

ENVIRONMENTAL POLICY

It is the expressed aim of Resolute Support Services Limited, its Directors and Employees, together with all suppliers to the Company, to continually strive to eradicate the use of any chemicals, materials or process which may cause harm to the environment.

Further it is the responsibility of all concerned to seek new chemicals, materials and processes which use 'above ground' resources, which, when replanted, actually benefit the ecology.

Green Cleaning - the way forward -

Eco friendly office cleaning and commercial cleaning and the use of environmentally sustainable cleaning products are making big gains in the commercial cleaning industry, but there are still substantial opportunities for companies to improve.

Green cleaning is becoming a predominant theme in the industry.

Clients who choose RSS receive not only an exceptional cleaning standard day in day out at very competitive rates they also get, for no extra cost, an ethical cleaning company who use green cleaning methods. Simply by changing over to Resolute our clients instantly get the benefit of improving their green credentials and getting a great cleaning service as well.

RSS use biodegradable green cleaning products to deliver office cleaning and commercial cleaning at their clients' request. With our numerous other initiatives this means RSS are at the forefront of offering clients a green cleaning service which is competitive and of an exceptionally high standards.

We have started the process with the following steps:-

1. Products containing phosphates are now banned from use.
2. We aim to use environmentally friendly products where possible.
3. Staff are being encouraged to minimise waste and recycle and/or reuse where practicable any articles such as refuse sacks, trigger sprays and containers (using secondary labels of course)
4. Trigger sprays are used in preference to aerosols and where aerosols are necessary no CFC propellants are used. You will be gratified to know that Resolute have never used aerosols containing CFCs. These are the first steps; it is your responsibility to help us improve our process for the benefit of all.

J Birchmore
Jackie Birchmore
Ref: Enviro 12.07.14

EQUALITY AND DIVERSITY POLICY

Resolute Support Services Limited (RSS Cleaning) is committed to providing a working environment in which the rights and dignity of its entire staff are respected and which is free from unfair discrimination, prejudice, intimidation and all forms of harassment including bullying. This commitment is encapsulated in the company's values and is central to our beliefs.

All staff shall receive equality of opportunity. RSS Cleaning values the diverse experiences, backgrounds and characteristics that staff brings with them. All staff are encouraged to enjoy and celebrate the diverse culture to be found within the company. Equality and diversity principles will be actively applied to all RSS Cleaning's, processes and procedures with staff, clients, partners and the recruitment of external agencies.

The achievement of this Policy will require commitment and co-operation from employees at all levels. It is the responsibility for all staff to abide by the Policy. Any breach of the Policy will not be tolerated by RSS Cleaning and may result in appropriate disciplinary procedures.

RSS Cleaning recognises the importance of providing equality of opportunity and valuing diversity and employees at all levels will be provided with information and other support as necessary to enable them to implement this Policy.

RSS Cleaning is committed to a programme of action to ensure that its policy is implemented and monitored. Monitoring of staff recruitment, progression, achievement, retention, turnover and access to facilities and services will be undertaken by the Directors on going.

This policy will be reviewed annually by the Directors and will be revised where necessary.

Stephen Birchmore
Stephen Birchmore
12.07.14

RESPONSIBILITIES

The following identifies the delineation of responsibility for the implementation of RSS Cleaning's Equality and Diversity Policy.

Managing Director

- Overall executive responsibility for equality and diversity

Director

- Ensure this policy is implemented within their job role
- Undertake the responsibilities outlined in the manager and all staff sections below

Managers

For the purposes of this policy a manager is defined as any individual who has a responsibility for the management, supervision or direction of other employees or is responsible for the supervision, delivery or control of any aspect of RSS Cleaning's operation

- Ensure that the Policy is effectively communicated, understood and implemented
- Encourage staff to report any breaches of the Policy and investigate using the appropriate Procedures
- Provide awareness opportunities for staff and positively encourage staff to engage in their development to enable them to fulfil their responsibility under this Policy
- Ensure equality and diversity principles are actively applied to all services, processes and procedures with staff, visitors, clients and partners.

