



LONE WORKER POLICY

DISTRIBUTION

This Lone Worker Policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

As a responsible company we always avoid the need for employees to work alone where reasonably practicable. In case of lone working is necessary, Comprehensive Services Ltd will take all reasonable steps to ensure our employees are safe and we will look after the health and safety of employees working alone.

Comprehensive Services Ltd will ensure that a risk assessment is conducted and that arrangements are in place prior to employees working alone.

Procedure

We will make sure that

- o Supervisor Visit are very regular.
- o Emergency procedures are in place so that all our employees feel safe and they can get help anytime they need.
- o A risk assessment is completed by a person competent to do so prior to employees working alone;
- o All employees working alone are fully trained and capable of undertaking the work alone;
- o Arrangements are in place so that someone else is aware of a lone worker's whereabouts at all times;
- o Persons working alone are provided with adequate information, instruction and training to understand the hazards and risks and the safe working procedures associated with working alone;
- o Trainings will be provided regularly and records are kept and reviewed regularly.
- o Comprehensive Services Ltd will involve the employee in the assessment process and seek their advice when making safe methods. We will always take employees feedback to improve procedures.

Employees working alone are responsible for:

- o Follow the safe working arrangements developed by the DSS for lone working;

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- o Must inform the Director and supervisors about any mishaps.
- o Take all necessary actions to ensure that they are safe.
- o All findings must be reported on log books and keep the records.

Supervisors will:

Visit the site regularly and keep the records.

Introduce Check Call System so control room will call them every hour to make sure everything is safe and secure and health and safety of the guard is ensured.

This policy is communicated to all employees.

Review:

We undertake to continually review and develop our management systems, with the overarching aim of conducting our activities in a manner which does not affect the quality and environment of Comprehensive Services Ltd

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025

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MENTAL HEALTH & WELLBEING POLICY

DISTRIBUTION

This mental health & wellbeing policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

Introduction

The purpose of this policy is for Comprehensive Services Ltd to establish, promote and maintain the mental health and wellbeing of all staff through workplace practices, and encourage staff to take responsibility for their own mental health and wellbeing. The company believes that the mental health and wellbeing of our staff is key to organisational success and sustainability.

Aims of Policy

- To build and maintain a workplace environment and culture that supports mental health and wellbeing and prevents discrimination (including bullying and harassment).
- To increase employee knowledge and awareness of mental health and wellbeing issues and behaviours.
- To reduce stigma around depression and anxiety in the workplace.
- To facilitate employees active participation in a range of initiatives that support mental health and wellbeing.

Responsibilities

All employees are encouraged to:

- understand this policy and seek clarification from management where required
- consider this policy while completing work-related duties and at any time while representing the company.
- support fellow workers in their awareness of this policy
- support and contribute to the company's aim of providing a mentally healthy and supportive environment for all workers.

All employees have a responsibility to:

- take reasonable care of their own mental health and wellbeing, including

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- physical health
- take reasonable care that their actions do not affect the health and safety of other people in the workplace.

Managers have a responsibility to:

- ensure that all employees are made aware of this policy
- actively support and contribute to the implementation of this policy, including its goals
- manage the implementation and review of this policy.

We will ensure that this policy is communicated and available to all relevant stakeholders as appropriate. This policy shall be reviewed for effectiveness and suitability at least annually as part of the management review process.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated:03/01/2025



Health & Safety Policy

DISTRIBUTION

This Health & Safety Policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

INTRODUCTION

The Company has drawn up a general safety policy, which must be held in every region and displayed. The statement must be brought to the attention of all Company employees as part of their Induction Training.

The Policy details the arrangements within the Company for ensuring Health, Safety and Welfare and identifies the responsibilities for Health & Safety for all employees at all levels.

The Policy is reviewed at least annually, and any amendments must be brought to the attention of all employees.

POLICY STATEMENT

It is the Company's policy to comply with the Health & Safety measures required by law, including Working Time Regulations and to act positively to ensure that all premises are safe and healthy places in which to work.

The Company also recognises that the Health, Safety and Welfare of all employees, whether on Company premises or carrying out Company business elsewhere, are primarily the responsibility of the management.

The Company recognises its responsibilities for the Health & Safety of others, whilst they are on our premises and our neighbours in the community around us.

All employees are reminded that they have an important duty to conform to Health & Safety Policies and Procedures, also to do everything that is required of them to prevent injury to themselves and others and loss to the Company. To also comply with the various safety requirements of the Working time Regulations.

Within the Company the Regional manager is responsible for implementing this policy. All appropriate resources are made available to ensure that this policy is maintained.

The Company is committed to progressively improving its Health & Safety performance and will monitor the effectiveness of the Policy on a regular basis with a formal review annually.

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Health & Safety Policy

The policy will be revised as often as may be appropriate following these reviews to ensure continuing improvements in the Health & Safety standards within the Company.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025

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Equal Opportunities and Diversity Policy

DISTRIBUTION

This Equal Opportunities and Diversity Policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

Comprehensive Services Ltd is committed to promoting equal opportunities for all, irrespective of colour, race, religion or belief, ethnic or national origins, gender, marital/civil partnership status, sexuality, disability or age. Comprehensive Services Ltd is committed to reflecting the diversity of the UK and to making its services accessible to all.

WHAT IS EQUAL OPPORTUNITY AND DIVERSITY?

This applies both to our output, and the people who work here. Comprehensive Services Ltd aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone.

Equal opportunity is about complying with our legal obligations to provide equal access to opportunities and services for everyone. It is also about removing any barriers or discriminatory practices that may affect particular groups.

Diversity is a concept based on the principle that everyone is different in some way, and that taking an inclusive approach brings benefits and advantages. It is about recognising, respecting and valuing the differences that everyone has.

RESPONSIBILITIES FOR EQUAL OPPORTUNITIES AND DIVERSITY AT COMPREHENSIVE SERVICES LTD

Everyone has an obligation to act in accordance with the above Comprehensive Services Ltd Equal Opportunities Statement. Everyone must ensure their own behaviour does not cause offence to others. Staff who have concerns or issues in relation to equal opportunities and diversity, are encouraged to raise this with their line manager. Other sources of advice and information can be obtained from HR.

Divisions will have diversity strategies embedded into their divisional plans, and channel controllers, commissioners and creative leaders will be engaged in helping Comprehensive Services Ltd meet its ambitions on diversity.

Positive Action

Positive discrimination is illegal but positive action can be taken in circumstances where certain groups are under-represented in particular areas of work at Comprehensive Services Ltd. Examples of positive action to enable individuals to reach the required level

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Equal Opportunities and Diversity Policy

to compete for jobs and promotion opportunities include, interview, management and assertiveness skills training.

Positive action can also consist of a wide range of outreach activities, open days, media awareness days, and job adverts designed to reach and encourage applicants from underrepresented groups.

MONITORING

Comprehensive Services Ltd monitors equal opportunities information of the recruitment and selection process and current headcount. The purpose of monitoring data not only enables Comprehensive Services Ltd to meet certain legal obligations but enable Comprehensive Services Ltd to set diversity targets and monitor the developments in meeting these targets.

