

MAXIPOWER FM
and Recruitment –
Policy Document



This policy document is communicated to all stakeholders (customers, staff, third parties) via emails, website, letters etc.

We review this policy document annually and on as and when required basis.

Contents

- Quality Statement
- Environmental Policy
- Equality and Diversity Policy
- Recruitment Policy
- Lone Worker Policy
- Corporate Social Responsibility
- Complaint Procedure

Issued in January 2016 by the Director

– Fit for Use

This Document does not require signatures.

Signed policies are available from office.

If you need further information regarding company policies or any new policies or /and updated version of the policies (if any) please contact office.

Many Thanks

Directors:

Hassan Javed

Dated: 05/01/2016

This is computer generated document, does not require any signatures.

Issued in January 2016 – Fit for Use

Revision: 0

Quality Statement

MaxiPower FM and Recruitment (the 'Organisation') aims to provide defect free services to its customers on time and within budget.

The Organisation operates a Quality Management System (QMS). This includes aspects of quality with specific relevance to the security services.

Management Commitment to Quality

The company's management is committed to:

- Developing and improving the Quality Management System.
- Continually improving the effectiveness of the QMS.
- Enhancing customer satisfaction.

The management has a continuing commitment to:

- Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Communicating throughout the organization the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establishing the quality policy and its objectives.
- Ensuring that the Management Reviews set and review the quality objectives, and report on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the QMS.
- Ensuring the availability of resources.

- Copies of the quality policy are made available to all members of staff.
- As a means of communicating the effectiveness of the QMS, copies of Management Reviews or extracts are provided to individual members of staff in accordance with their roles and responsibilities.

Environmental Policy

A) INTRODUCTION

We aim to be an environmentally friendly Company and it is our intention to promote a policy that is focused on being green aware. A culture will be fostered within the company that ensures all employees understand they can make a significant contribution to the Company being an environmentally friendly and green aware company.

MaxiPower FM and Recruitment's company policy is to comply or exceed the requirements of environmental legislation and regulation.

B) POLICY

The specifics of the company environmental policy are as follows:

- a. MaxiPower FM and Recruitment will review and explore measures for the reduction of volumes of all waste materials generated by the Company;
- b. MaxiPower FM and Recruitment will explore opportunities for recycling all possible waste materials. Our ultimate aim will be to recycle any waste material that can be recycled;
- c. MaxiPower FM and Recruitment will aim to reduce levels of energy consumption. The Company will introduce working practices that requires computers, lights, photocopiers, printers, etc are "switched off" when not in use. The Company will also ensure that heating, lighting and ventilation are used efficiently and effectively;
- d. MaxiPower FM and Recruitment will aim to purchase energy efficient products where possible and appropriate;
- e. Additionally, the Company will explore whether environmentally friendly products can be purchased when buying any equipment for use within the company;
- f. MaxiPower FM and Recruitment will review opportunities and consider implementing measures for the reduction of the use of water;

- g. MaxiPower FM and Recruitment will aim to reduce levels of pollution emissions wherever possible;
- h. MaxiPower FM and Recruitment will ensure that all employees are made aware and have access to a copy of this environmental policy. The Company will regularly review the policy to ensure that we are a green aware and environmentally friendly organization.

Equality and Diversity Policy

A) INTRODUCTION

1. We are an equal opportunities employer. We are committed to equality of opportunity and to providing a service and following practices which are free from unfair and unlawful discrimination. The aim of this policy is to ensure that no applicant or member of staff receives less favorable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, or is disadvantaged by conditions or requirements which cannot be shown to be relevant to performance. It seeks also to ensure that no person is victimized or subjected to any form of bullying or harassment.
2. We value people as individuals with diverse opinions, cultures, lifestyles and circumstances. All employees are covered by this policy and it applies to all areas of employment including recruitment, selection, training, deployment, career development, and promotion. These areas are monitored and policies and practices are amended if necessary to ensure that no unfair or unlawful discrimination, intentional, unintentional, direct or indirect, overt or latent exists.
3. The Director(s) has particular responsibility for implementing and monitoring the Equality and Diversity in Employment Policy and, as part of this process, all personnel policies and procedures are administered with the objective of promoting equality of opportunity and eliminating unfair or unlawful discrimination.
4. All employees, workers or guards whether part time, full time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training, or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the Company.

