



EQUAL OPPORTUNITIES POLICY

It is a policy of this company that all persons have equal opportunities for employment and advancement in the Company, on the basis of their ability, qualifications and fitness for work.

The Company is fully committed to the principle of equal opportunity in employment and opposed to sexual and racial harassment and harassment on the grounds of sexual orientation or religious belief or other similarly held belief. These are forms of discrimination that constitute unlawful behaviour and are contrary to the Sex Discrimination Acts 1975 and 1986, the Race Relations Act 1976 and the Employment Equality (Sexual Orientation) and (Religion or Belief) Regulations 2003

Our employment policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, national origin, and religious belief or other similarly held belief, sex or sexual orientation, marital status and disability.

The Company Management at all levels has the primary responsibility for the successful application of the policy:-

- By not discriminating in the course of employment against fellow employees or job applicants.
- By not inducing or attempting to induce others to practice unlawful discrimination.
- By bringing to the attention of all employees that they will be subject to disciplinary action should they fail to adhere to this policy?

Employees have the responsibility to ensure they assist in the implementation of this policy:-

- By not discriminating in the course of their employment against fellow employees, customers, suppliers or members of the public with who contact is made.
- By not inducing or attempting to induce others to practice unlawful discrimination.
- By reporting any discriminatory action to the Company Management.

The consistent application and effectiveness of the policy will be regularly monitored and reviewed. Overall responsibility for its implementation rests with the Chairman and Chief Executive.

If an employee considers that he or she is a victim of unfair discrimination, he or she may raise the issue through the grievance procedure as laid out in our Company Employee Handbook.

WELCOME

The success of **R & R Frontline Services Ltd** is directly related to the quality of our employees and our work environment. With that in mind, this Employee Handbook was developed to inform you of the Policies, Rules and Procedures in force to maintain the level of quality, equality and fair dealing that we at the Company think important for our continued success.

Please read and familiarise yourself with this Handbook as its contents are part of the terms and conditions of your employment with the Company, unless expressly indicated otherwise. If you have any questions about the contents, please address them to your **Manager**.

It is the intent of this Handbook to cover most events during your employment with us, but no Handbook can fully anticipate all circumstances. The Company therefore reserves the right to alter or add to the policies and rules in this Handbook, as circumstances require, and where appropriate, with consultation with affected employees. You will be informed of any change within one month of it being issued and the amended rules will be binding on the date you are told it will take effect, unless you bring any objections to our attention before that date. We will do our best to accommodate you. If any part of the Handbook is considered to be in conflict with existing law, regulations or other statutory requirements, only the part that is in direct conflict will be invalid. The remaining part of the Handbook's policy statements, rules and procedures and Codes of Practice will remain in force.

POLICY OF EQUAL OPPORTUNITY

People will be judged solely on merit and ability during recruitment, selection, training, development and promotion throughout their employment.

R & R Frontline Services Ltd is committed to eliminating discrimination and encouraging diversity amongst our workforce. Our aim is that each employee feels respected and able to give their best.

It is the continuing policy of **R & R Frontline Services Ltd** to provide equal opportunity employment to all employees without regard to:

- Gender (including sex, marriage, pregnancy, maternity leave, gender re-assignment, sexual orientation);
- Race (including ethnic origin, colour, citizenship, nationality, and national origin);
- Disability;
- Religion or belief;
- Age.

All employees whether full-time, part-time or temporary, will be treated fairly and with respect. This policy applies to all employment decisions, including those in connection with:

- Recruitment, selection, promotion and advertisement of jobs;
- Terms and conditions of employment;
- Training, career development and progression;
- Grievance and disciplinary procedures;
- Relationships between members of staff.

Each employee of **R & R Frontline Services Ltd** has an obligation to promote an equal opportunity environment within the Company. As our employee, you have a duty to observe and apply this policy at all times. In particular you must not:

- Discriminate against or harass colleagues, other employees or job applicants;
- Induce, or attempt to induce, other employees to practice unlawful discrimination;

- Victimise individuals who have made allegations or complaints of discrimination, or provided information about such discrimination.

Violation of this policy is a serious offence and could result in disciplinary action and/or summary dismissal.

