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# OAKDENE HOLLINS

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## POLICIES

Sustainability Policy  
Equal Opportunities Policy  
Health and Safety Policy  
Training and Induction Policy



# SUSTAINABILITY POLICY

Oakdene Hollins can contribute to sustainable development not only through our advice and research, but also in the way we conduct our own business. We are seeking substantial improvements in resource- and carbon-intensity that mean a long term transformation in the ways in which we work. This means collaborating with customers, partners and suppliers in a creative process of change for which we take responsibility in leading.

## ***Principles:***

- Be very efficient in our direct use of energy, materials and water, with objectives in line with or exceeding government targets
- Be carbon neutral, offsetting residual carbon emissions in demonstrably sustainable ways
- Be compliant with regulation, including that with environmental and social dimensions
- Encourage sustainable products and services by buying them ourselves
- Work with customers and partners to define more environmentally and socially sustainable ways of meeting their objectives
- Enable our staff to live low environmental impact lifestyles
- Encourage social involvement to help build more sustainable communities
- Set targets, report, review and continuously try to improve our performance.

## ***Practical Steps:***

### **Efficiency:**

- To operate good housekeeping measures to minimise energy, materials and water use within our offices, identifying key impacts by way of a baseline study:
  - Switching off screens and other office equipment when not in use, including switch timers
  - Operating power management settings on PCs to minimise energy consumption when idle
  - Maximising use of natural and zonal lighting whenever possible to minimise use of artificial lighting
  - Use of natural ventilation to avoid use of forced air cooling
  - Minimise printing requirements and use universal double sided printing (and two pages to one side printing where possible)
  - Recycle office paper, cardboard, plastic, batteries and metal containers and compostable waste.
- To cascade company-owned products for reuse through other office applications, employees, friends or relatives, or through more formal reuse schemes.
- To travel with minimal green house gas emissions:
  - Use telephone- or video-conferencing to minimise travel requirements
  - Public transport will be used as the first choice. If this is not practicable, then a low emissions hire car from the approved company supplier will be used. This provides trip-specific data for vehicles that are highly maintained. This policy will be monitored through the staff costs claims system

- Rail travel will be used in preference to air (e.g. Eurostar to Brussels).

### **Carbon Neutrality:**

- We aim to reduce the carbon intensity per person by 3.5% per year without the use of offsetting, in line with the UK Government target to achieve an 80% reduction in greenhouse gas emissions by 2050. We include embedded carbon in our calculations, with credits for the purchase of remanufactured products and for disposal for reuse
- We are sceptical of offsetting schemes due to their poor attribution and auditability, and inability to drive behaviour change. However in order to have a demonstrably “carbon neutral” operation, we calculate the monetary value of our greenhouse gas emissions using market data, and allocate the amount to bicycle purchase and maintenance, or other energy efficiency measures such as insulation, energy monitoring equipment or solar chargers.

### **Sustainable Procurement:**

Critical purchasing areas are selected where we have significant expenditure and there is also high sustainability impact. These are measured by carbon emissions, waste arisings, impact on employees’ wellbeing and potential for wider positive societal impacts. Where our ability to influence suppliers is high, we engage with them in securing improved impacts. Where influence is low, we apply minimum environmental standards, based wherever possible around reusable or remanufactured products, or around the EU Ecolabel. Key areas are:

- Specifying lower emission hire cars
- Specifying improved event management
- Using fairly traded beverages
- Office equipment and supplies purchasing: Energy Star Gold computers and monitors; remanufactured office equipment and furniture wherever possible, including printers and photocopiers, toner cartridges; 100% post-consumer recycled content or EU Ecolabel paper; rechargeable batteries.

### **Encouraging Low Impact Lives:**

- We have flexible working hours in order to maximise working efficiency whilst allowing personal flexibility
- The company purchases and maintains bicycles for employees who can commute by bicycle (see also our offsetting policy) and periodically lays on free “bicycling breakfasts”
- A Green Travel Plan for the company is produced to facilitate low impact travel to office.

### **Encouraging Social Involvement:**

- Our employees are encouraged to volunteer for socially- or environmentally-beneficial schemes, some of which can take place in company time. Examples include school governorship, young people’s holiday camps, leading school projects on sustainability, or junior sport coaching.

### **Reporting, Review and Improvement:**

We will report key performance indicators on our web site, updated annually with performance targets and comment.

