



Policy & Procedures

The handbook serves as a framework for ensuring that all employees, that all employees, subcontractors, and stakeholders operate in a consistent, professional, and responsible manner while supporting the company's commitment to excellence and continuous improvement

Introduction

Canelo Limited is committed to conducting its business in a professional, ethical, and responsible manner while maintaining the highest standards of compliance, safety, quality, and customer service.

This Policy & Procedures Handbook has been developed to establish the key principles, standards, and operational procedures that guide our business activities. It provides a framework for ensuring that all employees, subcontractors, suppliers, and stakeholders understand their responsibilities and contribute to the successful delivery of our services.

The policies contained within this handbook are designed to support legal and regulatory compliance, promote a safe and inclusive working environment, protect personal information, encourage ethical business practices, and drive continuous improvement throughout the organisation.

As a company operating within the construction, maintenance, refurbishment, and property services sectors, Canelo Limited recognises the importance of maintaining robust governance and management systems that meet the expectations of clients, local authorities, public sector organisations, and industry stakeholders.

This handbook applies to all employees, directors, subcontractors, consultants, temporary workers, and any individual acting on behalf of Canelo Limited. All personnel are expected to comply with the requirements set out within this document and support the company's commitment to excellence, integrity, and accountability.

The policies and procedures outlined in this handbook will be reviewed periodically to ensure they remain current, effective, and aligned with applicable legislation, industry best practice, and the evolving needs of the business.

Data Protection & GDPR Policy

Policy Statement

Canelo Limited is committed to protecting the privacy, confidentiality, integrity, and security of all personal information obtained through its business activities. We recognise our responsibilities under the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable data protection legislation.

We are committed to ensuring that personal data is collected, processed, stored, and disposed of lawfully, fairly, and transparently. Appropriate technical and organisational measures will be implemented to safeguard personal information against unauthorised access, disclosure, alteration, loss, or misuse.

Scope

This policy applies to all employees, directors, subcontractors, consultants, suppliers, and any other individuals acting on behalf of Canelo Limited who may have access to personal information.

The policy applies to all forms of personal data, including information relating to employees, clients, suppliers, contractors, and other stakeholders, whether held electronically or in physical format.

Key Principles

Canelo Limited will ensure that personal data is:

- ❖ Processed lawfully, fairly, and transparently.
- ❖ Collected for specified and legitimate business purposes.
- ❖ Limited to information that is necessary and relevant.
- ❖ Accurate and kept up to date.
- ❖ Stored securely and protected against unauthorised access.
- ❖ Retained only for as long as necessary.
- ❖ Processed in accordance with individuals' legal rights.

Responsibilities

Management is responsible for ensuring compliance with data protection requirements and implementing appropriate controls across the organisation.

Employees and representatives are responsible for handling personal information securely, maintaining confidentiality, and reporting any suspected data breaches or security concerns immediately.

Data Security

Appropriate security measures will be maintained to protect personal information. These measures may include password protection, controlled access to records, secure storage systems, secure disposal procedures, and staff awareness training.

Any suspected or actual data breach will be investigated promptly, and appropriate corrective action will be taken in accordance with legal requirements.

Monitoring and Review

Canelo Limited will periodically review its data protection practices to ensure ongoing compliance with applicable legislation and industry best practice. This policy will be reviewed annually or whenever significant legislative or operational changes occur.

Equality, Diversity & Inclusion Policy

Policy Statement

Canelo Limited is committed to promoting equality, diversity, and inclusion in all aspects of its business activities. We believe that every individual should be treated with dignity, fairness, and respect, regardless of their background, personal characteristics, or circumstances.

We are dedicated to creating a working environment that values diversity, encourages inclusion, and provides equal opportunities for all employees, subcontractors, clients, suppliers, and stakeholders.

Scope

This policy applies to all employees, directors, subcontractors, consultants, agency workers, job applicants, suppliers, and any individual interacting with Canelo Limited in a professional capacity.

The policy applies to all areas of employment and service delivery, including recruitment, training, promotion, performance management, communication, and business operations.

