



LINK

BLINK UNIQUE SOLUTIONS

POLICY MANUAL



This manual has a general purpose and it is strongly recommended to be read by all employees of **Blink Unique Solutions Ltd** to let them familiar with company's policies and to ensure their conduct is compliant with Company's Policy at all times.

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QUALITY POLICY

The purpose of the Quality policy is to ensure that the services provided to its customers consistently meet or exceed their expectations. The company operates a system that regularly evaluates its processes and customer needs, and has set quantifiable objectives with plans in place to ensure that they are reviewed year on year for improvement.

It is the policy of Blink Unique Solutions Ltd to maintain, on a continual basis, an effectively managed Quality Assurance programme, which will assure customers that the services supplied conform to the laid down procedures or disciplines of the company, and which will ensure that the customer's needs and expectations are fully met.

The management of the company is firmly committed to the systems, procedures and controls, and the total participation of all personnel is mandatory.

The Managing Director is entrusted with the authority and responsibility for the control of the Quality and to ensure that all legal and regulatory requirements are met such as Health & Safety at work and regulation to the Private Security Industry Act.

The Company Management representative cannot be over-ruled on matters of Quality, and in case of differences of opinion on Quality matters, have the responsibility to refer such items to the Managing Director or his representative for resolution.

This policy of Quality Assurance is in place to ensure that the overall organisational objectives of the company are met. The objectives of this company are to ensure that the best possible security services are supplied to the company's valued clients, and that the company is able to meet customer needs and requirements as effectively and efficiently as possible.

It is the intention of the Managing Director that this policy along with all other policies will be reviewed on an annual basis at the management review meeting.

ENVIRONMENTAL POLICY

Blink Unique Solutions Ltd policy on environmental issues is, in the most part, driven by our customers. It is our practice to work with our customer's environmental policy framework, as our operations may occur on customer premises.

As an organisation, we communicate care for the environment and encourage all conduct amongst staff and sub-contractors that promotes this, this in practical terms means

- Selected vehicle categories that are fuel efficient
- Use of paperless communication through E-mail
- All paper and ink cartridges go for re-cycling
- Minimal use of solvents to reduce water pollutions
- Strict policy with regards to purchase of materials to meet standards in minimizing production of waste.

We will continue to seek ways to protect the environment, our customers and staff during the course of our business.

RECRUITMENT AND SELECTION POLICY

The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.

Job descriptions, where used, will be revised to ensure that they are in line with our equal opportunities policy.

We will adopt a consistent, non-discriminatory approach to the advertising of vacancies in accordance with current legislation and in conjunction with our equal opportunities policy.

All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

HEALTH&SAFETY POLICY

The Directors of Blink Unique Solutions Ltd recognises its duty to comply with the Health and Safety at Work Act 1974. The Company acknowledges and accepts its legal responsibilities for securing the health, safety and welfare of all its employees, of sub-contractors working on its behalf and all others affected by their activities.

Named person responsible for H&S: Mr Michal Krupski

The Company recognises and accepts the general duties imposed upon the company as an employer under the Health and Safety at Work Act and subsequent health and safety regulations appertaining to its operation and as such the Directors of Blink Unique Solutions Ltd will as far as practicable:

- Provide adequate resources to maintain health and safety
- Carry out risk assessments and review them on a regular basis to ensure they remain current and applicable to the work tasks that are required.
- Provide and maintain safe systems of work which are without risk to health
- Provide employees with such information, instruction, training and supervision as is necessary to secure their safety and health at work and that of others who may be affected by their actions.
- Carry out health surveillance where required.
- Ensure that all equipment supplied is maintained in a safe condition
- Make adequate provision and arrangements for welfare facilities at work
- Monitor safety performance to maintain agreed standards
- The duties of the employees are to:
 - Take reasonable care of their own health and safety, and that of others who may be affected by their acts or omissions at work.
 - Co-operate with others in the Company to fulfil our statutory duties.
 - Not interfere with, misuse or wilfully damage anything provided in the interests of health and safety.
 - Reporting any accidents or near misses however minor to the Site Supervisor or line manager

- Co-operating with any investigation, which may be undertaken with the objective of preventing reoccurrence of incidents.
- To ensure this policy is effective, we will
- Review it annually or on any significant changes to our business.
- Make any such changes known to our employees.
- Maintain procedures for communication and consultation between all levels of staff on matters of health, safety and welfare.

Article I. Contractors

All contractors working for the company are required to comply with the appropriate rules and regulations governing their work activities. Contractors are legally responsible for their own workforce and for ensuring the work is carried out in a safe manner.

Article II. Consultation and Training

The managing director is committed to involving employees at all levels in the maintenance of health and safety standards and to provide them with adequate information, instruction and training. Much of this will be carried out during the Company induction training and later on during site specific training which will be carried out by the appropriate person. Regular supervisory checks will be completed to ensure the safety of the officers on duty and to test compliance and understanding to current regulation. Where issues are brought to the attention of the supervisor or found by the supervisor he will immediately report these back to his line manager or in their absence the appropriate Director. Any changes in Health and Safety will be notified to the operational staff either in person during visits, e-mail or memo.

The Company will carry out further training when required in such areas as the use of PPE, Safety equipment, Manual handling or plant and machinery as required. Details of the training will be logged on the individuals training record once completed.

Where there are changes to the site assignment instructions details will be issued to staff and the appropriate retraining given, details of which will be logged onto the individuals training record.