### Monitoring and Reporting:

Our Sustainability Policy will be reviewed and reported on annually (from April 09) using the following indicators:

Principle	Source of Impact	Objectives	Policies and Targets	Indicators	Actions in 2008/9
<b>Energy and resource efficiency</b>	Travel by staff	Minimise carbon emissions by avoiding unnecessary business travel	Increase the absolute number of meetings by teleconference, video conference or webcam	Number of teleconference video conference or webcam conferences	Record number of such meetings
		Minimise carbon emissions of staff business travel		<b>Net GHG emissions of transport</b>	Calculate GHG equivalent for all transport
		Minimise travel to work carbon emissions	Increase the number of staff travelling to work by bicycle or public transport		Provide company bicycles
	Office operations	Minimise carbon emissions from electricity and gas use		Estimated electricity and gas usage	Seasonal spot checks to estimate carbon emissions from office (shared facilities preclude metering)
		Minimise negative impact of paper use	Recycle all paper	<b>Volume of waste generated</b> <b>Volume of residual waste discarded</b>	Two week waste analysis to establish baseline
		Minimise other waste discarded	Recycle cans, plastics, metal. Compost organics. Maintain >70% recycling rate & less than 12kg residual waste/person/year	<b>Volume of waste generated</b> <b>Volume of residual waste discarded</b>	Two week waste analysis to establish baseline
		Avoid discard of usable office equipment	Cascade reuse of office equipment	Number of items of office equipment discarded as waste	
<b>Carbon neutrality</b>	Mainly staff business travel and office operations	Declining GHG emission intensity	3.5% reduction per year to meet 80% target by 2050	<b>Estimated GHG emission intensity</b>	

Principle	Source of Impact	Objectives	Policies and Targets	Indicators	Actions in 2008/9
		Carbon neutrality	Offset residual GHG emissions	<b>Total GHG emissions</b>	Monetise GHG emissions according to current cost of carbon
<b>Sustainable procurement</b>	Operation of a new office	Reduce GHG emissions	Specify BREEAM excellent or better	Ecopoints or equivalent	
	Car hire	Reduce GHG emission	<150g CO <sub>2</sub> /km cars to be hired	Number of trips in non-compliant cars	Communication with supplier
	Embedded or in-use carbon impact of office equipment and consumables, and other pollutant/resources issues	Reduce carbon/resource intensity and reduce hazardous materials	Use EPEAT, Ecolabel or Energy Star Standards for equipment		Communicate policy to IT procurer
<b>Low Impact Lives</b>	Travel to work	Staff travelling by walking/bicycle/public transport	Provision of company bicycles	Proportion of staff travelling to work by public transport/walking/cycling	
<b>Social involvement</b>	Staff contribution to community life	Improvement of local/national community life or of local environment	Encouragement of volunteering. Some availability of company time.		

Red = key reported indicator, Black = indicator for internal management purposes

### Our progress in sustainability (reported measures):

- Carbon emissions per person per year
- Total waste generated per person per year
- Residual waste discarded per person per year
- Recycling percentage
- Proportion of business travel by public transport

Last updated: 11/06/2004, 18/01/2005, 20/05/2006, 26/4/07, 11/7/08, 8/12/08

# EQUAL OPPORTUNITIES POLICY

Oakdene Hollins is committed to providing a working environment in which employees are able to realise their full potential and to contribute to its business success irrespective of their gender, race, disability, sexual orientation, marital status, part time status, age, religion or belief. This is a key employment value to which all employees are expected to give their support.

In order to create conditions in which this goal can be realised, Oakdene Hollins is committed to identifying and eliminating unlawful discriminatory practices, procedures and attitudes throughout the Company. The Company expects employees to support this commitment and to assist in its realisation in all possible ways.

Specifically, Oakdene Hollins aims to ensure that no employee or candidate is subject to unlawful discrimination, whether directly or indirectly, on the grounds of gender, race (including colour, nationality or ethnic origin), sexual orientation, marital status, part time status, age, religion or belief or disability. This commitment applies to all aspects of employment, including:

- recruitment and selection, including advertisements, job descriptions, interview and selection procedures
- training
- promotion and career development opportunities
- terms and conditions of employment, and access to employment related benefits and facilities
- grievance handling and the application of disciplinary procedures, and
- selection for redundancy.

Equal Opportunities practice is developing constantly as social attitudes and legislation change. Oakdene Hollins will keep its policies under review and will implement changes where these could improve equality of opportunity. This commitment applies to all the Company's employment policies and procedures, not just those specifically connected with Equal Opportunities.

## **Harassment**

Harassment is physical, verbal or non-verbal behaviour which is unwanted and personally offensive to the recipient, and which causes the recipient to feel threatened, humiliated, intimidated, patronised, bullied, distressed or harassed.

### **The way in which complaints of unlawful discrimination and harassment will be handled**

- Discrimination and harassment are often complex matters, and there is no single way of dealing with every suspected or alleged instance. In some cases employees may be able to deal satisfactorily with an issue by raising it with their immediate manager.
- If an employee wishes to make a formal complaint he or she should use the Company's Grievance Procedure which is set out in the Employee Handbook.
- Oakdene Hollins will treat seriously all allegations of unlawful discrimination or harassment.

### **If an employee is accused of unlawful discrimination or harassment**

- If an employee is accused of unlawful discrimination or harassment, the Company will investigate the matter fully.
- In the course of the investigation the employee will be given the opportunity to respond to the allegation and provide an explanation of his or her actions.
- If the Company concludes that no unlawful discrimination or harassment has occurred, this will be the end of the matter.
- If the Company concludes that the claim is false or malicious the complainant may be subject to disciplinary action.
- If on the other hand the Company concludes that the employee's actions amount to unlawful discrimination or harassment he or she may be subject to disciplinary action, up to and including summary dismissal for gross misconduct.

