



G.B. LOCKSMITHS

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Equal Opportunities

(A) Employment

We comply with all relevant legislation relating to equality and diversity. In particular the company does not discriminate on the grounds of gender, race, nationality origin, disability, age, religion or sexual orientation.

All vacancies are open to all applicants and advertised as widely as the company's resources allow. The recruitment and selection criteria are related to the skills/aptitudes required to fulfil the job description to a satisfactory standard. Applicants receive a copy of the company's equal opportunities policy when they apply for employment with the company.

Any employee who has a problem or grievance that s/he wishes to bring to the attention of the company is asked to contact the Managing Director in the first instance. The company undertakes not to bully, victimise or harass employees who bring such grievances to its attention and recognises that to do so is itself contrary to law.

All acts of discrimination, harassment, bullying of one employee by another is investigated by the company as it is required to do by law.

Employees are entitled to join a relevant trade union should they wish to do so.

This Equal Opportunities Policy is subject to review to reflect changes in the law. Any changes to the policy are brought to the attention of employees at the earliest opportunity.

(B) Service Delivery

We G.B. Locksmiths & Installations Ltd take active steps to provide equal opportunities in service delivery. Equal opportunities in service delivery means that clients/customers will not be treated less favourably on the grounds of gender, race, nationality origin, disability, age, religion or sexual orientation.

The company seeks to ensure that it complies with the provisions of relevant legislation including:

- Race Relations Act 1976 as amended by Race Relations Act 2005
- Sex Discrimination Act
- Disability Discrimination Act 1996

The company monitors its performance and seeks to continually improve the quality of its services for the benefit of its customers.

The company invites feedback from all its customers. Should you have any comments or issues, please raise them in the first instance with Gary Barwel.

Environmental Policy

We are committed to working to the highest standards in all areas of the business. We seek to minimise our impact on the environment as much as possible.

Wherever possible the company will seek to reduce or reuse construction materials or recycle them and all staff is encouraged to be active recyclers. Training is given to staff on this important issue.

The company complies with all the law and regulations, which apply to it. In particular, the company recognises that the law now requires it to regard and treat construction waste/debris as hazardous waste. Where the company is responsible for the disposal of construction waste, we will ensure that it (the waste) is disposed of in accordance with the law by a responsible and licensed waste contractor.

The issue of waste minimisation, recycling and disposal is an area which the Managing Director keeps under review and attend relevant training on to ensure that their knowledge is up to date and ensure that all staff and sub contractors are also aware of their obligations.

The company ensures that its vehicles are well maintained and as fuel efficient as possible so that harmful emissions are kept to a minimum.

This policy is kept under constant review and we continually seek to improve our performance.

Health and Safety Policy Statement

The business recognises its responsibilities under The Health and Safety at Work Act 1974 and other relevant safety legislation, which affects employees, clients and all those affected by construction work.

We will make available sufficient resources to ensure that such information, training, supervision, plant and equipment as may be required to identify, control and eliminate hazards in the workplace is provided.

All of our employees and contractors have received sufficient training to enable them to safely handle plant and equipment and to ensure that their work is carried out safely minimising the risks to themselves and others.

All employees and contractors are required to cooperate with the Company to ensure that this policy is adhered to.

This policy is made available to all employees and contractors at induction and other such times, as changes need to be brought to the attention of the employees and contractors.

This policy is kept under constant review and is updated in the light of changes to legislation or other matters, which relate to site safety.

Customer First Policy

We are committed to working to the highest standards for the benefit of our customers. The company seeks always to continually improve its performance and processes are put in place to ensure that is the case.

The company will seek always to ensure that an adequately qualified workforce, products and supplies of the highest quality are allocated to each project. The company has procedures and processes in place to ensure that customer requirements can be met at all times.

All the company's staff and contractors are required to be considerate and work in a clean and tidy manner. All construction waste/debris is disposed of in accordance with the law. Noise, dust and disturbance are kept to a minimum and all health and safety rules are complied with.

Wearing company uniforms or other forms of identification can easily identify all company contractors. Staff and contractors can also be contacted by mobile phone should the need arise. An immediate response will be given where the situations requires urgent action.

The company is open to feedback at all times. Customers are asked to raise concerns at the earliest stage possible. The company will use its best endeavours to address any situation causing the client or main contractor concern.