Our Commitment

Canelo Limited is committed to:

- ❖ Providing equal opportunities for all individuals.
- ❖ Promoting a culture of respect, fairness, and inclusion.
- ❖ Preventing discrimination, harassment, bullying, and victimisation.
- ❖ Making employment and business decisions based on merit, skills, qualifications, and business needs.
- ❖ Supporting diversity within our workforce and supply chain.
- ❖ Complying with the Equality Act 2010 and other relevant legislation.

Protected Characteristics

Canelo Limited will not tolerate discrimination based on any protected characteristic, including:

- ❖ Age
- ❖ Disability

- ❖ Gender reassignment
- ❖ Marriage and civil partnership
- ❖ Pregnancy and maternity
- ❖ Race
- ❖ Religion or belief
- ❖ Sex
- ❖ Sexual orientation

Responsibilities

Management is responsible for promoting equality and inclusion throughout the organisation, ensuring compliance with this policy, and addressing any concerns promptly and fairly.

All employees and representatives are expected to treat others with respect, contribute to an inclusive working environment, and report any incidents of discrimination, harassment, or unfair treatment.

Recruitment and Development

Canelo Limited is committed to fair and transparent recruitment processes. Selection decisions will be based solely on relevant skills, experience, qualifications, and suitability for the role.

We will provide equal access to training, development, and progression opportunities to support employee growth and career advancement.

Monitoring and Review

The effectiveness of this policy will be monitored regularly to ensure compliance with legal requirements and best practice. Any concerns raised will be investigated appropriately, and corrective action will be taken where necessary.

This policy will be reviewed periodically to ensure it remains effective, relevant, and aligned with the company's commitment to equality, diversity, and inclusion.

Anti-Harassment & Bullying Policy

Policy Statement

Canelo Limited is committed to providing a safe, respectful, and professional working environment where all individuals are treated with dignity and respect. Harassment, bullying, victimisation, intimidation, and any form of inappropriate behaviour will not be tolerated under any circumstances.

We are committed to fostering a workplace culture that promotes mutual respect, professionalism, and positive working relationships.

Scope

This policy applies to all employees, directors, subcontractors, agency workers, consultants, suppliers, clients, and any other individuals who interact with Canelo Limited in a professional capacity.

The policy applies to behaviour in the workplace, on construction sites, during work-related travel, at meetings, training events, social functions, and through electronic communications including emails, messaging platforms, and social media.

Definitions

Harassment

Harassment is unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.

Bullying

Bullying includes offensive, intimidating, malicious, or insulting behaviour that undermines, humiliates, or injures another individual either physically or emotionally.

Sexual Harassment

Sexual harassment includes any unwanted conduct of a sexual nature that causes discomfort, offence, humiliation, or intimidation.

Our Commitment

Canelo Limited will:

- ❖ Promote a culture of dignity, fairness, and respect.
- ❖ Take all complaints seriously and investigate them appropriately.
- ❖ Protect individuals who raise concerns in good faith.
- ❖ Ensure that all reports are handled fairly, sensitively, and confidentially.
- ❖ Take appropriate action where unacceptable behaviour is identified.

- ❖ Provide guidance and awareness to support positive workplace behaviour.

Responsibilities

Management is responsible for ensuring this policy is implemented effectively, addressing concerns promptly, and promoting a respectful workplace culture.

Employees and representatives are responsible for treating others professionally, avoiding inappropriate behaviour, and reporting any incidents of harassment or bullying.

Reporting Concerns

Any individual who experiences or witnesses harassment, bullying, or inappropriate behaviour is encouraged to report the matter to management as soon as possible.

All reports will be handled confidentially and investigated fairly. Individuals raising genuine concerns will not be subjected to retaliation, victimisation, or unfair treatment.

Investigation and Resolution

Where a complaint is received, Canelo Limited will conduct an impartial review of the circumstances, gather relevant information, and determine appropriate action.

Where misconduct is identified, corrective measures may include training, mediation, disciplinary action, or termination of engagement where appropriate.

