

Northern Security Services Ltd
Mission Statement

To establish 'Northern Security Services Ltd' 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

The Mission Statement of Northern Security Services Ltd has been prepared after due consultation with those involved, and has the full backing and authority of the Board and Directors.

Signed:

Managing Director

Date: 23rd November 11

Northern Security Services Corporate & Social Responsibility Policy

Security Industry Authority Approved Contractor Scheme

The Management of Company recognises its Corporate Social Responsibility commitments and its responsibility to work in partnership with members of the security community, employees, suppliers, customers, consumers and wider society.

In line with this commitment we recognise the benefits of operating our business in accordance with the requirements of the Security Industry Authority Approved Contractor Scheme

This commitment is reflected in this policy and in the following policies:

*Quality and Objectives Policy
Health & Safety policy
Equal Opportunities & Tupe Policy
Environment Policy
Recruitment Policy
Data Protection Policy*

The elements of which are outlined in each individual policy

It is the Managing Director's aim to ensure that; Northern Security Services complies with and fully embraces the spirit of the requirements of the Approved Contractor Scheme. This will enable our company to maintain, through its adoption, the very highest standards of Customer & Consumer care possible, whilst maintaining and continuously improving the levels of customer/consumer satisfaction and employee development.

This policy statement is understood and followed by all personnel employed by Northern Security Services.

Signed:

*Managing Director
Date: 23rd November 11*

PD 00 Issue Date 23rd November 11
Reviewed 27th November 12
No change from previous issue
Review Date November 13

Northern Security Services Ltd

Quality Policy and Objectives

The Management of Northern Security Services Ltd has a policy of continual improvement. In line with this policy we recognise the benefits of operating our business in accordance with the requirements of ISO 9001:2008.

It is the Managing Director's aim to ensure that; Northern Security Services Ltd complies with and fully embraces the spirit of the requirements of ISO 9001:2008. This will enable our company to maintain a structured and consistent approach to business, maximise internal efficiency, invest in training and development, and to maintain, through its adoption, the very highest standards of Customer care possible.

It is the Managing Director's belief that; adopting the procedures implicit within ISO 9001:2008 will enable us to increase Northern Security Services Ltd's operating efficiency, minimise wastage and hence improve profitability, whilst maintaining and continuously improving the levels of customer satisfaction and employee development.

Our objective is always to; achieve total customer satisfaction with the product we offer by understanding the customers, as well as statutory and regulatory requirements, in an environment of continuous improvement, so customers continue to choose Northern Security Services Ltd as their preferred supplier and also confidently recommend our company to other potential Customers.

This policy statement is understood and followed by all personnel employed by Northern Security Services Ltd.

Signed:

Managing Director

Date:

23rd November 11

PD 01 Issue Date 23rd November 11
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Northern Security Services Ltd

Health & Safety Policy

It is our policy to perform work in the safest practicable manner, consistent with good industry practice. The health and safety of our employees and all those likely to be affected by our operations is the responsibility of the management, and as a priority it ranks equally with production and profit. Adequate resources will be made available to ensure the success of this policy.

It is the duty of the management to do everything reasonably practicable to prevent injury and ill health, and it is equally the duty of each employee to exercise personal responsibility for his or her own safety and that of others. This is required by law.

All employees are to be aware that, in the event of any conflict between the demands of production and safety, they will receive management support if they reasonably choose the safety of employees or third parties as the priority.

It is our policy to adhere completely to the requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and all Acts, Regulations and Codes of Practice made under the Acts which affect our operations.

The attention of all personnel is directed to this Health & Safety Policy and related procedures and work instructions. Any revisions will be brought to the attention of all personnel.

The health and safety policy of Northern Security Services Ltd has been prepared after due consultation with those involved in its operation, and has the full backing and authority of the Board and Directors.

Signed:

Managing Director
Date: 23rd September 11

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Northern Security Services Equal Opportunities & TUPE Policy

Northern Security Services wholeheartedly supports the principle of equal opportunities in employment and opposes all forms of unlawful discrimination on the grounds of colour, race, nationality, ethnic or national origin, sex, marital status or disability.