5. Equality of opportunity, valuing diversity and compliance with the law is to the benefit of all individuals in our Company as it seeks to develop the skills and abilities of its people. While specific responsibility for eliminating discrimination and providing equality of opportunity lies with managers and supervisors, individuals at all levels have a responsibility to treat others with dignity and respect. The personal commitment of every employee to this policy and application of its principles are essential to eliminate discrimination and provide equality throughout the Company.

B) OUR COMMITMENT AS AN EMPLOYER

1. To create an environment in which individual differences and the contributions of our staff are recognised and valued.
2. Every employee, worker or guard is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
3. Training, development and progression opportunities are available to all staff.
4. Equality in the workplace is good management practice and makes sound business sense.
5. We will review all our employment practices and procedures to ensure fairness.

C) OUR COMMITMENT AS A SERVICE PROVIDER

1. We aim to provide services to which all clients are entitled regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, offending past, caring responsibilities or social class.
2. We will make sure that our services are delivered equitably and meet the diverse needs of our service users and clients by assessing and meeting the diverse needs of our clients.
3. This policy is fully supported by senior management and has been agreed with employee representatives
4. This policy will be monitored and reviewed annually.
5. We have clear procedures that enable our clients, candidates for jobs and employees to raise a grievance or make a complaint if they feel they have been unfairly treated.
6. Breaches of our equality and diversity policy will be regarded as misconduct and could lead to disciplinary proceedings.

EQUAL OPPORTUNITY POLICY STATEMENTS

AGE

We will:

- ensure that people of all ages are treated with respect and dignity;

- ensure that people of working age are given equal access to our employment, training, development and promotion opportunities; and
- challenge discriminatory assumptions about younger and older people.

DISABILITY

We will:

- provide any reasonable adjustments to ensure disabled people have access to our services and employment opportunities;
- challenge discriminatory assumptions about disabled people; and
- seek to continue to improve access to information by ensuring availability of: loop systems; Braille facilities; alternative formatting; and sign language interpretation.

RACE

MaxiPower FM and Recruitment will:

- challenge racism wherever it occurs;
- respond swiftly and sensitively to racists incidents; and
- actively promote race equality in the Company.

GENDER

MaxiPower FM and Recruitment will:

- challenge discriminatory assumptions about women and men;
- take positive action to redress the negative effects of discrimination against women and men;

- offer equal access for women and men to representation, services, employment, training and pay and encourage other organisations to do the same; and
- provide support to prevent discrimination against transsexual people who have or who are about to undergo gender reassignment.

SEXUAL ORIENTATION

MaxiPower FM and Recruitment will:

- ensure that we take account of the needs of lesbians and gay men; and
- promote positive images of lesbians, gay men and bisexuals.

RELIGION OR BELIEF

MaxiPower FM and Recruitment will:

- ensure that employees' religion or beliefs and related observances are respected and accommodated wherever possible; and
- respect people's beliefs where the expression of those beliefs does not impinge on the legitimate rights of others.

PREGNANCY OR MATERNITY

MaxiPower FM and Recruitment will:

- Ensure that people are treated with respect and dignity and that a positive image is promoted regardless of pregnancy or maternity;
- challenge discriminatory assumptions about the pregnancy or maternity of our employees; and
- ensure that no individual is disadvantaged and that we take account of the needs of our employees' pregnancy or maternity.

MARRIAGE OR CIVIL PARTNERSHIP

MaxiPower FM and Recruitment will:

- Ensure that people are treated with respect and dignity and that a positive image is promoted regardless of marriage or civil partnership;
- challenge discriminatory assumptions about the marriage or civil partnership of our employees; and
- ensure that no individual is disadvantaged and that we take account of the needs of our employees' marriage or civil partnership.

EX-OFFENDERS

MaxiPower FM and Recruitment will:

- prevent discrimination against our employees regardless of their offending background (except where there is a known risk to children or vulnerable adults).

EQUAL PAY

MaxiPower FM and Recruitment will:

- ensure that all employees, male or female, have the right to the same contractual pay and benefits for carrying out the same work, work rated as equivalent work or work of equal value.

Recruitment Policy

A) INTRODUCTION

This policy is to ensure that the individuals responsible for recruitment and selection always hire and promote the most appropriate applicant or employee in a fair and consistent manner free from discrimination.

It is our policy to look to fill any open position by internal promotion or transfer wherever possible. All applicants for every position will be assessed objectively on their merits in accordance with our equal opportunities policy. Any person involved in the selection and interview processes who have a conflict of interest should declare it immediately to their manager/supervisor.

