

Equal Opportunities Policy

Purpose and scope

The purpose of this Equal Opportunities Policy is to communicate our commitment to equality of opportunity in employment, with the aims of ensuring that all employees and job applicants are treated fairly and equally and supporting the Company's objective of providing a working environment that is free from all forms of discrimination.

The policy applies to all staff within the Company, including employees and other workers, such as agency workers, temporary workers and contractors. All staff are expected to put this policy into practice.

A copy of this policy will be distributed to all employees and can also be found on the staff notice-board and will be made available to other workers on their engagement. Job seekers and applicants can access the policy via the Company's website and will be sent a copy of the policy on request. In addition, all employees will receive briefing on this policy and the induction process for new employees includes a briefing on this policy.

Any questions about the policy should be directed to your line manager.

This policy does not form part of employees' contracts of employment and the Company may amend it at any time.

The policy is regularly reviewed and may be amended at any time.

Policy statement

The Company is fully committed to providing equality in the workplace and all opportunities for, and during employment, will be afforded to individuals fairly and irrespective of age, disability, gender, gender reassignment, marital or civil partnership status, pregnancy or maternity, race including colour, ethnic or national origins and nationality, religion or belief or sexual orientation ("the protected characteristics"). We aim to create a working environment that is free from discrimination and harassment in any form, in which all staff, customers and suppliers are treated with dignity and respect.

The Company will not unlawfully discriminate in the arrangements we make for recruitment and selection or in the opportunities afforded for employment, training or any other benefit. All decisions will be made fairly and objectively. We aim, as far as reasonably practicable, to ensure that all our working practices are applied fairly and consistently and, where necessary, we will take reasonable steps to avoid or overcome any particular disadvantage these may cause and to promote equality.

The Company respects an individual's right to choose whether or not to belong to a trade union and membership status will have no bearing on an applicant's suitability for employment or result in any detrimental treatment when working for the Company.

Specific Responsibilities

The Company has overall responsibility for the effective operation of this policy and for ensuring compliance with the Equality Act 2010 and associated legislation and for observing relevant Codes of Practice.

The HR Department is responsible for monitoring and reviewing the policy and for ensuring that all employment-related policies, procedures and practices adhere to this policy.

All staff have a responsibility not to discriminate or harass other staff, clients, customers and suppliers and to report any such behaviour of which they become aware to their Manager/Supervisor/the HR Manager.

Managers/supervisors are responsible for implementing the Equal Opportunities Policy and must apply the policy as part of their day-to-day management of the Company. All Managers/supervisors will receive specific training in this policy.

Forms of discrimination

The following are forms of discrimination that this policy aims to avoid:

Direct Discrimination occurs when a person is treated less favourably because of a protected characteristic that they either have or are thought to have. Direct discrimination can also occur by way of association, which is when a person is treated less favourably because, for example, their spouse or partner or other relative has the protected characteristic.

Indirect Discrimination occurs when a provision, criterion or practice is applied equally to everyone, but has a disproportionately adverse effect on people who share a particular protected characteristic. A person with the protected characteristic who is disadvantaged in that way has the right to complain.

To be justified the provision, criterion, or practice must be necessary for legitimate business reasons in circumstances where less discriminatory alternatives are not reasonably available.

Victimisation occurs where someone is treated unfavourably because he/she has raised a complaint under this policy or taken legal action, in relation to any alleged act of unlawful discrimination, against the Company or because he/she has supported someone else in doing this.

Harassment is unwanted conduct that violates an individual's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. Harassment can take many different forms and may involve inappropriate actions, behaviour, comments, emails or physical contact that causes offence or are objectionable.

Harassment may involve a single incident or persistent behaviour that extends over a period of time and can occur even if someone did not mean to cause offence. It also means that a person can be subjected to harassment by behaviour that is not aimed at them directly but which they nonetheless find unpleasant.