All Staff

- Promote and abide by the Equality and Diversity Policy and supporting Codes of Practice
- Ensure that staff, visitors and applicants to the company receive equality of opportunity
- Value differences and treat everyone with dignity and respect
- Ensure that the Policy is effectively communicated, understood and implemented to fellow colleagues, visitors, clients, partners and external agencies
- Report any breaches of the Policy using the appropriate Procedures
- Be aware of the impact of policies upon different groups and notify your line manager where there is evidence of possible discrimination

HR POLICY

Purpose

HR policies ensure that everyone in the Resolute Support Services Ltd is treated fairly and consistently and that their contributions to the success of the Company are appropriately recognised and rewarded. All employees shall be fully aware of what the Company expects of them and what they, in return, should expect from the Company. HR Policies summarise the Company's responsibility to individuals and their responsibility to the Company.

Recruitment and Selection

It is the Company's policy to recruit on merit, regardless of sex, pregnancy, trade union membership, sexual orientation, race, disability, age or religion. Wherever possible, existing employees will have an opportunity to apply for vacancies. All newly appointed employees should be integrated into their new role through a supervised induction programme and therefore be given appropriate support and guidance until they are fully competent to do the job.

Development and Training

The Company recognises that its people are the key to our future success. The Company aims to ensure that all employees know what is expected of them and possess the necessary skills, knowledge, values and experience to achieve the highest level of performance of which they are capable.

Job Security

The Company is strongly committed to the long-term sustainability of its business and also the long-term security of its employees. Where individuals are affected by changes to their role or their personal/health circumstances, all reasonable steps are taken to enable them to stay with the organisation. This may be through discussing possible solutions to enable them to continue in their role, adjusting working hours/patterns, or helping find a new role within the Company.

Communications & Information

The Company aims to have an open and honest culture, and to ensure that all employees are regularly updated with what is happening in all areas of the Company.

Stephen Birchmore
Stephen Birchmore
12.07.14

ALCOHOL AND DRUGS POLICY

The Company has a zero tolerance policy with regards to Alcohol and Drugs. Possession, intoxication or use of alcohol or non prescribed drugs whilst carrying out their duties will be considered gross misconduct and will be subject to disciplinary action. It is a requirement of the Company that no employee shall:

- Report or endeavour to report to work having just consumed alcohol or under the influence of drugs.
- Report to work in an unfit state due to the use of alcohol or drugs
- Be in possession of non prescription drugs in the work place
- Consume alcohol or drugs whilst at work

In addition, staff are required to report when they are taking prescribed medication which may affect their activities.

The Company will not tolerate any deviation from these rules and will take appropriate action in the event of any infringement. Such staff must, however, seek assistance at the earliest opportunity.

Stephen Birchmore
Stephen Birchmore
12.07.14

RESOLUTE SUPPORT SERVICES LTD (RSS CLEANING)

BRIBERY POLICY

MISSION STATEMENT

Resolute Support Services Ltd recognises its responsibilities under the Bribery Act 2010, the Enterprise Act 2002 and other similar legislation. The Company is committed to running a professional business free from discreditable behaviour of any kind. It is particularly committed to Principle 2 of the Guidance given under the Bribery Act by the Ministry of Justice, that is, to prevent bribery by persons associated with it.

Compliance Policy, Practices and Procedures

It is an offence under section 7 for a "relevant commercial organisation" such as the company to fail to prevent bribery. In this context it is liable if a person associated with it (a director, an employee, an agent) commits an act of bribery whether that person is prosecuted or not.

It is, however, a defence to any such criminal allegation to show, on a balance of probabilities, that the organisation nevertheless had adequate procedures in place to prevent persons associated with it from bribing.

