

# policy documents



January 2020



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## corporate responsibility policy

**Operating in a responsible and sustainable manner is important to Rope & Sling Specialists. Whilst we run our business in line with the expectations of our customer and member associations, we also see corporate responsibility as a discipline that helps us to manage risks and maximise the opportunities presented to use in a changing world.**

We take our corporate responsibility seriously within the company as an employer, manufacturer and a consumer. We are committed to understanding, monitoring and managing our social, environmental and economic impact to enable us to contribute to society's wider goal of sustainable development.

We aim to demonstrate these responsibilities through our actions and within our corporate policies.

**We focus our corporate social responsibility activities in the following key impact areas:**

### workplace

Our ability to deliver world class products is dependent on a talented, engaged workforce in all of the locations in which we operate. To this end, we are focused on making Rope & Sling Specialists a place where people feel supported, can develop their skills, and have a clear understanding of our business objectives.

We are committed to ensuring that our entire business is conducted according to rigorous professional, ethical and legal standards. To support this, we have developed a corporate policy, which seeks to define what we stand for as an organisation, and to bring employees together under a clear common purpose.

### additionally we:

- Operate an equal opportunities policy for all present and potential future employees.
- Offer our employees clear and fair terms of employment and provide resources to enable their continual development.
- Maintain a clear fair employee remuneration policy and maintain forums for employee consultation and business involvement.



## health & safety

We shall provide, and strive to maintain, a clean, healthy and safe environment. A workplace where our employees feel safe is not only a legal obligation, but also a fundamental factor in building their engagement with the company. Through management intervention, awareness campaigns and a culture that encourages employees to raise concerns about the workplace safety, we aim to reduce the frequency of accidents.

Our Health, Safety, Environmental & Quality (HSEQ) Best Practise Group promotes and develops cooperation between all employees to ensure health and safety management is embedded into management and business processes. This is supported by our Health & Safety Policy.

## risk

The company is subject to a variety of risks which could have a negative impact on its performance and financial position. The managing director is responsible for the company's system of the internal control and risk management and for reviewing its effectiveness. The HSEQ Group meets and supports the adherence to the group risk assessment policy.

## marketplace

### customers

We are in business to deliver value to our customers. All that we do is geared to providing world class products and the best possible customer experience.

We have a passion for excellence and we take pride in our ability to solve our customer's problems, focusing on delivering innovative solutions in a timely manner. We aim for true customer satisfaction by understanding our clients' needs to building partnership. We will register and resolve customer complaints in accordance with our published standards of service. Our contracts will clearly set out the agreed terms and conditions and the basis of our relationship. We will operate in a way that safeguards against unfair business practices.





### supply chains

We aim to work actively with our suppliers who commit to our values, especially in reference to fair employment and good environmental practice.

We recognise the importance of the supply chain and are committed to developing secure relationships based on mutual benefit.

Rope and Sling Specialists is a full member of the Lifting Equipment Engineer Association, (LEEA) which is a worldwide association that promotes a common code of practice for the industry that we are in.

### environment

We recognise the importance of understanding the impact of our activities on the environment and we have implemented an Environmental Management System (EMS) to demonstrate and benchmark our commitment. Our company has achieved the ISO 14001 standard.

The EMS addresses pollution control of chemicals, energy and water efficiency and waste reduction, all of which are subject to continuous review.

The EMS also seeks to reduce the impact of our global carbon footprint. We will achieve this by monitoring carbon emissions from electricity, gas and vehicle usage and improving energy management and planning.

We ensure that our staff are encouraged to reduce the environmental impacts of their work activities through awareness training and best work practices.

### community

We are committed to making a sustainable positive impact on the communities in which we operate.

We aim to make a distinctive contribution to inequality and social development through the establishment of effective partnerships and programmes that make best use of the energies and skills of our employees. We support our employees in fundraising for charities and voluntary work, recognising both the benefit to community and the employees themselves.

In 2019 Rope and Sling Specialists helped and supported various good causes in the UK, and plan to make future donations during 2020.



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## quality policy

RSS is committed to providing a consistently high quality service to its customers, complying in all respects with any relevant trade and national standards. Our equipment is fit for purpose and safe in use, affording complete customer satisfaction in terms of quality, reliability, availability, safety, contract specification and performance. The Company achieves these quality objectives through an implemented and maintained Quality Assurance System which is aligned with ISO9001.

The operation of the Quality Policy is the responsibility of every employee in the organisation, and the Company undertakes to train all staff in Quality Assurance systems and techniques to achieving continuous improvement.

The Company accepts that Customer's Quality Representatives can gain reasonable access to the Quality System.

### Quality Policy Statement

The management and personnel of Rope and Sling Specialists Ltd have been operating under the control of a quality system along the lines laid down in the ISO 9000 series of standards.

The Company places particular emphasis on obtaining and improving the satisfaction of its Stakeholders by achieving its set objectives. The company believes these objectives to be realistic, achievable and measurable.