Harassment is always unacceptable and where it relates to a protected characteristic it will amount to an unlawful act of discrimination.

Discrimination arising from Disability - In addition to the above, it is unlawful to treat a person unfavourably because of something that is the result, effect or outcome of their disability, unless the treatment is necessary and can be objectively justified. Furthermore, employers have a duty to make reasonable adjustments to ensure that disabled applicants, employees or other workers are not substantially disadvantaged.

Creating equal opportunities in the workplace

There are a number of ways in which the Company aims to ensure equal opportunities in the workplace, including:

Recruitment and selection

Recruitment and selection procedures will be free from bias or discrimination. Recruitment procedures will be conducted objectively and will be based upon specific and reasonable job-related criteria. Decisions regarding an individual's suitability for a particular role will be based on aptitude and ability.

We will consider making appropriate reasonable adjustments to the recruitment process to ensure that disabled applicants are not substantially disadvantaged.

Wherever possible, vacancies will be advertised as being suitable for flexible working, to encourage applications from individuals seeking work on a part time or job share basis

The Company will consider taking appropriate positive action to enable or encourage applications from persons with a protected characteristic that is under represented in the organisation.

Career development and training

All staff will be given an appropriate induction to enable them to fulfil the responsibilities of their role.

All employees will be encouraged to develop their full potential and we will not unreasonably deny an employee access to training or other career development opportunities. These will be determined objectively, taking into account the needs of the business and available resources.

Selection for promotion will be based on objective criteria and decisions will be made on the basis of merit.

Terms and conditions

Our terms and conditions of service will be applied fairly and benefits and facilities will be made available to all staff who should have access to them, as appropriate. The Company operates a pay and benefits system that is transparent, based on objective criteria and free from bias to ensure that all employees are rewarded fairly for their contribution and loyalty.

Employment policies and practices

The Company aims to ensure that employment policies and practices, including any rules or requirements, do not directly or indirectly discriminate and are applied in a non-discriminatory manner. In particular we will ensure that all disciplinary decisions are fair and consistent and that selection for redundancy is based on objective criteria.

The Company will consider making appropriate reasonable adjustments to the working environment or any work arrangements that would alleviate any substantial disadvantage these cause disabled staff.

We will aim as far as reasonably practicable to accommodate the requirements of different religions and cultures and will consider requests from employees to vary or change their working hours to enable them to care for a dependant.

Working environment

All individuals have a right to be treated with dignity and respect and the Company takes reasonable steps to protect staff from discrimination, bullying or harassment and, in the event of a complaint, we will take appropriate action to prevent, as far as possible, a further occurrence.

All staff are encouraged to report any incidents of inappropriate or unacceptable behaviour at work or that occurs during the course of employment, on or off premises, including at work social events (whether organised by the Company or not) or at formal or informal events involving staff, customers or other work-related contacts.

Equal Opportunities Monitoring

The Company will monitor the effectiveness of this policy to ensure it is achieving its objectives. Information collected for monitoring purposes will be treated as confidential and will not be used for any other purpose.

Raising a complaint of discrimination

If you believe you have been discriminated against, you should raise the matter in accordance with the Company's Grievance Procedure. If you believe that you may have been subject to harassment you are encouraged to raise the matter under the Company's Harassment Policy.

Any employee who is found to have committed an act of discrimination, or breached this policy in any other way, will be subject to action under the Disciplinary Procedure, up to and including dismissal. Non-employees will be subject to appropriate formal action that may, depending on the circumstances, involve terminating any contract or agreement.

The Company will also take seriously any malicious or, in its opinion, unwarranted allegations of discrimination and will take appropriate action, disciplinary or otherwise, where necessary.

Health & Safety Policy

The management of Complete Transport Solutions Ltd looks upon the health and safety measures as a mutual objective for themselves and their employees. It also acknowledges its obligations under the Health and Safety at Work Act 1974 and the Management of Health and Safety Regulations 1999.