In order to prevent the unwitting engagement in behaviour which might raise the suspicion of bribery and to prevent any associated person purporting to act on its behalf in a manner that brings suspicion on the directors and employees, the following measures have been adopted as appropriate and proportionate to the risks it faces. They will be enforced by their dissemination and disciplinary measures. Any resources that are required to implement any compliance measures are to be made available.

MANAGEMENT

The responsibility for compliance of this policy rests with the Company Directors who will exercise oversight, make assessments of risk, deal with decisions where potential for bribery exists, receive and investigate reports of bribery and supervise the measures put in place to prevent bribery.

The daily overall responsibility for the compliance with the Bribery Act and the implementation of the policy rests with the Managing Director, and the Area Manager. They are to be consulted on any matter where the possibility of unlawful acts could arise.

The directors and employees shall report any attempt at bribery which comes to their attention, whether it consists of an approach to one of them or an act done by an associated third party. In the first instance the report should be made to the Managing Director, or the Area Manager

Under no circumstances should a person who reports a suspicion of bribery be subject to victimisation for making a bon fide report, whether or not the suspicion turns out to be justified.

RESOLUTE SUPPORT SERVICES LTD (RSS CLEANING)

ASSESSMENT OF RISK

The directors are governed by a strict code of conduct and the employees act upon instructions and are chosen for their integrity as well as ability. As such the general assessment of the risk of committing an offence under the Act is very low.

The risk of falling foul of a section 6 offence, of bribing a foreign official or of extra-territorial offences does not arise.

However

- In relation to occasions on which hospitality is offered or accepted by directors or employees issues may arise as to the line between a proper public relations exercise and intention to induce improper performance of a relevant function;
- In relation to awarding of contracts for services the Company has provisions for competitive tendering in place. However, as an additional requirement and as a requirement in awarding contracts which are not required to go out to tender, an issue of bribery might arise.
- In relation to charitable and political donations care should be exercised to avoid the suggestion of soliciting favours.
- The assessment of the firm's exposure to external and internal risks of bribery will be assessed annually.

HOSPITALITY

In relation to hospitality, promotional expenditure which seeks to improve the image of the Company, to establish cordial and professional relationships and to maintain them is not unlawful if it is reasonable and proportional.

In order to make an assessment of any particular hospitality event which is to be offered to a client or prospective client the Managing Director will have to be supplied with information. This will include the cost and nature of the hospitality, the name and details of the person to be entertained and the purpose of the event. He will be required to approve the event or make suggestions for modifying it.

In the event that a director or employee is invited to an event a similar procedure should be followed.

CONTRACTS WITH CLIENTS

No fees over and above proper professional fees agreed in advance for professional work done may be accepted. No payment may be made to the client for the award of a contract for services.

RESOLUTE SUPPORT SERVICES LTD (RSS CLEANING)

SUBCONTRACTING

In subcontracting work no fee should be sought or accepted for awarding a contract to a subcontractor.

THIRD PARTIES

A third party should be engaged to act on behalf of Resolute Support in a manner consistent with this policy. The terms of engagement should be written down and refer to this policy.

Due diligence checks carried out on prospective contractors ought to include, where appropriate, an assessment of their ethical conduct.

CHARITABLE AND POLITICAL DONATIONS

Donations of a charitable or political nature must be approved by a full director's meeting and be subject to a prior audit to ensure that there can be no suspicion that any advantage could be thought to accrue to the firm or any of its directors or employees.

COMMUNICATION

A copy of this policy will be available on the public area of the Company's website. Reference will be made to it in the client care documents provided to clients, contracts with suppliers and agents.

TRAINING

Where deemed necessary staff employed by Resolute Support Services Ltd and the directors themselves will be required to undergo regular training in the terms of the Bribery Act and the requirements described in this document.

Any director or member of staff should be able to approach the Managing Director in absolute confidence in order to receive advice as to their conduct or to report a matter to concern which relates to bribery.

This policy will be reviewed annually for its continued effectiveness and suitability

Reviewed October 2014

Stephen Birchmore
Stephen Birchmore
12.10.14