



SECTION 2 MANAGEMENT RESPONSIBILITY

2.1a Quality Policy

Simply UK

QUALITY POLICY STATEMENT

It is the policy of the Simply UK to provide its customers with a service that fulfils their specified requirements. To assist this policy we have prepared and implemented a Quality Management system to the requirements of the ISO 9001:2015 standard which also takes into account our organisational context.

The following principles are applied throughout the company:

- 1) Full commitment of all personnel to delivering a high quality of service. It is also our intention to monitor and improve customer satisfaction levels by collecting feedback from our customers.
- 2) Full commitment of all personnel to active involvement in making improvements.
- 3) Full commitment to meeting customer requirements as well as any applicable regulatory and statutory requirements.
- 4) Full Commitment to ongoing training and development of staff.
- 5) Full understanding by all employees, of long term importance of achieving customer satisfaction and their role in ensuring that their failure to meet standards will lead to the company failing to meet customer standards.
- 6) Appraisal and checks to ensure our approved suppliers understand and meet our quality requirements.
- 7) All staff are aware of and follow our quality management system, associated procedures and policies and understand the process of continual improvement of our Quality Management System

The ISO system defines the commitments of the company that are employed to ensure Customer Satisfaction. Quality objectives are set annually at management review meetings when this policy is also reviewed and approved.

This policy is available to all staff within the organisation and also made available any interested parties upon request.

Approved By : Gary Sharp – Managing Director

Date : 01 March 2018



2.1b Environmental Policy Statement

Simply UK

ENVIRONMENTAL POLICY STATEMENT

Simply UK are committed to a positive and responsible course of action with regard to those aspects of the business, which impact upon the environment. It seeks always to act in accordance with good practice, preserving and, where possible, enhancing the quality of the environment.

Commitment to the environment is demonstrated by maintaining an Environmental Management System, which meets the requirements of ISO 14001 and is focused on preventing pollution and continuously improving the company performance. Key components of the system include the establishment of environmental objectives and targets, which require the company to achieve continual improvement and the establishment of programmes to ensure satisfaction of these improvements, objectives and target.

The strategy addresses the following key areas to:

- Review Environmental impacts pre-work
- Improve materials i.e. improved environmental performance
- Increase employee awareness and training
- Protect natural resources,
- Recycle materials and minimise waste
- Relate to customers and regulatory authorities

Management, staff and employees are encouraged to liaise and work closely with suppliers, sub-contractors and customers to ensure the services will meet and exceed all regulatory requirements and other applicable requirements. Questions and enquiries should be directed to the IMS Manager. This policy is publicly available.

EMS objectives and targets

Set at the management meeting after reviewing legislation.

Aspects & impacts and they are included in the management meeting & made available to all staff.

Approved By : Gary Sharp – Managing Director

Date : 05 February 2019



2.1c Health and Safety Policy Statement

Simply UK

HEALTH & SAFETY POLICY STATEMENT

Simply UK is committed to providing a high level of health and safety management throughout the company and to demonstrate our commitment and intent to provide safe systems and safe places of work.

We shall ensure so far as is reasonably practicable that our work activities are carried out in such a way to ensure the health, safety and welfare of all our operatives and any other person likely to be affected by them including members of the public where appropriate.

Concern for health and safety ranks equally with other management responsibilities and is seen by the company as an indication of effective working.

Failure to adhere to this policy shall be dealt with via the company disciplinary procedure.

The aims of the policy are:

- The prevention of injury or ill-health to all persons affected by the company work activities.
- Compliance with the Health & Safety at Work Act and all other relevant legislation
- To ensure that risks to health are identified and risk assessments are carried out for all work activities
- To ensure that contract pricing takes full account of our commitment to health and safety
- To provide all necessary resources and people, together with all of the required information, training and supervision to ensure the health and safety of all
- To ensure that all levels of personnel receive adequate training to fulfil their roles and responsibilities
- To ensure that safe systems of work are provided and maintained
- To seek to eliminate / reduce accidents by analysing causes and trends established from proper investigation and reporting procedures
- To ensure the co-ordination of all safety matters with other contractors on site
- To ensure the provision and maintenance of safe plant and work equipment
- To ensure that any substances which may be harmful to health are dealt with safely
- To consult with all employees / operatives on health and safety matters and to advise them of any changes to this policy.

The health and safety policy and our Health & Safety Management system, which meets the requirements of OHSAS18001:2007, is the direct concern of the directors and shall be reviewed annually or sooner in the event of changes to legislation which affect the safety policy. The policy was last reviewed on 20 December 2016.

Approved By : Gary Sharp – Managing Director

Date : 05 February 2019



2.1d Corporate Social Responsibility Policy

Simply UK

CORPORATE SOCIAL RESPONSIBILITY POLICY STATEMENT

Simply UK recognises that its activities and operations have a significant impact on the wider social, environmental and economic well-being of the areas in which we operate. As a member of the business community, we recognise our corporate social responsibility commitments in our various roles, which include producer, employer and consumer. We are committed to ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards.