It is the policy of Complete Transport Solutions Ltd to do everything, so far as is reasonably practicable, to prevent personal injury and damage to property and to protect everyone, including the public, in so far as they come into contact with the company or its activities, from any foreseeable hazard and danger.

Statement of Complete Transport Solutions Health and Safety Policy

PART ONE

General Statement of Policy, Duties & Responsibilities

1.1 Policy Statement

The Complete Transport Solutions recognises and accepts its health and safety duties for providing a safe and healthy working environment (as far as is reasonably practicable) for all its workers (paid or volunteer) and other visitors to its premises under the Health and Safety at Work Act 1974, the Fire Precautions (Workplace) Regulations 1997, the Management of Health and Safety at Work Regulations 1999, other relevant legislation and common law duties of care. Throughout this Statement, terms such as “staff”, “workers”, “employees”, include both paid and volunteer workers.

It is the policy of the Complete Transport Solutions to promote the health and safety of the staff and of all visitors to the Groups/Organisation’s premises (“the Premises”) and to that intent to:

- Take all reasonably practicable steps to safeguard the health, safety and welfare of all personnel on the premises;
- Provide adequate working conditions with proper facilities to safeguard the health and safety of personnel and to ensure that any work which is undertaken produces no unnecessary risk to health or safety;

- Encourage persons on the premises to co-operate with the Organisation in all safety matter, in the identification of hazards which may exist and in the reporting of any condition which may appear dangerous or unsatisfactory;
- Ensure the provision and maintenance of plant, equipment and systems of work that are safe;
- Maintain safe arrangements for the use, handling, storage and transport of articles and substances;
- Provide sufficient information, instruction, training and supervision to enable everyone to avoid hazards and contribute to their own safety and health;
- Provide specific information, instruction, training and supervision to personnel who have particular health and safety responsibilities (eg a person appointed as a Health and Safety Officer or Representative);
- Make, as reasonably practicable, safe arrangements for protection against any risk to health and safety of the general public or other persons that may arise for the Groups/Organisation's activities;
- Make suitable and sufficient assessment of the risks to the health and safety of employees and of persons not in the employment of the Complete Transport Solutions arising out of or in connection with the Complete Transport Solutions activities;
- Make specific assessment of risks in respect of new or expectant mothers and young people under the age of eighteen;
- Provide information to other employers of any risks to which those employer's workers on the Organisation's premises may be exposed.

This policy statement and/or the procedures for its implementation may be altered at any time by the Complete Transport solutions Management Committee ("the Committee"). The statement and the procedures are to be reviewed each year by the management.

1.2 Statutory Duty of the Complete Transport Solutions

The Complete Transport solutions will comply with its duty to ensure, as far as is reasonably practicable, the health, safety and welfare at work of its workers and of visitors to its premises and, in general, to:

- Make workplaces safe and without risks to health;
- Ensure plant and machinery are safe and that safe systems of work are set and followed;
- Ensure articles and substances are moved, stored and used safely;
- Give volunteers/ workers the information, instruction, training and supervision necessary for their health and safety.

In particular, the Complete Transport Solutions will:

- Assess the risks to health and safety of its volunteers/workers;
- Make arrangements for implementing the health and safety measures identified as necessary by this assessment;

- Record the significant findings of the risk assessment and the arrangements for health and safety measures;
- Draw up a health and safety policy statement; including the health and safety organisation and arrangements in force, and bring it to the attention of its workers;
- Appoint someone competent to assist with health and safety responsibilities;
- Set up emergency procedures;
- Provide adequate First Aid facilities;
- Make sure that the workplace satisfies health, safety and welfare requirements, eg for ventilation, temperature, lighting and for sanitary, washing and rest facilities;
- Make sure that work equipment is suitable for its intended use as far as health and safety is concerned, and that it is properly maintained and used;
- Prevent or adequately control exposure to substances that may damage health;
- Take precautions against danger from flammable or explosive hazards, electrical equipment, noise or radiation;
- Avoid hazardous manual handling operations and, where they cannot be avoided, reduce the risk of injury;
- Provide health surveillance as appropriate;
- Provide free any protective clothing or equipment, where risks are not adequately controlled by other means;
- Ensure that appropriate safety signs are provided and maintained;
- Report certain injuries, diseases and dangerous occurrences to the appropriate health and safety enforcing authority.

