



Environmental policy

Washroom Wizard LTD recognises that it has a responsibility to the environment beyond legal and regulatory requirements. We are committed to reducing our environmental impact and continually improving our environmental performance as an integral part of our business strategy and operating methods.

Responsibility

Washroom Wizard, is responsible for ensuring that this environmental policy is implemented, however, all employees have a responsibility in their area to ensure that the aims and objectives of this policy are met.

Policy aims

We endeavor to:

- Comply with all relevant regulatory requirements.
- Continually improve and monitor environmental performance.
- Continually improve and reduce environmental impacts.
- Incorporate environmental factors into business decisions.
- Increase employee awareness.

Paper

We will:

- Reuse and recycle all paper where possible.

Energy and water

We will seek to:

- Take energy consumption and efficiency of new products into account when purchasing them.

Office supplies

We will:

- Favor more environmentally friendly and efficient products wherever possible.

Transportation

We will:

- Make additional efforts to accommodate the needs of those using public transport or bicycles.

Maintenance and cleaning

We will:

- Use cleaning materials that are as environmentally friendly as possible.
- Use materials in any office refurbishment that are as environmentally friendly as possible.

Monitoring and improvement

We will:

- Comply with all relevant regulatory requirements.
- Continually improve and monitor environmental performance.
- Continually improve and reduce environmental impacts.
- Incorporate environmental factors into business decisions.

Culture

We will:

- Update this policy at least once annually in consultation with staff and other stakeholders where necessary.
- Involve staff in the implementation of this policy, for greater commitment and improved performance.

Date: 26 September 2017



Equal Opportunities Policy

Statement of policy and purpose of policy

1. Washroom Wizard (the **Employer**) is committed to equal opportunities for all staff and applicants.
2. It is our policy that all employment decisions are based on merit and the legitimate business needs of the organisation. The Employer does not discriminate on the basis of race, colour or nationality, ethnic or national origins, sex, gender reassignment, sexual orientation, marital or civil partner status, pregnancy or maternity, disability, religion or belief, age or any other ground on which it is or becomes unlawful to discriminate under the laws of England and Wales (referred to as **Protected Characteristics**).
3. Our intention is to enable all our staff to work in an environment which allows them to fulfill their potential without fear of discrimination, harassment or victimisation. The Employer's commitment to equal opportunities extends to all aspects of the working relationship including:
 - recruitment and selection procedures;
 - terms of employment, including pay, conditions and benefits;
 - training, appraisals, career development and promotion;
 - work practices, conduct issues, allocation of tasks, discipline and grievances;
 - work-related social events; and
 - Termination of employment and matters after termination, including references.
4. This policy is intended to help the Employer achieve its diversity and anti-discrimination aims by clarifying the responsibilities and duties of all staff in respect of equal opportunities and discrimination. The Employer will promote effective communication and consultation between the Employer and staff concerning equal opportunities by means it considers appropriate.
5. The principles of non-discrimination and equal opportunities also apply to the way in which staff treats visitors, clients, customers, suppliers and former staff members.
6. This is a statement of policy only and does not form part of your contract of employment. This policy may be amended at any time by the Employer, in its absolute discretion.

Who is responsible for equal opportunities?

7. Achieving equal opportunities workplace is a collective task shared between the Employer and its entire staff. This policy and the rules contained in it therefore apply to all staff of the Employer irrespective of seniority, tenure and working hours, including all employees, directors and officers,

consultants and contractors, casual or agency staff, trainees, home workers and fixed-term staff and any volunteers or interns (referred to as **Staff**).

8. The Operations Manager has overall responsibility for this policy and for equal opportunities and discrimination law compliance in the workplace and the Operations Manager has been appointed as the person with day-to-day operational responsibility for these matters
9. All Staff have personal responsibility to ensure compliance with this policy, to treat colleagues with dignity at all times and not to discriminate against or harass other members of Staff, visitors, clients, customers, suppliers and former staff members. In addition, Staff who take part in management, recruitment, selection, promotion, training and other aspects of career development (referred to as **Managers**) have special responsibility for leading by example and ensuring compliance.
10. Managers must take all necessary steps to:
 - Promote the objective of equal opportunities and the values set out in this policy;
 - Ensure that their own behavior and those of the Staff they manage complies in full with this policy;
 - Ensure that any complaints of discrimination, victimisation or harassment (including against themselves) are dealt with appropriately and are not suppressed or disregarded.