RAISING CONCERNS

All staff are required to comply with the principles of this policy and to act in accordance with its objectives so as to remove any barriers to equal opportunity. Where staff raises an allegation of discrimination arising in the course of day-to-day working, the grievance procedure should be followed. All employees have a right to a working environment free from harassment. Comprehensive Services Ltd is opposed to harassment in any form and is committed to providing a workplace in which the dignity of individuals is respected.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025



Environmental Policy

DISTRIBUTION

This Environmental Policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

OUR COMMITMENT TO THE ENVIRONMENT

Comprehensive Services Ltd will promote awareness of the need to protect the environment, by implementing a policy to all its employees. Comprehensive Services Ltd will ensure that all company activities comply with all relevant environmental regulations.

WE WILL AVOID WASTE BY

- Reducing the production of waste material, including unnecessary packaging when we forward information or equipment, including returns.
- Encouraging the re-usage of re-usable materials.
- Disposing of waste in a safe and responsible manner.
- We will ensure that water and energy are not wasted during the conduct of our business activities by;
- Ensuring energy is used only where necessary. It will be used efficiently, and its use will be reduced where possible.
- Preventing pollutants entering our drainage system.
- Using water wisely and efficiently.

MATERIALS AND RESOURCES

- We will maximise the amount of recycled paper and other materials from sustainable sources.
- We will utilise and rely more on electronic communications where the opportunity exists.
- We will purchase products with the principle and policy of using materials in a sustainable way.
- We will have a major emphasis on purchasing locally made goods to support our business.
- We will purchase equipment with an emphasis on long term usage.

TRAVEL

- We shall avoid unnecessary travel during the course of our business by encouraging the sharing of transport, as well as making all employees and Managers aware of Public Transport that is available.

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Environmental Policy

- We will monitor this policy and match our progress to our statement of intent on protecting our environment.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025



Drugs and Alcohol Policy

DISTRIBUTION

This Drugs and Alcohol Policy are communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

POLICY

The company is committed to providing a safe and healthy working environment for all employees and recognises that this can be put at risk by those who misuse alcohol and drugs to such an extent that it may affect their health, safety, performance, conduct and relationships at work. The policy which applies to all employees aims to:

- Promote the health and well-being of employees and to minimise problems at work arising from the effect of alcohol and drugs.
- Identify employees with possible problems relating to the effects of alcohol and drugs at an early stage.
- Offer employees with no alcohol or drug related problems which affect their work referral to a appropriate source for diagnosis and treatment if necessary.

PROCEDURE

- Alcohol or drugs (other than prescribed medication) should not be taken during work hours. Any employee identifying a person with an alcohol or drugs related problem should report the matter, in confidence to his/her supervisor or line manager.
- The line manager or supervisor should refer the matter to the manager for consideration of counselling from an appropriate source for the affected person.
- Persons who are, in the opinion of their manager, incapable of performing their normal duties through the consumption of either alcohol or drugs, could be prohibited from working and be sent home. This applies to persons who report to work having previously consumed alcohol or drugs. Manager should then consider the possibility of further disciplinary action.
- Anyone suspected to be trafficking in drugs will be promptly reported to the police.

SAFE SYSTEMS OF WORK

- The effects of alcohol or drugs at work can create serious risks to health and safety. Therefore, the following rules will apply and should be adhered to, and employees:
- Shall not be permitted to work under the influence of alcohol or drugs.

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Drugs and Alcohol Policy

- Shall not be allowed to bring alcohol or non-prescribed drugs on to company premises.
- Shall not be allowed to drive or operate machinery if affected by the influence of alcohol or drugs.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025



Corporate and Social Responsibility Policy

DISTRIBUTION

This Corporate and Social Responsibility Policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

We recognise that we must incorporate our business values and operations to meet the expectations of our stakeholders. They include customers, employees, regulators, suppliers, the community and the environment.

We recognise that our social, economic and environmental responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.

We take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.

We will be open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.

The Managing Director is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance to this policy rests with all employees throughout the company.

Partnership focus:

We shall strive to improve our environmental performance through implementation of our Environmental policy.

We shall ensure a high level of business performance while minimising and effectively managing risk.

We shall encourage dialogue with consumers for mutual benefit.

We will register and resolve customer complaints in accordance with our Complaints procedure.

We shall support and encourage our employees to help local community organisations and activities in our region.

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Corporate and Social Responsibility Policy

We shall operate inline with our equal opportunities policy for all present and potential future employees.

We will offer our employees clear and fair terms of employment and provide resources to enable their continual personal development.

We shall provide safeguards to ensure that all employees are treated with respect and without sexual, physical or mental harassment.

We shall provide, and strive to maintain, a clean, healthy and safe working environment.

We shall uphold the values of honesty and fairness in our relationships with stakeholders.

Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship.

We will operate in a way that safeguards against unfair business practices.

We shall encourage suppliers and contractors to adopt responsible business policies and practices for mutual benefit.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025

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Complaint Policy

DISTRIBUTION

This complaint policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

We acknowledge that, no matter how hard we try to do our best, mistakes sometimes occur, and we may occasionally not give our Stakeholders, Employees or Clients the high quality of service that they properly expect from us. We welcome, in those situations, a report that this has happened in the form of a Complaint.

When this occurs, which should be rarely, we will make every effort possible to quickly and efficiently remedy the problem, acknowledging directly our responsibility to correct errors, and doing so without compromising the rights and expectations of our Stakeholders, Employees, or Clients.

We incorporate everything we learn from addressing a Complaint to make our future quality of service better and to avoid similar problems from happening in the future.

We pledge to address Complaints:

Swiftly: A formal acknowledgement within 24 hours, If the complaint has not been resolved to send an interim response at the 3 day point, A full and final response at the 7 day point, A follow up 10 – 14 days after the final response to ensure the complainant is still happy with the resolution.

Efficiently: The Director of the business will personally take charge of the investigation of the complaint and directly communicate with the complainant to attempt to resolve the problem without delay.

Transparently: Documentation will be kept of the full results of the investigation and provided to the complaining party.

Honestly: If we have made an error or mistake, we will frankly acknowledge it. If our service was deficient in any way that was within our reasonable control, we will do our utmost to ensure that the complaining party does not suffer the consequences.

If you have a Complaint please communicate with the Comprehensive Services Ltd Team via Email, postal letter, fax, or telephone. Complaints can be addressed to any of our staff members.



Complaint Policy

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025



Child Protection Policy and Policy Statement

DISTRIBUTION

This Child Protection Policy and Policy Statement are communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

1.1 Introduction

Children, young people, and anyone who is particularly vulnerable are entitled to encounter a safe and enjoyable environment at social and educational organised events. Our company recognises its legal and moral duty to see to it that we provide these people with the best possible care when we are the security provider at such events.

We are dedicated to adopting and carrying out policies that mandate that all security personnel understand their strict obligation to protect children from abuse or other harm our personnel are required to follow our procedures adopted to protect children and to report any abuse of similar problems to the authorities.