The Owner will, with the assistance and co-operation of senior management and employees, take steps to ensure compliance with this policy. This will include regular reviews of quality issues, monitoring activities and complaints. All employees of **R & R Frontline Services Ltd** will also receive adequate training on the correct operation of this policy.

To ensure effective operation of this policy and for no other purpose, **R & R Frontline Services Ltd** will keep a record of employee and job applicant sex, race, ethnic origin and disability information. From time to time it may seek the co-operation of employees in updating these records. Where necessary, employees will be able to check/correct their own record of these details. Otherwise, access to this information will be strictly restricted.

R & R Frontline Services Ltd aims to resolve any complaints in accordance with its grievance procedure. All complaints will be treated seriously and confidentially.

POLICY REGARDING DATA PROTECTION OF PERSONAL DETAILS

Policy Statement

The Company holds personnel records for employees and complies with all requirements of the Data Protection Act 1998. All information in your personnel file will be treated in the strictest confidence.

Data Processing

Personal data will be processed fairly and lawfully, and will be obtained and processed solely for the administrative purposes of the Company. It will not be passed to other parties unless you expressly request that we do so. The type of personal data collected will be adequate, relevant and limited only to that which is necessary for the Company's personnel administration.

Every effort will be made to keep personal data accurate and up to date and it is your responsibility to ensure that you inform your **Manager** of any change of address, next of kin or any changes such as bank account in order that your personnel file and pay details may be kept up to date.

Personal data will not be kept longer than is necessary. If at any point during your employment we need to ask your Doctor/Consultant for a medical report, we will obtain your consent under the Access to Medical Reports Act 1988. Personal data will be processed in accordance with your rights under the Data Protection Act 1998 and will not be transferred to a Country or Territory outside the European Economic Area.

Right of Access to Personnel Files

You have a right to access your personnel file upon reasonable notice to the Company. There may be an administration charge for this service or a charge for providing copies.

Please notify your **Manager** if the information in your personnel file is not accurate.

ALCOHOL AND DRUGS POLICY

Aim

The aim of this policy is to reduce, and eventually remove, the adverse affects of drug, alcohol and solvent abuse on employees and the Company where these may arise. To this end the purpose of the policy is to:

- Help employees maintain good health and job performance;
- Encourage those with drug, alcohol or solvent abuse-related problems to seek treatment via medical advice and counselling that will lead to rehabilitation as soon as possible;
- Ensure that the Company complies with its legal requirements under the Health and Safety At Work etc Act 1974.

The policy applies to all employees at all levels and covers:

- Illegal and controlled drugs (e.g. heroin, cocaine, ecstasy, cannabis, LSD, barbiturates, amphetamines etc);

- Misuse of prescribed drugs and medicines;
- Solvent abuse;
- Alcohol abuse.

General Information

Addiction to drugs and/or alcoholism is recognised as an illness, both by the medical profession and the Company. All employed in the Company should be alert to the symptoms of drug, alcohol and solvent abuse, such that we can identify individuals in need of help. The most common symptoms are frequent absenteeism, poor time keeping, deterioration in work performance, memory lapses, sudden mood changes, and unusual irritability or aggression.

Employees with drug, alcohol or solvent abuse-related problems are encouraged to seek guidance and assistance from a recommended counselling agency by contacting **your Line Manager**.

Employees who believe that their colleagues may have a problem concerning the abuse of alcohol, drugs or solvents may also contact **your Line Manager** directly if they feel there is a threat to the health and safety of that person or of other employees.

Absence for treatment and rehabilitation will be covered by the Company sick pay scheme. This situation will remain in operation whilst the employee accepts and co-operates with the ongoing counselling/treatment, and a return to satisfactory job performance is foreseeable.