What is discrimination?

11. Discrimination occurs in different ways, some more obvious than others. Discrimination on the grounds of any of the Protected Characteristics is prohibited by law, even if unintentional, unless a particular exception applies.

Direct discrimination

12. Direct Discrimination is less favorable treatment because of one of the Protected Characteristics. Examples would include refusing a woman a job as a chauffeur because you believe that women are not good drivers or restricting recruitment to persons under 40 because you want to have a young and dynamic workforce.
13. Direct discrimination can arise in some cases even though the person complaining does not actually possess the Protected Characteristic but is perceived to have it or associates with other people who do. For example, when a person is less favorably treated because they are (wrongly) believed to be homosexual or because they have a spouse who is Muslim.

Indirect discrimination

14. Indirect discrimination arises when an employer applies an apparently neutral provision, criterion or practice which in fact puts individuals with a particular Protected Characteristic at a disadvantage, statistically and this is unjustified. To show discrimination the individual complaining also has to be personally disadvantaged. An example would be a requirement for job candidates to have ten years' experience in a particular role, since this will be harder for young people to satisfy. This kind of discrimination is unlawful unless it is a proportionate means of achieving a legitimate aim.

Victimisation

15. Victimisation means treating a person less favorably because they have made a complaint of discrimination or have provided information in connection with a complaint or because they might do one of these things.

Harassment

16. Harassment is:

- Unwanted conduct which is related to a Protected Characteristic and which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them; or
- Unwanted conduct which is of a sexual nature and which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them (**Sexual Harassment**); or
- Less favorable treatment because of the rejection of or the submission to Sexual Harassment.

17. Harassment can arise in some cases even though the person complaining does not actually possess a Protected Characteristic but is perceived to have it (for example, when a person is harassed because they are (wrongly) believed to be homosexual) or associates with other people who possess a Protected Characteristic (for example, because they have a spouse who is Muslim).

18. Harassment may include:

- Use of insults or slurs based on a Protected Characteristic or of a sexual nature or other verbal abuse or derogatory, offensive or stereotyping jokes or remarks;
- Physical or verbal abuse, threatening or intimidating behavior because of a Protected Characteristic or behavior of a sexual nature;
- Unwelcome physical contact including touching, hugging, kissing, pinching or patting, brushing past, invading personal space, pushing grabbing or other assaults;
- Mocking, mimicking or belittling a person's disability, appearance, accent or other personal characteristics;
- Unwelcome requests for sexual acts or favors; verbal sexual advances, vulgar, sexual, suggestive or explicit comments or behavior;
- Repeated requests, either explicitly or implicitly, for dates;
- Repeated requests for social contact or after it has been made clear that requests are unwelcome;
- Comments about body parts or sexual preference;
- Displaying or distributing offensive or explicit pictures, items or materials relating to a Protected Characteristic or of a sexual nature;
- Shunning or ostracizing someone, for example, by deliberately excluding them from

Conversations or activities;

- 'Outing' or threatening to 'out' someone's sexual orientation (ie to make it known);
- Explicit or implicit suggestions that employment status or progression is related to toleration of, or acquiescence to sexual advances, or other behavior amounting to harassment.

19. Other important points to note about harassment:

- A single incident can amount to harassment;
- Behavior that has continued for a long period without complaint can amount to harassment;
- it is not necessary for an individual to intend to harass someone for their behavior to amount to harassment;
- it is not necessarily for an individual to communicate that behavior is unwelcome before it amounts to harassment; and
- the onus is on each individual to be certain that their behavior and conduct is appropriate and is not unwanted and in the case of doubt, you must refrain from such conduct.

Disability discrimination

20. This could be direct or indirect discrimination, and is any unjustified less favorable treatment because of the effects of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

Disabled persons

21. Any Staff member who considers that they may have a disability is strongly encouraged to speak with the Operations Manager , particularly if they experience difficulties at work because of their disability so that any reasonable adjustments to help overcome or minimize difficulties can be discussed. For these purposes, disability includes any physical or mental impairment which substantially affects your ability to perform day to day activities and has lasted (or is likely to last) more than 12 months. Disclosure of this information will be treated in confidence, if you wish it to be, so far as is reasonably practicable and we will do our best to handle matters sensitively and to ensure that you are treated with dignity and with respect for your privacy.

