassment is unwanted conduct related to sex, race or ethnic or national origins, disability, sexual orientation, religion or belief, age or any other personal characteristic which:

- Has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person; or
- Is reasonably considered by that person to have the effect of violating his or her dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment for him or her, even if the person responsible for the conduct did not intend this effect.

Examples of harassment would include: physical conduct ranging from unwelcome touching to serious assault, unwelcome sexual advances, demeaning comments about a person's appearance, unwelcome jokes or comments of a sexual, racial or any other nature, the use of obscene gestures, and the open display of pictures of objects with sexual or racial overtones, even if not directed at any particular person, eg, magazines, calendars or pin-ups. Please note this list is not exhaustive.

If you consider that you may have been unlawfully discriminated against, you may use the company's grievance procedure to make a complaint.

You can speak in confidence to the HR manager regarding any issue you may have in relation to equal opportunities, bullying or harassment.

This policy will be monitored periodically by the company to judge its effectiveness and will be updated in accordance with changes in legislation.

Form Title: Equal Opportunities & Dignity Policy  
Form Ref: POL 010  
Author: PRB Consulting  
Date: JAN 2021  
Version: V1.0



Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021

## **SOCIAL MEDIA POLICY**

This policy is intended to help staff, contractors, sub-contractors or agents of the company make appropriate decisions about the use of social media such as blogs, wikis, social networking websites, podcasts, forums, message boards, or comments on web-articles, such as Twitter, Facebook, LinkedIn and any other social media outlet.

This policy outlines the standards we require staff to observe when using social media, the circumstances in which we will monitor your use of social media and the action we will take in respect of breaches of this policy. This policy does not form part of any contract of employment and it may be amended at any time.

This policy covers all individuals working at all levels and grades, including senior managers, officers, directors, employees, consultants, contractors, trainees, homeworkers, part-time and fixed-term employees, casual and agency staff and volunteers (collectively referred to as staff in this policy).

All staff are expected to comply with this policy at all times to protect the privacy, confidentiality, and interests of our company and our services, employees, partners, customers, and competitors. Breach of this policy may be dealt with under our Disciplinary Procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal.

The managing Director has overall responsibility for the effective operation of this policy and is responsible for monitoring and reviewing the operation of this policy and making recommendations for changes to minimise risks to our operations.

All staff are responsible for their own compliance with this policy and for ensuring that it is consistently applied. All staff should ensure that they take the time to read and understand it.

Only the Company Directors are permitted to post material on a social media website in our name and on our behalf. Any breach of this restriction will amount to gross misconduct.

### **Rules for use of social media**

Whenever you are permitted to use social media in accordance with this policy, you must adhere to the following general rules:

- Always write in the first person, identify who you are and what your role is, and use the following disclaimer “The views expressed are my own and don’t reflect the views of my employer”
- Do not upload, post, forward or post a link to any abusive, obscene, discriminatory, harassing, derogatory or defamatory content
- Any member of staff who feels that they have been harassed or bullied, or are offended by material posted or uploaded by a colleague onto a social media website should inform the Managing Director
- Never disclose commercially sensitive, anti-competitive, private or confidential information. If you are unsure whether the information you wish to share falls within one of these categories, you should discuss this with the Managing Director
- Do not upload, post or forward any content belonging to a third party unless you have that third party's consent
- It is acceptable to quote a small excerpt from an article, particularly for the purposes of commenting on it or criticising it. However, if you think an excerpt is too big, it probably is. Quote accurately, include references and when in doubt, link, don't copy

- Before you include a link to a third-party website, check that any terms and conditions of that website permit you to link to it. All links must be done so that it is clear to the user that they have moved to the third party's website
- When making use of any social media platform, you must read and comply with its terms of use
- Do not post, upload, forward or post a link to chain mail, junk mail, cartoons, jokes or gossip
- Be honest and open but be mindful of the impact your contribution might make to people's perceptions of us as a company. If you make a mistake in a contribution, be prompt in admitting and correcting it
- You are personally responsible for content you publish into social media tools – be aware that what you publish will be public for many years
- Don't escalate heated discussions, try to be conciliatory, respectful and quote facts to lower the temperature and correct misrepresentations. Never contribute to a discussion if you are angry or upset, return to it later when you can contribute in a calm and rational manner
- If you feel even slightly uneasy about something you are about to publish, then you shouldn't do it. If in doubt, always discuss it with your line manager first
- Don't discuss colleagues, competitors, customers or suppliers without their prior approval
- Always consider others' privacy and avoid discussing topics that may be inflammatory e.g. politics and religion
- Avoid publishing your contact details where they can be accessed and used widely by people you did not intend to see them, and never publish anyone else's contact details
- Before your first contribution on any social media site, observe the activity on the site for a while before launching in yourself to get a feel for the style of contributions, the nature of the content and any 'unwritten' rules that other contributors might follow
- Activity on social media websites during office hours should complement and/or support your role and should be used in moderation
- If you notice any content posted on social media about us (whether complementary or critical) please report it to the Managing Director

### **Monitoring use of social media websites**

Staff should be aware that any use of social media websites (whether or not accessed for work purposes) may be monitored and, where breaches of this policy are found, action may be taken under our Disciplinary Procedure. We reserve the right to restrict or prevent access to certain social media websites if we consider personal use to be excessive. Monitoring is only carried out to the extent permitted or as required by law and as necessary and justifiable for business purposes.

Misuse of social media websites can, in certain circumstances, constitute a criminal offence or otherwise give rise to legal liability against you and us. It may also cause embarrassment to us and to our clients

In particular uploading, posting forwarding or posting a link to any of the following types of material on a social media website, whether in a professional or personal capacity, will amount to gross misconduct (this list is not exhaustive):

- Pornographic material (that is, writing, pictures, films and video clips of a sexually explicit or arousing nature)
- A false and defamatory statement about any person or organisation; material which is offensive, obscene, criminal
- Discriminatory, derogatory or may cause embarrassment to us, our clients or our staff
- Confidential information about us or any of our staff or clients (which you do not have express authority to

disseminate)

- Any other statement which is likely to create any liability (whether criminal or civil, and whether for you or us)
- Material in breach of copyright or other intellectual property rights, or which invades the privacy of any person

Where evidence of misuse is found we may undertake a more detailed investigation in accordance with our Disciplinary

Procedure, involving the examination and disclosure of monitoring records to those nominated to undertake the investigation and any witnesses or managers involved in the investigation. If necessary, such information may be handed to the police in connection with a criminal investigation.

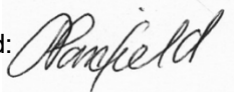
### **Social networking and Driving**

Under no circumstances should you post material, including photographs whilst in control of a motor vehicle, whether stationary or moving. This is a breach of this policy, also Network Rail Lifesaving Rules and is against the law. Disciplinary action will be taken against any person breaching this rule.

### **Sentinel Cardholder Rules**

Any breach of this policy will result in an internal investigation. Investigations will be carried out by the Directors of the company, the findings of which may result in the individual's de-sponsorship from the Sentinel Scheme.

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021



## **DATA PROTECTION POLICY**

### **About the policy**

During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about our staff and we recognise the need to treat it in an appropriate and lawful manner, in accordance with the Data Protection Act 2018 (DPA). The Data Protection Act 2018 is the UK implementation of the General Data Protection Regulations (GDPR). The purpose of this policy is to make you aware of how we will handle your personal data. The policy does not form part of any employees contract of employment and we may amend it at any time.

### **Data protection principles**

Everyone responsible for using personal data has to follow strict rules called 'data protection principles'. They must make sure the information is:

- Used fairly, lawfully and transparently
- Used for specified, explicit purposes
- Used in a way that will be adequate, relevant and limited to only what is necessary
- Accurate and, where necessary, kept up to date
- Kept for no longer than necessary
- Handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

"Personal data" means recorded information we hold about you from which you can be identified. It may include contact details, other personal information, photographs, expressions of opinion about you or indications as to our intentions about you. "Processing" means doing anything with the data, such as accessing, disclosing, destroying or using the data in any way

### **Fair and lawful processing**

We will usually only process your personal data where you have given your consent or where the processing is necessary to comply with our legal obligations. In other cases, processing may be necessary for the protection of your vital interests, for our legitimate interests or the legitimate interests of others. The full list of conditions is set out in the DPA.