Section 2.01 Risk Assessments

The Health and Safety coordinator / Representative will carry out and record formal risk assessments. In addition risk assessments are carried out continuously by employees throughout their work. Hazards are considered and work methods established to minimize the risk of injury to themselves and others affected by the work. Where the employee does not have sufficient knowledge about a specific hazard, they will take further advice from the H&S Coordinator / Representative if required. The head of the Company ensures operators are provided with appropriate instruction and training on risk assessments.

Security Surveys/Welfare Facilities

Prior to the commencement of an operation the appropriate person from the Company will carry out a site survey, the survey will include such areas that are a security risk along with the determination of the welfare facilities appropriate for the staff working on site such as suitable base, toilet facilities and heating and lighting.

Method Statements

Formal method statements (safe working procedures/assignment instructions) will be prepared in writing where the risk is particularly high. The method statements will provide site specific information on the task to be undertaken including site set up, chain of responsibility and will detail a clear sequence of work that would be followed in order to undertake the given task safely.

Co-operation with Clients

Employees will always familiarise themselves with client procedures when first attending site, in particular general site access, emergency procedures and high risk work activities. Clients site procedures and specific instructions will be followed at all times.

Work Equipment

All work equipment (including Electrical equipment) used at work, as part of the Company's undertaking will comply with the Provision and Use of Work Equipment Regulations (P.U.W.E.R.).

Before new equipment is introduced into the working environment, an assessment will be made by:

Mr Michal Krupski in order to ascertain that the equipment is suitable for its intended use.

No employee will use work equipment for which they have not received specific training.

No employee will knowingly misuse work equipment or remove any guards that are in place to minimise a specified risk.

All work equipment will be maintained and inspected at suitable intervals either internally by a competent person or by specialist external companies. The frequency of work equipment maintenance or inspection will be based on manufacturer's guidance and industry best practice. Any maintenance / inspections undertaken on company equipment will be formally recorded with a hard copy left on file in the Equipment Maintenance Register.

The Register shall specify the location or holder of the equipment and the frequency and type of service.

Evidence that service has been conducted shall be held in the Register. For Company vehicles, the manufacturer's maintenance handbook shall be used to record the regular maintenance of the vehicle.

Any employee who is in control of Company equipment that is lost, mislaid, is damaged or fails to operate, shall advise the Managing Director. Any Equipment Fault Report shall be raised specifying and confirming the corrective action. Immediate action shall be taken by the Managing Director if the reported problem applies to health and safety related equipment.

Client supplied equipment shall be controlled in accordance with the assignment instructions.

If any faults or damage are found on any equipment, stop using the work equipment and report the fault to your Site Supervisor or line manager.

All equipment requiring regular maintenance and/or whose location is required to be known shall be logged.

Personal Protective Equipment (P.P.E.)

Appropriate personal protective equipment will be issued to employees as and when necessary for work activities.

Training will be provided for employees on the safe use, storage and maintenance of the relevant equipment before issue and a written record detailing what PPE has been issued will be signed by the employees on receipt of the equipment and the hard copy kept on file.

Employees have a legal duty to wear PPE as specified in relevant site rules, risk assessments and method statements.

Any defects or malfunction of PPE must be reported to: Mr Michal Krupski

First Aid & Accident Reporting

Adequate first aid provision will be made at every place of work occupied by the Company.

Each first aid box shall be suitably marked and be easily accessible to all employees at all times when they are at work.

Head Office – the first aid box is located at reception

On Project Sites – wherever possible arrangements are made with clients/principle contractors to use their first aid facilities.

All accidents MUST be reported to your Site Supervisor/line manager and the details recorded in the accident book (held at head office). Serious accidents where hospital treatment is required must be reported to the Health and Safety Advisor as soon as possible after the incident.

It is our policy to report all accidents, industrial diseases and dangerous occurrences to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. We will also record all injuries in the appropriate accident book, as required by the Social Security (Claims and Payments) Regulations 1979. The company representative is responsible for reporting all notifiable accidents to the enforcing authority. Employees must report all injuries to their supervisor/ line manager immediately after treatment. The accident report must be fully completed for all injuries incurred at work, however minor. An accident book is maintained in our main control room where all staff have been instructed to report to. If, because of their injury, employees are incapable of making an immediate entry, then that entry must be made by their manager, first-aider or nominated person.

Following any accident of any severity that requires treatment, the employee's manager will notify the company representative who will

- Complete an accident investigation report
- Notify the enforcing authority, if the accident is reportable

Following any accident of any severity that requires treatment, the employee's supervisor/line manager will take statements and retain any other documents related to the accident.

If the injury is of a serious nature or if there is any doubt, the injured person will be sent to the nearest hospital for treatment. Although it is not our legal duty, we will notify the enforcing authority of injuries to a non-employee, e.g. Contractors, if the injury takes place on our premises and we become aware of it. Accidents and injuries that are reportable to the enforcing authority will also be reported to our employer's liability insurer.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (R.I.D.D.O.R.):

Certain accidents are reportable to the HSE's Incident Contact Centre. The Health and Safety Co-ordinator must be notified as soon as practicable after incidents causing the following injuries:

- any work related injury that leads to an employee being absent from work for more than 3 working days
- fracture other than to fingers, thumbs or toes;
- amputation;
- dislocation of the shoulder, hip, knee or spine;
- loss of sight (temporary or permanent);
- chemical or hot metal burn to the eye or any penetrating injury to the eye;
- injury resulting from an electric shock or electrical burn leading to
- unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours;
- any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours.