The Company distinguishes between the use of alcohol and drugs in the workplace (which will be regarded as a disciplinary offence and treated appropriately) and sickness arising out of alcohol or drug problems. However, you should be aware that abuse of alcohol or drugs in the workplace is likely to lead to dismissal. The following rules apply:

Gross Misconduct

If you are found consuming alcohol or taking drugs on the Company's premises or are under the influence of alcohol or drugs in the workplace then this will be treated as gross misconduct under the Company's disciplinary procedure. Reporting to work under the influence of drugs, alcohol or solvents will also be considered gross misconduct. The possession of drugs for any reason other those medically prescribed is forbidden. You must inform your **Manager** if you are taking drugs for medical reasons, and in particular, if they are likely to affect your ability to work.

The Company will investigate any such incident before deciding whether to require you to undergo a medical examination (see below) or whether your abuse of alcohol or drugs should be treated as a disciplinary matter.

Alcoholism and Drug Addiction

Should the Company's investigation suggest that this incident indicates an underlying problem with drink or drugs, then the following stages will apply:

Stage One

You will be required to undergo a medical examination in order to ascertain whether there is a problem in relation to drink or drugs which is affecting your ability to work.

A refusal on your part to undergo a medical examination will be treated as a disciplinary matter.

You may be suspended from work with pay until the problem has been resolved.

Stage Two

On receipt of the medical report, its conclusions will be discussed with you. If the Report recommends a programme of rehabilitation you will be required to attend such a programme.

If you are offered a programme of rehabilitation and refuse, this may be treated as a disciplinary matter and could lead to your dismissal.

Stage Three

Your progress through the rehabilitation programme will be monitored, and the Company will be kept fully informed.

During the rehabilitation programme, any failure to comply with the programme will be treated as a disciplinary matter and could lead to your dismissal.

Stage Four

On the successful completion of your rehabilitation programme, you will return to work and a return to work interview will be conducted with you.

Should any subsequent incidents regarding substance abuse occur, they will be treated either as a disciplinary matter or investigated under our sickness procedure and could lead to your dismissal.

The Company undertakes to ensure, as far as possible, that any employee's drug, alcohol or solvent abuse problem and its ongoing treatment will remain confidential.

Informing the Police

Supplying, selling or possession of illegal drugs is a criminal offence. If it is known that such drugs are in the possession of an employee, or being used, sold or distributed on the premises, the Company will be in breach of the law if appropriate action is not taken. Employees involved in these unlawful activities will be liable for summary dismissal for gross misconduct.

You should be aware that the Company will not hesitate to inform the police if it believes that there has been an abuse of controlled drugs for which criminal sanctions are appropriate.

Health and Safety

The use of moving machinery and the handling of chemicals makes it vitally important that all staff are able to concentrate fully, and adhere to the safe systems of work established in the Company.

Therefore the following rules must be observed:

- Do not come to work under the influence of drugs, alcohol or solvents.
- Do not consume drugs or alcohol, or abuse solvents during rest breaks.
- Check with your doctor/pharmacist about the side effects of prescribed drugs, and inform the Company.
- Do not ignore any colleagues who suffer from alcohol, drug or solvent abuse. Encourage them to personally address the issue, for example by contacting **your Line Manager**. If they are unwilling to address the issue, report the situation to **the Managing Director**, who is taking the lead role. This will aid in safeguarding yourself and your work colleagues.
- Report to your supervisor if you believe solvent exposure at work is affecting your health.

STRESS POLICY

Introduction

The Company recognises that stress at work can be harmful and can have a detrimental effect upon both the individuals concerned and upon the business as a whole.

What is Stress?

Stress is the adverse reaction people have to excessive pressures or other types of demand placed on them. This may be due to work or factors outside work.

There is a clear distinction between pressure, which can create a 'buzz' and be a motivating factor, and stress, which can occur when the pressure becomes excessive.

If the excessive pressure (stress) continues for prolonged periods of time, it can have adverse affects on an individual's physical and mental health as well as performance at work.

'Good' Stress

Any set of tasks, responsibilities and day-to-day problems result in pressures and demands being placed upon almost any employee in any working environment.

Individuals accept reasonable pressures which are, in the main, considered as positive and motivational. These pressures can provide the key to a sense of achievement and job satisfaction.

It is only when there is excessive and unreasonable workplace pressure that it might become harmful.

It can then damage performance and undermine the health of a workforce as described below.

Harmful Stress

Harmful stress levels differ for each individual according to his/her personality, experience, motivation and the support he/she receives from management, colleagues, family and friends.