1.3 Statutory Duty of the Complete Transport solutions Workers

Employees also have legal duties, and the Complete Transport solutions confidently requests non-employed (voluntary) workers also to observe these. They include the following:

- To take reasonable care for their own health and safety, and that of other persons who may be affected by what they do or do not do;
- To co-operate with the Complete Transport solutions on health and safety;
- To use work items provided by the Complete Transport solutions correctly, including personal protective equipment, in accordance with training or instructions;
- Not to interfere with or misuse anything provided for health, safety and welfare purposes;
- To report at the earliest opportunity injuries, accidents or dangerous occurrences at work, including those involving the public and participants in activities organised by the Complete Transport solutions;

1.4 Policy for Visitors and Contractors

On arrival all visitors should be directed to the duty representative of user of the building. This person is to take responsibility for the visitor and assist in their evacuation from the building during an emergency or arrange help in the event of an accident.

On arrival, all visitors, including contractors and/or their workers, must sign a record of the date and time of their arrival and, before leaving, should further record their time of departure.

Contractors working in the building should report any concerns relating to their own safety or suspected unsafe working practices to the Management Representative who will investigate and report to the Complete Transport solutions.

PART TWO

Organisation of Health and Safety

2.1 Health and Safety Rules

All workers must exercise ordinary care to avoid accidents in their activities at work and comply with the following general rules and with any further rules which the Complete Transport Solutions may publish from time to time.

Accident Forms and Book

The book must be kept in a locked drawer once completed.

Any injury suffered by a worker or visitor in the course of employment or otherwise on the Complete Transport Solutions premises, however slight, must be recorded, together with such other particulars as are required by statutory regulations, on an accident form maintained by the Organisation.

Fire Precautions

All personnel must familiarise themselves with fire escape routes and procedures and follow the directions of Complete Transport solutions in relation to fire.

Equipment and Appliances

No equipment or appliance may be used other than as provided by or specifically authorised by or on behalf of the Complete Transport solutions and any directions for the use of such must be followed precisely.

Safety Clearways

Corridors and doorways must be kept free of obstructions and properly lit.

Maintenance

Defective equipment, furniture and structures must be reported as such without delay.

Hygiene and Waste Disposal

Facilities for the disposal of waste materials must be kept in a clean and hygienic condition. Waste must be disposed of in an appropriate manner and in accordance with any special instructions relating to the material concerned.

Food Hygiene

When handling or preparing food there are specific hygiene requirements:

- Regularly wash hands before and during food preparation and especially after using the lavatory;
- Tell your supervisor of any skin, nose, throat, or bowel problem;
- Ensure cuts or sores are covered with correct waterproof dressings;
- Keep yourself clean and wear clean clothing;
- Remember that smoking in a food room is illegal;
- Never cough or sneeze over food;
- Clean as you go. Keep all equipment and surfaces clean;
- Prepare raw and cooked food in separate areas. Keep perishable food covered and either refrigerated (less than 8°C) or piping hot (above 63°C);
- Ensure waste food is disposed of properly. Keep the lid on rubbish bin and wash your hands after putting waste in it;
- Avoid handling food as far as possible;
- Tell your supervisor of any defects or concerns regarding the facilities – eg uncleanness, refrigeration malfunction, cracked food preparation surfaces.