We will only process "sensitive personal data" about ethnic origin, political opinions, religious or similar beliefs, trade union membership, health, sex life, criminal proceedings or convictions, where a further condition is also met. Usually this will mean that you have given your explicit consent, or that the processing is legally required for employment purposes. The full list of conditions is set out in the DPA.

### **How we are likely to use your personal data**

We will process data about staff for legal, personnel, administrative and management purposes and to enable us to meet our legal obligations as an employer, for example to pay you, monitor your performance and to confer benefits in connection with your employment.

We may process sensitive personal data relating to staff including, as appropriate:

- a) Information about an employee's physical or mental health or condition in order to monitor sick leave and take decisions as to the employee's fitness for work
- b) The employee's racial or ethnic origin or religious or similar information in order to monitor compliance with equal opportunities legislation
- c) In order to comply with legal requirements and obligations to third parties

## **Processing for limited purposes**

We will only process your personal data for the specific purpose or purposes notified to you or for any other purposes specifically permitted by the DPA.

## **Adequate, relevant and non-excessive processing**

Your personal data will only be processed to the extent that it is necessary for the specific purposes notified to you.

## **Accurate data**

We will keep the personal data we store about you accurate and up to date. Data that is inaccurate or out of date will be destroyed. Please notify us if your personal details change or if you become aware of any inaccuracies in the personal data we hold about you.

## **Data retention**

We will not keep your personal data for longer than is necessary for the purpose. This means that data will be destroyed or erased from our systems when it is no longer required.

## **Processing in line with your rights**

You have the right to:

- (a) Request access to any personal data we hold about you
- (b) Prevent the processing of your data for direct-marketing purposes
- (c) Ask to have inaccurate data held about you amended
- (d) Prevent processing that is likely to cause unwarranted substantial damage or distress to you or anyone else
- (e) Object to any decision that significantly affects you being taken solely by a computer or other automated process

## **Data security**

We will ensure that appropriate measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.

We have in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. We will only transfer personal data to a third party if he agrees to comply with those procedures and policies, or if he puts in place adequate measures himself.

Maintaining data security means guaranteeing the confidentiality, integrity and availability (for authorised purposes) of the personal data.

### **Providing information to third parties**

We will not disclose your personal data to a third party without your consent unless we are satisfied that they are legally entitled to the data. Where we do disclose your personal data to a third party, we will have regard to the eight data protection principles.

### **Subject access requests**

If you wish to know what personal data we hold about you, you must make the request in writing, with an accompanying fee of £10. All such written requests should be forwarded to the manager.

### **Breaches of this policy**

If you consider that this policy has not been followed in respect of personal data about yourself or others you should raise the matter with your line manager. Any breach of this policy will be taken seriously and may result in disciplinary action.

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021

## **CORPORATE SOCIAL RESPONSIBILITY STATEMENT**

### **Policy brief & purpose**

Our Corporate Social Responsibility (CSR) company policy refers to our responsibility toward our environment. Our company's existence is not lonely. It's part of a bigger system of people, values, other organizations and nature. The social responsibility of a business is to give back to the world just as it gives to us.

### **What is corporate social responsibility?**

Our Corporate Social Responsibility (CSR) company policy outlines our efforts to give back to the world as it gives to us.

### **Scope**

This policy applies to our company and its subsidiaries. It may also refer to suppliers and partners.

### **Policy elements**

We want to be a responsible business that meets the highest standards of ethics and professionalism. Our company's social responsibility falls under two categories: compliance and proactiveness. Compliance refers to our company's commitment to legality and willingness to observe community values. Proactiveness is every initiative to promote human rights, help communities and protect our natural environment.

### **Compliance**

#### **1. Legality**

Our company will:

- Respect the law
- Honour its internal policies
- Ensure that all its business operations are legitimate
- Keep every partnership and collaboration open and transparent

#### **2. Business ethics**

We'll always conduct business with integrity and respect to human rights. We'll promote:

- Safety and fair dealing
- Respect toward the consumer
- Anti-bribery and anti-corruption practices

#### **3. Protecting the environment**

Our company recognizes the need to protect the natural environment. Keeping our environment clean and unpolluted is a benefit to all. We'll always follow best practices when disposing garbage and using chemical substances. Stewardship will also play an important role.

#### **4. Protecting people**

We'll ensure that we:

- Don't risk the health and safety of our employees and community
- Support diversity and inclusion

#### **5. Donations and aid**

Our company may preserve a budget to make monetary donations. These donations will aim to:

- Advance the arts, education and community events
- Alleviate those in need

#### **6. Volunteering**

Our company will encourage its employees to volunteer. They can volunteer through programs organised internally or externally. Our company may sponsor volunteering events from other organisations.

#### **7. Preserving the environment**

Apart from legal obligations, our company will proactively protect the environment. Examples of relevant activities include:

- Recycling
- Conserving energy
- Using environmentally friendly technologies

#### **8. Supporting the community**

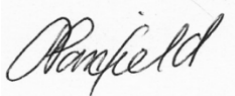
Our company may initiate and support community investment and educational programs. For example, it may begin partnerships with vendors for constructing public buildings. It can provide support to non-profit organizations or movements to promote cultural and economic development of global and local communities.

#### **9. Learning**

We will be open to suggestions and listen carefully to ideas. Our company will try to continuously improve the way it operates. We'll readily act to promote our identity as a socially aware and responsible business. Management must communicate this policy on all levels. Managers are also responsible for resolving any CSR issues.

Steve Passfield

Signed:



Role: Managing Director

Date: JAN 2021

## **FIRE POLICY STATEMENT**

### **Policy Statement**

Fires cause loss of life and damages property and businesses every year. The company seeks to avoid such losses by managing fire risks to prevent fires if possible and to have in place safety and contingency procedures that mitigate the harmful effects of a fire should it occur.

This policy explains how these responsibilities are to be managed and how the fire risks are to be controlled. In the main, this will encompass company owned or leased buildings, and also off-site buildings used by the company but owned and managed by other parties.

The Company has responsibilities imposed under the Regulatory Reform (Fire Safety) Order 2005 and the Management of Health and Safety at Work Regulations 1999 in relation to fire safety, in which it is required to take the initiative in managing fire risks in its buildings.

Where appropriate, fire safety training and instruction will be given, together with the provision of safety devices, equipment and instructions to carry out the duties in a safe and proper manner.

### **General Management Arrangements for Fire Safety**

Responsible Person:

The Managing Director as employer is designated as the 'responsible person' under the Regulatory Reform (Fire Safety) Order 2005. They shall delegate operational responsibility to competent persons to oversee management arrangements for fire safety.

Duties of the Responsible Person shall be responsible for:

- Ensuring the buildings that constitute the company's estate are safe for occupants to use at all times
- Fire safety in relation to all aspects of building design and development, new build works, alterations and refurbishments
- Fire safety in relation to the maintenance of and minor works to all buildings
- The control of contractors, in so far as they affect fire safety
- Ensuring that an Emergency Evacuation Plan is developed and implemented
- Co-ordinating the response of the company with the emergency services
- Monitoring the operation of fire alarm systems and related building fire precautions and ensuring the outcome is recorded in the Fire Logbook
- Assisting occupants in the evacuation of buildings in a fire
- Ensuring that practice drills are organised and conducted twice a year

The Responsible Person should also ensure:

- a) They can evacuate their staff, and visitors in the event of a fire by appointing adequate numbers of Fire Marshals in accordance with the Emergency Evacuation Procedure
- b) Those members of staff with specific duties under the policy e.g. Fire Marshals receive appropriate training within 3 months of their appointment to the role

- c) They manage fire risks and conduct housekeeping to prevent fires in accordance with this policy
- d) That their staff are encouraged to report any defects in buildings which may impact upon fire safety
- e) That the relevant sections of the Fire Risk Assessment are actioned in a timely manner

### **All Staff**

It is the duty of all staff to assist management in its efforts to protect people and comply with fire safety law by ensuring that their work does not create fires or encourage the conditions under which a fire could start. They should assist their colleagues by raising the alarm if they discover a fire and follow the instructions given to them by Security or the emergency services.