But where pressures build and continue for some time, the effects of stress can become more sustained and far more damaging, leading to longer-term psychological problems and physical ill health.

Long-term stress has been associated with conditions such as high blood pressure, heart disease, anxiety depression, ulcers and thyroid disorders.

There can also be associated behavioural effects, such as increased anxiety and irritability, a tendency to drink more alcohol and smoke more, difficulty sleeping, poor concentration and an inability to deal calmly with everyday tasks and situations.

The ability to cope with high levels of stress can also be affected by events being experienced outside of work; such situations as bereavement, family sickness, marital or other inter-personal problems also cause stress.

Indicators of potential harmful stress levels to watch out for are:

- Pressures which are cumulative and/or prolonged;

- Demands placed upon the individual over which he/she has lost control;
- Demands which are conflicting – causing confusion;
- High levels of uncertainty or under-utilization of skills;
- Inflexible and/or over-demanding work and/or travel schedules;
- Prolonged inter-personal conflicts; and
- Absences of leadership and/or understanding from Managers.

Physical conditions such as noise, heat, humidity, vibration and a presence of toxic or dangerous materials or other hazards might also increase stress levels for the employees working within that environment.

The Company's Approach to Managing Stress

The Company takes the issue of stress very seriously to ensure the health and well being of its employees as well as the smooth running of the business.

If you are feeling the affects of stress, or suspect a colleague is stressed please inform your Manager. Your Manager will examine the causes of stress involved and together with Health and Safety will look at ways in which they can be eliminated or reduced. This will be done in full consultation with the affected employee.

The necessary changes will be made in accordance with the cause of stress, the nature of work and the resources available. Such measures may include:

- Ensuring that employees skills, abilities and personalities match the demands of the job, this may mean varying the type of work or work location;
- Improving training;
- Improving career structures;
- Improving communications and consultation.

In some instances it may be desirable to take long-term measures aimed at improving the quality of working life. These may include the following:

Meeting on a regular basis to identify, investigate and attempt to solve work related problems. This can help to improve job satisfaction and produce a higher quality service.

Take a critical look at the organisation of tasks and the structuring of jobs, in consultation with employees, to provide satisfaction for them and to increase their effectiveness. Where possible the Company may also give an individual more responsibility for a defined area of work. The Company will also consider team working, which gives a group of people greater responsibility for effective performance whilst also setting specific goals for the team.

Ill-Health

Where an employee suffers from ill health and is absent from work due to stress, the Company will not endanger that individual's health further by placing him/her back into his/her previous job without first effecting change. The employee will be invited to a welfare meeting where the following may be considered:

- An introduction of a Safe System of Work – amending the previous job/responsibilities, where practicable. Changes in hours will also be considered.
- Redeployment into a less stressful role.
- Any other measures that the Company can take within its control that will alleviate the stress and enable a return to work for the employee

It may not be possible to eliminate all pressures that are believed to be causing stress at work, however the Company aims to make all employees aware of such factors and deal with any such issues as effectively as possible.

If it is not possible for the Company to affect change that will help the employee return to work, following consultation with the employee the employment may be brought to an end through a dismissal process.

Long Term Strategy

To ensure that all instances of stress are as minimal as possible the Company will ensure, so far as is reasonably practicable, that jobs will be designed in such a manner that:

- The responsibility and tasks can be clarified and communicated to each jobholder.
- The job is achievable by the jobholder who can receive credit for its accomplishment.
- Employees are not given a role for which they do not have the ability.
- Timely training and instruction with regard to the job, the working environment and identified, specific pressures can be given.

Where appropriate, as part of the normal risk assessment process, jobs will be assessed in order to identify tasks and responsibilities that may place prolonged and harmful levels of stress upon the jobholders. When necessary, and in consultation with the jobholders, job design may then be altered in order to reduce the risk.

It is each employee's responsibility to become familiar with this policy and adhere to its terms.