At both indoor and outdoor functions and events, in the course of providing security services, we always strive to protect children, young people and others particularly vulnerable against abuse or harm. We endeavor to educate and train both employees and any volunteer security personnel to carry out this mission and be prepared to address specific child protection issues.

Each of our employees who perform security functions are fully licensed and trained by the Security Industry Authority, government initiated regulatory body for the security industry.

The Children's Act of 1989 defines a child/young person as anyone under the age of 18. Children's Act 1989).

1.2 Policy Statement

We believe that:

- Nothing is more important than the welfare of a child.
- Every child, regardless of gender, age, culture, ability, language, racial origin, sexual identity or religious belief and/or sexual identity is entitled to a safe and

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Child Protection Policy and Policy Statement

fun environment in which to pursue their religious, pleasure oriented or educational interests.

- It is our duty to protect children from degrading treatment, discrimination and other forms of harm through all possible measures. We endeavor to respect children's' feelings, wishes, and rights.
- We must take seriously and investigate thoroughly all allegations or suspicions of abuse of or poor practices aimed at children, and will promptly involve the authorities in any such incident.
- All our employees may, interact from time to time, with children while providing security services. Therefore, they are all screened and CRB checked as required by Security Industry Authority regulations. We provide all such employees with training and additional guidance concerning child protection measures to be taken. The CRB check and any screenings of employees are carried out by independent personnel not directed by the company.
- To be effective in protecting children, we must work in cooperation with event organisers, stakeholders, parents and children.

1.3 Monitoring and reviewing the policy and procedures

Child protection measures and procedures must be periodically reviewed and monitored. A regular report must be given to management concerning this by the Managing Director. The implementation of procedures should be regularly monitored and reviewed. The Managing Director should regularly report progress, challenges, difficulties, achievement gaps and areas where changes are required to Comprehensive Services Ltd

This policy must be subject to overall review at least every three years or whenever the law or this organisation undergoes a major change.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025

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Protection of the Public Policy

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This Protection of the Public Policy are communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

Comprehensive Services Ltd recognises its responsibility to the wider community and the role it has to play in protecting the public.

All of our officers are empowered to report suspicious activity and behaviour to the police.

There is also an expectation that if in the course of their day today duties our officers see evidence of criminal activity or anti-social behaviour they will either report it directly to the local police or do so via their control center. In the event that they do identify such incidents the officers are instructed they must not put themselves at risk of harm or injury. The officers have also received a similar instruction if they identify vulnerable people that may require protection to ensure their safety.

Members of the management team will encourage all employees to get ACT (Action Counters Terrorism) awareness e-Learning course online. Purpose of this training is to raise staff awareness of current terrorism considerations. ACT e-learning training includes; Identifying and reporting suspicious activity; Dealing with a bomb threat and guidance on responding to a firearms or weapon attack.

Our Security Guards are trained to identify vulnerable people and know what steps to take to protect them. The aim is to enable Security staff to support police in taking an active role in ensuring the safety of the public.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025

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Human Trafficking and Modern Slavery Policy

DISTRIBUTION

This human trafficking and modern slavery policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

REVISION HISTORY

Introduction:

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, like slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another to exploit them for personal or commercial gain.

It is a real problem for innumerable people around the globe, including many in developed countries, who are being kept and exploited in various types of slavery. Every company is in danger of being involved in this crime through its operations and its supply chain.

Policy Statement:

Comprehensive Services Ltd has a zero-tolerance approach to modern slavery, and committed in acting ethically and with integrity in all our business dealings and relationships and to implement and enforce effective systems and controls, to ensure modern slavery is not taking place anywhere in its own business or any of our supply chains.

Comprehensive Services Ltd has taken concrete steps to tackle modern slavery, as outlined in its statement. This statement sets out the actions that Comprehensive Services Ltd has taken to understand all potential modern slavery risks related to its business and to implement steps to prevent slavery and human trafficking during the financial year 2022.

The Comprehensive Services Ltd is also committed to ensuring there is transparency in its own business and in its approach to tackling modern slavery throughout its supply chains, consistent with their disclosure obligations under the Modern Slavery Act 2015.



Human Trafficking and Modern Slavery Policy

Comprehensive Services Ltd expects the same high standards from all of its contractors, suppliers and other business partners, and as part of their contracting processes, in the coming year, Comprehensive Services Ltd will include specific prohibitions against the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude, whether adults or children.

This policy applies to all persons working for Comprehensive Services Ltd or on its behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

Our Business and Supply Chains:

When it comes to security services, here at Comprehensive Services Ltd, we take great pride in offering only the best. With experienced Security Industry Authority (SIA) licensed security guards, fully trained in handling all security services needs, you can trust the professionals in ensuring that your event runs smoothly and securely. We are an established business with a start-up mentality. Comprehensive Services Ltd has been in the industry since 2014 providing the high-end top niche security services to its clients and business partners. We have managed to achieve this by:

- Consistently providing great service delivery
- Building up our brand awareness and reputation
- Continuing to promote a 'partnership' approach
- Being recognised as the company of choice for flexible, agile and tailored security and service solutions
- Promoting an environment where people want to work as a part of a team
- Managers are committed, loyal and take personal responsibility
- Big enough to deliver, small enough to care

We establish a relationship of trust and integrity with all our suppliers, which is built upon mutually beneficial factors. Our supplier selection and on-boarding procedure include due



Human Trafficking and Modern Slavery Policy

diligence of the supplier's reputation, respect for the law, compliance with health, safety and environmental standards, and references.

The United Kingdom

Comprehensive Services Ltd has not been made aware of any allegations of human trafficking/slavery activities against any of our suppliers, but if we were, then we would act immediately against the supplier and report it to the authorities.

Risk Assessment:

In the past year, Comprehensive Services Ltd conducted a risk assessment of its supply chain by taking into account:

- The risk profile of individual countries based on the Global Slavery Index
- The business services rendered by the suppliers
- The presence of vulnerable demographic groups
- News analysis and the insights of labour and human rights groups

This assessment will determine our response and the risk controls that we implement.

Policies:

Comprehensive Services Ltd operates the following policies for identifying and preventing slavery and human trafficking in our operations:

Whistleblowing Policy - we encourage all employees, customers and suppliers to report any suspicion of slavery or human trafficking without fear of retaliation. We provide a confidential helpline to protect the identity of whistle-blowers.

Code of Conduct - our code encourages employees to do the right thing by clearly stating the actions and behaviour expected of them when representing the business. We strive to maintain the highest standards of employee conduct and ethical behaviour when operating abroad and managing our supply chain.

Purchasing Code - we have updated our Purchasing Code and supplier contracts to make explicit reference to slavery and human trafficking.