Monitoring and Review

Canelo Limited will monitor the effectiveness of this policy and review it periodically to ensure compliance with legislation, industry best practice, and organisational requirements.

The company remains committed to maintaining a workplace where all individuals feel safe, respected, and valued.

Health & Safety Policy

Policy Statement

Canelo Limited is committed to providing and maintaining a safe and healthy working environment for all employees, subcontractors, clients, visitors, and members of the public who may be affected by our operations.

We recognise that effective health and safety management is essential to the success of our business and are committed to preventing accidents, injuries, occupational ill-health, and unsafe working practices through proactive planning, risk management, and continuous improvement.

Scope

This policy applies to all employees, directors, subcontractors, agency workers, consultants, suppliers, and any individual carrying out work on behalf of Canelo Limited.

The policy applies to all company activities, including construction, maintenance, refurbishment, repairs, site visits, office operations, and client premises.

Our Commitment

Canelo Limited will:

Comply with all relevant health and safety legislation, regulations, and industry standards.

- ❖ Provide a safe working environment and safe systems of work.
- ❖ Identify, assess, and manage workplace risks.
- ❖ Provide appropriate information, instruction, training, and supervision.
- ❖ Promote a positive health and safety culture throughout the organisation.
- ❖ Consult with employees and workers on health and safety matters.
- ❖ Continuously improve health and safety performance.

Responsibilities

Management Responsibilities

Management is responsible for implementing this policy, ensuring adequate resources are available, conducting risk assessments, monitoring compliance, and promoting safe working practices throughout the business.

Employee Responsibilities

Employees and contractors are responsible for:

- ❖ Taking reasonable care of their own health and safety.
- ❖ Following company policies, procedures, and safe systems of work.
- ❖ Using equipment and personal protective equipment (PPE) correctly.
- ❖ Reporting hazards, accidents, incidents, and near misses promptly.
- ❖ Cooperating with health and safety requirements at all times.

Risk Assessment and Safe Working Practices

Canelo Limited will carry out suitable and sufficient risk assessments for all relevant activities and implement appropriate control measures to reduce risks to an acceptable level.

Safe working procedures will be communicated to all personnel, and activities will be monitored to ensure compliance.

Training and Competence

The company will ensure that employees and contractors receive appropriate health and safety training relevant to their duties and responsibilities.

Training requirements will be reviewed regularly to maintain competence and compliance.

Accident and Incident Reporting

All accidents, incidents, near misses, dangerous occurrences, and health and safety concerns must be reported immediately.

Investigations will be conducted where necessary to identify root causes and implement corrective actions to prevent recurrence.

Monitoring and Review

Health and safety performance will be monitored regularly through inspections, reviews, and ongoing assessment of workplace activities.

This policy will be reviewed periodically to ensure it remains effective, compliant with legal requirements, and aligned with industry best practice.

Canelo Limited is committed to maintaining the highest standards of health and safety and ensuring that everyone returns home safely at the end of each working day.

Environmental Sustainability Policy

Policy Statement

Canelo Limited is committed to conducting its operations in an environmentally responsible manner and minimising the impact of its activities on the environment. We recognise our responsibility to support

sustainable development and to promote environmentally conscious practices throughout our business operations.

Our aim is to reduce waste, conserve resources, prevent pollution, and continually improve our environmental performance while delivering high-quality services to our clients.

Scope

This policy applies to all employees, directors, subcontractors, suppliers, consultants, and any individual carrying out activities on behalf of Canelo Limited.

The policy covers all aspects of the company's operations, including construction, maintenance, refurbishment, transportation, procurement, waste management, and office-based activities.

Our Commitment

Canelo Limited will:

- ❖ Comply with applicable environmental legislation and regulations.
- ❖ Promote sustainable working practices throughout the organisation.
- ❖ Minimise waste generation and maximise recycling opportunities.
- ❖ Reduce energy consumption and improve resource efficiency.
- ❖ Prevent pollution and environmental harm resulting from our activities.
- ❖ Encourage environmentally responsible procurement and supply chain practices.
- ❖ Promote environmental awareness among employees and contractors.