We believe that it is in Northern Security Services's best interests, and those of all who work in it, to ensure that the human resources, talents and skills available throughout the community are considered when employment opportunities arise. To this end, within the framework of the law, we are committed, wherever practicable, to achieving and maintaining a workforce which broadly reflects the local community in which we operate.

Every possible step will be taken to ensure that individuals are treated equally and fairly and that decisions on recruitment, selection, training, promotion, and career management are based solely on objective and job related criteria.

Northern Security Services undertakes to comply with the Transfer of Undertakings (Protection of Employment) Regulations and preserve employees' terms and conditions when a business or undertaking, or part of one, is transferred to a new employer. Any provision of any agreement (whether a contract of employment or not) is void so far as it would exclude or limit the rights granted under the Regulations.

The equal opportunities policy of Northern Security Services has been prepared after due consultation with those involved in its operation, and has the full backing and authority of the Board and Directors.

Signed:

Managing Director

Date: 23rd November 11

Northern Security Services Ltd

Environment Policy

Our Environment Policy publicly affirms our commitment to operating in an environmentally responsible manner. Emphasis is placed on continuously improving our performance, by reducing the environmental impact of our operations, and compliance with all relevant environment legislation.

In accordance with the above Policy commitments, Northern Security Services Ltd will:

Ensure our operations are safe for our employees, consumers, and the environment.

Reduce or prevent the environmental impact of our operations.

Meet or exceed the requirements of environmental laws and regulations.

Continually assess our environmental technology and programs and monitor progress toward environmental goals.

Ensure every employee understands and is responsible and accountable for incorporating environmental considerations in daily business activities.

Have operating policies, programs, and resources in place to implement our environmental policy.

The environment policy of Northern Security Services Ltd has been prepared after due consultation with those involved in its operation, and has the full backing and authority of the Board and Directors.

Signed:

Managing Director

Date: 23rd November 11

Northern Security Services Recruitment Policy

A screening process requiring a minimum 5 years employment history and including the take up of references is in place and used for all relevant recruitment.

Recruitment records are maintained for all employees. The screening process is monitored, for individuals provisionally employed, during the time taken to complete the screening

The requirements for each role within the organisation have been defined. These include such information as experience, skills and qualifications required.

Interviews are carried out for all potential employees.

Signed:

Managing Director

Date: 23rd November 11

Northern Security Services Data Protection Policy

Compliance with the Data Protection Act 1998

*Data controllers must comply with the provisions of the 1998 Act even if they
are exempt from notification.*

There are eight Data Protection Principles.

In summary they require that data shall be:

- 1. fairly and lawfully processed*
- 2. processed for limited purposes*
- 3. adequate, relevant and not excessive*
- 4. accurate*
- 5. not kept longer than necessary*
- 6. processed in accordance with the data subjects' rights*
- 7. secure*
- 8. not transferred to countries outside the EEA without adequate protection.*

Signed:

Managing Director

Date: 23rd November 11

Northern Security Services Ltd

Hygiene Policy

It is our policy to perform work in the safest and cleanest practicable manner, consistent with good industry practice.

It is the duty of the management to do everything reasonably practicable to prevent ill health, and it is equally the duty of each employee to exercise personal responsibility for his or her own cleanliness.

It is our policy to adhere to the requirements of the The Control of Substances Hazardous to Health Regulations 2002 (COSHH) and applicable Acts, Regulations and Codes of Practice which affect our operations.

The attention of all personnel is directed to this Hygiene Policy and related procedures and work instructions.

In Particular:

Wash hands (and arms if necessary) before eating, drinking, smoking, using the telephone, taking medication, applying make-up, inserting contact lenses.

Cover all new and existing cuts and grazes with waterproof dressings and/or gloves before starting work.

If cuts and grazes occur, wash immediately with soap and running water and apply a waterproof dressing.

Take rest breaks and meal breaks away from the main work area.

Wear appropriate protective clothing to stop personal contamination, eg waterproof/water-resistant protective clothing, plastic aprons, gloves, rubber boots/disposable overshoes.

Ensure its safe disposal or cleaning.

Avoid hand-mouth or hand-eye contact – don't put pens/pencils in mouths.

Dispose of all contaminated waste safely.

Any revisions will be brought to the attention of all personnel.

