



Standards and Procedures

Policies

Version 1.3
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Document History

Version	Author	Date	Notes
Version 1.0	James Saunby	09/06/2017	Initial document to meet QMS (ISO 9001: 2015) requirements.
Version 1.1	James Saunby	27/10/2017	Change of address.
Version 1.2	James Saunby	24/01/2020	Review and update.
Version 1.3	James SAunby	30/01/2021	Review and update

1. Quality Policy

GreySky Consulting Ltd (GreySky) is an independent consultancy specialising in the development and application of advanced digital networks throughout the UK. Working independently, or with other associate individuals and companies, we provide a flexible and developing range of services to support our overall objectives, including:

- Consultancy to support organisations and communities to develop and deploy advanced digital networks.
- Consultancy and related services to support organisations and individuals in the adoption and application of advanced digital networks.
- Research and consultancy to support organisations in the development of policies to promote the development, deployment and application of advanced digital networks.
- Consultancy to support organisations in the development of advanced digital applications and services.

This Quality Policy is supported by our Quality System. The latest versions of the core documents are available online:

- GreySky Standards and Procedures – Policies
www.greysky.biz/documents/Policies.pdf
- GreySky Standards and Procedures – Quality Management System
www.greysky.biz/documents/QMS.pdf
- GreySky Standards and Procedures – Operating Manual
www.greysky.biz/documents/Operating-Manual.pdf

2. Equality and Diversity

2.1 Summary

Our policy is to support equality and diversity in all aspects of our work - both in relation to our own employment practices, and in relation to our work with clients, partners and suppliers. We believe this is important for the future strength of GreySky as a company, and for the future strength of the economy in which we operate.

All of GreySky's operation will be undertaken irrespective of gender, race, ethnic origin, disability, age, nationality, national origin, sexuality, religion or belief, marital status and social class. We oppose all forms of unlawful and unfair discrimination.

2.2 Policy objectives

Our policy is to support equality and diversity in all aspects of our work - both in relation to our own employment practices, and in relation to our work with clients, partners and suppliers. We believe this is important for the future strength of GreySky as a company, and for the future strength of the economy in which we operate.

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2.3 Our commitment to clients

GreySky is committed to supporting equality and diversity in the UK economy as a means of maximising the economic and social contribution of all elements of society:

- We will support all clients, irrespective of gender, race, ethnic origin, disability, age, nationality, national origin, sexuality, religion or belief, marital status and social class.

2.4 Our commitment to colleagues:

GreySky is committed to equality and diversity within our own company:

- All colleagues, whether part time, full time or temporary, will be treated fairly and equally. irrespective of their gender, race, ethnic origin, disability, age, nationality, national origin, sexuality, religion or belief, marital status and social class.
- Selection for operational involvement, training or any other benefit will be on the basis of aptitude and ability.
- All colleagues will be helped and encouraged to develop their full potential and the talents and resources of the team will be fully utilised to maximise the efficiency of the organisation.

- All colleagues are entitled to a working environment which promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- Our commitment to diversity and equality in the workplace is good management practice and central to GreySky's approach to our business.
- Breaches of our diversity and equality policy will be regarded as misconduct and may lead to disciplinary proceedings.
- The policy is fully supported by GreySky's director.

2.5 Responsibility

GreySky's senior executive, James Saunby, has overall responsibility for the management of the equality and diversity policy. All colleagues employed on GreySky projects are required to support the equality and diversity policy.

2.6 Implementation

The equality and diversity policy will be reflected in all business activities. This applies both to the provision of support services and the internal management of the company.

Equality and diversity in the provision of services will be ensured in line with client requirements. This may include:

- Where support services are advertised, steps will be taken to ensure they are promoted fairly in all parts of the target community.
- Clients attributes of ethnic origin, sex, age, etc may be monitored to ensure fairness of provision.

Equality and diversity in GreySky's internal operation will be ensured by:

- Any recruitment will be openly advertised to ensure fairness of opportunity.
- Any development and promotion opportunities will be openly communicated and provided on the basis of need and ability.

Any concerns regarding any failure to comply with the objectives and commitments of this policy should be communicated directly to GreySky's senior executive, James Saunby. All concerns will be investigated.