22. We will consult with you about whether adjustments are needed to avoid you being disadvantaged and may ask you to see a doctor appointed by us, to advise on this. We will seek to accommodate your needs within reason. If we consider a particular adjustment unreasonable we will explain why and try to find an alternative solution.

23. Managers with responsibility for managing a member of Staff who they know or think to be disabled should speak to the Operations Manager to ensure that all relevant duties are complied with.

Making employment decisions fairly

24. As noted above, the Employer will recruit employees and make other employment decisions concerning promotion, training, dismissal and related issues. on the basis of objective criteria.

25. Managers should only stipulate criteria or conditions for employment decisions (including job selection, promotion and redundancy) which are based on a legitimate business need and which do not go further than is needed to satisfy that need. If you are in any doubt about whether particular criteria or conditions are indirectly discriminatory or justifiable, then please speak to the Operations Manager.

Recruitment

26. Managers involved in recruitment must:

- Specify only recruitment criteria that are relevant to the job, reflect genuine business needs and are proportionate. More than one person should be involved in short listing of applicants wherever practicable;
- Ensure that vacancies are advertised to a diverse audience and try to avoid informal recruitment methods that exclude fair competition. In very rare cases, it may be legitimate and necessary to restrict recruitment to a particular role to certain groups, but it is essential that this is discussed with the Operations Manager so that appropriate steps can be taken to ensure legality;
- Review job advertisements carefully to ensure that stereotyping is avoided and that particular groups are not unjustifiably discouraged from applying;
- Not ask applicants about health or disability before a job offer is made (other than in exceptional circumstances and after having been approved by the Operations Manager). If necessary a job offer can be expressed to be conditional upon satisfactorily passing a medical check.
- Not ask candidates about any Protected Characteristic if the question may demonstrate an intention to discriminate. For example, candidates should not be asked about current or future pregnancy, childcare or related matters; and
- Not make assumptions about immigration status based on appearance, accent or apparent nationality;
- So far as reasonably practicable, keep a written record of their reasons for relevant decisions.

27. The Employer is legally required to verify that all employees have the right to work in the UK. Prior to starting employment, all employees must produce original documents to the Employer's satisfaction, irrespective of nationality. Information about the documents required is available from the Operation Manager.

28. The Employer monitors applicants'

- Sex
- Sexual orientation
- Ethnic group
- Disability

- Religion
- Age

as part of our recruitment process. We do this to assess the effectiveness of our measures to promote equal opportunities and to help us identify and take appropriate steps to avoid discrimination, under-representation and potential disadvantage and improve diversity. Provision of this information is voluntary and the information is kept in an anonymous format solely for the purposes stated here. The information will not be used as part of any decision-making process relating to the recruitment or employment of the person providing the information. Our recruitment policies must be reviewed at regular intervals to ensure people are being treated fairly and according to ability and merit.

Staff training, career development and promotion

29. Training needs may be identified during the normal appraisal process. Appropriate training to facilitate progression will be accessible to all staff.
30. All promotion decisions will be made on the basis of merit and according to proportionate criteria determined by legitimate business need.

Conditions of service

31. Access to benefits and facilities and terms of employment will be kept under review to ensure that they are appropriately structured and that no unlawful barriers to qualification or access exist.

Discipline and termination of employment

32. Any redundancy selection criteria and procedures that are used, or other decisions taken to terminate employment, will be fair and not directly or indirectly discriminatory.
33. Disciplinary procedures and penalties will be applied without discrimination, whether they result in disciplinary warnings, dismissal or other disciplinary action.

Discipline and termination of employment

34. Part-time and fixed-term staff will be treated the same as full-time or permanent staff of the same position and enjoy no less favorable terms and conditions (pro-rata, where appropriate), unless different treatment is justified.