The Hygiene Policy of Northern Security Services Ltd has been prepared after due consultation with those involved in its operation, and has the full backing and authority of the Board and Directors.

Signed:

Managing Director

Date: 23rd November 11

PD 07 Issue Date 23rd November 11
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Northern Security Services Ltd

Media Policy

Northern Security Services operates an official media policy

The policy sets limits on how the organization's employees should interact with the media

The company aim is to be: Open, Transparent, Honest, Proactive and Helpful

However, due to the organisation operating within the security industry it may be necessary not to comment on incidents or events particularly where the organisation is involved in providing confidential information or assisting official agencies

THEREFORE all media related enquiries are to be handled by Head Office

Trained and experienced staff will respond to all enquiries and where appropriate arrange interviews with the Media Liaison Officer and relevant senior staff

The company media objectives are:

- To promote the reputation of the organisation*
- To respond quickly and effectively to media enquiries*
- To work impartially and effectively with official agencies*
- Respect organisations and individuals rights to confidentiality*

Remember, however well intentioned their motives when representatives of the press call, they may possibly have an agenda. The agenda may not be in the interests of the organisation or other involved parties or helpful to the solving/resolving of a particular issue or incident

You should therefore deal with all media questions with good humour and direct all enquiries to Head Office.

Signed:

Managing Director

Date: 23rd November 2011

Northern Security Services Ltd

Manual Handling Policy

The policy sets out how the organization's employees should carry out their activities with regard to Manual Handling

It is the company aim to comply with The Manual Handling Operations Regulations 1992 (as amended) require to avoid hazardous manual handling as far as reasonably practicable; assess the risk of injury from any such tasks that cannot be avoided; and introduce measures to reduce the these risks as far as reasonably practicable.

It is Company Policy to:

Ensure that staff are protected from the risk of injury through manual handling.

Eliminate the need for hazardous manual handling where it is reasonably practicable to do so.

Assess and reduce risk of injury arising from manual handling operations that cannot be avoided.

Liaise with clients regarding the requirements for manual handling during the provision of security personnel.

To complete 'Risk Assessment' when required by the client and provide security personnel with appropriate information, instruction and training to achieve the above.

This policy statement is understood and followed by all personnel employed by Northern Security Services Ltd. and has the full backing and authority of the Board and Directors.

Signed:

Managing Director

Date:

23rd November 11

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Northern Security Services Ltd

Prevention of Workplace Harassment and Violence Policy

“Northern Security Services Ltd will not tolerate harassment & violence in the workplace.

Harassment and violence can:

- Be physical, psychological, and/or sexual;*
- Be one off incidents or more systematic patterns of behaviour;*
- Be amongst colleagues, between superiors and subordinates or*
- by third parties such as clients, customers, consumers, members of the public etc;*
- Range from minor cases of disrespect to more serious acts, including criminal offences, which require the intervention of public authorities.*

Where someone feels that they have been subject to harassment and violence they should report this to their immediate supervisor or Northern Security Services Management.

Where the complaint is against Northern Security Services Management the complaint should be made to the relevant external third party such as the Police or ACAS.

Northern Security Services have incorporated HSE guidance documents as part of their management systems and these are available on request, either from Northern Security Services Ltd or direct from the HSE.

Cases of harassment/violence should be recorded on a Northern Security Services Incident Report and forwarded to Northern Security Services Management.

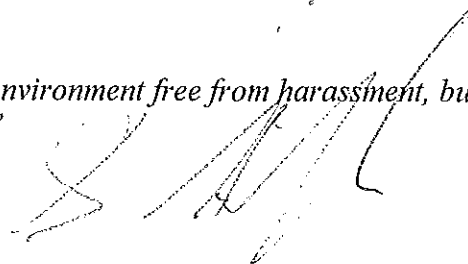
False and/or malicious accusations will not be tolerated and may result in disciplinary action.

Where someone feels that they have been subject to harassment/violence, where possible keep a record of all incidents and anything else that is relevant.

Complaints will be treated impartially and fairly with no information being shared with anyone not involved.

Northern Security Services Ltd promote a safe working environment free from harassment, bullying and violence.”

Signed:



Managing Director

Issue Date: 12/01/13
Last Review Date: 12/01/13