WHISTLE-BLOWING POLICY

Purpose and Scope

All organisations face the risk of things going wrong or of unknowingly harbouring malpractice. The Company believes it has a duty to identify such situations and take the appropriate measures to remedy the situation. By encouraging a culture of openness within our organisation the Company believes it can help prevent malpractice – prevention is better than cure. That is the aim of this policy. The Company construes malpractice widely and this includes any illegal activity at the Company; any activity which causes the Company to breach its legal obligations; any activity which causes the Company to endanger the health and safety of any person and any activity that damages the environment. This includes any attempt to wilfully conceal any information which tends to show malpractice.

By encouraging a culture of openness the Company wants to encourage you to raise issues which concern you at work. You may be worried that by reporting such issues you will be opening yourself up to victimisation or detriment, or risking your job security; that is quite understandable. However, all staff now enjoy statutory protection if they raise concerns in the right way. This policy is designed to give you that opportunity and protection. Provided you are acting in good faith, it does not matter if you are mistaken. There is no question of you having to prove anything.

If there is anything that you think the Company should know about, please use the procedure outlined in this policy. By knowing about malpractice at an early stage the Company stands a good chance of taking the necessary steps to safeguard the interests of all staff and protect the organisation. In short, please, do not hesitate to 'blow the whistle' on malpractice.

Whilst the Company is committed to ensuring that you work in an environment in which you can raise concerns, that does not entitle you or any other employee to commit an act or acts of misconduct, breach company rules or to damage the Company in any way to obtain information. You are not required to obtain evidence. If there is something you think the Company should know about you should use the procedure outlined in this policy.

Note: This policy is not the procedure for general grievances. If you have a complaint about your own personal circumstances then you should use the normal grievance procedure. If you have concerns about malpractice within the Company then you should use the procedure outlined in this policy.

Policy

Company Guarantee

The Company is committed to this policy. If you use this policy to raise a concern the Company gives you its assurance that you will not suffer any form of retribution, victimisation or detriment. The Company will treat your concern seriously and act according to this policy. You will not be asked to prove anything. If you ask for a matter to be treated in confidence the Company will respect your request and only make disclosures with your consent. You will be given feedback on any investigation and the Company will be sensitive to any concerns you may have as a result of any steps taken under this procedure.

How to Raise your Concern Internally

Tell your immediate superior. If you are concerned about any form of malpractice you should normally first raise the issue with your immediate superior. There is no special procedure for doing this - you can tell that person about the problem, or put it in writing if you prefer.

If you feel you cannot tell your immediate superior, for whatever reason, please raise the issue with **your Manager:**

Name:	<i>Jacky Powell</i>
Contact details:	<i>R&R Frontline Services Ltd Sandy Lane Cowley Oxford OX4 6LJ</i>

	<i>Tel: 01865 712222</i>
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If you have raised your concerns and you are still concerned, or the matter is so serious that you feel you cannot discuss it with the person named above, you should raise the matter with **the Owner**:

Name:	<i>Richard Powell</i>
Contact details:	<i>R&R Frontline Services Ltd Sandy Lane Cowley Oxford OX4 6LJ Tel: 01865 712222</i>

How the Company will Respond

After you have raised your concern the Company will decide how to respond in a responsible and appropriate manner under this policy. Usually, this will involve making internal enquiries first, but it may be necessary to carry out an investigation at a later stage which may be formal or informal depending on the nature of the concern raised.

As far as possible, the Company will keep you informed of the decisions taken and the outcome of any enquiries and investigations carried out. However, the Company will not be able to inform you of any matters which would infringe the duty of confidentiality owed to others.

Raising your Concern Externally (Exceptional Cases)

The main purpose of this policy is to give you the opportunity and protection you need to raise your concerns internally. The Company would expect that in almost all cases raising concerns internally would be the most appropriate action for you to take.

However, if, for whatever reason, you feel you cannot raise your concerns internally and you honestly and reasonably believe the information and any allegations are true, you should consider raising the matter with the appropriate regulator. For a list of those bodies, which are recognised for this purpose, see below.

Caution: If you have good reasons for not using the internal or regulatory disclosure procedures described above, you may consider making wider disclosure by reporting the matter to the police or to the media, for example. However, whistleblowers who make wider disclosures of this type will only be protected (from victimisation and suffering detriment) in certain circumstances. The Company recommends that you take legal advice before following this course of action since we believe it will be in your own interests to do so.