What to do if you encounter discrimination

35. If you believe that you have been the victim of discrimination, you should follow the Employer's Grievance Procedure.
36. Every member of Staff has a responsibility to combat discrimination if they encounter it. Staff who observe or are aware of acts that they believe amount to discrimination directed at others are encouraged to report these to the Operations Manager.
37. Any grievance or report raised about discrimination will be kept confidential so far as this is practicable. We may ask you if you wish your complaint(s) to be put to the alleged discriminator if disciplinary action appears to be appropriate. It sometimes may be necessary to disclose the complaint or take action even if this is not in line with your wishes, but we will seek to protect you

from victimisation and, if you wish, we will seek to protect your identity. You should be aware that disciplinary action may be impossible without your co-operation or if you refuse to allow relevant information to be disclosed.

38. Staff who raise a complaint about or report discrimination in good faith will be protected from retaliation or victimisation. As long as you act in good faith, the fact that you have raised a complaint or report will not affect your position within the Employer, even if the complaint is not upheld. Making a false allegation deliberately and in bad faith is a misconduct offence and will be dealt with in accordance with our disciplinary policy. Any member of Staff who attempts acts of retaliation or victimisation may be subject to disciplinary action up to and including summary dismissal for gross misconduct.

39. If you make a complaint, it may be necessary to ask you to stay at home on paid leave while investigations are being conducted and the matter is being dealt with through the appropriate procedure. This may particularly be necessary in cases of alleged harassment.

Non-compliance with equal opportunities rules

40. Any breach of equal opportunities rules or failure to comply with this policy will be taken very seriously and is likely to result in disciplinary action against the offender, up to and including immediate dismissal.

41. Staff should also note that:

- in some cases, they may be personally liable for their acts of discrimination and that legal action may be taken against them directly by the victim of any discrimination; and
- it may be a criminal offence intentionally to harass another employee.

Review of this policy

42. The Operations Manager will keep this policy under review.

43. The Employer encourages Staff to comment on this policy and suggest ways in which it might be improved or ask any questions if they are unsure about any part of this policy or how it is applied by contacting the Operations Manager.



Health and Safety Policy

Purpose of policy

1. Washroom Wizards (the **Employer**) takes health and safety issues seriously and is committed to protecting the health and safety of its staff and all those affected by its business activities and attending its premises. This policy is intended to help the Employer achieve this by clarifying who is responsible for health and safety matters and what those responsibilities are.
2. This is a statement of policy only and does not form part of your contract of employment. This policy may be amended at any time by the Employer in its absolute discretion. The Employer will review this policy at regular intervals to ensure that it is achieving its aims effectively.

Who is responsible for workplace health and safety?

3. Achieving a healthy and safe workplace is a collective task shared between the Employer and staff. This policy and the rules contained in it apply to all staff of the Employer, irrespective of seniority, tenure and working hours, including all employees, directors and officers, consultants and contractors, casual or agency staff, trainees, home workers and fixed-term staff. Specific responsibilities of staff are set out in the section headed "Responsibilities of all staff" below.

Employer responsibilities

4. The Employer is responsible for:
 - a. taking reasonable steps to safeguard the health and safety of staff, people affected by the Employer's business activities and of people visiting its premises;
 - b. identifying health and safety risks and finding ways to manage or overcome them;
 - c. providing a safe and healthy place of work and safe entry and exit arrangements, including during an emergency situation;
 - d. providing and maintaining safe working areas, equipment and systems and, where necessary, appropriate protective clothing;
 - e. providing safe arrangements for the use, handling, storage and transport of articles and substances;
 - f. Providing adequate information, instruction, training and supervision to enable all staff to do their work safely, to avoid hazards and to contribute positively to their own health and safety at work. The Employer will give you the opportunity to ask questions and advise who best to contact in respect of those questions, if you are unsure about how to safely carry out your work;
 - g. ensuring any health and safety representatives receive appropriate training to carry out their

functions effectively;

h. providing a health and safety induction and appropriate safety training to your role, including:

- control of substances hazardous to health (COSHH);
- electrical safety;
- the use of personal protective equipment (PPE);

i. promoting effective communication and consultation between the Employer and staff concerning health and safety matters and will consult with staff directly relating to health and safety;

j. if an epidemic or pandemic alert is issued, providing instructions, arrangements and advice to staff as to the organization of business operations and steps to be taken to minimize the risk of infection; and

k. Regularly monitoring and reviewing the management of health and safety at work, making any necessary changes and bringing those to the attention of all staff.