All staff will be briefed on the Fire Risk assessments and evacuation procedures as part of induction and regular toolbox talks.

### **Building Fire Risk Assessments**

The Fire Risk Assessment (FRA) is a methodical assessment of fire hazards in the building fabric, plant and services, hazards arising from activities, ways that people use a building weighed against the type of structure and the fire precautions that are in place. The purpose of the FRA is to identify any improvements needed to achieve a satisfactory level of fire safety, both in preventing fires or minimising their effects.

The Managing Director will ensure that a competent person is appointed to undertake FRA in all buildings owned and managed by the Company.

The aim of the FRA is;

- To evaluate whether existing precautions in each building are satisfactory in the light of its current uses and fire hazards
- To achieve consistent levels of safety in relation to fire risks across the company's estate
- To allow Management to decide on an appropriate fire protection strategy that takes into account the effect on business continuity

The Managing Director will review FRA's at regular intervals to accommodate changes in fire law, structural alterations to buildings, changes in fire precautions technologies or use by occupants, and ensure actions from FRAs are communicated to Responsible Person so they can act on those aspects of the FRA relating to their use of the building and particularly the fire hazards they introduce as part of their teaching, research or other activities.

### **Building Development**

The company will ensure all building design work that affects a building's existing fire precautions or introduces new hazards for which these precautions are not compliant, conforms to good practice and relevant industry standards, including but not limited to:

- Approved Document B 'Fire Safety' Building Regulations 2010 (revised edition 2006)
- Institute of Electrical Engineers (IEE) Wiring Regulations (18th Edition) BS7671
- British and European Standards on building fire safety
- Regulatory Reform (Fire Safety) Order 2005

Proposed changes to the design of the building's fabric or services should be integrated sympathetically with the existing fire precautions including those described in the Fire Risk Assessment, Fire Policy and the building's Emergency Evacuation

Plan. It must be recognised that the planning and design of development projects can change occupancy levels, building capacities and flow-rates on escape routes therefore additional fire precautions may be necessary or occupancy numbers reduced.

The Company will ensure that the design of works is referred to the Statutory Authorities as appropriate, including, but not limited to, making Building Regulation Applications and consulting with the Fire Authority.

The Company will maintain appropriate as-built information including fire plans and building fire escape routes.

The Company will ensure that any person undertaking design work is competent.

### **Building Alterations**

The Company will manage fire risks associated with construction and maintenance works in order to avoid fires.

The Company will engage contractors who can demonstrate suitable knowledge, qualifications and experience to carry out any works to the building's fabric or services that materially affect existing fire precautions.

### **The Company will:**

- Supervise all such work
- Provide the principal designer and principal contractor with relevant existing fire plans, escape information, compartmentation drawings and FRA
- Monitor contractors' control of fire risks arising from all demolition & construction work
- Direct the principal designer to identify fire risks anticipated in the scope of the works, particularly hot-works and other high-risk activities and include these in the information pack to prospective contractors and designers
- Direct designers to consider fire risks associated with the designs they propose and mitigate those risks if necessary
- Remove or reduce the level of any materials or other hazards that introduce or increase the risk of fire during any construction or maintenance works prior to commencement
- Specify that contractors do not affect the existing fire precautions except where absolutely necessary and only in consultation with the Project and Health and Safety Team
- Ensure during the construction phase of a project that the existing fire precautions are maintained, or alternative suitable temporary arrangements are made and communicated to the Project Team, Fire Response Team, building users etc.
- Monitor the contractors' management of fire risks during construction and maintenance works, intervening where these risks are not being controlled adequately to prevent fires occurring
  
- At the end of each shift, the contractor will ensure that any 'bagged' automatic fire detectors (AFDs) are cleared of obstructions, are serviceable and that all fire alarm zones are returned to the fire alarm system after isolation. At the completion of works, the contractor will ensure that any breaches in the building's fire compartmentation (walls, firebreaks, risers, etc.) are reinstated to give protection against fire spread



Prior to the completion of construction works, the Company must request written confirmation from the contractor/designer to ensure that:

- All passive fire protection products are third party certificated and that they are installed by contractors holding third party certification for that product type
- All fire systems (detection, alarms, fire doors signage etc.) have been installed, tested and commissioned in accordance with the design and specification
- All fire systems are fully operational
- Relevant statutory consents/approvals are in place
- Update information (Fire Risk Assessments, Emergency Procedures etc.) as necessary
- All test certificates are received

### **Managing Fire Risks in Construction Work**

The Company will ensure that contractors comply with the standards in the Health & Safety Executive's Construction Information Sheet 51 'Construction Fire Safety'.

Campus Services will ensure construction sites will mitigate fire risk in compliance to:

- a) HSG168 – Fire Safety in Construction
- b) Code of Practice on the Protection from Fire on construction sites and Buildings Undergoing Renovation. (9th Edition:2015)
- c) Construction Design and Management Regulations 2015

### **Maintenance and Servicing of Building's Fire Safety Precautions**

#### Fire Alarm Systems

The Company will ensure maintenance of each building's fire alarm system, in accordance with BS 5839-1 current edition. In circumstances where the installed fire alarm system is unserviceable, temporary arrangements will be provided to occupants for the manual raising of the fire alarm until such time as the fire alarm system can be repaired.

#### Emergency Lighting

The Company will ensure maintenance of the emergency light systems, in accordance with BS 5266-1 current edition.

#### Fire Fighting Equipment

The Company will ensure that all fire-fighting equipment, extinguishers, fire hoses and blankets used in its buildings are in accordance with BS 5306 current edition. All staff should notify the Responsible Person of extinguishers and other equipment that has been discharged or is defective.

#### Fire Doors

The Company will maintain all fire doors so that they meet the requirements of BS 476 – current edition and offer an effective barrier to fire and smoke in order to allow evacuation and deter fire spread throughout the building.

#### Fire Compartmentation

The Company will monitor any on-going construction and maintenance work so that breaches in fire compartment floors or walls can be repaired (that is, repaired so that they are resistant to smoke and fire).

### Fire Signage

The Company will ensure that signs conform to the Health and Safety (Safety Signs and Signals) Regulations 1996 so that occupants are properly directed to exits, extinguishers and fire assembly points.

### Dry Risers

Where a building has a dry riser, the Company will ensure these are maintained and in a serviceable condition at all times in accordance BS 9990 – current edition.

### Acting on Recommendations in FRAs

The Company will incorporate recommendations from Fire Risk Assessments into planned maintenance and refurbishment program, giving due regard to the urgency of the recommendation in each case.

### Acting on Reported Defects from Drills

The Company will record any evacuation in the Fire Logbook and identify any areas for improvement.  
Information

Every person who works or studies at the company should understand how fire safety is managed and have access to the Fire Policy. This will help them to contribute to controlling fire risks while they work or study and to react in a way that protects their lives and the lives of others in the event of a fire. Information is provided through:

- The Fire Policy, which explains general arrangements for managing fire safety and includes the Evacuation Procedure
- The Emergency Evacuation Plan applicable to their particular workplace(s)
- Training and induction – see section 14 of this policy
- Fire escape routes and Fire Assembly Points
- Information on building hazards for emergency services
- Building services isolation points (for gas, electricity and water)
- Fire instruction notices (fire plans)

## **Checking and Testing**

Regular tests and checks on the effectiveness of evacuations and the various elements of fire precautions for a building are essential if we are to be confident that they will work in an emergency. This ranges from simple checks that emergency lights work and emergency exit doors open to full diagnostics on a modern alarm system.

### Weekly Fire Alarm Tests

The Company will ensure that weekly testing of fire alarm systems are completed each week as described in BS 5839 current edition. The purpose of this test is to ensure that all fire alarm sounders are working and making a noise loud enough to alert all occupants. The test requires the bells or klaxons to be run in short bursts (10-20 seconds). A different manual call point should be used at the time of every weekly test so that all manual call points are tested over a period of time. Any defects (no sound, low sound) are to be reported to the system maintainer. The results of this test will be recorded in the fire log book and retained on site for inspection.