Article III. Accident Investigation

It is our policy to investigate

- All accidents resulting in any reportable injury or losses of any assets
- All accidents, however minor
- All near misses

Employees should be aware that health and safety enforcement officers can enter premises without appointment, at any reasonable time, to ascertain if the requirements of the law are being met. If they have reason to believe that a situation exists or may arise in which there is potential for serious injury or death, they may enter work premises at any time.

We will extend to them full co-operation. We will co-operate with our insurers, in order to reduce our premium as far as we can. If the insurers have advice on reducing risk, we will follow that advice where reasonably practicable.

Hazardous Substances

It is important for a Security Officer to understand the signs that are used on vehicles and containers giving information about hazardous contents. These are known as Hazchem signs.

The labels give the following information:

- An emergency code for the substance – this tells the Emergency Services what action should be taken in cases of emergency.
- A V.N. identifies number for the product, unique to that product.
- A hazard warning symbol – a picture on a white or coloured background that indicates the hazardous properties of the contents e.g. oxidising, toxic, corrosive.
- A contact telephone number for further specific information.

The hazard may be biological, chemical or physical, including fire or explosion. Should deliveries of this sort be made to your site, the Assignment Instructions should provide you with information which will include the appropriate data sheets that will contain detailed information on the substance. The same applies to storage of these products on site.

The driver of the vehicle must carry with him, in writing, details of:-

- The substance
- The hazard
- The precautions to take in an emergency

Leaks & Spillages

If hazardous products are stored on site, they may be in an exclusion zone. If they are not and a Security Officer finds traces of leaking substances, a few very basic rules should be followed:

- Avoid physical contact
- Check labels for instructions, taking care not to step into spillage
- Inform the Supervisor or Regional Control
- Contact Emergency Services if necessary
- Follow details in the Assignment Instructions and inform all necessary personnel.

Fire Safety & Emergency Procedures

It is the Company's policy to take account of fire hazards in the workplace. All employees have a duty to conduct their operations in such a way as to minimize the risk of fire. This involves compliance with the Company's no smoking policy, keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials

In the event of the fire alarm being activated, or in any other emergency situation (e.g. bomb scare), all employees must leave the site by the nearest available exit and assemble at the designated assembly point.

Manual Handling

The Manual Handling Operations Regulations 1992 apply to work activities

In consideration to their special needs, we will take additional measures to secure the safety of pregnant or nursing mothers, including modifying our manual handling risk assessments.

Manual handling operations will be assessed for all activities for any loads other than those, which are clearly not significant. Manual handling operations in areas or under conditions that may alter the risk will be assessed.

EQUAL OPPORTUNITIES POLICY

A) STATEMENT OF INTENT

The Members and Staff of Blink Unique Solutions Ltd condemn all forms of racism and sexism. We will endeavour to oppose racism and sexism in all spheres of Blink Unique Solutions Ltd activities. We are committed to implementing principles, which ensure that no person is treated less favourably than any other person because of their sex, race, class, colour, nationality, ethnic origin, marital status, sexuality, age, trade union membership or activity, religion belief, or physical or mental disability. We will also promote these aims within the communities in which we operate and with organisations and individuals with whom we come into contact.

Blink Unique Solutions Ltd is committed to a programme of action to make this policy fully effective.

B) EQUAL OPPORTUNITIES POLICY STATEMENT

Blink Unique Solutions Ltd wishes it to be known that it is an equal opportunities employer. This means that:

In the provision of Security Services and employment of staff to provide these services, Blink Unique Solutions Ltd will seek to ensure equality of opportunity and treatment for all persons.

No person or group of persons applying for services, or for a job, or for contracts with Blink Unique Solutions will be treated less favourably than any other person or groups of persons because of their sex, race, class, colour, nationality, ethnic origin, marital status, sexuality, age, trade union membership or activity, religious belief, or physical or mental disability.

In carrying out its equal opportunities policy Blink Unique Solutions Ltd will actively assist disadvantaged groups to benefit from its services. It will seek to identify the needs of disadvantaged groups. To help it fulfil its commitment to equal opportunity, Blink Unique Solutions Ltd will collect and monitor records of the sex and ethnic/racial origin of all those applying to it for services and all those seeking employment with Blink Unique Solutions Ltd

TRAINING POLICY

Blink Unique Solutions Ltd is committed to a structured training and development programme of its staff through vocational and refresher training in order to fulfil the high standards of service required to ensure success and to comply with legislation – Private Security Industry Act 2001.

The Company's policy statement on training is as follows:

"To provide training at all levels of such duration and scope as is compatible with the efficient discharge of the task involved and the safety of the employee. Whether conducted "in house" or "contracted out" training at all levels must be conducted by qualified trainers in an environment conducive to effective training.

To provide training at all levels specific to assignment and required specialist skills, also to provide continuation, refresher and contingency training.

This policy is approved by the Directors and is supported by all levels of management within Blink Unique Solutions Ltd

DATA PROTECTION POLICY

Section 3.02 Introduction

In the course of your work you may come into contact with or use confidential information about employees, clients, customers and suppliers, for example their names and home addresses. The Data Protection Act 1998 contains principles affecting employees' and other personal records. Information protected by the Act includes not only personal data held on computer but also certain manual records containing personal data, for example employee personnel files that form part of a structured filing system. The purpose of this policy is to ensure you do not breach the Act. If you are in any doubt about what you can or cannot disclose and to whom, do not disclose the personal information until you have sought further advice from the Company's Data Protection Officer (see below). You should be aware that you can be criminally liable if you knowingly or recklessly disclose personal data in breach of the Act. A serious breach of data protection is also a disciplinary offence and will be dealt with under the Company's disciplinary procedure. If you access another employee's personnel records without authority, this constitutes a gross misconduct offence and could lead to your summary dismissal.