Human Trafficking and Modern Slavery Policy

Supplier Due Diligence:

Comprehensive Services Ltd conducts due diligence on all new suppliers during on-boarding and on existing suppliers at regular intervals. This includes:

- Assessing risks in the provision of particular services
- Auditing the suppliers, and their health and safety standards, labour relations and employee contracts
- Requiring improvements to substandard employment practices
- Sanctioning suppliers that fail to improve their performance in line with our requirements

Comprehensive Services Ltd requires all suppliers to attest that:

- They don't use any form of forced, compulsory or slave labour
- Their employees work voluntarily and are entitled to leave work
- They provide each employee with an employment contract that contains a reasonable notice period for terminating their employment
- They don't require employees to post a deposit/bond and don't withhold their salaries for any reasons
- They don't require employees to surrender their passports or work permits as a condition of employment

Communication and Awareness of this Policy:

Training on this policy, and on the risk, our business faces from modern slavery in its supply chains, forms part of the induction process for all individuals who work for us, and updates will be provided using established methods of communication between the business and you. Our zero-tolerance approach to modern slavery must be communicated to all suppliers, contractors and business partners at the outset of our business relationship with them and reinforced as appropriate thereafter.

Training:

In addition to the awareness programme, Comprehensive Services Ltd has rolled out a fresh course to all employees and supplier contacts, which covers:

- Various forms of modern slavery in which people can be held and exploited



Human Trafficking and Modern Slavery Policy

- The size of the problem and the risk to our organisation
- How employees can identify the signs of slavery and human trafficking, including unrealistically low prices
- How employees should respond if they suspect slavery or human trafficking
- How suppliers can escalate potential slavery or human trafficking issues to the relevant people within their organisation
- What external help is available for the victims of slavery
- What terms and guidance should be provided to suppliers concerning slavery policies and controls
- What steps Comprehensive Services Ltd will take if a supplier fails to implement anti-slavery policies or controls
- An attestation from employees that they will abide by Comprehensive Services Ltd's anti-slavery policy

Measuring How We're Performing:

Comprehensive Services Ltd has defined a set of key performance indicators and controls to combat modern slavery and human trafficking in our organisation and supply chain. These include:

- How many employees have completed mandatory training?
- How many suppliers have filled out our ethics questionnaire?
- How many suppliers have rolled out an awareness and training programme that is equivalent to ours?
- How many reports have been made by our employees that indicate their awareness of and sensitivity to ethical issues?
- What are the findings of our cross-functional Human Rights team, which reviews how we are addressing modern slavery and human trafficking?

Breaches of this Policy:

Any employee who breaches this policy will face disciplinary action, which could result in dismissal for misconduct or gross misconduct. We may terminate our relationship with other individuals and organisations working on our behalf if they breach this policy.



Human Trafficking and Modern Slavery Policy

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025



Business Ethics Policy

DISTRIBUTION

This Business Ethics Policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

The Comprehensive Services Ltd believes that it is important for the Comprehensive Services Ltd and its employees to maintain high ethical standards to preserve its reputation in the marketplace.

Good ethics are important to ensure that Comprehensive Services Ltd meets not only its objectives fairly and equitably but its wider social responsibilities externally. Also, Comprehensive Services Ltd is committed to ensuring high ethical standards within the workplace.

The procedure that follows provides general guidance on ethics and refers to other policies of Comprehensive Services Ltd where necessary. The procedure will be closely monitored and will be developed as necessary to ensure that it meets the needs of Comprehensive Services Ltd, its employees and its stakeholders.

We will ensure that Comprehensive Services Ltd is meeting its aims with regard to social impact and ethical behaviour and that its stakeholders perceive Comprehensive Services Ltd in a positive light.

Procedure

1. All employees will be provided with ethics training as part of the induction program. Ongoing ethics training, as the ethics policy and procedure develops, will be cascaded to employees via management.
2. All employees are required to adhere to policy and procedure on business ethics. Employees who breach the Comprehensive Services Ltd policy on business ethics will be subject to disciplinary action up to and including dismissal.
3. Employees who are faced with a potential breach of the business ethics code or have doubts about an ethical choice they are facing should, in the first instance, speak to their line manager.

Business Ethics Policy

4. The Comprehensive Services Ltd has a Code of Conduct which employees are expected to abide by. A copy of the Code of Conduct and other policies relevant to this procedure is available in the Staff Handbook
5. The following areas are included in this procedure. However, this list is not exhaustive and will be developed as required.
 1. Data protection/Access to employee data.
 2. Whistleblowing.
 3. The giving and receiving of gifts.
 4. Confidentiality.
 5. Relationships with competitors, suppliers, advertisers, etc.
 6. Equal opportunities, discrimination and harassment.
 7. Moonlighting.
 8. The environment.
6. The Data Protection Act 1998 requires that eight data protection principles be followed. These data protection principles are set out in the Comprehensive Services Ltd Data Protection/Access to Employee Data policy and all employees are expected to familiarise themselves with its requirements. Employees should ensure that they understand how data protection impacts their particular role, in particular with regard to external suppliers and customers. Employees who have any questions on the Comprehensive Services Ltd Data Protection/Access to Employee Data policy should speak to their manager in the first instance.
7. The Comprehensive Services Ltd encourages a free and open culture in its dealings between its officers, employees and all people with whom it engages in business and legal relations. The Comprehensive Services Ltd recognises that effective and honest communication is essential if malpractice is to be effectively dealt with and the Comprehensive Services Ltd success ensured.
8. The Comprehensive Services Ltd does not believe that the giving and receiving of gifts from suppliers and customers is appropriate. In certain circumstances, gifts may constitute a bribe. An employee who receives a gift from a customer or supplier, regardless of its value, must inform his or her manager who will decide whether the gift may be kept by the employee or whether it should be returned.
9. A confidentiality clause forms part of all employees' statement of particulars/contracts of employment. During the course of employment, employees will have access to information of a confidential and sensitive nature. Employees must not disclose to a third party any Comprehensive Services Ltd confidential information, either during their

Business Ethics Policy

employment or after their employment has ended. Confidential information includes information on the Comprehensive Services Ltd present or potential customers or suppliers and any information relating to the Comprehensive Services Ltd business, including marketing, corporate or financial plans.

10. The Comprehensive Services Ltd recognises that work may result in friendships and closer relationships developing. Relationships may develop not only with colleagues but suppliers and customers. It is natural for relationships to develop in a working environment. While Comprehensive Services Ltd has every respect for the privacy of its employees, it asks that all employees consider the impact that personal relationships can have on the Comprehensive Services Ltd.
11. Comprehensive Services Ltd is committed to equality of opportunity and diversity in the workplace. It is the Comprehensive Services Ltd policy to treat all job applicants and employees fairly and equally, regardless of their sex, trans-gender status, age, sexual orientation, religion or belief, marital status, civil partnership status, race, colour, nationality, national origins, ethnic origin or disability. Furthermore, Comprehensive Services Ltd will monitor the composition of the workforce and introduce positive action if it appears that this policy is not fully effective. Employees are required to conduct themselves in a way that promotes equal opportunities at all times. Good practice will be promoted by senior management and employees will be provided with relevant training. Employees who feel they have been discriminated against or suffered harassment should speak to a member of management immediately.
12. Employees may seek to take up separate employment with another employer or pursue outside business interests while remaining employed by the Comprehensive Services Ltd. Although Comprehensive Services Ltd has no desire to unreasonably restrict an employee's external activities, it must seek to protect its interests and those of all its employees. Employees will not be permitted to undertake business activities or other work where the Comprehensive Services Ltd considers that this is incompatible with its interests and, in any event, unless employees have obtained prior written authorisation from senior management.
13. The Comprehensive Services Ltd is committed to conserving the Earth's resources and doing what it can to reduce any negative effects it has on the environment. Employees are required to use the Comprehensive Services Ltd equipment and materials wisely and reduce wastage where possible. Employees can play a positive role in helping the environment by recycling all non-confidential waste, using printers and photocopiers with care and switching off electrical equipment which is not in use.