### Emergency Lighting

Where a building is fitted with emergency lighting systems, this will be tested in accordance with BS 5266 and any defects are to be reported to the system maintainer. The results of this test will be recorded in the fire log book and retained on site for inspection.

### Fire Alarm Systems

The system maintainer will run diagnostics checks on each building's fire alarm control panel at 3-6-month intervals.

### Fire Drills

The responsible person will arrange for two fire drills per year at each of the buildings owned or managed by the Company.

During a fire drill, the alarm should be triggered at a manual call point (MCP) break-glass rather than simply operating the bell-test button on the fire panel. This is to ensure that all interfaced systems are activated (the bell-test button simply tests the function of the sounder circuits and is sufficient for sounder tests only). Devices that are interfaced with the fire alarm system should be identified for each building so that their operation can be monitored during drills and other activations.

The aim of a fire drill is to demonstrate that the building can be cleared of people in a reasonable time, commensurate with the size and complexity of the building and the associated risk. Staff who are supervising students should lead them to safety via the nearest escape route.

### **Emergency Evacuation Procedure**

The emergency evacuation procedure is at appendix 1.

### **Building Occupants Management of Fire Risks and Housekeeping**

Although the main responsibility for the installation and maintenance of building fire precautions lies with the company, it is often true that day-to-day control of fire risks is in the hands of each building's occupants. As well as being responsible for managing evacuations, management occupying each building need to reduce the chance of fires occurring as far as reasonably practicable. Managers should contact the Health and Safety Advisor if they need advice on fire safety or are unsure how to proceed.

It is important that all managers and staff who occupy company buildings take responsibility for:

- Managing any fire risks associated with their daily activities to avoid fires, including maintaining local fire precautions for processes and activities if necessary
- Ensuring that the Emergency Evacuation Plan is read and understood
- Ensuring that their own actions do not interfere with or impair the effectiveness of the building's existing fire precautions
- Conducting regular spot checks to maintain housekeeping standards to minimise fire risks and maintain escape routes
- Enforcing the company, No Smoking Code of Policy
- Ensuring that Portable Appliance Testing of electrical appliances is carried out regularly
- Organizing themselves so that they can evacuate everyone in the building quickly and safely and provide reasonable information on the status of that evacuation to Security
- Providing fire safety information at staff inductions
- Not introducing additional hazards into the building without referring to the Health and Safety Advisor

Successful management of fire risks arising from the normal range of activities in buildings is about keeping ignition sources and fuel apart, otherwise a fire could occur.

Fire risks can and do arise as a consequence of poor housekeeping, which leads to an accumulation of combustible materials or fire accelerants (flammable liquids and gases) or the unsafe storage of these, creating an increased risk of fire or fire load in that part of the building.

Managing fire risks means regular servicing and maintenance of plant & equipment used, which there is a risk of malfunction, overheating and fire. An example of this is where wear & tear on electrical components in a machine, leads to short-circuit or overload, which results in a fire. Even in offices, appliances such as desk fans, desk lamps etc. can cause fires if they are not inspected periodically and maintained in a safe condition. Those engaged in workshop and similar processes (for example, welding, grinding, cooking and heating substances) need to be instructed and demonstrably competent as a result. They may also need to be supervised to achieve an acceptable level of safety.

To ensure that they have discharged their responsibilities and are managing fire risks for the building, managers should:

- Use the Fire Risk Assessment (FRA) for their building, to identify the main fire risks associated with their activities and then make local arrangements to control these fire risks
- Use the FRA to evaluate the adequacy of their arrangements during different periods when the building's mode of use changes (e.g. during construction work or times when there are large numbers of visitors)
- Ensure that their staff in all parts of the building
  - Don't create fire risks by poor housekeeping and maintenance
  - Manage hot-processes and other activities with higher risk of fire to control this, taking advice on how to do this where necessary
  - Don't compromise building fire precautions by blocking fire escape routes with furniture or materials, disabling parts of the fire alarm system or chocking open fire doors etc

## **Fire Evacuation**

The company must ensure that there are suitable arrangements for evacuation as part of the Emergency Fire Plan for the building. This is part of their responsibilities under the Equality Act 2010 and the Regulatory Reform (Fire Safety) Order 2005.

Fire evacuation of buildings must consider:

- Those persons who work in, study, or regularly visit, the building
- Persons who are visiting the building.

All potential needs must be considered and all options explored.

Needs may include:

- Limited or lack of mobility affecting movement
- Width of exit routes for wheelchair egress
- Difficulty in opening doors
- Visual impairment
- Hearing impairment
- Lack of understanding about what is happening

- Reassurance to help dispel anxiety

Options available include:

- Accommodating employees on the ground floor or close to final exits where possible
- Use of evacuation or fire-fighting lifts (Note that ordinary lifts must not be used in a fire situation)
- Use of refuge areas as part of a staged approach to evacuation
- Identifying employees or buddy's willing to accompany disabled people while a refuge is in use
- Provision of an intercom in refuge areas
- Provision of evacuation chairs and the training of personnel who will assist in an emergency
- Ensuring that those with language difficulties and visual, hearing, and learning impairment are made aware when a fire alarm is activated

The overriding aim is to be able to completely evacuate the building within a reasonable time, without having to rely on the Fire Service to rescue people from the building.

## **Training**

All staff are required to successfully undergo Fire Safety Training / Toolbox Talk and receive instruction on the evacuation procedure, including specific instructions on local arrangements for the buildings in which they work.

### New Staff Inductions

New employees are inducted into general emergency procedures when they start work, supported by a local induction which should include arrangements for the buildings they work in.

### Persons with special responsibilities

There are staff, who should receive specific training according to their respective roles, as follows:

### The Fire Warden

- The aims of this Fire Policy
- Their roles and priorities in a fire evacuation and what is expected of them as defined in the Emergency Evacuation Plan for that particular building
- How to respond safely
- How the various fire alarm systems work and correct interrogation of the fire panels and identification of activations and faults
- How to investigate activations safely
- The Fire Response Team will receive instruction on responding to a request for assisted evacuation of a person or persons
- How to locate a person who requires assistance evacuating
- How to use the evacuation chair or other equipment e.g. evacuation lifts

## **Appendix 1**

### Emergency Evacuation Plan

The purpose of this procedure is to ensure a speedy and effective evacuation of a building in the event of a fire and the roles that various people need to play to achieve this.

The objectives are:

- From the point at which a fire is detected, the building's occupants are able to get themselves and everyone else out of the building safely and as quickly as possible
- The Emergency Services are alerted at the earliest opportunity so that they can fight the fire
- The building's occupants are able to provide information to the Emergency Services and Management on
  - The state of the building's evacuation
  - Persons in need of rescue or assistance
  - Building hazards that present a continuing threat
  - Building access and services that will assist the Emergency Services in their work, helping to deal with the fire and minimising injury and other losses

### Any Persons' Response on Discovering Fire

The following instructions should be noted for all staff:

- Are you trained, and can you SAFELY extinguish the fire? (Even if you do, you must still raise the alarm and contact Security for assistance)
- If not, leave the room, closing the door behind you to limit fire spread
- Activate the first manual call point you see as you escape. If you are in a small building without an alarm system, shout FIRE! as you leave
- Proceed to the nearest fire escape route out of the building
- Go to your designated Staff Assembly Point (SAP)

### All Persons' Response on Hearing the Fire Alarm (Students, Visitors, Contractors, etc.)

All persons should:

- Leave the room/area (closing doors behind you) and proceed via nearest escape route to building exit
- Go to your designated Staff Assembly Point (SAP), giving information on evacuated areas if able to do so
- Await instructions from the most senior person present or Fire Officer before re-entering the building

### Fire Wardens

A Fire Warden shall be appointed for each area of the building. Their duties will include:

- Checking all rooms quickly in the vicinity where they are working (including toilets) before evacuating with everyone else. Knock loudly on toilet doors and shout FIRE to inform any occupants
- They should instruct anyone that they do find, to leave immediately
- They should assist any disabled person to the nearest Fire Refuge and call security for evacuation assistance
- Once they have left the building, they should go to the FAP and find the Senior person and report;
  - Any evidence of fire they witnessed
  - The areas/rooms they checked and were empty

- Any persons unable or unwilling to leave the building
- Specific location of any disabled persons in a Fire Refuge
- They may also assist in encouraging people toward the Staff Assembly Point (SAP)

**Important Note:**

Be alert for smoke or flame. Look through glass panels in closed doors before opening door and entering the room. Do not open a door if the handle feels hot to touch.