Display Screen Equipment

The Complete Transport solutions recognises its responsibility to ensure the well-being of workers who habitually use display screen equipment for a significant part of their normal work. Volunteers/Workers are advised to ensure that they take a five-minute break from the display screen equipment at least once an hour and are advised that, if they experience vision defects or other discomfort that they believe may be wholly or in part a consequence of their use of such equipment, they have the right to an eye-test at the Organisation's expense.

Alcohol, Drugs and Tobacco

Smoking within the premises and the use of Drugs (except under medical supervision) on the premises are prohibited at all times. The use of intoxicants (alcohol) is prohibited during working hours, and no employee/volunteer may undertake his/her duties if under the influence of alcohol or drugs (except under medical supervision)

PART THREE

Arrangement and Procedures

The Health and Safety Officer, nominated by the Management, is responsible for ensuring that the safety policy is carried out and that responsibilities for safety, health and welfare are properly assigned and accepted at all levels. His/her details and contact number will be displayed in the Notice board.

3.1 First Aid and Accident Reporting

3.2 Fire Drills and Evacuation Procedures

3.1.1 First Aid

- The current First Aider(s) for the premises is displayed (*on the Notice Board in the Reception Area*).
- First Aid Boxes are provided in the following location:

Office

3.1.2 Accidents

- In the event of an injury or illness, call for a member of staff or ring for an ambulance directly. To call an ambulance – dial 999 and ask for “ambulance”;
- All accidents must be reported to the Health and Safety Officer or another member of staff on duty immediately or as soon as practicable;
- All accidents must be entered on an accident form, available from the reception desk. The procedures for “notifiable” accidents as shown in Appendix A below must be followed;
- The Health and Safety Officer will investigate incidents and accidents, writing a detailed report for the Management to consider the actions necessary to prevent recurrence.

3.3 Fire Drills and Evacuation Procedures

3.2.1 Fire Drills

- All workers and volunteers must know the fire procedures, position of fire appliances and escape routes.
- The fire alarm points, fire exits, and emergency lighting system will be tested by The Fire Officer/Health and Safety Officer during the first week of each month and entered in the log book provided.
- The Fire Officer will arrange for Fire Drills and Fire Prevention Checks (see Appendix C below) to be carried out at least once every three months and entered in the log book. In addition, these Drills will be carried out at different times and on different days, so that all users/hirers know the procedures.
- The last person securing the premises will ensure Fire Prevention Close Down Checks are made of all parts of the premises at the end of a session.

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3.2.2 *in the event of Fire*

- Persons discovering a fire should sound the nearest alarm;
- The first duty of all workers is to evacuate all people from the building by the nearest exit immediately the fire is discovered;
- All persons must evacuate the building and, where possible without personal risk, leave all doors and windows closed;
- The assembly point for the building is at the **park by the building**
- No-one should leave the assembly point without the permission of a member of staff;
- If **any** fire occurs, **however minor**, the Fire Brigade must be called immediately by dialling 999 and asking for "Fire";
- When the Fire Brigade arrives advise whether all persons are accounted for and location of fire.

3.2.3 *Bomb Warnings*

- If you receive a warning, try to find out from the caller:
 - i) The approximate location of the bomb and likely time of detonation;
 - ii) Whether the police and fire brigade have been notified;
 - iii) Try to RECORD EXACTLY WHAT IS SAID:
- Notify the Police immediately on 999;
- DO NOT SOUND THE FIRE ALARM but evacuate the building taking into consideration any information from the bomb warning;
- Assemble in the park by the building unless the bomb warning implies otherwise.

3.2.4 *Cleaning Materials, General Machinery and High-Risk Areas*

- All portable machinery must be switched off and unplugged when not in use;
- Wandering cables are a hazard; use with caution and safety in mind;
- Slippery floors and dangerous; use warning signs;
- Use protective clothing and equipment provided and as instructed on machinery/equipment/material. It is the duty of a worker to report any loss of or defect in protective clothing or equipment.