Business Ethics Policy

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025



ANTI-BRIBERY POLICY

DISTRIBUTION

This Anti-Bribery Policy Procedures are communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

INTRODUCTION

The Company values its reputation for ethical behaviour and for financial probity and reliability. It recognises that over and above the commission of any crime, any involvement in bribery will also reflect adversely on its image and reputation. Its aim therefore is to limit its exposure to bribery by:

- Setting out a clear anti-bribery policy.
- Establishing and implementing anti-bribery procedures as appropriate.
- Communicating this policy and any relevant procedures to employees and to others who will perform services for the Company.
- Undertaking appropriate due diligence measures before engaging others to represent the Company in its business dealings.
- Monitoring and reviewing the risks and the effectiveness of any anti-bribery procedures that are in place.

POLICY

The Company prohibits the offering, giving, solicitation or acceptance of any bribe (whether cash or other inducement)

- To or from any person or company (wherever they are situated or whether they are a public official or body or private person or company).
- By any individual employee, agent or other person or body acting on behalf of the Company.
- In order to gain commercial, contractual or regulatory advantage for the Company in a way that is unethical.

Or in order to gain any personal advantage (pecuniary or otherwise) for the individual or anyone connected with the individual.

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ANTI-BRIBERY POLICY

This policy prohibits any inducement that results in personal gain or advantage to the recipient or any person or body associated with them and which is intended to influence them to take action that may not be solely in the interests of the Company or of the person or body employing them or whom they represent.

This policy is not meant to prohibit normal and appropriate hospitality or the giving of a gift on a festival or at another special time, provided they are customary in a particular market, are proportional and are properly recorded.

Inevitably, decisions as to what is acceptable may not always be easy. If you are in any doubt as to whether a potential act constitutes bribery, the matter should be referred to the Director before proceeding.

Responsibility of the Employee

The prevention, detection and reporting of bribery is the responsibility of all employees and the Company is committed to:

- Encouraging employees to be vigilant and to report any suspicion of bribery.
- Providing employees with suitable channels of communication and ensuring that sensitive information is treated appropriately.
- Investigation instances of alleged bribery and assisting the police and other appropriate authorities in any particular prosecution.
- Taking disciplinary action against any individual or individuals involved in bribery.

Any suspicion of bribery should be reported in confidence to the Director, who has overall responsibility for bribery prevention.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025



Social Media Policy

DISTRIBUTION

This Social Media Policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message board chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner. The following principles apply to professional use of social media on behalf of Comprehensive Services Ltd as well as personal use of social media when referencing Comprehensive Services Ltd:

- Employees need to know and adhere to the Company's Code of Conduct, Employee Handbook, and other company policies when using a social media reference to Comprehensive Services Ltd.
- Employees should be aware of the effect their actions may have on their images, as well as Comprehensive Services Ltd trading as Comprehensive Services Ltd image/reputation. The information that employees post or publish may be public information for a long time.
- Employees should be aware that Comprehensive Services Ltd may observe content and information made available by employees through social media. Employees should use their best judgement in posting material to ensure that it is neither inappropriate nor harmful to Comprehensive Services Ltd, its employees, or customers.
- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libellous, or that could potentially create a hostile work environment.



Social Media Policy

- Employees are not to publish post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should always check with the Human Resources Department and/or supervisor.
- Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to authorized Comprehensive Services Ltd spokespersons.
- If employees find or encounter a situation while using social media that threatens to become antagonistic, employees should disengage from the dialogue politely and seek the advice of a supervisor.
- Employees should get appropriate permission before they refer to or post images of current or former employees, members, vendors or suppliers. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.
- Social media use shouldn't interfere with employee's responsibilities at Comprehensive Services Ltd. Comprehensive Services Ltd Computer systems are to be used for business purposes only. When using Comprehensive Services Ltd computer systems, use of social media for business purposes is allowed (ex: Facebook, Twitter, Comprehensive Services Ltd blogs and LinkedIn), but personal use of social media networks or personal blogging of online content is discouraged and could result in disciplinary action.
- It is highly recommended that employees keep Comprehensive Services Ltd related social media accounts separate from personal accounts, if practical.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025

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Accident/Incident Investigation Policy

DISTRIBUTION

This Accident/Incident Investigation Policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

Policy Statement

All employees of Comprehensive Services Ltd must report any accidents or other incidents that result in an injury or property damage to their immediate supervisor. Such reports must be made as soon as possible. Any incidents that had the potential to cause property damage or serious injury but did not should also be reported. Management must receive a report of all accidents or incidents from supervisors as soon as possible. Each report will undergo analysis to determine the cause of the accident or incident and to see if any steps should be taken to prevent further injury or damage from occurring in the future.

Definitions

An **incident** is an unplanned, undesired event that adversely affects completion of a task or, An **occurrence**, condition, or situation arising in the course of work that resulted in or could have resulted in injuries, illnesses, damage to health, or fatalities.

☞ A **Critical Injury** is any serious injury that:

- a) Exposes a life to jeopardy;
- b) Results in unconsciousness;
- c) Causes substantial blood loss;
- d) Causes the fracture of an arm or leg but not a toe or finger;
- e) Causes the amputation of an arm, leg, foot or hand but not a toe or finger;
- f) Results in burns to a major portion of the body; or
- g) Results the loss of eyesight to at least one eye.

🚑 **First Aid** involves injuries that are more minor that can be treated on the jobsite without any employee losing days.

- An **Incident** is an occurrence resulting in property damage without any injury to employees or other persons.
- **Lost Time Injury** (LTI) is an injury serious enough that an employee is prevented from going to work on the next day.

Accident/Incident Investigation Policy

- **Medical Aid** is defined as an injury not serious enough to require the employee to take any more than the day of the injury itself off of work, but serious enough to require medical treatment from a physician.
- A **Near Miss** constitutes an event in which an injury or damage might have taken place if conditions had been somewhat different.
- **Occupational Illness** is those medical conditions in which an employee suffers damage to their health from exposure to any workplace chemical, biological or physical agents.

Role of Supervisor in an Accident Investigation

Both, Site Health and Safety Coordinator and the immediate Supervisor must participate in thorough investigations and reporting, on an Accident Investigation Form of all incidents or accidents involving employees. They must also take witness statements and gather any and all other relevant information, and take care to see that any injured person receives needed medical treatment.

Supervisors should forward all such forms, statements and information gathered, to the Health and Safety Department / Responsible Person. If an employee requiring First Aid later needs further medical aid, the supervisor should notify the Health and Safety Department and have the treating doctor or therapist complete a Functional Abilities Form.

The supervisor should maintain contact with the injured employees as often as needed, or a minimum of weekly contact. Assistance is available from the Health and Safety Department.

