



OUR FULL

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POLICIES

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ETHICAL TRADE



Policy Statement

Taylor Made Services UK LTD recognises that our commercial activities have the potential impact on our suppliers and our locality.

As a socially responsible small business our suppliers, local community and customers have a right to expect:

- All workers involved in the delivery of services provided by Taylor Made Services UK LTD are treated with full consideration to their basic human rights.
- Taylor Made Services UK LTD acts in an ethical manner above and beyond basic legal requirements.
- Taylor Made Services UK LTD is therefore committed to implementing the principles of the Ethical Trading Initiative Base Code (although we are not members of the ETI).
- This policy sets out Taylor Made Services UK LTD commitment to its suppliers and customers, setting out the measures we are taking to ensure that we are acting in an ethical manner.



Taylor Made Services UK LTD's Commitment to its workers and customers:

Taylor Made Services UK LTD recognises that our ethical and social performance and reputation is a part of our overall commercial success.

Employees

- Taylor Made Services UK LTD is committed to ensuring that our employment practices and the enforcement of corporate regulations ensure the protection of the rights of all those who work for us. In many areas we aim to operate above the minimum standards required by law to ensure our workers are safe, rewarded and valued. As we expand we will be able to offer more opportunities for our staff.

Customers

- Taylor Made Services UK LTD is committed to demonstrating its ethical and social responsibility credentials to enable customers to make informed choices about whose services they purchase.



Taylor Made Services UK LTD Ethical Trading Code of Practice

This Code of Practice applies to staff directly employed by Taylor Made Services UK LTD on temporary or permanent contracts.

- o No forced, bonded or involuntary labour shall be used.
 - o All employment with Taylor Made Services UK LTD is freely chosen.
 - o Staff are free to leave Taylor Made Services UK LTD after reasonable notice.
- o There shall be no recruitment of child labour & no child labor shall be used.



WORKING CONDITIONS

Working conditions are safe and
hygienic.

- o Taylor Made Services UK LTD takes adequate measures to prevent accidents and minimize potential hazards.
- o Staff receive regular health & safety training.
- o Staff have unrestricted access to toilet facilities and drinking water.
- o Taylor Made Services UK LTD has a published Health & Safety Policy.

WORKING HOURS

Working hours and remuneration are reasonable and comparable to other companies in our sector

- o Staff are given written terms and conditions of employment , rates of pay, working hours, grievance and disciplinary procedures, holiday entitlement, absence and sick pay rules and notice periods for termination of employment.
- o Working hours will be a maximum of 48 hours per week unless candidates opt out at their own discretion. Overtime will be offered if available but never mandated.
- o All pay rates and salaries will be appropriate to the role being carried out and in any case will as a minimum meet the rates determined by the Government for National Minimum Wage.
- o Taylor Made Services UK LTD will never inflate fees for licences or certificates required by law to carry out work. Wherever possible, Workers will pay the relevant government departments directly for all UK licenses, permits etc, however should Taylor Made Services UK LTD ever be required to pay on behalf of the Worker, any monies deducted from pay will always equal the actual monies paid by Taylor Made Services UK LTD.



DISCRIMINATION and HARASSMENT

- o No discrimination is practised whatsoever in the registration of candidates or selection for assignment and workers will be selected according to skills, suitability, experience and availability as appropriate.
- o There is no discrimination in pay, hiring, compensation, access to training and promotion.
- o Termination of employment or retirement on the grounds of race, nationality, religion, age, disability, marital status, sexual orientation, union membership or political affiliation.
- o Opportunities for personal and career development are equally available to all workers.
- o Harsh or inhumane treatment is strictly forbidden and workers who encounter verbal or physical abuse, harassment, intimidation or any form of threatening behaviour in the workplace will be given Taylor Made Services UK LTD full support to take appropriate action.



MODERN SLAVERY

Policy Statement

Modern slavery is a crime and a violation of fundamental human rights.

It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain.

Taylor Made Services Uk Ltd have a zero-tolerance approach to modern slavery and we are committed to acting ethically and with integrity in all our business dealings and relationships.

We are committed to implement and enforce effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or our supply chain.

We are also committed to ensuring there is transparency in our own business and in our approach to tackling modern slavery throughout our supply chain.

We expect the same high standards from all of our contractors, suppliers and other business partners.