### Quality Objectives

#### • Maintain & improve Customer focus

The Company will seek to strike a balance between its customers and other stakeholders to ensure work that is profitable is undertaken. Strengthen links with existing customers by dealing with enquiries, orders and complaints promptly and listening to customer feedback. Develop new customers by offering quality products and services at a fair price.

#### • Maintain & improve leadership

Top management within the Company will continue to apply its pro-active approach to all aspects to the business. Meaningful lines of communication will be established between all stakeholders.



## quality policy

- **Maintain & improve involvement of stakeholders**

Consultation and information sharing will be encouraged at all levels. Ownership of processes will be actively promoted and ideas and opinions valued.

- **Maintain & improve the productivity of processes**

The Company will continue to make available sufficient resources to ensure both people and equipment are able to achieve their full potential

- **Maintain the process of continual improvement**

The company will establish a culture of continual improvement by regularly auditing and reviewing all its processes. Stakeholders will be provided with the results of these audits to enable ideas to be discussed and new strategies developed.

- **Maintain & improve relationships with suppliers**

The Company will purchase its products and services from reputable suppliers holding readily available stocks. The exchange of information between the two parties will be encouraged and where possible, the inter trading of products.

By achieving these objectives the Company believes it will have products which are;

- Safe
- Meet customer specification
- Offer value for money
- Are the basis for repeat business
- Carried out by competent people

The Manager at each location has the authority to deal with all quality matters for the Company. Deviation from company policy is not permitted without the prior written consent of a Managing Director. The Company's quality policy is to meet all applicable requirements to provide necessary resources and infrastructure to meet the requirements of ISO9001.

Signed:

Steve Hutin - Managing Director 1 January 2020



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## occupational health and safety policy statement

- Rope and Sling Specialists Limited are suppliers of lifting equipment and ancillary services including hire, service, repair, test and thorough inspection.
- We commit to providing a safe and healthy working environment for our employees and others who may be affected by our activities. Compliance with legislation is the minimum acceptable standard and we are committed to the prevention of injury and ill-health through hazard identification, risk assessment and control measure implementation.
- Health and safety is an integral part of our business and has equal status to other aspects of business performance. Appropriate financial and physical resources will therefore be provided to implement this policy.
- We recognise that successful health and safety management can only be achieved with the support and commitment of our employees. All employees will be actively encouraged to take ownership of health and safety and empowered to assist in decision making, leading to a reduction of OH&S risks and hazard elimination.
- We will ensure that this policy is implemented and maintained across all levels in the organisation.
- Responsibilities for health and safety are defined in our Health and Safety Management System. The day to day management of health and safety is a responsibility of managers at all levels but overall responsibility rests with the Managing Director.
- To assist with the implementation of our health and safety management system we have appointed a Health and Safety Co-ordinator. External advice will also be obtained where necessary.
- To facilitate continuous improvements in health and safety standards and performance we will identify specific health and safety objectives. Progress towards the objectives will be closely monitored in accordance with our management system framework.
- Periodic auditing of our Health and Safety Management System will be undertaken to ensure its continued adequacy and effectiveness.
- The company will review this policy at least annually and revise it as often as is appropriate.

Signed:

Steve Hutin - Managing Director 1 January 2020





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## environmental policy

Rope and Sling Specialists Ltd are one of the largest independent companies in the field of lifting equipment engineering in Wales and the South West of England. Formed in 1983, RSS is a specialist in the manufacture, supply and hire of all types of lifting equipment. We also provide training and testing services.

It is the aim of RSS to continuously improve our environmental management system and to enhance environmental performance by assessing the effects of our activities and operations. This is with a view to reducing and controlling the environmental impacts from our business.

We are committed to implementing the following into all business operations:

- Compliance with all applicable environmental legislation and also with the industry standards to which we subscribe.
- Prevention of pollution by applying best practice guidelines to all activities on site.
- Taking action to reduce the amount of waste that we send to landfill.
- Work towards environmental improvement targets set out in the Company's Objectives and Targets, which is reviewed at least annually.
- Make all staff aware of the Policy and ensure that they have environmental training appropriate to their work activities.
- Ensure that all contractors working on our behalf have read and understood the Policy, and work in line with our Environmental Management System.

The Policy will be displayed on staff and visitor notice boards, and on the Company web site.

Environmental protection is an integral part of our business and has equal status to other aspects of business performance. Appropriate financial and physical resources will therefore be provided to implement this policy.

The Policy will be reviewed at least annually or if the specific need arises.

Signed

Steve Hutin - Managing Director 1 January 2020

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## training and development policy

Rope & Sling Specialists Ltd is committed to their staff and strives to become a total quality Company in order to meet its short and long-term objectives.

It is our policy to ensure each individual is given every opportunity to further their knowledge and skills to their present or future roles within the Company. To acquire this, each individual shall have an agreed training programme relevant to their present and further needs.

It is our aim that each individual be given the support and encouragement to undertake studies, training and membership of professional bodies to benefit both individual and the Company.

To achieve this Rope and Sling Specialists Ltd will make available all the necessary facilities and resources.