## **Monitoring**

Oakdene Hollins will not tolerate unlawful discrimination or harassment of any kind in the working environment and will take positive action to prevent its occurrence.

In this connection the Company will monitor its policies and will implement changes in order to improve them as social attitudes and legislation change. This commitment applies to all the Company's employment policies and procedures, not just those specifically concerned with Equal Opportunities.

Last updated: 8/17/2009

# HEALTH & SAFETY POLICY

## **Our statement of general policy is:**

- to provide adequate control of the health and safety risks arising from our work activities;
- to consult with our employees on matters affecting their health and safety;
- to provide and maintain safe plant and equipment;
- to provide information, instruction and supervision for employees;
- to ensure all employees are competent to do their tasks, and to give them adequate training;
- to prevent accidents and cases of work-related ill health;
- to maintain safe and healthy working conditions; and
- to review and revise this policy as necessary at regular intervals.

## **Responsibilities**

Overall and final responsibility for health and safety is that of David Fitzsimons.

All employees have to:

- co-operate with managers on health and safety matters;
- not interfere with anything provided to safeguard their health and safety;
- take reasonable care of their own health and safety; and
- report all health and safety concerns to David Fitzsimons.

## **Health and safety risks arising from our work activities**

- Risk assessments will be undertaken by Trevor Crichton
- The findings of the risk assessments will be reported to David Fitzsimons
- Action required to remove/control risks will be approved by David Fitzsimons who will be responsible for ensuring that the action required is implemented.
- Assessments will be reviewed every year or when the work activity changes, whichever is soonest.

## **Information, instruction and supervision**

The Health and Safety Law poster is displayed on the office noticeboard.

## **Competency for tasks and training**

Induction training will be provided for all employees by Jo Morley.

## **Accidents, first aid and work-related ill health**

- The first aid box is kept in the main office
- The appointed persons are Trevor Crichton and David Fitzsimons.
- All accidents and cases of work-related ill health are to be recorded in the accident book. The book is kept in the main office.
- Trevor Crichton is responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority.

## **Monitoring**

David Fitzsimons is responsible for investigating accidents and work-related causes of sickness absence, and is responsible for acting on investigation findings to prevent a recurrence.

## **Emergency procedures – fire and evacuation**

- David Fitzsimons is responsible for ensuring the fire risk assessment is undertaken and implemented.
- Fire extinguishers are maintained and checked by Morgan Fire Protection Ltd every year.
- Alarms are tested every six weeks.
- Emergency evacuation will be tested every year.
- Emergency and evacuation procedures are displayed on the office noticeboard.

Last updated 11.01.06

# TRAINING & INDUCTION POLICY

The directors are responsible for ensuring the correct induction of all new staff joining the company, and for establishing and meeting their initial training needs. The directors and all staff, either in the six monthly appraisal process, or at other times, are responsible for identifying and meeting ongoing training needs.

Oakdene Hollins' employees play a crucial role in ensuring business success. Wherever possible, all necessary steps will be taken to ensure that employees are provided with the training they require to perform their duties effectively at all stages of their employment. The required competency for each function is documented within the job descriptions.

Members of staff are appraised every six months, when objectives are set and training requirements assessed. See Training Records (OH13). Training is evaluated during the appraisal interviews. Records of these are kept in the personal files.

The types of training that the Company provides fall into four broad categories: induction, on the job, in house, and external.

## **Induction**

Whenever a new employee joins the Company, it is his or her line manager's duty to ensure that he or she is given a proper introduction to the workplace, colleagues, catering facilities, duties, health and safety, quality and other procedures.

Within the first few days of employment the line manager will assess the new employee's training requirements and arrange for that training to be provided. Very often, the employee's needs will be adequately met by a combination of on the job training and related in house training. From time to time, however, it may be necessary to arrange external training.

The main purpose of the induction process is to enable a new employee to become productive as quickly and effectively as possible. Each induction process will be tailored to the individual employee.

## **On the Job Training**

Very often, new skills can be gained as part of on the job training by recently trained and/or more experienced colleagues. Employees will undergo this kind of training from time to time throughout their employment with the Company.

## **In House Training**

From time to time, Oakdene Hollins will bring outside trainers into the workplace and organise internal training courses. This form of training will often be triggered by the introduction of new equipment and working methods, and will be arranged when on the job training cannot be supplied.

## **External Training**

External training may be provided in a variety of forms ranging from short courses of a few hours duration, through to lengthy courses leading to the award of qualifications.

Where necessary, the Company will arrange for employees to undertake external training where this cannot be provided in house.

## **Training Cost Reimbursement**

Employees who undertake external training courses with significant cost implications will be required, before commencing the course, to sign a training agreement. By signing this agreement, the employee agrees to repay a proportion of the total cost of the course should they fail to complete the course or leave the Company within 12 months of the date the course ends.

This requirement to repay the Company will be reduced by 1/12<sup>th</sup> of the course costs for each complete month that the employee remains employed by the Company after the end of the course.