

A PPENDIX 1

SECTION 1 – BUSINESS POLICIES *The operational policies of the Business*

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Health & Safety Policy

Valco Services Ltd will ensure the health, safety and welfare of all employee's and other persons who may be affected by the works of Valco Services Ltd.

Valco Services Ltd and our employees' recognise the legal obligations placed on them by the Health and Safety at Work etc. Act 1974 and of any other statutory provisions and health and safety regulations applying to our activities, with regards to:

- Provision of adequate control of the health and safety risks arising from our work activities.
- Provision and maintenance of plant and systems of work that are safe and without risks to health.
- Consultation with our employees including sub-contractors we may engage on matters affecting their health and safety.
- Provision and maintenance of a safe and healthy working environment with adequate welfare facilities and arrangements on projects under our control.
- Ensuring that all employees are competent to do their tasks and give them adequate training.
- Provision and maintenance of a safe means of access to and egress from all workplaces as out offices or on sites where we are the Principal Contractor.
- Prevention of incidents resulting in personal injury, property damage and cases of work-related ill health.
- The safety of, and absence of risks to health in connection with the use, handling, storage, transportation and disposal of materials and substances.
- Provision of such information, instruction, training and supervision as is necessary to ensure that work may be carried out safely, either at Unit 3 Woodrow Business Centre, Irlam, Manchester, M44 6NN or on projects without risks to health.
- Reviewing and revising this policy at regular intervals not exceeding annually.

Employees and sub-contractors have a duty to co-operate in the operation of this policy by fulfilling the responsibilities placed upon them.

As stated, the operations of the company and this policy will be reviewed at regular intervals or in light of changing company circumstances, procedures and legislation. These changes will be brought to the attention of employees and others whose health and safety might be affected by such changes.



Signed: (Safety Co-ordinator)

Integrated Management System Policy of Valco

The core of Valco Services Ltd IMS is our policy. The policy states in broad terms the principle commitments of Valco Services Ltd. It is signed by our Managing Director and has been communicated to all employees.

The IMS Policy is reviewed every 12 months and is posted on notice boards throughout the company, available on every computer, posted on our web site, and is available on request to the public, customers, and authorities.

The Integrated Management System Policy is:

To strive for continuous improvement by establishing appropriate business goals and objectives and implementing the plans to achieve them.

To meet customer needs by providing quality services through an environmentally friendly system.

To prevent pollution, injury and ill health, comply with laws and regulations to prevent prosecution, fines, adverse publicity and ensure the well-being of all personnel.



Signed:

**Nigel Hersee
Managing Director**

Environmental Policy

Valco Services Ltd acknowledges that its activities can have a significant influence on the environment and is committed to protecting the environment by:

- **Assessing the environmental effects of the Organisation's activities at regular intervals.**
- **Training our employees in environmental issues associated with our works.**
- **Minimising the production of waste from our activities.**
- **Minimising energy waste throughout the company.**
- **Promote the use of recyclable and renewable materials.**
- **Eliminate, reduce and/or limit the production of pollutants to water, land and air.**
- **Control noise emissions from our operations**
- **Minimising any negative impacts which may arise from our operations.**
- **Ensuring sustainability is promoted.**
- **Minimising the risk to the general public and employees from operations and activities undertaken by the Organisation**

Valco Services Ltd also recognises that a sound environmental performance contributes to the Company's business results whilst committing to fulfill our legal, social and moral obligations.

In this respect we are committed to:

Being aware of how our activities impact upon the environment and seek to minimise any adverse affect by means of best available, cost effective, techniques, through a program of continual improvement.

Reviewing the policy annually, or whenever necessary to comply with changes in legislation or company policy. In order to comply with our legal, regulatory and other business obligations, to prevent pollution and to continually improve our environmental performance, the company will operate an Environmental Management System (EMS), which complies with the requirements of ISO 14001:2015.



**Nigel Hersee
Managing Director**

Quality Policy

The quality policy of Valco Services Ltd, is to provide a high quality professional service to its client base, working within those clients own guidelines and specifications.

The company will achieve this by operating the Company's ISO 9001:2015 Quality Management System.

The company aims to understand and respond to the needs of its clients and the community they serve, where applicable, in a sustainable way. The company aims to provide an efficient service while at the same time ensuring that every aspect of the services provided are carried out in line with the details outlined in this manual.

Through the operation of the management system, we are committed to achieving the client's requirements by completing the services:-

- In a timely fashion
- In a cost effective manner
- To the agreed specification
- To continually improve our procedure.

It is the objective of the management system to enable continual improvement of the system to be achieved, resulting in reducing the cost of meeting client requirements by 'getting it right first time' thereby ensuring customer satisfaction.

All personnel are trained in the operation of the management system.

All incidents where the specified requirements are not achieved, customer complaint and defects are reported, investigated and rectified promptly.

The performance of the Quality Management System will be compared against the objectives of the organisation at the company's management review meetings.