2.7 The law

This policy will be implemented within the framework of the relevant legislation, which includes:

- Equal Pay Act 1970 (Equal Value Amendment 1984)
- Rehabilitation of Offenders Act 1974
- Sex Discrimination Act 1975 (Gender Reassignment Regulations 1999)

- Race Relations Act 1976
- Disability Discrimination Act 1995
- The Protection from Harassment Act 1997
- Race Relations (Amendment) Act 2000
- Race Relations Act 1976 (Amendment) Regulations 2003
- Employment Equality (Sexual Orientation) Regulations 2003
- Employment Equality (Religion or Belief) Regulations 2003
- Disability Discrimination Act 2005
- Employment Equality (Age) Regulations 2006

3. Health and Safety

3.1 Policy Objectives

Our general health and safety policy objectives:

- to provide adequate control of the health and safety risks arising from our work activities;
- to consult with our employees on matters affecting their health and safety;
- to provide and maintain safe equipment;
- to ensure safe handling and use of substances;
- to provide information, instruction and supervision for employees;
- to ensure all employees are competent to do their tasks, and to give them adequate training;
- to prevent accidents and cases of work-related ill health;
- to maintain safe and healthy working conditions; and
- to review and revise this policy as necessary at regular intervals.

3.2 Responsibility

The overall and day-to-day responsibility for health and safety is held by GreySky's senior executive, James Saunby. This includes responsibility for consultation with other employees and partners.

3.3 Risk assessment

Risk assessments are conducted by James Saunby to reflect and manage our operating risks. The findings, requirements and monitoring procedures will be recorded online on the GreySky online systems.

3.4 Consultation

GreySky is a small business where senior executives maintain direct contact with all employees and partners. Consultation will be undertaken directly by GreySky's senior executive through individual direct meetings with all colleagues prior to each review of the policy, and as required by changes in operating conditions or identified in risk assessments.

3.5 Safe equipment

It is our policy to use the most appropriate equipment needed for our work. Appropriate equipment will be determined by each colleague in consultation with their director. Any

warn or defective equipment should be reported to a director and should be replaced as soon as is practical. Warn or un-safe equipment should not be used.

3.6 Safe use of substances

GreySky's operation does not involve the use of hazardous substances. Only general office materials and ordinary domestic cleaning materials are used. These should be used, stored and disposed of in strict accordance with the manufacturers' instructions.

3.7 Information, supervision, competence and training

Requests for information, and training regarding health and safety should be made directly from James Saunby. This will ensure appropriate information is provided and that all health and safety requirements can be reflected in our ongoing monitoring and improvement of our policies and advice. James Saunby is responsible for all monitoring and supervision of health and safety requirements.

3.8 Accident reporting

Accidents should be reported by email to the Consulting Director as soon as practical. Details of all accidents are recorded online in the "Accident Book" at *Documents/Admin/Admin Documents/Accident Book* by the Consulting Director. Note that this is a secure site for GreySky employees and partners only.

3.9 Current risk assessment

GreySky's operation is not hazardous. However, we recognise that even in our business there are potential side effects to our operation. The most significant risks we face are through stress and while driving. We encourage all GreySky employees and our associates and partners to maintain an effective "work-life-balance" as the most effective way of maintaining their long-term health. Our commitment to our business and to our customers of course requires occasional variations in working patterns, but we monitor our time spent working to identify and resolve any long-term and unacceptable changes in this balance. We avoid unnecessary business travel, and try to ensure appropriate time is allowed for all journeys to avoid risk to ourselves and others through inappropriate driving.

Any use of mobile telephones while driving is hazardous and is strongly discouraged. The use of mobile telephones while driving without an effective "hands-free" system is not permitted and is a disciplinary offence.

GreySky training provision is undertaken to ensure the comfort and safety of our students. Training is undertaken in appropriate locations and where this is not in the students' normal working location they are made aware of appropriate fire and health and safety precautions for the specific location. Our staff or sub-contractors will ensure

that all reasonable precautions are taken to ensure a safe learning environment, and that students are aware of any remaining risks. Where training is provided using PCs, appropriate equipment for the task is used, and appropriate rest periods are allowed to maintain a safe and comfortable learning environment. Our training is intended for professional learners, however, we accept that some young students may wish to access our training. All GreySky staff are CRB checked, and all subcontractors used for training young students will be CRB checked - if this is not practical we will ensure that a GreySky employee is present in the training location at all times to ensure the safety of students in our care.