Step by Step Procedure:

1. A worker reports an accident at work to a supervisor.
2. Any first aid needed is provided.
3. The injured worker is taken to a hospital or doctor's office for further medical treatment.
4. The employee is provided with an Ensure Return to Work package.

Accident/Incident Investigation Policy

5. Steps are taken, when there is a critical injury, to eliminate the hazard that caused the accident if that can be done, or guard the scene of the accident to prevent further injuries.
6. Preparation an Accident/Incident Report form spelling out the causes of the incident after an investigation.
A copy of the report form should be sent to the Health and Safety Department.
7. Report all incidents or accidents including placing them in the following categories:
 - First Aid
 - Incidents and Near Misses
 - Lost Time Injuries
 - Medical Aid

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025



Waste Management And Recycling Policy

DISTRIBUTION

This Waste Management and Recycling Policy are communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

General Statement

It is Comprehensive Services Ltd's company policy to ensure a high level of commitment to good environmental policies throughout our business activities. It is our intention to develop this policy by minimising the production of waste, through good purchasing practice of materials used throughout the business and reuse and recycle materials whenever practical to do so.

To help ensure we give proper consideration to our environmental and waste management responsibilities and to assist in the minimisation of waste and the recycling of materials wherever practicable, systems and procedures will be implemented to encourage the recycling of material with a view to minimising the overall levels of waste we produce. All staff are expected to abide by the following procedures and co-operate with management in the execution of this policy.

Specific Aims

As part of our commitment to protecting the environment and reducing waste levels, we at the company have adopted the following specific aims:

- Cultivate a work ethic with a high level of awareness of waste management, waste minimisation and a desire to recycle and reuse materials when practical.
- Promote economy in the use of materials generally and in particular paper and the selection of print formats and document styles in our offices.
- Encourage the use of recycled/reclaimed materials; materials from sustainable sources and those that are suitable for disposal by recycling.
- Favour suppliers who actively operate according to sound environmental principles.

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Waste Management And Recycling Policy

- Minimise waste by encouraging the exchange and reuse of equipment and materials amongst departments and on our construction sites.
- Develop waste management strategies that include recycling procedures and schemes.
- Encourage employees in our office and on our sites to promote and establish recycling schemes that are relevant to their individual activities.

Future Recycling

We are committed to expanding our recycling policy, procedures for recycling other wastes will be developed and implemented in the future, these may include:

Recovery and recycling of ferrous-based materials. Our policy provides a framework for establishing and reviewing quality objectives to ensure their continuing suitability.

Communication and Review:

This policy is communicated to all stakeholders including authorities and any member of public via published website, handbook and noticeboards and on request.

We undertake to continually review of this policy within the framework of our Integrated Management Systems in our Management Review meetings and on an as and when required basis with the overarching aim of conducting our activities in a manner which does not affect the quality environment and health and safety of Comprehensive Services Ltd.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025

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VIOLENCE AT WORK POLICY

DISTRIBUTION

This violence at work policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

Purpose of Policy:

The purpose of this policy is to set out Comprehensive Services Ltd policy and procedures to prevent, manage and respond to work-related violence. Management supports this policy and we will not tolerate any instances of work-related violence, including verbal abuse, to our staff. No member of staff will be blamed for an instance of work-related violence caused by a customer or member of the public. All employees have the right to be treated with consideration, dignity and respect.

This policy applies to all staff working on our premises, including door supervisors, contractors and delivery personnel.

Definition of Work-Related Violence: Comprehensive Services Ltd defines work-related violence as: any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his/her employment. This is based on the Health and Safety Executive's definition.

Responsibilities of Staff and Managers:

These relate to all members of staff, including door supervisors and other personnel who work on these premises, or have responsibilities relating to them.

Managers

All managers have a responsibility to implement this policy and to make sure their staff are aware of it and understand it.

Managers should also:

- Treat any reports of work-related violence, threats or abuse seriously and respond to them promptly.

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- Record details of the incident where appropriate and give all employees involved in the incident full support during the whole process
- Respond and consider seriously any suggestions made by staff about how to improve violence prevention and management, and give feedback to staff about their suggestions, including whether it will be taken forward and if not, why not.
- Set a positive example by reporting all incidents of violence and abuse and not tolerating abusive behaviour from customers and members of the public. Make sure you also offer good customer service and follow specific policies.
- Respond to and, where possible, resolve incidents, ideally before they escalate. SA GN 32 (V1) 9 Jan 2014
- Monitor incidences of violence and abuse and initiate appropriate action if more measures are needed
- Review and amend this policy and the risk assessment as necessary.
- Where possible, direct staff to appropriate support and advice after an incident has occurred.
- Encourage other staff members to support their colleagues, including those that might have witnessed the incident.
- If victims are particularly traumatized by the event, provide support where possible, such as time off work or changes to their tasks.
- If an investigation is needed, work with the police and offer any assistance needed to help in their enquiries.
- Managers have a responsibility to act in a way that does not incite or increase the likelihood of violence.
- Any manager found to be encouraging or inciting violence or not resolving potentially violent or abusive situations may be subject to disciplinary action.

Staff

All staff have personal responsibility for their own behaviour and for ensuring that they comply with this policy. There are a number of things that staff can do to help prevent work-related violence:

- Be aware of the company's policy and comply with it, including specific policies on aspects such as the sale of alcohol or excluding customers.
- Offer good customer service and be aware of customer needs.
- Recognise the potential for work-related violence and take action to resolve it early on.
- Staff should take positive action and, for example, contact a manager if they think a customer or member of the public might cause problems.

VIOLENCE AT WORK POLICY

- Don't accept instances of work-related violence directed towards you or others. Staff should report any instances of violence, threats or abuse, including any details about when it happened, who was involved and any relevant circumstances that may have contributed to the incident.
- Serious incidents should be reported in the incident book kept in the manager's office but minor incidents and incidents of verbal abuse should be reported to managers as they occur.
- Be supportive of colleagues who are victims or witnessed work-related violence. Suggest additional measures to managers which might help to prevent and manage work-related violence.
- Staff have a responsibility to act in a way that does not incite or increase the likelihood of violence.
- Any staff member found to be encouraging or inciting violence may be subject to disciplinary action. SA GN 32 (V1) 10 Jan 2014
- Staff and managers should also work with trade unions, where relevant, in preventing, addressing, reporting and responding to incidents or work-related violence.

Risk Assessments

The risk assessments for work-related violence are kept in client files.

The risk assessments were conducted by the senior manager and are reviewed every year, unless an increase in the number of incidents suggests the assessment should be reviewed more frequently.

The risks were assessed by talking to staff, reviewing the incident book and considering the work environment and job design. If staff believe a risk factor has not been covered by the assessment or have ideas on further prevention measures, they should discuss these with their manager. The contents of the risk assessment will be communicated to all staff and appropriate training will be given.

Prevention and Management Measures

There are a number of measures in place following the risk assessment that staff should be aware of. These fall under the areas of work environment, working practices and training.