Within the Company, the implementation and effectiveness of the management system are reviewed at management meetings.

The Director responsible for implementing and improving this policy is the Managing Director.



Driving Policy

Valco Services Ltd is required to ensure so far as reasonably practicable the health and safety of all employees while at work.

Valco Services Ltd also has a responsibility to ensure that others are not put at risk by our work related driving activities.

If you are involved in an incident and even using a hands-free mobile phone legally, you could still face prosecution for failing to have proper control over your vehicle.

Valco Services Ltd employees driving for work are strongly discouraged from making and receiving calls using hands-free mobile phones.

A handwritten signature in blue ink, appearing to be 'N. Walker', with a long horizontal line extending to the right.

Training Policy

Valco Services Ltd recognises that its continued success depends on the quality of their employees. It is important that the training and development provided enables the employees to perform their work effectively so that the Company achieves its objectives and employees are given the opportunity to develop to their full potential.

It is recognised that all employees including Directors, Managers and Individuals jointly share responsibility for identifying, actioning and evaluating training needs, and each employee has an obligation to undertake and make maximum advantage of every training or development opportunity provided. The HR/Finance Director has overall responsibility for co-ordinating training activities.

Goals and Objectives

- To provide Induction training for new employees and for those transferring to a different role.
- To ensure employees maintain and improve competence levels.
- To ensure employees are made aware of Company policies and procedures.
- To assist employees in their development.
- To ensure training is effective and evaluated.
- To enhance the Group and Company's business development.

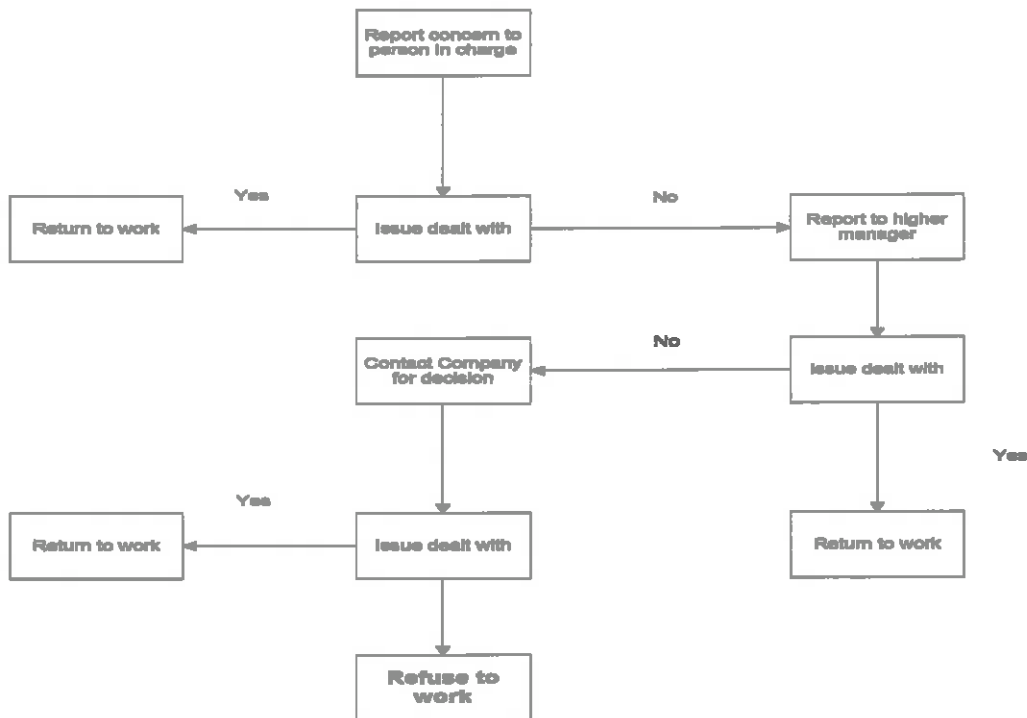


Work Safe Policy

Under the Health & Safety At Work Act 1974, every employee has the right to refuse to carry out work which is unsafe.

It is the employees' right, and duty to report any concerns that they have on carrying out a task that they feel will be unsafe. Bona fide cases of refusal to work on grounds of health and safety will be free from disciplinary action or discrimination. Staff can also access the Confidential Incident Reporting & Analysis System (CIRAS) at principle Contractors sites, should they wish to report unsafe practices. You can now contact CIRAS by calling Free phone 0800 0850 449, or writing to Freepost CIRAS

The following flow chart details our Worksafe process.



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Call Recording Privacy Statement

The telephone system as part of our commitment to providing the best possible service to our customers we record all telephone calls made to/from our Manchester office. This helps us to identify ways that we can provide a better service.

We record calls:

- for staff training purposes, helping us to improve the quality of our customer service and to ensure the information we provide is consistent and accurate
- for reporting on the types and numbers of enquiries we receive
- so we can find ways to simplify and improve our service to you,

We understand your personal information is important and we are committed to protecting your privacy.

