

CD&P Limited

Suite R115 The Heath Business & Technical Park
Runcorn Cheshire WA7 4QX

t 01928 564637 f 01928 574095

e enquiries@cdandpltd.co.uk

www.cdandpltd.co.uk



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HEALTH & SAFETY POLICY STATEMENT


(To be read in conjunction with the CD&P Limited 'Health & Safety Matters!' handout)

CD&P Limited is Committed to a policy of ensuring that the Highest standards of Health and Safety, which are reasonably practicable to attain are provided.

The policy will be reviewed and if required amended accordingly.

Director responsible for Health & Safety: John O'Sullivan

External Consultant responsible for Health & Safety: Tony Barry

<p>TONY BARRY & ASSOCIATES Health & Safety Consultants</p> <p>Mobile 07891 949669 Email tonybarry1@talktalk.net</p> <p>26 Furrocks Lane, Ness, Wirral, Cheshire CH64 4EH Telephone 0151 336 3392</p>	<p>A member of</p>  <p>International Institute of Risk and Safety Management</p>
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ENVIRONMENTAL POLICY

CD&P Limited seeks to achieve excellence in all aspects of business, and is committed to minimising its environmental impact whilst conducting its business operations.

To achieve the aims of its Environmental Policy, CD&P Limited will:

- Reduce the consumption of resources and improve efficiencies wherever possible, in the use of all resources.
- Manage waste generated from its business operations according to the three essential principles of:
1. Reduction; 2. Re-use; 3. Recycling.
- Manage its business operations to prevent pollution.
- Ensure that 'environmental' criteria are taken into account in the procurement of all goods and services.
- Comply with all relevant environmental legislation as well as other environmental requirements.
- Communicate (internally and externally) its Environmental Policy and performance, and encourage feedback.
- Communicate the importance of environmental issues to all its employees.
- Work together with clients, service partners and suppliers, to encourage a joint-commitment toward improved environmental performance.
- Review its Environmental Policy regularly.

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EQUAL OPPORTUNITIES POLICY

CD&P Limited is an Equal Opportunity Employer and is opposed to all forms of unlawful or unfair discrimination on the grounds of gender, marital status, race, religion, nationality, ethnic origin, social class, sexual orientation, age, disability or political beliefs.

To achieve the aims of its Equal Opportunities Policy, CD&P Limited will:

- Ensure that it recruits and retains the very best people from the widest possible pool. Value all people as individuals and respect the differences between them.
- Expect all employees, whether full-time, part-time or temporary, to use their best endeavours to pursue this Policy, not only when dealing with the public, other personnel members and colleagues, but also when they are managing and recruiting employees.
- Engage, promote and train people on the basis of their capabilities, qualifications and experience, without discrimination, and ensure that all people have an equal opportunity to progress within the company.
- Ensure that breaches of this policy will be investigated, and if appropriate, that disciplinary action will be taken.
- Monitor decisions on recruitment, selection, training and promotion to ensure that they are based solely on objective and job related criteria.
- Provide training to ensure that all employees understand the nature of discrimination and are fully aware of their responsibilities in implementing its equal opportunities policy.
- Ensure that any grievance involving discrimination or harassment is considered seriously, thoroughly and fairly.
- Periodically review all policies to ensure they are free from bias.
- Review its Equal Opportunities Policy regularly.

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COMPLAINTS POLICY

CD&P Limited is committed to excellence in service delivery. An approach to customer care has been established to ensure that expectations are met through the highest professional levels of service, workmanship and Best Value, and delivered through a teamwork approach by helpful, knowledgeable and well-trained staff.

CD&P Limited is fully committed to continued improvement in service delivery, an important aspect of which is feedback from customers on any aspect of our service that they are unhappy about.

Complaints - A Definition and Response

CD&P Limited defines a 'Complaint' as a formal expression, written or verbal, of dissatisfaction with the service provided by the company or any of its employees. This can include unsatisfactory workmanship or work not undertaken in the prescribed manner or timeframe, or about its actions or lack of action, or about the standard of perceived service or courtesy proffered by CD&P Limited or its staff.

If anyone does have a complaint about any aspect of CD&P Limited's service they can be completely assured that:

- There will be no form of discrimination against them in future as a result of their complaint.
- Our staff will not be offended by their complaint
- Their confidentiality will be fully respected, as far as this is practically possible.