This policy does not form part of an employee's contract of employment but it is a condition of employment that employees abide by this policy and therefore any failure to follow it can result in disciplinary proceedings.

The data protection principles

There are eight data protection principles that are central to the Act. The Company and all employees must comply with these principles at all times in their information-handling practices. In brief, the principles say that personal data must be:

- 1.** Processed fairly and lawfully and must not be processed unless certain conditions are met in relation to personal data and additional conditions are met in relation to sensitive personal data. The conditions are either that the employee has given his consent to the processing, or the processing is necessary for the various purposes set out in the Act. Sensitive personal data may only be processed with the explicit consent of the employee and consists of information relating to:
 - Race or ethnic origin.
 - Political opinions and trade union membership.
 - Religious or other beliefs.
 - Physical or mental health or condition.
 - Sexual life.
 - Criminal offences, both committed and alleged.
- 2.** Obtained only for one or more specified and lawful purposes, and must not be processed in any manner incompatible with those purposes.
- 3.** Adequate, relevant and not excessive in relation to the purposes for which it is processed. The Company will review employees' personnel files on a regular basis to ensure they do not contain a backlog of out-of-date or irrelevant information and to check there is a sound business reason requiring information to continue to be held.
- 4.** Accurate and, where necessary, kept up-to-date. If your personal information changes, for example you change address or you get married and change your surname, you must inform your line manager as soon as practicable so that the Company's records can be updated. The Company cannot be responsible for any such errors unless the employee has notified the Company of the relevant change.
- 5.** Not kept for longer than is necessary. The Company will keep personnel files for no longer than six years after an employee has left the Company's employment. Different categories of data will be retained for different periods of time, depending on legal, operational and financial requirements. Any data which the Company decides it does not need to hold for a particular period of time will be destroyed after approximately one year. Data relating to unsuccessful job applicants will only be retained for a period of one year.
- 6.** Processed in accordance with the rights of employees under the Act.
- 7.** Secure. Appropriate technical and organisational measures must be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, data. Personnel files are confidential and are stored as such in locked filing cabinets. Only authorised employees have access to these files. For a list of authorised employees, please contact Kenneth Jan-Knight the Company's Data Protection Officer. Files will not be removed from their normal place of storage without good reason. Data stored on diskettes or other removable storage media is kept in locked filing cabinets. Data held on computer is also stored confidentially by means of password protection, encryption or coding and again only the above employees have access to that data.

The Company has network back-up procedures to ensure that data on computer cannot be accidentally lost or destroyed.

8. Not transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection relation to the processing of personal data.

Employees' consent to personal information being held

The Company holds personal data about its employees and, by signing your contract of employment, you have consented to that data about you being processed by the Company. Agreement to the Company processing your personal data is a condition of your employment.

The Company also holds limited sensitive personal data about its employees and, by signing this policy, you give your explicit consent to our holding and processing that data, for example sickness absence records, particular health needs and equal opportunities monitoring data.

Employees' rights to access personal information

Under the Act, employees have the right on request to receive a copy of the personal data that the Company holds about them, including personal data held on personnel files that form part of a relevant filing system, and to demand that any inaccurate data held be corrected or removed. They also have the right to seek compensation where damage and distress have been caused to them as a result of any breach of the Act by the Company.

Employees have the right, on request:

- To be told by the Company whether and for what purpose personal data about them is being processed.
- To be given a description of the personal data concerned and the recipients to whom it is or may be disclosed.
- To have communicated in an intelligible form the personal data concerned, and any information available to the Company as to the source of the data.
- To be informed in certain circumstances of the logic involved in computerised decision-making.

Upon request, the Company will provide you with a statement regarding the personal data held about you. This will state all the types of personal data the Company holds and processes about you and the reasons for which they are processed.

If you wish to access a copy of any personal data being held about you, you must make a written request for this and the Company reserves the right to charge you a fee of £10.00 for the supply of the information requested. If you wish to make a request, please complete a Personal Data Request Form, which can be obtained from the Data Protection Officer. Once completed, it should be returned to the Data Protection Officer. The Company will respond promptly and in any case within 40 calendar days of receiving the request. Note that the Company will always check the identity of the employee making the request before processing it.

If you wish to make a complaint that this policy has not been followed in respect of personal data the Company holds about you, you should raise the matter with the Data Protection Officer. If the matter is not resolved, it should be raised as a formal grievance under the Company's grievance procedure.

Exemptions

There are a number of exemptions from the data protection regime set out in the Act, for example:

- Confidential references that are given, but not those received by the Company from third parties. Only designated line managers can give Company references. Confidential references will not be provided unless the Company is sure this is the employee's wish.
- Management forecasts and management planning (including documents setting out management plans for an employee's future development and progress).
- Data which is required by law to be publicly available.
- Documents subject to legal professional privilege.

Employees' obligations in relation to personal information

You should ensure you comply with the following guidelines at all times:

- Do not give out confidential personal information except to the data subject. In particular, it should not be given to someone, either accidentally or otherwise, from the same family or to any other unauthorised third party unless the data subject has given their explicit consent to this.
- Be aware that those seeking information sometimes use deception in order to gain access to it.
- Always verify the identity of the data subject and the legitimacy of the request, particularly before releasing personal information by telephone.
- Only transmit personal information between locations by fax or e-mail if a secure network is in place, for example, a confidential fax machine or encryption is used for e-mail.
- If you receive a request for personal information about another employee, you should forward this to the Data Protection Officer, who will be responsible for dealing with such requests.
- Ensure that any personal data which you hold is kept securely, either in a locked filing cabinet or, if it is computerised, it is password protected.