Work Environment

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VIOLENCE AT WORK POLICY

We have CCTV to monitor and survey the premises. This is visible in the manager's office. The system can be used to focus on a potentially violent individual. It can also be used by the police to identify perpetrators. There are sufficient discs for one month's worth of surveillance but, after that time, discs are recorded over. New discs should be purchased every quarter and the system is serviced every year.

We hire door supervisors for Friday and Saturday. They are to be positioned at the front entrance. They have radio links to the manager so that they can call for assistance or look at CCTV if needed.

Popular but relaxing music is played on the premises to create a pleasant environment for customers.

Training

The following training should be provided:

- All staff, including new staff, should receive awareness training on work-related violence, our policy and procedures, how to prevent work-related violence, reporting procedures and what to do following an incident. This may be through formal training or a briefing from managers, depending on the risk potential for the staff members.
- Managers will be trained as above, as well as on how to handle complaints and trouble among customers effectively.
- Door staff have been trained by their own company on how to exclude or remove individuals from the premises and will be Security Industry Authority (SIA) registered and trained. They have also been inducted in relation to our own premises.

Actions Following an Incident

If a staff member is being abused, threatened or attacked, they should approach their manager or a colleague for help. Managers should respond to the situation by talking to the perpetrator, explaining that their behaviour is not acceptable. They should try to resolve the problem and, if that is not possible, call security for assistance. Security will remove the person where required.

Medical assistance should be provided immediately where required. The police should be informed of a serious incident involving physical attack or serious cases of threatening or verbal abuse. Police should also be informed of persistent cases of violence, threats and abuse.

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CCTV discs of incidents should be kept in case the police need them. All incidents should be recorded in the incident book and less serious incidents reported to managers.

Staff members will be encouraged to provide support to any victims or witnesses of violence, threats or abuse through appropriate training, and managers should provide support, including, where needed, allowing time off work for individuals to recover.

Review Dates

This policy should be reviewed yearly when all other policies are reviewed, or if regular or serious incidents arise that suggest it needs to be revisited.

Reporting and Recording Systems

Staff have a responsibility to report incidences of work-related violence, including threats and verbal abuse, to managers. All incidents, including physical attacks, serious or persistent threats and verbal abuse, must be recorded in the incident book in the manager's office. This asks for details of when the incident occurred, who was involved, descriptions of the perpetrator and any relevant circumstances that may have contributed to the incident.

Any incidents resulting in major injury to staff or that cause staff to be off work for seven consecutive days or more must be reported under the RIDDOR Regulations 2013. Any incident which results in a member of the public being taken directly to hospital from the premises must also be reported. Managers should contact the HSE Incident Contact Centre on 0845 300 9923 to report the incident.

Less serious incidents should still be reported to managers as they occur and managers should make a note of these. If managers notice an increase in reports, several reports within a short period or reports about the same perpetrator, managers should record the details, ask staff for more information and take action. The action may include contacting the police or other local businesses about a persistent offender, reviewing the risk assessment and considering further prevention measures, or increased vigilance by managers or staff to prevent a more serious incident occurring.

Communication and Review:

This policy is communicated to all stakeholders including authorities and any member of public via published website, handbook and noticeboards and on request.

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VIOLENCE AT WORK POLICY

We undertake to continually review of this policy within the framework of our Integrated Management Systems in our Management Review meetings and on as and when required basis with the overarching aim of conducting our activities in a manner which does not affect the quality environment and health and safety of Comprehensive Services Ltd

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025

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TUPE (Transfer of Undertakings) Policy

DISTRIBUTION

This TUPE (Transfer of Undertaking) Policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

This company fully recognises and abides by the legislation surrounding TUPE and if it became the case that this business is transferred to another or vice versa the company will follow the letter of the law.

The following will automatically be taken over by the new employer:

- Contract of employment.
- The rights and obligations arising from these contracts.
- The rights and obligations arising from the relationship between the transferor and the employees working in that undertaking.
- Any existing collective agreements.
- Employees who are employed by the employer at the time of transfer.
- Automatically become employees of the new employer, as if their contracts of employment were originally made with the new employer.
- Have their service counted as continuous from the date of which employment commenced (with the first employer).
- The company will cooperate fully in the exchange of information to provide a smooth transfer and also that they will assess the training needs and provide any training which may be identified within a reasonable timescale. This company will ensure that any such transition will occur with the minimum of disruption and inconvenience to employees.
- Screening will be completed in full as per BS7858. Where appropriate, induction training will be given.

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TUPE (Transfer of Undertakings) Policy

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025



Training and Development Policy

DISTRIBUTION

This Training & Development Policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

The Private Security Industry Act 2001 has brought into force a licensing system for people working in the private security industry.

This law aims to raise standards in training and professionalism and prevent unsuitable people working within the industry.

To this end the company will ensure that all our Security Guards have the necessary training qualifications before being allowed to work.

The required qualification is the Level 2 National Certificate for Security Guards. This will be delivered by an SIA endorsed Awarding Bodies.

A recognised company will train successful new employees to industry standard. In addition, the company will also liaise with local colleges to help others obtain the qualification needed.

The company will keep a record of the employees' qualification in personnel files as proof of completion of training.

The company will also keep a copy of the employees' SIA badges as proof of acceptance to work in the relevant sectors of the industry.

To develop further an employee can undergo training in other aspects of security – leadership, first aid, etc - the company encourages personal development and will give help and advice when necessary.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025



Smoking at Work Policy

DISTRIBUTION

This Smoking at work Policy are communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

This policy has been developed to provide a healthy safe and comfortable working environment through well published and displayed information regarding smoking in enclosed workplaces in the workplace.

From 1 July 2007 all employers in England have a responsibility to ensure that non-smokers have a right to work in a safe and healthy environment and the legislation being introduced on 1 July 2007 under the Health act.

The act places a duty of care upon employers who can no longer:

- Allow employees to smoke in 'smoking rooms
- Segregate smokers and non-smokers within the building
- This company will enforce the no smoking rule by not allowing
- Smoking within enclosed areas including customer premises, work vehicles and within the company premise
- It is not intended to stop employees smoking in open spaces during working hours, but all should remember that this privilege should not be abused
- Accordingly, any breaking of this no smoking policy will be looked upon as a breach of disciplinary regulations and will be acted upon accordingly
- This policy extends to all levels of employees
- Local authorities have the power to enforce the non-smoking ban by way of fixed penalty if an offence is revealed.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025

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Sexual Abuse Policy

1. Purpose

Comprehensive Services Ltd is committed to providing a safe and respectful work environment for all employees, contractors, and visitors. This policy outlines our stance on sexual abuse and the procedures for reporting and addressing such incidents.

2. Scope

This policy applies to all employees, contractors, and visitors of Comprehensive Services Ltd.

3. Definition of Sexual Abuse

Sexual abuse includes any unwanted sexual behaviour, such as physical contact, verbal remarks, or non-verbal actions that create a hostile or intimidating work environment. This includes, but is not limited to:

- **Unwanted touching or physical contact**
- **Inappropriate comments or jokes**
- **Displaying sexually explicit materials**
- **Sexual advances or propositions**
- **Any other behaviour that creates a sexually hostile environment**

4. Reporting Procedures

- **Immediate Reporting:** Employees who experience or witness sexual abuse should report the incident immediately to their immediate supervisor or the HR department.
- **Confidential Reporting:** Reports can be made confidentially in person, via email, or through an anonymous reporting system.
- **No Retaliation:** Comprehensive Services Ltd strictly prohibits retaliation against individuals who report sexual abuse in good faith.