Whistle-Blowing – Appropriate Regulators

The identity of the appropriate regulator will depend on the nature of your concern. However, the regulator must be one of those prescribed by an order made by the Secretary of State for the purposes of the Employment Rights Act 1996 Section 43F. The Public Interest Disclosure (Prescribed Persons) Order 1999 lists the prescribed regulators. They include:-

- Audit Commission for England and Wales and auditors appointed by the Commission to audit the accounts of local government and health service bodies;
- Certification Officer;
- Charity Commissioners for England and Wales;
- Chief Executive of the Criminal Cases Review Commission;
- Civil Aviation Authority;
- The competent authority under the Financial Services and Markets Act 2000 Part IV;
- HM Commissioners for Revenue and Customs;
- Comptroller and Auditor General of the National Audit Office;
- Auditor General for Wales;
- Director General of Electricity Supply;
- Director General of Gas Supply;
- Director General of Telecommunications;
- Director General of Water Services;
- Director of the Serious Fraud Office;
- Environment Agency;
- Food Standards Agency;
- Financial Services Authority;
- General Social Care Council;
- Care Council for Wales;
- Care Quality Commission;
- Scottish Social Services Council;
- Children's Commissioner for Wales;
- Health and Safety Executive;
- Local authorities which are responsible for the enforcement of health and safety legislation;
- Homes and Communities Agency;
- Independent Police Complaints Commission;
- Information Commissioner;
- National Assembly for Wales;
- Office of Fair Trading;
- Pensions Regulator;
- Office of Rail Regulation;
- Standards Board for England;
- Local Commissioner in Wales;
- Standards Commission for Scotland and the Chief Investigating Officer;
- Tenant Services Authority;
- The Treasury;
- HM Secretary of State for Business, Innovation and Skills (formerly BERR and DTI);
- HM Secretary of State for Transport;
- Local authorities which are responsible for the enforcement of consumer protection legislation;
- Local authorities which are responsible for the enforcement of food standards;
- A person ('person A') carrying out functions, by virtue of legislation, relating to relevant failures falling within one or more matters within a description of matters in respect of which another person ('person B') is prescribed by the Public Interest Disclosure (Prescribed Persons) Order 1999, where person B was previously responsible for carrying out the same or substantially similar functions and has ceased to be so responsible.

MOBILE PHONE AND COMPANY LAND LINE USAGE POLICY

Issue of Mobile Phones and Company Land Lines

Company Mobile Phones and Company Land Lines (hereafter “company phones”) are issued entirely at the discretion of the management. They are intended primarily for business use, and are intended to provide a means of communication between the Company and the employee at any time, and for the conducting of other company business. It is therefore the responsibility of the employee to keep company phones in working order, switched on and batteries adequately charged at all times. Any breakdowns in company phones must be reported to your **Manager** immediately on discovery of such a breakdown.

Personal Use

Personal use of company phones is not permitted, except as is reasonably necessary in an emergency. The Company reserves the right, entirely at its discretion, to require the return of company phones at any time.

The Company reserves the right to deduct the cost of any personal calls made using company phones from employees’ wages, if it, at its sole discretion, the Company considers personal use to be excessive. Breach of this Mobile Phone Policy is considered by the Company to be misconduct, and may result in disciplinary action being taken against any employee who breaches it.

data protection policy

The Data Protection Act 1998 came into force on the 1st March 2000. The Act applies to computerised personal data and personal data held in certain manual files (subject to transitional provisions) and imposes restrictions on the transfer of data outside the European Economic Area, which has particular implications for placing material on the World Wide Web. Organisations processing personal data must comply with a set of eight data protection principles, and anyone holding information relating to individuals in the course of their work must consider:

- Whether the information they hold is subject to the provisions of the new Act;
- Whether the arrangements they have in place satisfy the requirements of the Act, for example in relation to security of the data concerned.