Compliance with the Act is the responsibility of all employees. Any questions or concerns about the interpretation of this policy should be taken up with the Data Protection Officer.

TRANSFER OF UNDERTAKING (PROTECTION OF EMPLOYMENT) REGULATIONS "TUPE"

The Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) govern the transfer of ownership of a trade, business or other undertaking from one provider to another.

The basis of the regulations is that the transfer shall not terminate the contract of employment of any person employed by the transferor. On completion of the transfer, all the transferor's rights, powers, duties and liabilities under the contract of employment are transferred to Blink Unique Solutions Ltd. This includes all terms and conditions under the contract of employment.

This company fully recognises and abides by the legislation surrounding TUPE and if it became the case that this business is transferred to another or visa versa the company will follow the letter of the law.

The following will automatically be taken over by the new employer:

- Contract of employment.
- The rights and obligations arising from these contracts.
- The rights and obligations arising from the relationship between the transferor and the employees working in that undertaking.
- Any existing collective agreements.
- Employees who are employed by the employer at the time of transfer.
- Automatically become employees of the new employer, as if their contracts of employment were originally made with the new employer.
- Have their service counted as continuous from the date of which employment commenced (with the first employer).
- The company will cooperate fully in the exchange of information to provide a smooth transfer and also that they will assess the training needs and provide any training which may be identified within a reasonable timescale. This company will ensure that any such transition will occur with the minimum of disruption and inconvenience to employees.
- Screening will be completed in full as per BS7858. Where appropriate, induction training will be given

This policy will be reviewed annually should any changes take place to regulation.

ETHICAL POLICY

Policy Statement

Blink Unique Solutions Ltd policy is to seek to purchase goods and services that:

- Are produced and delivered under labour conditions that meet the Ethical Trade Initiative and there
- fore do not involve the abuse or exploitation of any person
- Have the least negative impact on climate change and the environment

Such considerations will form part of the evaluation and selection criteria for all goods and services purchased Blink Unique Solutions Ltd.

All Blink Unique Solutions Ltd suppliers complete a supplier questionnaire relating to quality control and are assessed as suitable for the approved suppliers on the basis of this questionnaire prior to award of contract. Where Blink Unique Solutions Ltd feels it is necessary; a representative will visit the supplier to ensure that we are completely satisfied with the processes and procedures in place.

Blink Unique Solutions Ltd will only use suppliers who conform to essential labour standards, including the following:

- Employment is freely chosen
- Freedom of association and the right to collective bargaining are respected
- Working conditions are safe and hygienic
- Child labour shall not be used
- Living wages are paid
- Working hours are not excessive
- No discrimination is practised
- Regular employment is provided if possible
- No harsh or inhumane treatment is allowed

Suppliers should, as a minimum, comply with all statutory and other legal requirements relating to the environmental impacts of their business.

The supplier should not be engaged in the sale of arms to governments that systematically violate the human rights of their citizens; or where there is internal armed conflict or major tensions; or where the sale of arms may jeopardise regional peace and security

CORPORATE SOCIAL RESPONSIBILITY POLICY

This document sets out the Company's approach to the responsibilities it has for its staff, its partners and clients, and for the community and environment in which it operates. It provides an overview of our corporate responsibilities, some of which are detailed in other documents.

We recognise the unique and important contribution made by every individual person with whom we involve ourselves, to our work, to their own organisations and to the wider community. We welcome human diversity in all its forms and see diversity as fundamental in all our dealings with clients, partners, associates and the wider community.

We accept responsibility for caring for our staff, providing them with meaningful employment, with the opportunity to provide for themselves and their families and for ensuring, as far as we can, their continuing health, safety and welfare in the workplace.

We recognise the need of our clients and the public at large to a safe and secure environment and regard their property, including intellectual property as being as important as our own. We will try wherever possible to ensure the protection of the public whilst carrying out our operations through contact with local enforcement agencies.

We recognise that we must contribute to maintaining and improving the environment in which we operate through the application of our Environmental Policy, our policy on Equality and Diversity and our Health and Safety Policy. In addition we regard as unacceptable the employment of child labour and forced labour. We will deal with our business partners and employees in an honest and honourable manner at all times.

ANTI-HARASSMENT POLICY

Policy statement

The Company seeks to provide a work environment in which all employees are treated with respect and dignity and that is free of harassment and bullying based upon an employee's race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, gender reassignment, age, marital or civil partnership status or disability.

Employees must not harass, bully or intimidate other employees on these grounds. Such harassment not only contravenes the Company's policy but it may also constitute unlawful discrimination. Such behaviour will be treated as potential gross misconduct under the Company's disciplinary procedure and could render the employee liable to summary dismissal. Employees should bear in mind that they can be held personally liable for any act of unlawful harassment. Employees who commit serious acts of harassment may also be guilty of a criminal offence.

All employees are responsible for conducting themselves in accordance with this policy and the Company will not condone or tolerate any form of harassment, bullying or intimidation, whether engaged in by employees or by outside third parties who do business with the Company.

Employees should draw the attention of their line manager to suspected cases of harassment, bullying or intimidation. They must not victimise or retaliate against an employee who has made allegations or complaints of harassment or who has provided information about such harassment. Such behaviour will be treated as potential gross misconduct under the Company's disciplinary procedure. Employees should support colleagues who suffer such treatment and are making a complaint.