5. Investigation Process

- **Prompt Investigation:** All reports of sexual abuse will be taken seriously and investigated promptly and thoroughly.
- **Confidentiality:** The investigation will be conducted with the utmost confidentiality to protect the privacy of all parties involved.
- **Fair Process:** The investigation will be conducted by a designated HR representative or an external investigator to ensure impartiality.
- **Outcome and Actions:** Based on the findings, appropriate actions will be taken, which may include disciplinary measures up to and including termination of employment.

6. Disciplinary Actions

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Sexual Abuse Policy

- Zero Tolerance: Employees found to have engaged in sexual abuse will face disciplinary actions, up to and including termination of employment.
- Contractors and Visitors: Contractors or visitors found to have engaged in sexual abuse may be banned from company premises and have their contracts terminated.

7. Support for Victims

- Counselling Services: Comprehensive Services Ltd will provide support to victims of sexual abuse, including access to counselling services.
- Assistance with Reporting: The company will assist victims in filing police reports if necessary.

8. Training and Awareness

- Regular Training: Regular training sessions will be conducted to educate employees about sexual abuse, reporting procedures, and the importance of maintaining a respectful work environment.
- Awareness Programs: Awareness programs will be implemented to promote a culture of respect and zero tolerance for sexual abuse.

9. Policy Review

- Annual Review: This policy will be reviewed annually and updated as necessary to ensure its effectiveness and compliance with relevant laws and regulations.
- Feedback Mechanism: Employees are encouraged to provide feedback on the policy and its implementation to help improve its effectiveness.

10. Conclusion

Comprehensive Services Ltd is dedicated to upholding the principles of respect and safety in the workplace. We believe that a safe and respectful work environment is essential for the well-being of our employees and the success of our company. We are committed to taking all necessary steps to prevent and address sexual abuse in our workplace.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025



Quality Policy Statement

DISTRIBUTION

This Quality Policy Statement is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

Comprehensive Services Ltd is a privately owned security company supplying professional and effective Security Guarding solutions to the Industrial, Commercial and Retail sectors this is managed by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015 as well as complying with the SIA Approved Contractor Scheme and relevant British Standards (BS 7858:2019, BS 7499:2020)

Top management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the Quality Management System by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Top management shall:

- Take accountability for the effectiveness of the Quality Management System.
- Ensure the quality policy and quality objectives are established for the Quality Management System and are compatible with the context and strategic direction of the Company.
- Quality objectives have been set and are maintained as part of the Quality Management System internal auditing, monitoring and management review processes, to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the Quality Management System are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the Quality Management System requirements.
- Ensuring that the Quality Management Systems achieves its intended results.



Quality Policy Statement

- Engage, direct and support persons to contribute to the effectiveness of the Quality Management Systems.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.
- This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.
- This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived.
- This policy is available to relevant interested parties, upon reasonable request.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025

Media Handling Policy

DISTRIBUTION

This Media Handling Policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

Overview

Comprehensive Services Ltd has an excellent reputation. We are well known for providing top-notch professional security services and have strong ties with our customers, whose respect we have earned over time.

From time to time, we may receive information inquiries about our company from members of the news media. News reports about our services can assist members of the public, including our customers, potential customer, and business partners to appreciate what we do and how we serve our communities. We try to be open to media inquiries and to supply them with truthful information.

Purpose

This policy aims at ensuring that we always strive to provide relevant, truthful, timely, and complete information in response to media inquiries.

Scope

This policy is intended to apply to all personnel employed by the company.

Designation of Company Spokesperson

The Company Director is the person responsible for communicating with the media on behalf of the company.

Should any member of staff be involved in any incident or event that attracts media attention they are reminded that all communications with the media are to be authorised by the director or their appointed spokesperson. Employees are reminded that they are not authorised to make any statements on behalf of the company or client to the media nor are they permitted to answer any questions about the company or clients; any comments made by the employee are of their expression and not those of the company or clients, and the employee must ensure that this is clearly understood by the media.

Media Handling Policy

The company have elected the company Director to be the authorised spokesperson for the business and any requests for comment should be directed to the Director. Where appropriate, the Director will in association with the client prepare a joint statement, which may be communicated in a press release or through the company solicitors.

Media Communication Guidelines

If a representative of the media contacts an employee of the company, they may be seeking: •

Particular information about the company and the services that it provides.

- Information about sudden events, including legal and regulatory actions, accidents, thefts, arrests, employee or customer complaints or natural disasters.
- Comment or reaction to new developments in the security industry or concerning our services
- Background information for more general news stories involving the communities our company serves.

Any calls from media representatives should be forwarded to corporate communications. Employees should not say that they are not permitted to speak with reporters or that they must get permission to do that. Instead, reporters should be told that the company policy is to send all media questions to the company Director.

The media representatives should be extended the same professionalism and politeness that we show to customers and other members of the public. Their inquiries should be answered with a referral to the Director quickly. This is an important part of promoting our company and its image.

Employees contacted by the media should immediately inform the Director who may ask for your assistance in preparing a response. Do not permit a media representative to pressure you to immediately respond to questions, since a considered response is always preferable and more likely to convey the relevant and correct information.

Photograph and Film Guidelines

When a media representative asks to be allowed to take photos or film inside our premises or at a worksite, their request should be forwarded to the company Director. Without the Director's approval, no such permission can be granted. The Director will not approve except after consulting with the manager of the site.

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Media Handling Policy

Factors to be considered in deciding whether to grant such permission includes whether it will disrupt work operations, the company has anything to gain from granting the request, the current condition and age of the facility, and whether the facility is currently clean and suitable to be pictured or filmed.

Media including camera crews may show up at our premises or a worksite, especially in a crisis or if some external organization or group has planned a boycott or demonstration at our premises or a worksite.

Such unannounced visits by media representatives and their camera crew should be treated professionally and politely. The Director should be notified immediately. The Director may want to contact the media representative's editor or another supervisor. They cannot be allowed to enter without permission.

Our company has no control over the taking of photos or filming outside our premises or worksites on public property, such as courtyards, walkways or public parking lots, so no employee should interfere with such activities there.

Members of the media should not be permitted to block the entrance and exit passages to our facilities or worksites or interfere with the normal conducting of business by our company and its customers.

Media representatives may be notified if our customers complain about any disruption they have caused as to access to walkways or parking lots. Employees should remain aware that anything that they say to the media may be reported in print or broadcast.

Seeking Media Coverage

When an employee has an idea about good news story to provide to the media, they should seek permission to do so from the Director, who is the only one authorized to approve seeking media coverage. Do not contact the media without getting approval. Some types of news may be appropriate only for internal company promotion, such as in an employee newsletter.

Managing Director

Name: Muhammad Asif

Sign: M. Asif

Dated: 03/01/2025

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