You must be aware that no personal information should be disclosed in response to enquiries received whilst on duty unless they are certain that the enquirer is internal to **R & R Frontline Services Ltd** and has a legitimate reason for seeking the personal data. Such data should never be disclosed to casual callers or enquirers unless it is absolutely clear that the individual has given explicit consent. There is a natural desire to be helpful in response to requests for details of e.g. the address of member of staff/former member of staff etc, but such information must not be disclosed without the consent of the person concerned. This applies even if the person making the request is a parent/relation - consent is still required.

The primary purpose of current data protection legislation is to protect individuals against possible misuse of information about them held by others. It is the policy of **R & R Frontline Services Ltd** to ensure that its entire staff is aware of the requirements of data protection legislation under their individual responsibilities in this connection.

R & R Frontline Services Ltd is obliged to abide by the data protection principles contained in the Act. These principles require that personal data should:

- Be processed fairly and lawfully;
- Be held only for specified purposes and not used or disclosed in any way incompatible with those purposes;
- Be adequate, relevant and not excessive;
- Be accurate and kept up-to-date;
- Not be kept for longer than necessary for the particular purpose;
- Be processed in accordance with data subject's rights;
- Be kept secure;
- Not be transferred outside the European Economic Area unless the recipient country ensures an adequate level of protection.

The Act provides individuals with rights in connection with personal data held about them. It provides individuals with the right to access data concerning themselves (subject to the rights of third parties). It

also includes the right to seek compensation through the courts for damages and distress suffered by reason of inaccuracy or the unauthorised destruction or wrongful disclosure of data. It is therefore important to ensure all personal data encountered during your role is dealt with appropriately.

Under the terms of the Act, processing of data includes any activity to do with the data involved. All staff or other individuals who have access to, or who use, personal data, have a responsibility to exercise care in the treatment of that data and to ensure that such information is not disclosed to any unauthorised person. Examples of data include address lists and contact details as well as individual files. Any processing of such information must be done in accordance with the principles outlined above (and set out in more detail below). In order to comply with the first principle (fair and lawful processing), at least one of the following conditions must be met:

- The individual has given his or her consent to the processing;
- The processing is necessary for the performance of a contract with the individual;
- Processing is required under a legal obligation;
- Processing is necessary to protect the vital interests of the individual;
- Processing is necessary to carry out public functions;
- Processing is necessary in order to pursue the legitimate interests of the controller or third parties (unless it could prejudice the interests of the individual).

In the case of sensitive personal data, which includes information about racial or ethnic origins; political beliefs; religious or other beliefs; trade union membership; health; sex life; criminal allegations, proceedings or convictions, there are additional restrictions and explicit consent will normally be required. You are expected to exercise your discretion with this aspect however, if you are unsure, speak to your Manager.

In relation to security (Principle 7), the Data Controller (**R & R Frontline Services Ltd**) must take appropriate technical and organisational measures against unauthorised or unlawful processing of personal data and against accidental loss or destruction of or damage to personal data and sets out specific considerations for ensuring security. Staff and other individuals should be aware that guidelines and regulations relating to the security of manual filing systems and the preservation of secure passwords for access to relevant data held on computer should be strictly observed particularly where you are working at a client/customers premises where highly sensitive data is dealt with. Staff should also note that personal data should not normally be provided to parties external to **R & R Frontline Services Ltd** or the clients/customers at which you are based. Under principle 8, which restricts the transfer of material outside the European Area, personal data about an individual placed on the World Wide Web is likely to breach the provisions of the Act unless the individual whose data is used has given his or her express consent. Please bear this in mind when handling client servers or any data as defined under this Act.

A failure to comply with the provisions of the Act may render **R & R Frontline Services Ltd** or in certain circumstances the yourself, as the data handler, liable to prosecution as well as giving rise to civil liabilities. You are encouraged to familiarise yourself with the general aspects of Data Protection, referred to above and with any Principles as follows;

Definitions

'Data Controller' is the person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be, processed.

'Data Subject' means an individual who is the subject of personal data.