This policy covers bullying and harassment in the workplace and in any work-related setting outside the workplace, for example, business trips and work-related social events.

Bullying and harassment

Bullying is offensive or intimidating behaviour or an abuse or misuse of power which undermines or humiliates an employee.

Harassment occurs where, on the ground of an employee's race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, gender reassignment, age, marital or civil partnership status or disability, a person engages in unwanted conduct that:

- has the purpose of violating the employee's dignity at work, or of creating an intimidating, hostile, degrading, humiliating or offensive work environment for the employee; or
- is reasonably considered by the employee to have the effect of violating his or her dignity at work, or of creating an intimidating, hostile, degrading, humiliating or offensive work environment for the employee, even if this effect was not intended by the person responsible for the conduct.

Conduct may be harassment whether or not the person intended to offend. Something intended as a 'joke' or as 'office banter' may offend another person. This is because different employees find different levels of behaviour acceptable and everyone has the right to decide for themselves what behaviour they find acceptable to them.

Behaviour which a reasonable person would realise would be likely to offend an employee will always constitute harassment without the need for the employee having to make it clear that such behaviour is unacceptable, for example, touching someone in a sexual way. With other forms of behaviour, it may not always be clear in advance that it will offend a particular employee, for example, office banter and jokes. In these cases, the behaviour will constitute harassment if the conduct continues after the employee has made it clear, by words or conduct, that such behaviour is unacceptable to him or her. A single incident can amount to harassment if it is sufficiently serious. Harassment also occurs where, on the ground of the employee's rejection of or submission to unwanted conduct of the kind specified above, a person treats the employee less favourably than he or she would treat him or her had he or she not rejected, or submitted to, the unwanted conduct.

Examples

Bullying and harassment may be verbal, non-verbal, written or physical. Examples of unacceptable behavior covered by this policy include, but are not limited to, the following:

- Unwelcome sexual advances, requests for sexual favours, other conduct of a sexual nature.
- Subjection to obscene or other sexually suggestive or racist comments or gestures.
- The offer of rewards for going along with sexual advances or threats for rejecting sexual advances.
- Jokes or pictures of a sexual or racial nature.
- Demeaning comments about an employee's appearance.
- Questions about a person's sex life.
- The use of nick names related to an employee's sex, sexual orientation, gender reassignment, race, religion, age or disability.
- Picking on or ridiculing an employee.
- Isolating an employee or excluding him or her from social activities or relevant work-related matters.

Reporting and investigation of complaints

All allegations of harassment or bullying will be dealt with seriously, confidentially and speedily. The Company will not ignore or treat lightly grievances or complaints of harassment from members of a particular race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation or age or from employees who have undergone gender reassignment, are married, have entered into a civil partnership or have a disability.

While the Company encourages employees who believe they are being harassed or bullied to notify the offender (by words or by conduct) that his or her behaviour is unwelcome, the Company also recognises that actual or perceived power and status disparities may make such confrontation impractical.

In the event that such informal, direct communication between employees is either ineffective or impractical or the situation is too serious to be dealt with informally, the following steps should be followed in reporting a complaint of harassment or bullying:

- 1.** Any employee who believes he or she has been or is being harassed or bullied in violation of this policy, or who wishes to report an incident of harassment or bullying, should report the situation to their line manager. If the employee does not wish to speak to their line manager, they can instead speak to an alternative manager or to a member of the Personnel Department.
- 2.** Such reports should be made promptly so that investigation may proceed and any action taken expeditiously.
- 3.** All allegations of harassment or bullying will be taken seriously. The allegation will be promptly investigated and, as part of the investigatory process, the employee will be interviewed and asked to provide a written witness statement setting out the nature and details of the incident or complaint and the basis for it. Confidentiality will be maintained during the investigatory process to the extent that this is practical and appropriate in the circumstances. However, in order to effectively investigate an allegation, the Company must be able to determine the scope of the investigation and the individuals who should be informed of or interviewed about the allegation.

For example, the identity of the complainant and the nature of the allegations must be revealed to the alleged harasser so that he or she is able to fairly respond to the allegations. The Company reserves the right to arrange for another manager to conduct the investigation other than the manager with whom the employee raised the matter.

4. The Company will also invite the employee to attend at least one meeting at a reasonable time and place at which his or her complaint can be discussed and the employee must take all reasonable steps to attend that meeting. The employee has the right to be accompanied at that meeting by either a trade union official or a fellow employee of their choice.

5. Once the investigation has been completed and after the meeting with the employee has taken place, the employee will be informed in writing of the outcome and the Company's conclusions and decision as soon as possible. The employee will also be notified in writing of his or her right to appeal against the Company's decision if he or she is not satisfied with it. The Company is committed to taking appropriate action with respect to all complaints of harassment or bullying which are upheld. If appropriate, disciplinary proceedings will be brought against the alleged harasser (see below).

6. If the employee wishes to appeal against the Company's decision, he or she must appeal in writing to a more senior manager or to a Director of the Company within five working days of the Company's decision. On receipt of such a request, a more senior manager or a Director (who may not be the person to whom the employee addressed their appeal) shall make arrangements to hear the appeal at an appeal meeting and at that meeting the employee may again, if they wish, be accompanied by either a trade union official or a fellow employee of their choice. The employee must take all reasonable steps to attend that meeting. Following the meeting, the relevant manager or Director will inform the employee in writing of the Company's final decision on the employee's appeal.

7. If an employee's complaint is upheld and the harasser remains in the Company's employment, the Company will take all reasonable steps to ensure that the employee does not have to continue to work alongside the harasser if he or she does not wish to do so. The Company will discuss the options with the employee.