All Employees

In addition to following evacuation steps at (a) and (b) above, all employees can assist the appointed Fire Marshals to ensure that others evacuate the building in the event of an emergency.

Staff Supervising Visitors during an Alarm

Any member of staff who is supervising students or visitors in the building at the time of the alarm should lead those persons to safety.

Disabled Persons

Disabled persons should evacuate the building, drawing on assistance from colleagues as arranged.

Fire Refuges

All staff should familiarize themselves with the locations of the Fire Refuges in the buildings in which they work.

**Emergency and Evacuation Team (the most senior person on site)**

Their purpose is to assess the emerging situation, investigate the cause of the activation where safe to do so and communicate with the Emergency Services.

Emergency and Evacuation Team functions are to:

- Investigating alarm activation and location and progress of any fire; (using information gained from the fire panels, or witnesses)
- Learning the state of the evacuation and especially the location of any persons who need either rescue or assistance to evacuate the building
- Verifying the existence of a fire or false alarm, where able to do so
- Directing evacuees to keep moving to avoid bottlenecks in foyers and outside building entrances and to head towards the Fire Assembly Point (FAP)
- Directing evacuees away from public highways and to a place of safety adjacent to the FAP
- Liaise with the Senior Fire Officer attending the scene by
  - Explaining the situation to the Senior Fire Officer
  - Giving the location of any persons remaining in the building who will need to be rescued;
  - Providing information regarding building hazards
- Assist Disabled Persons by
  - Being able to deploy trained staff who can use an Evac Chair if needed to assist a person with mobility impairment

Form Title: Fire Policy Statement  
Form Ref: POL 014  
Author: PRB Consulting  
Date: JAN 2021  
Version: V1.0



Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021



## **TRANSPARENCY STATEMENT**

The company aims to be open and accountable to customers, stakeholders and other service-users. We aim to make information easy to find for other interested parties such as partners, suppliers and industry regulators. We also encourage employees or others with serious concerns about any aspect of our work to come forward and express their concerns.

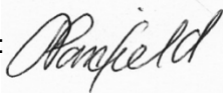
Our guiding principles are that we will:

- Provide information in a way which reflects the wishes and needs of customers and other interested parties
- Make information available about our plans, decisions, policies, standards, and performance
- Provide information about how we are governed, our finances and how we achieve value for money
- Make sure information is easy to find, relevant, accurate and wherever possible self-explanatory
- Respond to requests in a way which is cost effective and proportionate
- Always act lawfully and comply with any requirements set by our/the industry or its regulators

Although we have chosen to adopt an open approach we are not classed as a public authority for the purposes of the Freedom of Information Act and are therefore not bound by it. For more information on what you can expect from organisations which handle your personal data, please see the Information Commissioner's Office website. We are committed to being open and honest with our customers about how we undertake our business operations. Further details regarding how we manage our data can be found in our Privacy Policy

Steve Passfield

Signed:



Role: Managing Director

Date: JAN 2021

## **WHISTLEBLOWING POLICY**

### **Introduction**

An important aspect of accountability and transparency is a mechanism to enable all individuals to voice concerns internally in a responsible and effective manner when they discover information which they believe shows serious malpractice.

### **Aims of this Policy**

The Company is committed to delivering high quality services to its clients and to that end expects high standards from its employees. In order to maintain those high standards, a culture of openness and accountability is vitally important. The aims of this Policy are:

- To encourage employees to raise concerns about malpractice within the organisation without
- Fear of reprisal;
- To reassure employees that their concerns will be taken seriously;
- To provide information about how to raise concerns and explain how the company will respond.

The Policy is designed to assist individuals who believe they have discovered or witnessed improper conduct. This Policy applies to all staff and covers situations whereby an individual confidentially raises a concern about a risk, malpractice or wrongdoing that affects others such as co-workers, the company, clients, candidates, suppliers and public image, without fear of reprisal.

The company considers the following actions to be reportable wrongdoings:

- Immoral, illegal or unethical conduct (including fraud, corruption, financial maladministration, unauthorised use of company funds, health and safety breaches)
- Gross misconduct;
- A criminal offence.

### **Raising Concerns**

All employees at all levels of the company are responsible for helping to assure that prohibited behaviour does not occur by reporting prohibited discrimination or harassment that they observe as soon as possible. The earlier you do so, the easier it is for us to take action.

You should raise your concerns with the Managing Director as soon as you suspect malpractice. You do not need to wait for evidence of a violation or malpractice prior to raising a concern. In circumstances whereby it is not appropriate to raise concerns with your line manager, for example, they may be the violator in question, or they may already be aware of the violation and appear to be overlooking it. In these cases, you should report your concerns to the Managing Director.

Form Title: Whistleblowing Policy  
Form Ref: POL 016  
Author: PRB Consulting  
Date: JAN 2021  
Version: 1.0



Reports will be treated in the strictest confidence and all staff are protected from victimisation, harassment or disciplinary action as a result of disclosures made in good faith and not maliciously. The identity of the Whistleblower will be kept confidential and will not be revealed without prior consent. Please note that concerns that are raised maliciously, for personal gain or where they are known to be untrue may result in disciplinary action.

### **Investigation**

The company is committed to its zero-tolerance policy and will investigate and address all reports of prohibited behavior. All disclosures made will be investigated in full and after initial enquiries, a decision will be made whether to launch a formal investigation. For whistleblowers who have made their identities known to us, you will subsequently be advised of the Company's decision to continue with an investigation or not.

### **Violations**

Anyone who is proven to have violated our any of the Policies and Regulations outlined in this Policy will be subject to disciplinary action by the company. This disciplinary action may include termination of the violator's employment. Individuals who fail to advise the Managing Director of an actual or suspected violation may also be subject to such disciplinary action. Where a criminal offence has occurred, the company may report violations to the Police or a relevant regulating authority for further investigation.

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021

## **PANDEMIC FLU POLICY STATEMENT**

### **Introduction**

We have set out the following guidance to assist staff working in our services to feel supported, informed and enable us to plan effectively, in the event of a pandemic flu outbreak.

Everyone should read this guidance and where possible, make the required preparations well in advance of a pandemic.

The organisation will take advice from the Local Authorities and through the world health organisation (WHO).

This simple guidance has been developed to raise awareness of the measures that may be employed to reduce the spread of the flu virus at work. It aims to:

- Allow the organisation/projects to evaluate potential situations where there may be possible exposure to the flu virus
- Assess the risks for the environment and to individuals by providing a matrix that can be used to consider the best ways of reducing the spread of flu in a work environment
- Describe the steps that can be taken to moderate any potential exposure to the flu virus in the projects
- Set out the measures that might be used to reduce the spread of the flu virus in the projects
- Ensure staff are aware of the importance and value of personal protective equipment and their responsibilities regarding these
- Ensure staff are aware of their responsibilities to maintain and promote a safe working environment

### **What Is Pandemic Flu?**

Pandemic influenza is different from ordinary seasonal flu, which for most people is an unpleasant illness but runs its natural course. A pandemic is a global disease outbreak.

Pandemic flu can occur when a new influenza virus emerges which is markedly different from recently circulating strains and to which humans have little or no immunity and then spreads easily from person-to-person when an infected person talks, coughs or sneezes. It can also spread through hand/face contact after touching anything that may become contaminated with the virus. Illness develops a few days (average 2-3) after being infected.

Everyone is susceptible. Because of this lack of immunity, the virus can:

- Infect more humans over a large geographical area
- Spread rapidly and efficiently from person to person
- Cause clinical illness in a proportion of those infected

During a pandemic, the most successful infection control measures will be those, which are outlined on the NHS please refer to [www.nhs.uk](http://www.nhs.uk). The focus should be maintaining environmental and general hygiene measures.