3.2.5 *General*

- All thorough fire exits, and gates must be left clear at all times;
- Corridors and fire exits must not be blocked by furniture or equipment;
- Vehicles must not be parked near to the building so as to cause any obstruction or hazard;
- Hazards or suspected hazards or other health and safety matters should be reported to the Health and Safety Officer or the staff member on duty immediately or as soon as practicable, so that action can be taken. If the hazard is of a serious nature, immediate action must be taken to protect or clear the area to prevent injury to staff or other users.

PART FOUR

Appendices

APPENDIX A – ACCIDENT REPORTING

1. Accidents

All accidents which occur during work for the Complete Transport solutions and/or for the User/Hirer, or on premises under the control of the Complete Transport solutions must be recorded.

Some injuries may not be fully identified until the casualty has been to hospital. It is therefore essential that, if it is known that an individual has gone to hospital as a result of an accident, follow up action is carried out.

2. Definition of Specified Major Injuries or Conditions

- Fracture of the skull, spine or pelvis; any bone in the arm or wrist, but not a bone in the hand; any bone in the leg or ankles, but not a bone in the foot.
- Amputation of; a hand or foot, a finger, thumb or toe; any part thereof if the joint or bone is completely severed
- Other specified injuries and conditions:
 - The loss of sight of an eye; a penetrating injury to the eye, or a chemical or hot metal burn to an eye
 - Injury (including burns) either requiring immediate medical treatment, or involving loss of consciousness, resulting (in either case) from electric shock from any electrical circuit or equipment, whether or not due to direct contact
 - Loss of consciousness resulting from lack of oxygen
 - Decompression sickness requiring medical treatment
 - Either acute illness requiring treatment, or loss of consciousness, resulting (in either case) from absorption of any substance by inhalation, ingestion or through the skin
 - Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a pathogen or infected material
 - Any other injury which results in the person injured being admitted immediately into hospital for more than 24 hours

IF IN DOUBT REPORT IT

3. Dangerous Occurrences

In the event of any of the following:

- Collapse/Overturning of machinery
- Explosion/collapse of closed vessel/boiler
- Electrical explosion/fire

IF IN DOUBT REPORT IT

Appendix B – CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH REGULATIONS)

1. Assessment

The assessment must be a systematic review

- What substances are present and in what form?
- What harmful effects are possible?
- Where and how are the substances actually used or handled?
- What harmful effects are given off, etc.?
- Who could be affected, to what extent and for how long?
- Under what circumstances?
- How likely is it that exposure will happen?
- What precautions need to be taken to comply with the COSHH Regulations?
- What procedures need to be put in place to comply with the Control of Asbestos at Work Regulations 2002?

2. Prevention or Control

Employers have to ensure that the exposure of workers to hazardous substances is PREVENTED or, if this is not reasonably practicable ADEQUATELY CONTROLLED.

On the basis of the assessment, the employer has to decide which control measures are appropriate to the work situation in order to deal effectively with any hazardous substances that may present. This may mean PREVENTING exposure by

- Removing the hazardous substance by changing the process
- Substituting with a safe or safer substance, or using a safer form

Or, here this is not reasonably practicable, CONTROLLING exposure by

- Totally enclosing the process
- Using partial enclosure and extraction equipment
- General ventilation
- Using safe systems of work and handling procedures

It is for the employer to choose the method of controlling the exposure and to examine and test control measures, if required.

The Regulations limit the use of Personal Protective Equipment (e.g. dust masks, respirators, protective clothing) as the means of protection of those situations ONLY where other measures cannot adequately control exposure.

Employers must provide any of their workers and, so far as is reasonably practicable, other persons on site who may be exposed to substances hazardous to health, with suitable and sufficient information, instruction and training so that they know the risks they run and the precautions they must take.

Employers must ensure that anyone who carries out any task in connection with their duties under COSHH has sufficient information, instruction and training to do the job properly.