'Fair and lawful processing' (Principle 1) means one of the following conditions must be met:

- The data subject has given his or her consent to the processing.
- The processing is necessary; for the performance of a contract to which the data subject is a party; or, for the taking of steps at the request of the data subject with a view to entering into a contract.
- The processing is necessary to comply with any legal obligation to which the data controller is subject, other than an obligation imposed by contract.
- The processing is necessary in order to protect the vital interests of the data subject.
- The processing is necessary for the administration of justice; for the exercise of any functions conferred by or under enactment; for the exercise of any functions of the Crown, a Minister of the Crown or a government department; for the exercise of any other functions of a public nature exercised in the public interest.
- The processing is necessary for the purposes of legitimate interests pursued by the data controller or by the third party or parties to whom the data are disclosed, except

where the processing is unwarranted in any particular case because of prejudice to the rights and freedoms or legitimate interests of the data subject.

In the case of processing sensitive data, at least one of the following conditions must be satisfied (in addition to at least one of the conditions outlined above):

- The data subject has given explicit consent.
- The processing is necessary for the purposes of exercising or performing any right or obligation which is conferred by law on the data controller in connection with employment.

'Personal data' means data which relate to a living individual who can be identified from that information, or from that and other information which is in the possession of or is likely to come into the possession of, the data controller. It includes any expression of opinion about the individual and any indication of the intentions of the data controller or any other person in respect of the individual (subject to very limited exceptions).

'Processing' means obtaining, recording, holding or using the information or data (which includes, in relation to personal data, obtaining or recording the information to be contained in the data) or carrying out any operation or set of operation on the information or data. Under the new Act, processing is very widely defined, to the extent that guidelines produced by the Information Commissioner suggest that it is difficult to envisage any action involving data which does not amount to processing within this definition.

'Sensitive data' are defined as information relating to race or ethnic origin, political opinions, religious beliefs, physical/mental health, trade union membership, sexual life or criminal activities. Special conditions apply to the processing of this type of information, including an obligation to obtain the explicit consent of the individual (except in limited circumstances).

'Third Party Information' is information relating to another individual (other than the data subject) who can be identified by that information.

Principles

Organisations processing personal data must comply with the principles below:

First Principle

Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless (a) at least one of the conditions in Schedule 2 is met, and (b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met. (please see above if you are unsure)

Amongst the key conditions in Schedule 2 are that either the data controller has the consent of the data subject or the processing is necessary to fulfill a contract with the data subject or to comply with other legal obligations.

Special conditions apply to sensitive personal data, which is defined as information relating to race or ethnic origin, political opinions, religious beliefs, physical/mental health, trade union membership, sexual life or criminal activities. These data cannot be processed in most circumstances unless the data subject has given explicit consent to the processing, or the processing is necessary for strictly limited purposes which are defined (e.g. the administration of justice).

Second Principle

Personal data shall be obtained for one or more lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.

It is important to be aware of the discipline that this implies. Material in a file may in the normal course of events be used for a number of purposes. It is now clear that use must adhere strictly to the purposes to which the attention of the data subject has been drawn.

Third Principle

Personal data shall be adequate, relevant and not excessive for the purpose or purposes for which they are processed.

This implies not only that compiling too much information should be avoided, but also that sufficient information should be obtained for the proper performance of the operation.

Fourth Principle

Personal data shall be accurate and, where necessary, kept up to date.

This principle requires that the data controller take reasonable steps to ensure the accuracy of data or, where the data subject has expressed a view that the data is inaccurate, that the data records that view.

Fifth Principle

Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

Sixth Principle

Personal data shall be processed in accordance with the rights of data subjects under this act.

Seventh Principle

Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data. Thus data must be kept secure. It is the responsibility of the data controller to take reasonable steps to ensure the reliability of any employees who have access to personal data. In addition, if the data controller is using a third party processor then he must ensure that there is a contract in place with that data processor which provides for appropriate security measures.

Eighth Principle

Personal data shall not be transferred to a country or territory outside the European Economic Area (the 15 EU member states together with Norway, Iceland and Liechtenstein) unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to processing of personal data. This principle does not apply where the data subject has given consent to the transfer or where the transfer is necessary for a contract with the data subject.

Please note the implementation and operation of this policy is integral to the relationship between **R & R Frontline Services Ltd** and our clients and customer. Failure to adhere to these rules and principles may result in disciplinary action.