4. Environment

We are committed to minimising the impact of our activities on the environment.

The key points of our approach to achieve this are:

- Minimise waste by evaluating operations and ensuring they are as efficient as possible.
- To keep our business travel to a minimum, in line with maintaining strong relationships with our customers, partners and suppliers.
- Actively promote recycling both internally and amongst our partners and suppliers.
- Where possible we use local suppliers to encourage and support our local economy, and to reduce the global impact of unnecessary transport of goods.
- Meet or exceed all the environmental legislation that relates to the Company.
- Waste is kept as low as possible through re-use and re-cycling. Waste paper is recycled on site or through commercial recycling. Other waste products are recycled through reliable commercial recycling channels.

4.1 The Law

This policy will be implemented within the framework of the relevant legislation, which includes:

Environmental Protection Act 1990

Waste management: GreySky colleagues are expected to manage waste appropriately observing the requirements of their district or borough councils to separate waste appropriately and ensure that the waste is disposed of appropriately.

Waste reduction: GreySky colleagues are encouraged to minimise waste by using electronic communications where possible instead of generating paper documents.

Littering: GreySky operates a zero-tolerance policy on littering by colleagues.

Clean neighbourhoods and environment Act 2005

Illegal parking: GreySky colleagues are expected to park legally at all times. As such, legal parking fees will be reimbursed when appropriate receipts are presented.

Fines for illegal parking are not business expenses and will not be reimbursed.

*Climate Change Act
2008*

Travel minimisation: where possible, electronic communications methods such as telephone and Skype should be used instead of travel for business meetings.

Travel impact minimisation: Where travel is essential GreySky colleagues are expected to use vehicles with a reasonable standard of fuel consumption, which are regularly serviced and tyre pressures should be regularly checked.

*Wildlife and countryside
Act 1981*

When operating in National Parks, GreySky colleagues will make themselves aware of any restrictions on the locating of test equipment and/or antennas and make sure that the siting is compliant with the rules governed by the particular park.

*Waste electrical and
electronic equipment
Regulations 2006*

All electrical equipment which has reached the end of its useful life will be recycled or disposed of appropriately.

5. Data Protection

GreySky Consulting Ltd is registered with the Information Commissioner's Office for the handling and storage of personal data. We aim to be responsible and sensitive in all aspects of the data we collect and use.

5.1 How do we collect data?

Data we use may be collected from surveys, and from data provided by clients in the undertaking of our projects.

Where we collect new data through surveys, we are clear about the purposes for collecting the data, and that it will not be used for any other purpose. We only collect data specifically related to our projects, and do not collect data to provide to third parties.

Where we use data provided by our clients, we use the data only for the purposes for which it was collected, and only for the purposes for which it was provided by our clients.

5.2 What data do we collect, and how do we use it?

The data we collect is predominantly associated with the demand for and use of technology, or similar economic factors. We do not collect sensitive personal data - for example healthcare or financial data.

5.3 Storage and disposal of data

We store data responsibly to take reasonable efforts to ensure its security - accepting that none of the data is of a sensitive nature. Electronic data is stored on our secure online system. Where access is provided to clients or other stakeholders, the access conditions are reviewed throughout the course of the project, and on completion of the project.

Where data is deleted, this is done in accordance with the sensitivity of the data. If electronic data is sensitive, it is deleted from all files, and from the "recycle-bin". Since we do not hold sensitive data, we do not take further steps to remove data as a standard policy.

If sensitive data is stored on paper, it is shredded. The shredded paper is bagged and disposed of as conventional waste.

5.4 Special requirements

If clients or partners have any specific request for the storage, handling or disposal of data then we are happy to follow their requests, or discuss how we may meet their requirements if our systems do not allow specific requests to be met.

6. Continuous Improvement

GreySky is a developing company and we strive to improve all aspects of our business. This may affect our policies over time, but we aim to remain constantly open to opportunities to improve all aspects of our business in terms of our contribution to our customers, relationships with our suppliers, associates and partners, and contribution to the society in which we operate. We encourage comment and feedback that will help us achieve this.



GreySky Consulting

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