### **Symptoms of Pandemic Flu**

The symptoms of pandemic flu will probably be similar to 'ordinary' flu but may be more severe. Seasonal flu usually affects your nose, throat, sinuses and airways.

The most significant symptoms are the sudden onset of:

- Fever
- Coughing, wheezing or shortness of breath

Other symptoms may include:

- Chills
- Coughing or headache
- Sore throat
- Feeling tired
- Sore muscles
- A blocked or runny nose
- Sneezing
- Loss of appetite

People are most infectious soon after they develop symptoms. They can continue to spread the virus, for example in coughs and sneezes, for up to five days (seven days in children). People become less infectious as their symptoms subside, and once symptoms are gone, they are considered no longer infectious to others.

### **How can this be spread?**

Any flu including pandemic flu is spread from person to person by close contact. Some examples of how this may spread are:

- Breathing in air containing the virus produced, when an infected person talks
- Large droplets from coughing and/or sneezing, within a close distance
- Direct contact, by shaking or holding hands and through touching your own mouth and eyes etc. without washing your hands
- Through hand/face contact after touching a person or surfaces contaminated with the virus
- Through soft furnishings and surfaces where the virus may be contained for longer periods

### **Statement on Prevention and Control of Infection**

As an organisation we are committed to reducing and minimising the transition of infection. It is a requirement that everyone has the responsibility to ensure they manage the housekeeping and personal hygiene effectively.

Although you cannot prevent the spread of the disease, you can take steps to control/reduce the spread by:

- Good hand washing practices
- Practicing good personal hygiene
- Covering your mouth and nose with a tissue while sneezing or coughing
- Individuals should not use cloth handkerchiefs or reuse tissues. This practice carries a risk of contaminating pockets or handbags which may then re-contaminate hands every time they go into those pockets or handbags

- Disposing of used tissues promptly and carefully (bag and bin them). Tissues should be disposed of in domestic waste they do not require any special treatment
- Washing hard surfaces (e.g. worktops, doorknobs) with a domestic cleaner regularly. Normal household detergent and water should be used to clean surfaces
- Avoiding unnecessary travel
- Avoiding crowds where possible
- Ensuring children follow this advice

### Organisational Contingency Planning

The organisation recognises the current health concerns and issues surrounding a pandemic and its potential impact on individuals and due to this we have introduced practical measures and systems that must be followed to ensure that potential risks are minimised/prevented and we have prepared a contingency plan to deal with any issues which may arise.

### What should individuals do if they have symptoms or are ill?

If an individual does feel ill with symptoms consistent with pandemic flu, while at work or at home, it is important that he or she does not simply carry on working and follows the guidelines below;

If individuals develop symptoms while at work, they should adhere to the following protocol:

- Report their symptoms immediately to their Line Manager or Supervisor
- The individual may be sent home
- Contact the National Pandemic Flu Line Service for advice and an initial assessment of symptoms in the first instance
- The Line Manager should immediately contact a Director and implement the Contingency Plan.

In both cases the individual in the first instance should contact The National Pandemic Flu Line, (0800 1513513), if you are unable to make contact you should then contact, National Health Service direct (0845 4647) and your General Practitioner, who will advise you what to do, this process will be in operation at the outset of the pandemic. You should not return to work unless advised to do so and must also keep your manager informed throughout this process.

### Model for Risk Assessment

The following section provides details on the route of transmission/spread of the flu virus and the routes for reducing the potential for spread.

For the disease to spread within a community there must be a source of infection, a route by which the infection is transmitted, and individuals who are susceptible to the disease.

This is illustrated below, along with additional information.



### The Source – the symptomatic individual

It is generally accepted that individuals should be considered potentially infectious from the time symptoms appear to the time their symptoms have completely disappeared, in general terms, the more severe the symptoms, the more infectious a person is likely to be.

### Transmission – via droplets over a distance of under 1 metre or direct/indirect contact

Flu is generally transmitted from person to person through close contact and over short distances – in the region of 1 metre. This pattern of transmission is known to be associated with spread by respiratory droplets from coughs and sneezes, by direct contact with an infected person, or indirectly from objects or surfaces which have become covered with virus-infected secretions. Flu viruses are easily removed or destroyed by soap and water, normal household detergents or hand-rubs, particularly alcohol-based).

### The Recipient – the susceptible individual

In order to pass on the virus, individuals who are susceptible to the disease must be present, until an individual has acquired immunity, either through natural infection or through vaccination; they remain at risk of infection.

For a person to become infected with pandemic flu, each one of three elements must be present:

- An individual with symptoms consistent with flu
- Who transmits the virus by direct or indirect contact
- A susceptible individual.

### **Mitigating Actions**

Interventions that block all or part of the transmission route of a virus from a person with symptoms consistent with flu to a susceptible person have the potential to stop the chain of infection.

These generally have one of the following objectives:

- Reduce transmission of infection from an individual(s) with symptoms consistent with flu to a susceptible person, and/or
- Reduce the risk of susceptible people becoming infected

The measures that projects may want to consider in an effort to reduce the spread of a flu virus within the work environment are as follows:

**Environmental**                      Actions can be taken within the environment to reduce the spread of the flu virus

**Organisational**                      Actions taken to modify behaviour and practice in the workplace to help reduce the spread of the flu virus

**Individual Behaviour**              Actions taken at the level of the individual to restrict the spread of the office flu virus

## Environmental

Organisations should prominently display signs, which encourage staff, individuals and visitors to follow good practice such as:

- “How to wash their hands”
- The signs and symptoms of flu
- The importance of respiratory etiquette and hand hygiene at all times. Surfaces should be cleaned frequently with the usual cleaning materials

There should be access to effective hand hygiene facilities for all staff, individuals and visitors. Staff can be issued with personal hand sanitizers where appropriate.

## Organisational

It is the organisations responsibility to raise awareness among staff of the signs and symptoms of flu and the organisational and project contingency plans, to promote an environment in which staff who become unwell feel that they are given the correct advice and support to deal with this and we will consider alternatives to direct meetings and visits (e.g. phone etc.).

Where contact with those who may have symptoms consistent with flu is unavoidable, reduce the risk of transmission of disease to staff and others by encouraging:

- The use of proper hand hygiene before entering premises or handling foods. When handling documents or money, staff should be encouraged to minimise contact with their mouth, eyes and nose until their hands have been cleaned
- The practice of high standards of respiratory etiquette, such as covering the mouth with a tissue when coughing and sneezing
- A reduction of face-to-face meetings wherever possible and encourage only essential travel
- Identification of individuals who may be at particular risk of the adverse effects of flu and deploy them in areas where contacts are minimal

## Individual behaviour

- Staff should adopt good hand hygiene practices and minimise touching the mouth, eyes and/or nose
- Minimise any contact with any individual with symptoms consistent with flu symptoms
- Adhere to policies, procedures and contingency plan in relation to pandemic flu, infection control etc.
- Have full commitment to attending work and only being off if advised to do so by a health professional

## Risk Assessment Matrix

There is no single approach or measure that can be taken to reduce the spread of flu. Prompt self-isolation together with proper respiratory etiquette and effective hand hygiene should be actively promoted, encouraged and applied. An approach where environmental, organisational and individual actions are combined and applied will help to reduce the spread of the flu virus within the workplace.

To provide a simple framework to help projects assess the practicality/practicability of possible mitigation measures, a matrix has been developed. This is illustrated below.

The matrix outlines ways of reducing the spread of the flu virus which combine the different levels of intervention and how they might be used to reduce individuals with symptoms consistent with flu spreading infection, as well as reducing the risk that susceptible individuals might become infected.



	To reduce transmission from a symptomatic individual to healthy/susceptible people	To reduce the risk of healthy/susceptible people becoming infected
<b>Environmental</b> (action taken to alter the immediate environment)		
<b>Organisational</b> (measures taken to modify the organisation/pattern of project daily life)		
<b>Individual</b> (action taken at the level of the individual to modify behaviour)		

A scenario showing how the assessment matrix might be applied is given in **Appendix 1**.