In addition to compliance with current legislation, our policies and codes of conduct encourage high standards of corporate behaviour in areas such as the environment, health and safety and equal opportunities, both for our staff and in relation to those into whom they may come into contact.

We aim to reduce any negative impact of our business operations and encourage a positive contribution through appropriate health and safety and environmental policies and objectives (which are considered as an integral part of our business activities) and good management. We are continually engaging communities through local liaison and sponsorship of local events, community groups, youth groups and sports teams.

We aim to manage our employees openly, honestly and fairly and to be a responsible employer, adopting values and standards designed to help guide our staff in their conduct and business relationships. We are committed to having a fully trained and competent workforce and actively promote vocational training for our employees.

Approved By : Gary Sharp – Managing Director

Date : 05 February 2019



2.1e Customer Care Policy

Simply UK

CUSTOMER CARE POLICY STATEMENT

We aim to meet customers' needs and offer a quality service by:

- Putting our customers at the centre of our service and seeking to understand the requirements of our customers.
- Providing training for staff to develop their expertise and skills, including customer care, to ensure our service is of a high quality.
- Establishing and improving standards by surveying customers and regularly monitoring our performance.
- Dealing with complaints in a prompt, fair and positive manner

Complaints

Complaints should be handled courteously and promptly at every stage; and as far as practicable in accordance with the following time scales:

- An acknowledgement within 10 working days from the receipt of a complaint; and
- A response addressing the issues raised in the initial letter of complaint within 30 working days from its receipt.

All Significant complaints are documented and investigated as part of our ISO9001 Quality Management System.

Defects

Defect notices will be responded to according to significance and type. All defects are logged and completion notice and customer feedback forms issued.

Our Customer Care Manager utilises a notification system which identifies the urgency priority to be given to different categories of defects;

4 Hour

1 Day

3 Day

10 Days

21 Days

and will utilise a system of 7 day notice letters

Approved By : Gary Sharp – Managing Director

Date : 05 February 2019



2.1f Modern Slavery and Human Trafficking Policy

Simply UK

MODERN SLAVERY AND HUMAN TRAFFICKING POLICY STATEMENT

The Company is committed to driving out acts of modern day slavery and human trafficking within its business and that from within its supply chains, including sub-contractors, and partners. The Company recognises the essential element and is committed to paying a fair market price for goods/services received in combat of modern day slavery and trafficking.

The Company acknowledges responsibility to the Modern Slavery Act 2015 and will ensure transparency within the organisation and with suppliers of goods and services to the organisation. These as well as the suppliers of services make up the supply chain within the Company.

As part of the companies due diligence processes into slavery and human trafficking the supplier approval process will incorporate a review of the controls undertaken by the supplier. Imported goods from sources from outside the UK and EU are potentially more at risk for slavery/human trafficking issues. The level of management control required for these sources will be continually monitored. The company will not support or deal with any business knowingly involved in slavery or human trafficking. The company Directors and senior management shall take responsibility for implementing this policy statement and its objectives and shall provide adequate resources (training, etc.) and investment to ensure that slavery and human trafficking is not taking place within the organisation and within its supply chains.

A full copy of this policy and a copy of the Modern Slavery Act 2015 will be accessible to all employees electronically and can be obtained from the HR department upon request.

This policy statement will be reviewed annually and published.

This Policy takes into account, and supports, the policies, procedures and requirements documented in our Integrated Management System, compliant with the requirements of ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007.

The implementation and operation of this management system underlines our commitment to this policy. Formal procedures concerning slavery and human trafficking have been established, including disciplinary procedures where they are breached. Additional procedures ensure that this policy is understood and communicated to all levels of the company, and that it is regularly reviewed by the Directors to ensure its continuing suitability and relevance to the company activities.

Approved By : Gary Sharp – Managing Director

Date : 05 February 2019



2.1g Sustainable Procurement Policy

Simply UK

SUSTAINABLE PROCUREMENT POLICY STATEMENT

The Company embraces a wide definition of sustainability based on engaging in development that meets the needs of the present without compromising the ability of future generations to meet their own needs and the organisation recognises it has a duty to pursue sustainable development in all it does.

The Company promotes an awareness of sustainable development and environmental issues through our practices and we develop our ISO 14001 compliant management system to monitor and improve environmental performance on an ongoing basis.

Procurement plays a key role in influencing the delivery of any organisations' contribution to sustainable development. The Company will utilise its position in the organisational supply chain to influence all aspects of needs definition, acquisition, service delivery and product utilisation and disposal to ensure that environmental and sustainable factors are embraced within the framework of value for money and effective product delivery.