We generally store the recordings securely for up to 90 days and delete them after this period unless the recording is retained:

- for the purposes of more particular coaching or complaint investigation
- as required under legislation or industry codes

You can request access to and correction of the personal information we hold about you. Unless we have a lawful reason for withholding this information we will provide you with access. To request access to your personal information please contact Clare or myself.



Equal Opportunities and Diversity Policy

Definitions

References to "Company", "we" and "our" shall mean Valco Services Ltd and its group companies.

1. Introduction

1.1 The Board is committed to equality of opportunity both in the provision of services to the public and as an employer. The purpose of this policy is to ensure that all employees, customers, contractors and those who come into contact with the Company are treated equally and with fairness and consistency at all times.

1.2 This policy seeks continuous improvement and compliance with legislation. It is based on the principles that:

- a) all people have the right to be treated with dignity and respect;
- b) we will not discriminate on the grounds of race, gender, disability, nationality, religious or philosophical belief, age, sexual orientation, family status, trade union activity or any other factor;
- c) we will adopt fair and inclusive practices throughout our operations and will eliminate all prejudice, discrimination, bullying and harassment;
- d) all employees have a personal responsibility for the practical application of this policy in their day-to-day activities and must support the policy at all times; and
- e) non-compliance with this policy will be treated seriously and will not be tolerated.

1.3 The Managing Director and the Board are tasked to ensure that they:

- a) create a productive and safe working environment, promoting diversity and inclusion in their workforce;
- b) actively demonstrate the Company's diversity policy and practices;
- c) develop new practices to ensure inclusion for employees, contractors and customers; and
- d) demonstrate continuous improvement in diversity and equal opportunities for all.

2. Legislation and Codes of Practice

This policy conforms to the current international legislation and relevant codes of practice in the countries within which the Company operates. We will continually monitor this policy to ensure we are compliant with the requirements of relevant underpinning legislation; however our aim is to exceed the requirements of legislation wherever possible.

3. Partner Organisations

We are committed to actively working with partner organisations to ensure its policies, procedures and practices are inclusive for all.

4. Reporting

We will present an annual report on our actions and achievements reflecting this Diversity policy to the Board.

5. Complaints

Any employee who feels that he or she has grounds for complaint in relation to bullying, discrimination, harassment or victimisation has the right to pursue the complaint through the Company's grievance procedure. Customers who feel they have grounds for complaint may pursue these through the customer complaints procedure. The Company's complaints procedure must be accessible to all.

6. Practices and Standard Operating Procedures

Detailed practices and standard operating procedures which support this policy will be particular to the operation they support, and will at all times act in support of this policy.

7. Access to Company Premises

We will take all reasonable steps to ensure that our buildings and premises are accessible to disabled employees, customers and visitors as required by the Equality Act 2010 in the United Kingdom.

8. Access to Vehicles

We will also take reasonable steps to ensure that our vehicles are accessible to customers and staff and comply with the relevant current legislation..

9. Access to Information

We will seek to ensure that information is made available to our customers and employees in alternative formats as required.

10. Recruitment

All recruitment will be carried out with regard to fairness, equality and consistency for all candidates at all times. Recruitment practices will be inclusive and any barriers to employment removed under the relevant legislation.

11. Staff Training

Guidance and training will be provided to all staff with regard to diversity awareness and equality to ensure we are both an inclusive employer and service provider.

12. Audit

We are committed to ensuring that our operations comply with the requirements of this policy. We aim to ensure compliance via regular audits and reviewing of action plans with the relevant managers and directors.

13. Human Rights

The Company supports the principles of the UN Universal Declaration of Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work. We will adhere to the following principles in respect of our staff:

- a) We will treat all employees fairly and honestly, regardless of where they work. All staff will have agreed terms and conditions in accordance with local law or practice and will be given appropriate job skills training.
- b) We will pay a fair wage reflecting local markets and conditions. We will always meet any national minimum wage.
- c) Working hours shall not be excessive. They shall comply with industry guidelines and national standards where they exist.
- d) Employment must be freely chosen. We will not employ illegal child labour, forced or bonded labour, forced overtime or condone illegal child labour.
- e) Employees have the rights of freedom of association and collective bargaining. We respect the right of our employees to choose whether or not to join a trade union without influence or interference from management. Furthermore we support the right of our employees to exercise that right through a secret ballot.
- f) We will negotiate in good faith with the properly elected representatives of our employees.
- g) We will abide by the non-discrimination laws in every country where we operate.
- h) We will not use or condone the use of corporal punishment, mental or physical coercion or verbal abuse. We have disciplinary procedures for any member of staff whose conduct falls below the required standard.
- i) We have formal grievance procedures through which staff can raise personal and work-related issues.
- j) All staff will be given reasonable access to bathroom and rest facilities.

14. Data Protection

We will comply with the relevant principles governing data protection in the country in which we operate.