5. _____ has overall responsibility for health and safety and has appointed Operation Manager as the Principal Health and Safety Officer with day-to-day responsibility for health and safety matters.

6. Any concerns about health and safety matters should be notified to the Principal Health and Safety Officer.

Responsibilities of all staff

General staff responsibilities

7. All staff must:

- a. take reasonable care for their own health and safety and that of others who may be affected by their acts or omissions;
- b. co-operate with the Principal Health and Safety Officer and the Employer generally to enable compliance with health and safety duties and requirements;
- c. comply with any health and safety instructions and rules, including instructions on the safe use of equipment;
- d. keep health and safety issues in the front of their minds and take personal responsibility for the health and safety implications of their own acts and omissions;
- e. keep the workplace tidy and hazard-free;
- f. report all health and safety concerns to the Principal Health and Safety Officer promptly, including any potential risk, hazard or malfunction of equipment, however minor or trivial it may seem; and
- g. Co-operate in the Employer's investigation of any incident or accident which either has led to

injury or which could have led to injury, in the Employer's opinion.

Staff responsibilities relating to equipment

8. All staff must:

- a. use equipment as directed by any instructions given by representatives of management or contained in any written operating manual or instructions for use and any relevant training;
- b. report any fault with, damage to or concern about any equipment (including health and safety equipment) or its use to the Principal Health and Safety Officer, who is responsible for maintenance and safety of equipment;
- c. ensure that health and safety equipment is not interfered with; and
- d. not attempt to repair equipment unless suitably trained and authorized.

Staff responsibilities relating to accidents and first aid

9. All staff must:

- a. promptly report any accident at work involving personal injury, however trivial, to the Principal Health and Safety Officer so that details can be recorded in the Accident Book and cooperate in any associated investigation;
- b. familiarize themselves with the details of first aid facilities and trained first aiders, which are displayed on the notice board in Office wall;
- c. If an accident occurs, dial 01474878984 and ask for the duty first aider, giving name, location and brief details of the problem.
- d. The Principal Health and Safety Officer is responsible for investigating any injuries or work-related disease, preparing and keeping accident records, and for submitting reports under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), where required.

Staff responsibilities relating to national health alerts

10. If an epidemic or pandemic alert is issued, all staff must comply and co-operate with all instructions, arrangements and advice issued by the Employer as to the organization of business operations and steps to be taken by staff to minimize the risk of infection. Any questions should be referred to the Principal Health and Safety Officer.

Staff responsibilities relating to emergency evacuation and fire

11. All staff must:

- a. familiarize themselves with the instructions about what to do if there is a fire which are displayed on the notice board in office wall ;
- b. ensure they are aware of the location of fire extinguishers, fire exits and alternative ways of leaving the building in an emergency;
- c. comply with the instructions of fire wardens if there is a fire, suspected fire or fire alarm (or a

practice drill for any of these scenarios);

- d. co-operate in fire drills and take them seriously (ensuring that any visitors to the building do the same), fire drills will be held at least once every 12 months;
- e. ensure that fire exits or fire notices or emergency exit signs are not obstructed or hidden at any time;
- f. notify the Principal Health and Safety Officer immediately of any circumstances (for example, impaired mobility) which might hinder or delay evacuation in a fire. This will allow the Principal Health and Safety Officer to discuss a personal evacuation plan for you, which will be shared with the fire wardens and colleagues working near to you

12. On discovering a fire, all staff must:

- a. immediately trigger the nearest fire alarm and, if time permits, call reception and notify the location of the fire; and
- b. attempt to tackle the fire ONLY if they have been trained or otherwise feel competent to do so. Nominated members of staff will be trained in the use of fire extinguishers.

13. On hearing the fire alarm, all staff must:

- a. remain calm and immediately evacuate the building, walking quickly without running, following any instructions of the fire wardens;
- b. leave without stopping to collect personal belongings;
- c. stay out of any lifts; and
- d. remain out of the building until notified by a fire warden that it is safe to re-enter.

The Principal Health and Safety Officer is responsible for ensuring fire risk assessments take place and changes made where required, and for making sure there are regular checks of fire extinguishers, fire alarms, escape routes, signage and emergency lighting.