Key points of our strategy;

- To encourage all those involved in conducting purchases on behalf of the company to be considerate of environmental and sustainable issues in all purchasing activity.
- To encourage the elimination of hazardous materials in our purchases
- To encourage the reduction of waste in both goods and the packaging of goods
- To encourage the reduction of environmental impact through excessive or unnecessary travel or the utilisation of more environmentally friendly vehicles.
- To encourage a culture of re-use and recycling of goods.
- Wherever viable, reorganise or redesign processes to require less goods or energy or to produce less waste or harmful emissions
- Compile specifications that have been drawn up to encourage or favour, whenever appropriate, sustainable goods, services and works and to minimise environmental impact during use.
- Where possible, procure goods, services and works from suppliers and contractors that have their own sustainable procurement process.

Approved By : Gary Sharp – Managing Director

Date : 05 February 2019



Simply UK

PRIVACY POLICY STATEMENT

The Company have procedures in place for the protection of personal information and comply in full with the relevant data protection legislation.

Information we collect

We do not actively collect or process personal information other than the details of our employees. To ensure our employees are aware of how we protect and manage their personal data we have also prepared a Data Protection Policy which details what data we hold and how it is managed.

If you enquire about goods / services or have done business with us in the past we may hold some personal information about you such as telephone number or email and we will only use this information for the purpose it was collected. We will never sell your data or share it with 3rd parties who might use it for any other purpose.

Data Retention - we will only hold personal data as long as we need it and we have systems in place for management and retention of data.

Data Subject Access - please contact us if you wish to know whether we hold any personal data about you, if you wish the data we hold about you to be updated or if you would like us to erase your data.

Web Site Privacy

Our web site does not collect personal data about you unless you contact us to enquire about our services. The web site uses cookies and may collect computer identification data (this does not include any personal information) and their use is clarified in our cookies policy.

This policy is reviewed on an ongoing basis and formally reviewed at least annually during management review and the latest version will always be available on our company web site or upon request.

Any questions about your personal data or this policy should be directed to ***The Data Protection Officer*** at our Head Office.

Approved By : Gary Sharp – Managing Director

Date : 05 February 2019



Simply UK

DATA POLICY STATEMENT

Protection of Personal Data

Care must be taken to ensure all staff comply with Data Protection regulations. All staff must ensure personal data is controlled and secure and details are not disclosed to any other person (whether inside or outside the company) unless authorised to do so. To ensure staff are aware of data protection obligations and information security we have a training programme in place and all staff are made aware of this policy, our Privacy policy and other relevant company policies.

Compliance with Data Protection Regulations

To ensure we are in compliance with data protection regulations including General Data Protection Regulation (GDPR) the company has taken various measures to ensure we are meeting all requirements;

- **Data Protection Officer** – our management system details key responsibilities including details of a Data Protection Officer (DPO)
- **Personal Data Collected** - we do not actively collect or process any personal information other than the details of our employees. We may also hold some personal data from interactions with prospective and existing customers and systems are in place to manage this data.
- **Data Review** - we regularly review and check Personal data by completing a data audit to identify "*any information relating to an identified or identifiable natural person (data subject)*", to ensure the personal data we hold is required, lawfully managed and processed and accurate.
- **Data Retention** data retention is managed and retention period is documented in our management system manual.
- **Consent** - if any data is to be collected for any purpose other than normal employment purposes we will obtain your explicit consent and you have the right to withdraw this consent at any time.
- **Sensitive Personal Data** - we do not collect or hold any sensitive personal data and DPO should be advised if this is not the case
- **Privacy by Design** - Any new developments, projects or technologies that involve personal data will be reviewed to ensure privacy by design and privacy impact assessment completed.
- **Data Processing / Transfer** - Personal data is processed and handled in a lawful and transparent manner with clear communication of what data we hold, why we hold it and how long we retain it. We will not transfer personal data to any third parties except to those approved for the purposes of taxation, pension, employee checks and payroll administration.



- **International Transfer of Data** – we will not transfer your data internationally and will inform data subjects in any event of international transfer.
- **Data Security** - we have measures in place to protect Confidentiality, Integrity and Accessibility of all company data and complete regular audits and reviews of the security of personal data and information security systems
- **Data Subject Access** – Data subjects have the right to access, correct, transfer or request deletion of the personal data we hold about them. Subject access requests should be directed at our DPO who will respond to all data requests within 1 month. We will not charge for responding to such requests.
- **Data Breaches** – all data breaches will be reported internally and significant breaches will be reported to the ICO and affected data subjects notified within 72 hours of discovery.

Much of the arrangements for management of data, documented information, ongoing checks including internal audits are all covered by our ISO 9001 compliant integrated management system which is available to all staff. Our management system documentation includes the following;

- Summary of all company procedures and policies relating to Data management / Security
- Organisation details including details of the Data Protection Officer and summary of their responsibilities
- Document register detailing what records we hold, how managed and retention period
- Personal Data Audit & Internal audit of Data / Data Protection & Information Security

Training arrangements including details of planned training and staff training / competency matrix

Approved By : Gary Sharp – Managing Director

Date : 05 February 2019