You will need to consider the practicability of any measures within their respective workplace and arrive at solutions and emphasise various interventions depending on the nature of their service and interaction with the individuals we support.

### Organisations Staffing Levels and Arrangements

In the event of staff being absent from work due to the pandemic flu, the organisation has set out the following targets, to ensure we continue to operate effectively, and our services continue to function, despite possibility of some services being reduced. Staff can work from home where they feel well enough and this has been agreed by their Line Manager;

- A loss of more than 3 office staff will cause direct client impact and agency worker should be brought in to answer phones. All clients will be advised of the disruption and requested that only urgent requests from service be made
- A loss of 4 or more staff will result in the office closing and staff working remotely where possible
- Planning – where practicable all planning can continue from remote locations | Attendance at Planning meetings will be restricted | Network Rail to be advised of the non-attendance

All staff absences in relation to pandemic flu should be reported to head office immediately and the above should be implemented. Please ensure you have completed the emergency contingency plans.

### Staff Holidays

Annual leave already authorised will be honoured where possible, although where this will adversely affect service delivery you may be asked to cancel leave.

Employees who have pre-booked and pre-paid a holiday will be released although; national and international travel may be cancelled. Where your holiday is cancelled you/we may request you return to work and your entitlement will be reimbursed.

When requesting holidays, you may be asked if you are going away and if not would be willing to receive a telephone call whilst off, requesting you to return to work, in this instance your holiday entitlement will be reimbursed.

Form Title: Pandemic Flu Policy  
Form Ref: POL 017  
Author: PRB Consulting  
Date: JAN 2021  
Version: V1.0



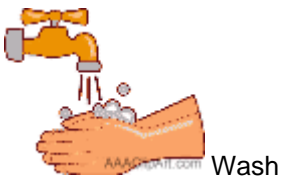
Form Title: Pandemic Flu Policy  
 Form Ref: POL 016  
 Author: PRB Consulting  
 Date:  
 Version: V1.0

## Appendix 1

	To reduce transmission from a symptomatic individual to healthy/susceptible people	To reduce the risk of healthy/susceptible people becoming infected
<b>Environmental</b> (action taken to alter the immediate environment)	<ul style="list-style-type: none"> <li>• Encourage those who are ill to take advice from the Swine Flu information line</li> <li>• Encourage the use of the postal system, telephone and internet to communicate and stay in contact</li> <li>• Ensure, wherever possible, that there are physical barriers between the individual and the member of staff</li> </ul>	<ul style="list-style-type: none"> <li>○ Provide signage reminding people of the signs and symptoms of flu and the steps that can be taken to minimise risk of infection</li> <li>○ Easy access to hand hygiene facilities</li> <li>○ Increase environmental cleaning – normal cleaning agents can be used to clean those surfaces frequently touched by hands</li> <li>○ Provide waste bins for contaminated tissues</li> </ul>
<b>Organisational</b> (measures taken to modify the organisation/pattern of project daily life)	<ul style="list-style-type: none"> <li>• Educate staff on the signs and symptoms of flu to promote early recognition</li> <li>• Be aware of organisational procedures for dealing with individuals with symptoms consistent with flu</li> <li>• Home support should be made to infected people so that they are able to self-isolate and stay at home</li> <li>• This would have to be balanced against other considerations such as staff availability or risk</li> </ul>	<ul style="list-style-type: none"> <li>○ Educate staff on the signs and symptoms of flu to promote early recognition</li> <li>○ Consider the feasibility of limiting, restricting or controlling the number visitors, contractors, agency visits to the project or the individuals we support in order to decrease social interactions and increase social distancing</li> </ul>
<b>Individual</b> (action taken at the level of the individual to modify behaviour)	<ul style="list-style-type: none"> <li>• Individuals with symptoms consistent with flu should be encouraged to employ good hand hygiene.</li> </ul>	<ul style="list-style-type: none"> <li>○ Encourage staff to clean their hands frequently and properly and not to touch their mouth, eyes and/or nose unless they have cleaned their hands.</li> <li>○ If close contact with an individual with symptoms consistent with flu is unavoidable, minimise that contact as far as practicable.</li> </ul>

Form Title: Pandemic Flu Policy  
Form Ref: POL 016  
Author: PRB Consulting  
Date:  
Version: V1.0

## Guidance on Hand Hygiene



***Stop germs spreading.***

***The power is in your hands.***

***Have you washed your germs away?***

***Wash your hands?***

## Guidance Notes

Form Title: Pandemic Flu Policy  
 Form Ref: POL 016  
 Author: PRB Consulting  
 Date:  
 Version: V1.0

## Checklists

To reduce transmission from an individual with symptoms consistent with Influenza-like illness to healthy/susceptible people.

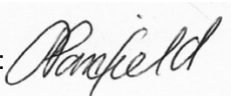
Environmental issues to consider	Tick when complete <input checked="" type="checkbox"/>
Use prominently displayed signs reminding people of the signs and symptoms of flu and measures to be adopted.	
Clean surfaces frequently with the usual cleaning materials.	
Where practicable, make effective use of physical barriers to help restrict close interaction and direct contact with potentially ill service users" or visitors.	
Consider improving access to hand hygiene facilities, e.g. making hand rubs available.	
Minimise the number of soft furnishings and other objects that could potentially become contaminated and are difficult to clean.	
Organisational issues to consider	
Raise awareness of the signs and symptoms of flu and the need for an individual with symptoms consistent with influenza-like-illness to self-isolate.	
Consider how best to manage people with symptoms consistent with flu in the workplace.	
Consider alternatives to direct meetings and visits (e.g. phone, email).	
Where visits from individuals with symptoms consistent with flu are unavoidable, encourage the proper use of respiratory etiquette and hand hygiene.	
Where practicable, direct contact should be avoided and, where possible, a distance of more than one metre should be kept between staff and individuals we support or visitors.	
Where social interactions are unavoidable, individuals with symptoms consistent with flu should minimise close interactions and direct contact.	
Individual issues to consider	
Encourage proper hand hygiene.	
Encourage proper respiratory hygiene.	
Minimise interactions with people.	

Form Title: Pandemic Flu Policy  
 Form Ref: POL 016  
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 Date:  
 Version: V1.0

To prevent the risk of healthy/susceptible people becoming infected.

Environmental issues to consider	Tick when completed
	<input checked="" type="checkbox"/>
Assess access to hand hygiene facilities.	
Clean surfaces frequently touched by hands.	
Organisational issues to consider	
Raise awareness of the importance of respiratory etiquette and hand hygiene.	
Consider the practicability of the effective use of social distancing within work environments.	
Reduce face-to-face meetings wherever possible and only undertake essential travel.	
Encourage the use of email or telephone communication.	
Consider the use of home working for those staff for whom this would be a practical option.	
Identify individuals who may be at particular risk of the adverse effects of flu and deploy to areas where contacts are minimal.	
Individual issues to consider	
Identify individuals who may be at particular risk of the adverse effects of flu and deploy to areas where contacts are minimal.	
Increase social distancing.	
Minimise contact with individuals with symptoms consistent with flu.	

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021

## TRAINING POLICY

The company is committed to the continuing development of all members of staff and wishes to emphasise the importance it places on health, safety and environmental training at all levels throughout the company.

As Managing Director, I will ensure that adequate resources are provided to ensure the following training objectives are met.

Our training objectives are to:

- Minimise the number of occupational accidents and illnesses with the ultimate objective to achieve an accident-free workplace.
- Ensure compliance with all relevant Health, Safety and Environmental legislation
- Provide training to enable our workforce to maximise their effort for the provision of a first-class service to our client.
- Ensure the training given to our staff is sufficient to meet the requirements of our Safety and Environmental Policies.
- Improve the efficiency of our workforce through greater confidence in their abilities and new skills.
- Create a sense of achievement, increase staff morale and motivation.

All of the above objectives will culminate to provide the prime objective, which is to maintain the highest possible standard of health, safety and environmental awareness thus ensuring the well-being of staff, sub-contractors, site visitors, the general public and our clients.