8. If an employee's complaint is not upheld, arrangements will be made for the employee and the alleged harasser to continue or resume working and to repair working relationships.

9. Employees will not be penalised or victimised for raising a complaint, even if it is not upheld, unless the complaint was both untrue and made in bad faith.

Alternatively, the employee may use the Company's grievance procedure to make a complaint.

Disciplinary action

Any employee of the Company who is found to have harassed another employee in violation of this policy will be subject to appropriate disciplinary action under the Company's disciplinary procedure. Such behaviour may be treated as potential gross misconduct and could render the employee liable to summary dismissal.

In addition, line managers who had knowledge that such harassment had occurred in their departments but who had taken no action to eliminate it will also be subject to disciplinary action under the Company's disciplinary procedure.

Training

The Company will take such measures as may be necessary to ensure the proper training, supervision and instruction to enable line managers to deal more effectively with complaints of bullying and harassment. The Company will also provide training to all employees to help them understand their rights and responsibilities under this policy and what they can do to create a work environment that is free of bullying and harassment.

VIOLENCE AT WORK POLICY

Purpose of this Policy

The purpose of this policy is to set out Blink Unique Solutions Ltd policy and procedures to prevent, manage and respond to work-related violence. Management supports this policy and we will not tolerate any instances of work-related violence, including verbal abuse, to our staff. No member of staff will be blamed for an instance of work-related violence caused by a customer or member of the public. All employees have the right to be treated with consideration, dignity and respect.

This policy applies to all staff working on our premises, including security guards, contractors and delivery personnel.

Definition of Work-Related Violence

Blink Unique Solutions Ltd define work-related violence as: any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his/her employment. This is based on the Health and Safety Executive's definition.

Responsibilities of Staff and Managers

These relate to all members of staff, including guards and other personnel who work on these premises, or have responsibilities relating to them.

Managers

All managers have a responsibility to implement this policy and to make sure their staff are aware of it and understand it. Managers should also:

- Treat any reports of work-related violence, threats or abuse seriously and respond to them promptly.
- Record details of the incident where appropriate and give all employees involved in the incident full support during the whole process
- Respond and consider seriously any suggestions made by staff about how to improve violence prevention and management, and give feedback to staff about their suggestions, including whether it will be taken forward and if not, why not.
- Set a positive example by reporting all incidents of violence and abuse and not tolerating abusive behaviour from customers and members of the public. Make sure you also offer good customer service and follow specific policies.

- Respond to and, where possible, resolve incidents, ideally before they escalate.
- Monitor incidences of violence and abuse and initiate appropriate action if more measures are needed.
- Review and amend this policy and the risk assessment as necessary.
- Where possible, direct staff to appropriate support and advice after an incident has occurred.
- Encourage other staff members to support their colleagues, including those that might have witnessed the incident.
- If victims are particularly traumatised by the event, provide support where possible, such as time off work or changes to their tasks.
- If an investigation is needed, work with the police and offer any assistance needed to help in their enquiries.
- Managers have a responsibility to act in a way that does not incite or increase the likelihood of violence.
- Any manager found to be encouraging or inciting violence or not resolving potentially violent or abusive situations may be subject to disciplinary action.

Staff

All staff have personal responsibility for their own behaviour and for ensuring that they comply with this policy. There are a number of things that staff can do to help prevent work-related violence:

- Be aware of the company's policy and comply with it, including specific policies on aspects such as the sale of alcohol or excluding customers.
- Offer good customer service and be aware of customer needs.
- Recognise the potential for work-related violence and take action to resolve it early on.
- Staff should take positive action and, for example, contact a manager if they think a customer or member of the public might cause problems.
- Don't accept instances of work-related violence directed towards you or others. Staff should report any instances of violence, threats or abuse, including any details about when it happened, who was involved and any relevant circumstances that may have contributed to the incident.
- Serious incidents should be reported in the incident book kept in the manager's office but minor incidents and incidents of verbal abuse should be reported to managers as they occur.
- Be supportive of colleagues who are victims or witnessed work-related violence. Suggest additional measures to managers which might help to prevent and manage work-related violence.
- Staff have a responsibility to act in a way that does not incite or increase the likelihood of violence.
- Any staff member found to be encouraging or inciting violence may be subject to disciplinary action.
- Staff and managers should also work with trade unions, where relevant, in preventing, addressing, reporting and responding to incidents or work-related violence.

Risk Assessments

The risk assessments for work-related violence are kept.

The risk assessments were conducted by the senior manager and are reviewed every year, unless an increase in the number of incidents suggests the assessment should be reviewed more frequently.

The risks were assessed by talking to staff, reviewing the incident book and considering the work environment and job design. If staff believes a risk factor has not been covered by the assessment or have ideas on further prevention measures, they should discuss these with their manager. The contents of the risk assessment will be communicated to all staff and appropriate training will be given.

Training

The following training should be provided:

- All staff, including new staff, should receive awareness training on work-related violence, our policy and procedures, how to prevent work-related violence, reporting procedures and what to do following an incident. This may be through formal training or a briefing from managers, depending on the risk potential for the staff members.
- Managers will be trained as above, as well as on how to handle complaints and trouble among customers effectively.

Actions Following an Incident

If a staff member is being abused, threatened or attacked, they should approach their manager or a colleague for help. Managers should respond to the situation by talking to the perpetrator, explaining that their behaviour is not acceptable.

Medical assistance should be provided immediately where required. The police should be informed of a serious incident involving physical attack or serious cases of threatening or verbal abuse. Police should also be informed of persistent cases of violence, threats and abuse.