Signed on behalf of  
Rope and Sling Specialists Ltd

Steve Hutin - *Managing Director 1 January 2020*



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## equal opportunities policy

### objective

To ensure that the skills and resources of all Rope & Sling Specialists staff are fully utilised and that no existing member, or applicant for employment receives less favourable treatment on the grounds of their sex, marital status, disability, race, religion, creed or colour, or be disadvantaged by conditions or requirements which cannot be shown to be relevant to performance.

### policy

To this end Rope and Sling Specialists will:

- Recognise its legal obligations under the Race Relations Act, the Sex Discrimination Act the Equal Pay Act, the Disabled Persons Employment Act, the Rehabilitation of Offenders Act, and any subsequent Equal Opportunities Legislation.
- Review periodically its selection criteria and procedures in order to maintain a system where Individuals are selected promoted and treated solely based on their merits and abilities which are appropriate to the job.  
Ensure that all Rope and Sling Specialists' staff are given equal opportunities and encouragement to progress by implementing an on-going action programme. Distribute and publicise this policy statement throughout the company and elsewhere as is seen to be appropriate.
- Give opportunity to any Rope and Sling Specialists' staff, who believes that unfair treatment has been applied to him or her within the scope of this policy, to raise the matter through the appropriate grievance procedure.
- Provide everyone with appropriate training, which will enable them to understand the need for Commitment to the Equal Opportunities Policy.
- Make sure that all premises used for training purposes meet the requirements of participants who may be disabled in terms of access, egress and toilet facilities.
- Ensure that all job advertisements and job descriptions prominently show that Rope and Sling Specialists is an equal opportunities employer.



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## responsibilities

The Overall responsibility for monitoring the effectiveness of this policy, and for implementing an on-going programme of action to make the policy fully operative, is vested in the directors of Rope and Sling Specialists.

It is the responsibility of everyone within Rope and Sling Specialists to accept their personal involvement in the practical application of this policy. Specific responsibility for recruitment, administration and training, rests with the directors.

Signed on behalf of  
Rope and Sling Specialists Ltd

Steve Hutin - *Managing Director* 1 January 2020

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## anti bribery and corruption policy

This document sets out the rules of the Company in relation to anti-bribery and corruption matters in the United Kingdom.

Compliance with the Company's policy in relation to bribery and corruption is regarded as part of your contract of employment. If you fail for any reason to follow the rules set out in this document this may result in disciplinary action being taken against you which could result in your dismissal.

**Bribery** is the offer or receipt of any gift, loan, payment, reward or other advantage to or from any person as an encouragement to do something which is dishonest, illegal or a breach of trust, in the conduct of the Company's business.

**Corruption** is the misuse of entrusted power for private gain.

To place this in context, you should be aware that if you engage in activities which are contrary to UK anti-bribery and corruption legislation, you could face up to 10 years in prison and/ or an unlimited fine, and the Company could also be liable to an unlimited fine and Government sanction.

This policy document is not regarded as exhaustive, but does give specific examples of situations and sets out the rules and procedures and which should be followed.

If you are at any time uncertain as to whether your actions will comply with this policy, you must seek guidance from the Company Secretary.

**You should at all times act in accordance with the following provisions:**

- Behave honestly, be trustworthy and set a good example;
- Use the resources of the Company in the best interests of the Company and do not misuse those resources;
- Make a clear distinction between the interests of the Company and your private interests to avoid any conflict of interest, and if such conflict does arise you should report it to the Company Secretary immediately;



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## anti bribery and corruption policy

- Ensure that any community support, sponsorship and charitable donations do not constitute bribery, and if in doubt you should consult the Company Secretary;
- Confidentially report all incidents, risks and issues which are contrary to this policy documents to the Company Secretary;
- Raise any issues regarding anti-bribery and corruption laws and the Company's policies. Queries will be dealt with anonymously and a written response will be issued;
- Do not offer or accept bribes.
- Do not, without express prior written approval from the Company Secretary, offer or accept any gifts or hospitality to or from clients, contractors, suppliers, other third parties or public officials.

**Gifts** are presents such as flowers, vouchers, food and drink. Event and travel tickets given to you as an individual are also gifts when they are not to be used in a hosted business context.

**Hospitality** includes invitations to hosted meals, receptions and events for business purposes.

- Do not offer money to any public officials in order to speed up service or gain improper advantage. This type of bribery is a 'facilitation payment' and is illegal. If you are faced with a demand for a facilitation payment you must:
  1. Actively resist the payment;
  2. Inform the Company Secretary.

**The UK anti-bribery and corruption legislation applies to all activities of a UK-based business no matter where they are carried out in the world. This policy therefore applies to ALL activities worldwide, whatever the local law, practice or custom may be.**

By complying with this policy document we aim to ensure that you and the Company will not at any time knowingly breach any relevant anti-bribery and corruption legislation and also that by adhering to the Policy the Company can demonstrate that it has adequate procedures in place to prevent such activity.



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## anti bribery and corruption policy

You have an independent obligation to prevent bribery and corruption in the Company and to ensure that any interaction with public officials complies with this policy document and relevant laws.

Please confirm you have read and understood this policy document by signing and dating below.

Steve Hutin - *Managing Director* 1 January 2020