All employees and sub-contractors will undergo training consistent with their duties and responsibilities including induction training, which will be undertaken on the first day of their employment. Furthermore, all training will be provided free of charge.

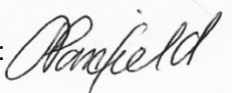
All training will be undertaken using competent trainers and where necessary licensed training organisations.

All employees and sub-contractors will be provided with such information and training as it is necessary to achieve the stated objectives.

Contract Managers/Supervisors will clearly demonstrate their support to our Training Policy by ensuring:

- Training is a live agenda item at management meetings and subsequent team briefings.
- Staff training and development are built into performance objectives of the management teams.
- That they seek out members of their staff who require training and ensure that they participate in organised training courses and not allowing other work priorities to interfere with training.

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021

## **ANTI SLAVERY POLICY**

This statement is made pursuant to Section 54 of the Modern Slavery Act 2015 and sets out the steps that the company has taken and is continuing to take to ensure that modern slavery of human trafficking is not taking place within our business or supply chain.

Modern Slavery encompasses slavery, servitude, human trafficking and forced labour. The company has a zero-tolerance approach to any form of modern slavery. We are committed to acting ethically and with integrity and transparency in all business dealings and to putting effective systems and controls in place to safeguard against any form of modern slavery taking place within the business or our supply chain.

### Our Policies

We operate a number of internal policies to ensure that we are conducting business in an ethical and transparent manner. These include:

- Anti-Slavery Policy. This policy sets out the organisation's stance on modern slavery and explains how employees can identify any instances of this and where they can go for help.
- Recruitment Procedure. We operate a robust recruitment process, including conducting eligibility to work in the UK checks for all employees to safeguard against human trafficking or individuals being forced to work against their will.
- Whistleblowing Policy. We operate a whistleblowing policy so that all employees know that they can raise concerns about how colleagues are being treated, or practices within our business or supply chain, without fear of reprisals.

### Our Suppliers

The company operates a Procurement Procedure and maintains an Approved Supplier List.

We conduct due diligence on all suppliers before allowing them to become an approved supplier. We require that they confirm to us that:

- They have taken steps to eradicate modern slavery within their business
- They hold their own suppliers to account over modern slavery

### Training

We regularly brief all relevant management and staff members, and ensure that our policies reach every employee, in order that they understand the signs of modern slavery and what to do if they suspect that there is any risk of it taking place within any area of our business or our supply chain.

### Our Performance Indicators

We will know the effectiveness of the steps that we are taking to ensure that slavery and/or human trafficking is not taking place within our business or supply chain if:

- No reports are received from employees, the public, or law enforcement agencies to indicate that modern slavery practices have been identified.
- We achieve a level of communication and personal contact with every employee and their understanding of, and compliance with, our expectations regarding modern slavery.

The Managing Director shall review this policy annually or following significant changes.

Steve Passfield

Signed: 

Role: Managing Director

Date: JAN 2021



## COMPLAINTS POLICY AND PROCEDURE

### Introduction

Richfield Personnel Ltd is committed to providing an excellent service to our clients, ensuring repeat business and positive recommendation, and to minimising any disruption to the environment where we work. We welcome feedback from customers and members of the public affected by our work. The complaints procedure outlines the process for ensuring any complaint or cause for concern will be dealt with effectively, efficiently and fairly.

### Aims of the Policy

- To provide a clear framework to help anyone who is not satisfied with the company's services to raise their concerns and to ensure that the company responds effectively.
- To ensure that the company has systems in place to make sure improvements happen as a result of a complaint.
- To encourage prompt resolution at an early informal stage.
- To ensure that all complaints are dealt with seriously, fairly and sensitively.
- To raise awareness of the policy and procedures and ensure that managers understand the processes through appropriate briefing.
- To define responsibilities and allocate duties to individual members of company staff in relation to procedures set out.

### Scope

This document should be used by anyone who wishes to make a complaint about our services including clients, local residents or other third parties.

### Definitions

A complaint is an expression of dissatisfaction by any client or member of the public about our organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation. Requests for services or changes to services, comments, suggestions and survey feedback are not considered as complaints and do not fall within this process.

### Roles and Responsibilities

- **The Managing Director** receives all formal complaints and is responsible for logging, investigating, responding to and monitoring complaints in accordance with the procedures below.
- **All managers** have a responsibility for receiving complaints, treating them seriously and dealing with them appropriately. Wherever possible, complaints should be dealt with informally and promptly. All complaints (formal and informal) received by a member of staff must be forwarded to the Managing Director to be recorded.

## Confidentiality

All complaints will be handled confidentially and with discretion. If a complaint is made against a member of staff, that member of staff may be informed about the substance of the complaint so that they are in a position to make a response. The company will not normally investigate anonymous or malicious complaints except in exceptional circumstances and for justifiable reasons. This may be considered if the complainant wishes to remain anonymous in cases of harassment.

## Procedure

### 1. Informal Complaints

It is hoped that most complaints can be dealt with using informal procedure.

**1.1.** Concerns should be raised in the first instance with the person or site supervisor concerned as soon as possible, and not later than one month after the incident. If appropriate, a meeting will be offered between the person complaining and individual or site supervisor they are complaining about to arrive at an agreed resolution.

**1.2.** At this informal stage complaints may be made in person, by phone or by email.

**1.3.** All informal complaints, even when satisfactorily resolved, should be forwarded to the Managing Director to be logged.

### 2. Formal complaints

Where complaints are very serious or the matter has not been resolved informally, the complainant should raise a formal complaint under the following procedure.

Complaints made more than one month after the incident will not normally be investigated unless in exceptional circumstances.

**2.1. Filling out a complaints form:** The complainant should fill out a Complaints Form (Annex A) having read the complaints Policy and Procedure on Richfield Personnel's web site.

**2.2. Acknowledgement:** The Managing Director will send an acknowledgment (normally within 5 working days) stating who will be investigating the complaint and that a response will be provided within 20 working days.

**2.3. Logging the complaint:** The Managing Director maintains a spreadsheet of all complaints, their progress and outcome.

**2.4. Investigation of the complaint:** The Managing Director will carry out the investigation. During this stage the complainant may be contacted for further information or to be invited to meet the Managing Director.

**2.5 Resolution:** The Managing Director will consider the complaint thoroughly and will complete an investigation report to be held on file for record purposes. The Managing Director will make a judgement based on evidence gathered and will decide to:

- Dismiss the complaint as unfounded, giving reasons.
- Uphold or partially uphold the complaint, propose an amicable settlement, take appropriate steps to address the issue and to avoid a similar problem arising in the future.

The outcome of the investigation will normally be communicated to the complainant by the Managing Director and a copy of the letter will be kept on file.

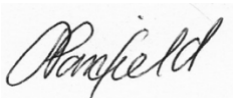
**2.6 Dissatisfied at the outcome of a complaint:** If there is dissatisfaction at the outcome of a complaint investigation carried out by Richfield Personnel Ltd, the complainant may ask the Managing Director to reconsider the decision, referring to points overlooked, for example.

**2.7 Quality improvement:** The Managing Director will ensure that relevant action is taken to change procedures or implement staff training to prevent recurrence of the complaint.

**2.8 Monitoring the complaint:** The Managing Director is responsible for monitoring all logged complaints to ensure they are resolved within the allotted 20 Working days, and will inform the complainant if they are unable to meet the agreed timescale.

**2.9 Evaluation:** A record of complaints and outcomes will be recorded on a complaints database. The database will be analysed on a regular basis to ensure that actions are carried out to address issues raised.

Steve Passfield

Signed: 

Role: Managing Director

Date: Jan 2021

## COMPLAINTS FORM

When completed, please send to: The Managing Director, xxxx.  
**If you need help completing this form please call: xx**

### Personal Details:

**Name** **Client (if relevant)**

**Address**

**Contact No.**

**Email**

**Declaration** – I have read and understood the company Complaints Policy and Procedure

\_\_\_\_\_  
Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date (DD/MM/YYYY)

### Brief details of complaint

**Have you raised this issue informally?** **Yes** **No**

**If yes please provide details and summary of the outcome below**

**For office use: Date complaint logged DD/MM/YYYY**