B) ADVERTISEMENT

The individuals placing the advertisements must ensure that they use a variety of media to reach a broad cross-section of potential applicants and must include the following points.

- the job title;
- the salary or pay scale/band applicable to the position (optional);
- any significant benefits applicable to the position;
- any minimum qualifications for the position;
- any particular skills and/or experience required for the position;
- any typical features of the position (e.g. part-time, fixed-term, outside UK etc.);
- the closing date for applications.

Care will be taken to avoid specifying requirements for the position which are potentially discriminatory either directly, indirectly or by failing to make reasonable adjustments.

C) JOB DESCRIPTION

Where we use job descriptions to assist in the drafting of a job advert we will ensure the details incorporated are concise and relevant to the job role being advertised.

Where personnel specifications are used along with the job advert only those details which are relevant such as essential or desirable knowledge, skills and experience will be included.

D) APPLICATIONS

Application forms will seek only information which is necessary for the selection process. Our application form is available from our website and from office as well.

At each stage of the process, applicants will be kept informed and should expect to be told the following:

1. When they can expect to hear whether their application is to be progressed to the next stage of the recruitment process
2. What the next stage will involve

Decisions taken to either reject or accept an application will be checked and approved by the Manager before they are communicated to the applicant.

Written offers of employment/engagement will be made subject to two satisfactory references.

E) SELECTION TESTS

Where tests are used in the recruitment process, they will be checked by the Manager to ensure:

1. They are free from any discriminatory element:
2. The test is directly relevant for the position being interviewed for.

F) PRIOR TO THE INTERVIEW

1. Prior to the interview, the criteria for the position should be identified
2. Criteria that isn't relevant should be avoided

G) INTERVIEW

1. The interview will be conducted by one or two members of staff and thorough notes taken.
2. All questions asked will be directly relevant to one or more of the selection criteria that have been identified for the position.
3. No assumptions will be made nor will questions about the applicant's personal circumstances be made.

Once the interview has taken place and the decision has been made, we will contact the successful individual and arrange the start date for the position.

If at any point during the recruitment process, any issues arise then you should report your concerns to the Manager who will review then review your concerns.

Lone Worker Policy

MaxiPower FM and Recruitment will avoid the need for employees to work alone where reasonably practicable. Where lone working is necessary, the Company will take all reasonable steps to ensure the health and safety of employees working alone.

MaxiPower FM and Recruitment will ensure that a risk assessment is conducted and that arrangements are in place prior to employees working alone.

The Manager will ensure that:

- lone working is avoided as far as is reasonably practicable;
- emergency procedures are in place so that members of staff working alone can obtain assistance if required;
- a risk assessment is completed by a person competent to do so prior to employees working alone;
- any employee working alone is capable of undertaking the work alone;
- arrangements are in place so that someone else is aware of a lone worker's whereabouts at all times;
- persons working alone are provided with adequate information, instruction and training to understand the hazards and risks and the safe working procedures associated with working alone;
- training records are kept.

The person conducting the lone working assessment will:

- give consideration to the greater risks to expectant mothers and young persons;

- involve the employee who is working alone in the assessment process and the development of safe working methods;
- advise the employee undertaking the lone working of the findings of the assessment;
- maintain a file of all lone working assessments.

Employees working alone will:

- follow the safe working arrangements developed by the Company for lone working;
- take reasonable steps to ensure their own safety;
- inform their Line Manager/assessor of any incidents or safety concerns.

Leading statutory authority

Health and Safety at Work etc Act 1974 Management of Health and Safety at Work Regulations 1999 (SI 1999/3242).

Employers have a general duty under the Health and Safety at Work etc Act 1974 to ensure the health, safety and welfare of their employees as far as is reasonably practicable, which includes providing safe systems, a safe place of work and suitable arrangements for employees' welfare.

Regulation 3 of the Management of Health and Safety at work Regulations 1999 requires a suitable and sufficient assessment of risks arising from work activities (including lone working) to be undertaken.

Regulation 13 of the Management of Health and Safety at Work Regulations 1999 requires employers to consider the physical and mental capabilities of employees when deciding on the tasks they will undertake.

Lone working is not permitted under certain legislation. It is prudent for employers to review any regulations specific to their business prior to allowing lone working.