Risk assessments, hazardous substances, display screen equipment and manual handling

14. Risk assessments are simply a careful examination of what in the workplace could cause harm to people. The Employer will assess any risks and consider measures to best minimise any risk. The Employer will carry out general workplace risk assessments when required or as reasonably requested by staff. Managers must ensure that any necessary risk assessments take place and the resulting recommendations are implemented. The Principal Health and Safety Officer is responsible for workplace risk assessments and any measures to control risks.

15. The use of hazardous substances at work will be avoided where possible and less hazardous alternatives will be used where available. Training on the control of substances hazardous to health (COSHH) will be provided where required.

16. Personal Protective Equipment (PPE) is provided where risks cannot be otherwise effectively controlled].

17. Staff who use a computer for prolonged periods of time should try, where possible to organise short breaks every few hours away from the computer screen, but may request a workstation assessment and/or an eye test by an optician by contacting the Principal Health and Safety Officer. The Principal Health and Safety Officer will then provide you with more details and make arrangements if you would like to proceed.
18. Guidance on manual handling (for example, lifting and carrying heavy objects) can be obtained from the Principal Health and Safety Officer and where necessary training will be provided by the Employer, but the Employer will try to minimise or avoid the need for manual handling where there is a risk of injury..

Non-compliance with health and safety rules

19. Any breach of health and safety rules or failure to comply with this policy will be taken very seriously and is likely to result in disciplinary action against the offender, in accordance with the Employer's disciplinary policy, up to and including immediate dismissal.



Modern slavery statement

This statement is made pursuant to s.54 of the Modern Slavery Act 2015 and sets out the steps that Washroom Wizards LTD has taken and is continuing to take to ensure that modern slavery or human trafficking is not taking place within our business or supply chain.

Modern slavery encompasses slavery, servitude, human trafficking and forced labor. Washroom Wizards LTD has a zero tolerance approach to any form of modern slavery. We are committed to acting ethically and with integrity and transparency in all business dealings and to putting effective systems and controls in place to safeguard against any form of modern slavery taking place within the business or our supply chain.

Our policies

We operate a number of internal policies to ensure that we are conducting business in an ethical and transparent manner. These include:

[Insert here brief description of relevant policies, for example:

1. Anti-slavery policy. This policy sets out the organization's stance on modern slavery and explains how employees can identify any instances of this and where they can go for help.
2. Recruitment policy. We operate a robust recruitment policy, including conducting eligibility to work in the UK checks for all employees to safeguard against human trafficking or individuals being forced to work against their will.
3. Whistle blowing policy. We operate a whistle blowing policy so that all employees know that they can raise concerns about how colleagues are being treated, or practices within our business or supply chain, without fear of reprisals.
4. Code of business conduct. This code explains the manner in which we behave as an organisation and how we expect our employees and suppliers to act.]

Our suppliers

Washroom Wizards LTD operates a supplier policy and maintains a preferred supplier list. We conduct due diligence on all suppliers before allowing them to become a preferred supplier. This due diligence includes an online search to ensure that particular organisation has never been convicted of offenses relating to modern slavery [and on site audits which include a review of working conditions]. Our anti-slavery policy forms part of our contract with all suppliers and they are required to confirm that no part of their business operations contradicts this policy.

In addition to the above, as part of our contract with suppliers, we require that they confirm to us that:

1. They have taken steps to eradicate modern slavery within their business
2. They hold their own suppliers to account over modern slavery
3. (For UK based suppliers) They pay their employees at least the national minimum wage / national living wage (as appropriate)
4. (For international suppliers) They pay their employees any prevailing minimum wage applicable within their country of operations
5. We may terminate the contract at any time should any instances of modern slavery come to light.

Training

We regularly conduct training for our procurement/buying teams so that they understand the signs of modern slavery and what to do if they suspect that it is taking place within our supply chain.

Our performance indicators

We will know the effectiveness of the steps that we are taking to ensure that slavery and/or human trafficking is not taking place within our business or supply chain if:

[Insert here any relevant performance indicators, for example

- No reports are received from employees, the public, or law enforcement agencies to indicate that modern slavery practices have been identified.