Staff members will be encouraged to provide support to any victims or witnesses of violence, threats or abuse through appropriate training, and managers should provide support, including, where needed, allowing time off work for individuals to recover.

CODE OF CONDUCT

This Code dated 01/05/2013 sets out how each employee will conduct themselves whilst in the employ of BLINK UNIQUE SOLUTIONS LTD (**"the Company"**). This Code together with your offer letter, Contract of Employment and the Employee Handbook form part of your written contract of employment.

- 1.** Employees shall recognize at all times that they represent the client and should do in a calm and courteous manner.
- 2.** All employees shall be required to maintain proper standards of appearance and deportment whilst on duty.
- 3.** All employees shall:
 - A)** Complete the required tasks promptly and diligently, unless there is due and sufficient cause not to.
 - B)** Remain at their place of work unless permission to leave is given or there is sufficient cause.
 - C)** Ensure that all oral or written statements made by them, of whatever description are true and accurate.
 - D)** Maintain carefully all documents and ensure that any alterations, disposal, or erasure of documents is carried out only with proper authorization.
 - E)** Maintain confidentiality on any matter relating to the employer or his clients either past or present.
 - F)** Maintain a very high level of personal integrity, and scrupulous in accounting for keys, money or property received in connection with the employer's business.
 - G)** Extend courtesy to persons encountered in the course of work, ensuring that any exercise of authority is only that required in connection with the employer's business.
 - H)** Ensure that any actions taken by them are such as not to bring discredit on the employer, the client or fellow employees.
 - I)** Wear the employer's uniform, and use their equipment and identification only with the employer's authority.
 - J)** Ensure that they are not under the influence of, or consume, alcohol or restricted drugs whilst at work.
 - K)** Immediately notify any conviction for criminal or motoring offence to the employer.
 - L)** Not allowed unauthorized access to client's premises.
 - M)** Ensure that they use employer's equipment or facilities only with authorization.
 - N)** Not fraternize with customers, friends or relations whilst on duty.
 - O)** Never abuse their position of authority and immediately report any incident or involvement with the police that could affect their continued employment as a door supervisor.
 - P)** Wear the SIA licence prominently on the outside of their clothing
 - Q)** To refuse access to anyone whose presence at the event might render the designated premises supervisor subject to prosecution.
 - R)** To ensure that consent is obtained from each customer in front of a witnesses prior to any search taking place, if personal searches are required as a condition of entry
 - S)** Not to search individuals of the opposite sex and to ensure that any items seized are dealt with strictly in accordance with the licensed premises or events policy.
 - T)** To maintain good order on the licensed premises or event and to ensure the safety of the public by awareness of fire and emergency equipment and evacuation procedures.
 - U)** To use tact and diplomacy as the first tool to control any conflict

- W)** To act fairly and not unlawfully discriminate against any person, eg on the grounds of colour, race, religion, or disability and should always be prepared to justify their actions.
- X)** Assist the emergency services in whatever way they request and ensure they are not obstructed in the execution of their duties.
- Y)** Be aware of procedures for informing the management and public of an emergency, for taking immediate action and for alerting the emergency services.

DEALING WITH ADVERSE PUBLICITY

Disgruntled employees and customers, crises and accidents can all generate negative news stories. Ensure all employees know who to refer journalists' enquiries to, which is their team leader who will refer them to the MD. Only the MD is authorised to reply to any enquiries.

If a journalist contacts you, check their deadline, carefully construct a written statement, and respond in time. It usually doesn't look good if you refuse to comment.

Show you have done everything you reasonably could to correct any problems.

If there's a tricky follow up question, take time to put your case forward and restate it by written communication if possible.

It's not a good idea to go off the record when there's bad news. Answer truthfully to any questions put to you, although it's not your job to volunteer every detail.

Be aware that any response you give may carry legal implications. In the worst case scenarios it might be worth seeking legal advice before making any responses or consider making statements for the media through your legal representatives.

Section 3.03 Writing an effective press release

What's important to you may not grab the news organisation. They may be less interested in the product than the fact that it brings environmental benefits, for instance.

News is typically:

- controversial, new or surprising
- amusing or funny
- directly important to the audience
- confidential or secret - until now
- linked with famous people or places
- linked with conflict, romance or mystery

B) Here's what you do

Most press releases are now delivered electronically. In an email or using a company branded document, write 'Press release'. Then write the date. Put a **headline** on the left - six or seven words in bold type. The headline will be active, understandable, convey the main point of the story and make people want to read on.

The first paragraph, the introduction, expands on the headline. It concentrates on what has happened or will happen, who is involved and where. It conveys the whole story in a nutshell and its interest and relevance to the readership. It would still be understandable if the rest of the press release was deleted.

Tailor the introduction to the publication

Subsequent paragraphs give the **how and why** - the explanation and development of the terse first paragraph or two - and the when. A quote from you is essential.

Keep everything tight and clear, with short sentences. Don't make it sound like an ad. Write the release like a newspaper report. Refer to your business in the **third person** - 'it' not 'we'.

Write 'end' and then name yourself as a contact, with phone and email details. A 'note to editors' can give background or more detailed information.



MISSION OF THE COMPANY

Our mission is "To establish Blink Unique Solutions as the leading provider of Security services in our chosen market sectors. We will achieve this by delivering innovative and quality solutions to our clients through committed staff and effective supplier relationships.

Regardless of difficulty of task and requirements Blink Unique Solutions using only experienced personnel will always find an appropriate way to make its clients fully satisfied with outcomes.