In relation to a lone working risk assessment consideration should be given to:

- the remoteness of the workplace;
- potential communication problems;
- the likelihood of a criminal attack;
- potential for verbal and physical abuse;
- vulnerability of lone workers to feelings of isolation, stress and depression;
- whether all the plant, equipment, materials, etc can be handled safely by one person;
- whether the person is medically fit and suitable to work alone;
- how the lone worker will be supervised;
- how the lone worker will obtain help in an emergency such as an assault, vehicle breakdown, accident or fire; and
- whether there is adequate first-aid cover.

Corporate Social Responsibility

A) DEFINITION

Corporate Social Responsibility (CSR) is a concept whereby an organisation recognises that its business operations and processes may have an impact on social, economic and environmental issues outside of the workplace. It also represents a commitment to ensuring and maintaining socially responsible behaviour in an organisation.

B) OBJECTIVE

MaxiPower FM and Recruitment seek to sustain a business that is successful and respected in its ethical standing by our stakeholders. These include customers, clients, investors, regulators, suppliers and the community. We embrace the role our business plays on a day to day basis in contributing to a better society.

C) POLICY

We are aware that the running of our business will, in many ways, affect our place of work, the community and the wider environment in which we operate. We believe that the way we run our business can and should make a positive difference in these areas and we aim to ensure that continued efforts are made to achieve that.

Our corporate social responsibilities are identifiable in the following areas:

1. Environment

With regard to the business' impact upon the environment, we are committed, amongst other initiatives, to:

- efficient printing;
- reducing the amount of waste produced by the business;
- ensuring that water/electricity is used responsibly by our staff;
- recycling materials as extensively as possible;

- using technology to lessen the need for travel;
- using public transport wherever possible when travelling is unavoidable.

2. Charitable/community work

MaxiPower FM and Recruitment is keen to support and become involved in community initiatives and charitable work. We do this in the form of sponsorship, donations to national and local charities which may be suggested by our staff, and the funding of community projects. Every suggestion is given due consideration.

3. Education

We recognise the importance of education in our community, and supporting individuals during this process is key to advancement. We actively encourage our employees to take up training courses, often funded by ourselves, and we offer a number of work experience placements in partnership with local schools.

4. Our employees

Involvement: We keep our staff fully informed of our policies and procedures and we encourage them to share their ideas with us on the both internal processes affecting them, and the way our service is provided to customers/clients. We maintain an open and honest approach to all of our communications.

5. Equal Opportunities:

We are committed to providing an environment of equal opportunities for all members of our workforce. No account of any of the protected characteristics set out in the Equality Act 2010 shall be taken to a detrimental effect in any decision involving recruitment, promotion, provision of facilities etc. See our Equal Opportunities policy for more detail in this regard.

6. Business partnerships

MaxiPower FM and Recruitment will strive to engage with local suppliers and businesses where possible to meet the business' operational needs, in order to support businesses within our area and decrease our carbon footprint.

In respect of our entire CSR initiative, we expect no lesser standards from our suppliers and business partners.

D) ONGOING COMMITMENT

MaxiPower FM and Recruitment is fully committed to the principle of CSR and aim to ensure that no relevant policy decisions are made within the business, without first evaluating the potential CSR impact.

Complaint Procedure

MaxiPower FM and Recruitment is committed to providing an efficient service for its customers. In order to achieve this, the company keeps up to date with technology and employs well trained, dedicated staff.

Unfortunately there may be occasions where we will fall below our own high standards and we recognise the concern this can cause and have implemented a procedure designed to minimise the inconvenience to our customers.

It is the policy of MaxiPower FM and Recruitment that all Customer Complaints are taken seriously and are dealt with in a uniform way and that the customer receives a first acknowledgement from the recipient of the complaint within 1 to 2 working days. A proposed resolution to the complaint should be issued to the customer within 10 working days. If for any reason there is an unavoidable delay in issuing a response to the complaint the customer must be informed and a new deadline issued/agreed.

All complaints will be dealt with by designated person so that the individual raising the complaint has a definite point of contact. All customers can contact this designated person if they have any questions or queries or if they wish to enquire about the progress of the complaint.

Should any customer be dissatisfied with the handling of a complaint at any time they should inform their designated person who can determine the most appropriate person to respond; technical complaints may be appealed to nominated individuals within the other departments.

If you are still dissatisfied having followed all the stages as above, you should write to:

Hassan Javed – Director on Hassan.javed@maxipower.net Or to

240 Downing Road, Dagenham, RM9 6LU