COMPLIANCE with the Policy

You must ensure that you read, understand and comply with this policy.

The prevention, detection and reporting of modern slavery in any part of our business or supply chain is the responsibility of all those working for us or under our control.

You are required to avoid any activity that might lead to or suggest a breach of this policy.

You must notify HR department as soon as possible if you believe or suspect that a conflict with this policy has occurred, or may occur in the future.

You are encouraged to raise concerns about any issue of suspicion of modern slavery in any parts of our business or the supply chains of any supplier tier at the earliest possible stage.

If you believe or suspect a breach of this policy has occurred or that it may occur you must notify HR department or report it in accordance with our Whistleblowing Policy as soon as possible.

RESPONSIBILITY with the Policy

The HR Manager has overall responsibility for ensuring this policy complies with our legal and ethical obligations and that all those under our control comply with it.

The HR department has primary and day-to-day responsibility for implementing this policy, monitoring its use and effectiveness and dealing with any queries about it.

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.

Any worker 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.

The image features a white background with decorative geometric shapes in the corners. In the top-left and bottom-right corners, there are overlapping triangles in dark grey, red, and light beige. In the bottom-left and top-right corners, there are overlapping triangles in light beige, red, and dark grey. The word "Whistleblowing" is centered in a dark red, sans-serif font.

Whistleblowing

Policy Statement

This policy aims to enable and encourage staff to raise concerns within Taylor Made Services UK Ltd.

It recognises a worker's legal rights to make a protected disclosure to certain prescribed persons or bodies under the Public Interest Disclosure Act 1998 and any subsequent legislation, as incorporated into the Employment Rights Act 1996.

Taylor Made Services UK Ltd is committed to creating a safe, open and transparent workplace culture, where workers are encouraged to raise concerns at the earliest opportunity.

Taylor Made Services UK Ltd recognises that workers are often the first to realise that there may be something seriously wrong within an organisation.

It is important to Taylor Made Services UK Ltd that any fraud, misconduct or wrongdoing by workers or officers of the organisation is reported and properly dealt with. Taylor Made Services UK Ltd is committed to tackle malpractice and wrongdoing. Everyone should be aware of the importance of preventing and eliminating wrongdoing at work. If any cases of wrongdoing are upheld they will be seriously dealt with.

RESPONSIBILITY with the Policy

This policy applies to all staff including temporary, casual and agency staff, work experience, trainees and apprentices. Other individuals who work or have worked within the organisation, such as former staff, volunteers, the self-employed and contractors, are also encouraged to use it.

For the purpose of this policy, Taylor Made Services UK Ltd recognises that whistleblowing is the passing on of information about wrongdoing at work. The whistleblower must reasonably believe that they are acting in the public interest.

It is not necessary for the member of staff to have proof that wrongdoing is being, has been, or is likely to be committed. A reasonable belief is sufficient to disclose the concern. The member of staff has no responsibility for investigating the wrongdoing. It is the organisation's responsibility to ensure that an investigation takes place.

A member of staff who makes such a protected disclosure has the right not to be dismissed, subjected to any other detriment, or victimised because they have made a disclosure.

How to raise a concern

The following people have been nominated and agreed by Taylor Made Services UK Ltd:


- Christopher Taylor - Managing Director
chris@taylormadeservicesltd.co.uk
- Svetlana Zaslavska - Office Manager
svet@taylormadeservicesltd.co.uk
- Zaiga Tapina - HR & Payroll Manager
zaiga@taylormadeservicesltd.co.uk

These designated officers will act as an independent and impartial source of advice to staff at any stage of raising a concern, with access to anyone in the organisation.

All these people have been given special responsibility and training in dealing with whistleblowing concerns and will give you information about where you can go for more support.

Concerns should be raised in writing (including email). The letter should set out the background and history of the concerns, giving names, dates and places where possible and the reason why the member of staff is making the disclosure. If the individual does not feel able to make the disclosure in writing, an interview will be arranged.

If you wish to stay anonymous you can send anonymous message to Lauren on following phone number +447519776036.



Looking forwards towards further improvement Taylor Made Services UK LTD are keen to learn from others and would ask if anyone has any ideas or feedback regarding our policies or practices to contact us.

*These policies found and downloaded on our website:
www.taylormadeservicesltd.co.uk*