Environmental Objectives

To support our commitment, Canelo Limited will strive to:

- ❖ Reduce waste sent to landfill.
- ❖ Reuse and recycle materials wherever practical.
- ❖ Improve energy efficiency within company operations.
- ❖ Reduce fuel consumption and unnecessary travel.
- ❖ Promote the responsible use of water and natural resources.
- ❖ Support environmentally sustainable construction and maintenance practices.

Responsibilities

Management Responsibilities

Management is responsible for implementing this policy, establishing environmental objectives, monitoring performance, and ensuring compliance with environmental requirements.

Employee Responsibilities

Employees and contractors are responsible for:

Following environmental procedures and guidelines.

Using resources responsibly and efficiently.

Minimising waste wherever possible.

Reporting environmental hazards, incidents, or concerns.

Supporting the company's sustainability objectives.

Waste Management

Canelo Limited is committed to responsible waste management practices. Waste materials will be reduced, reused, recycled, or disposed of appropriately in accordance with legal requirements and environmental best practice.

Where practical, materials and resources will be selected to minimise environmental impact and support sustainability objectives.

Monitoring and Review

Environmental performance will be monitored periodically to assess compliance, identify improvement opportunities, and support continuous improvement.

This policy will be reviewed regularly to ensure it remains effective, relevant, and aligned with environmental legislation and best practice.

Through responsible environmental management, Canelo Limited aims to contribute positively to sustainable development while delivering safe, efficient, and environmentally conscious services.

Quality Management Policy

Policy Statement

Canelo Limited is committed to delivering high-quality services that consistently meet or exceed the expectations of our clients, stakeholders, and regulatory requirements. Quality is a fundamental part of our

business operations and is embedded throughout our planning, service delivery, and continuous improvement processes.

Our objective is to provide reliable, professional, and value-driven services while maintaining the highest standards of workmanship, customer satisfaction, and operational excellence.

Scope

This policy applies to all employees, directors, subcontractors, suppliers, consultants, and any individual working on behalf of Canelo Limited.

The policy applies to all aspects of the company's operations, including construction, maintenance, refurbishment, repairs, project delivery, procurement, and customer service activities.

Our Commitment

Canelo Limited will:

- ❖ Deliver services that meet client requirements and agreed specifications.
- ❖ Maintain high standards of workmanship and professionalism.
- ❖ Promote a culture of quality throughout the organisation.
- ❖ Comply with relevant legislation, regulations, and industry standards.
- ❖ Monitor performance and implement continuous improvement initiatives.
- ❖ Respond effectively to client feedback and service concerns.
- ❖ Encourage innovation and best practice in service delivery.

Quality Objectives

To support our commitment, Canelo Limited will strive to:

Achieve high levels of customer satisfaction.

Deliver projects and services on time and within budget.

Minimise defects, errors, and rework.

Improve operational efficiency and effectiveness.

Maintain compliance with contractual and regulatory requirements.

Develop employee competence through training and professional development.

Responsibilities

Management Responsibilities

Management is responsible for establishing quality objectives, implementing quality procedures, monitoring performance, and ensuring that adequate resources are available to achieve quality standards.

Employee Responsibilities

Employees and contractors are responsible for:

- ❖ Carrying out work to the required standards.
- ❖ Following company procedures and client requirements.
- ❖ Identifying and reporting quality issues promptly.
- ❖ Participating in quality improvement initiatives.
- ❖ Maintaining a professional approach to all activities.

Continuous Improvement

Canelo Limited is committed to the continuous improvement of its services, systems, and processes. Feedback from clients, employees, audits, inspections, and project reviews will be used to identify opportunities for improvement and enhance overall performance.

Corrective actions will be implemented where necessary to address identified issues and prevent recurrence.

Monitoring and Review

Quality performance will be monitored through inspections, client feedback, project evaluations, and management reviews.

This policy will be reviewed periodically to ensure it remains effective, relevant, and aligned with the company's objectives, client expectations, and industry best practice.

Through our commitment to quality management, Canelo Limited aims to deliver consistent excellence, build long-term client relationships, and maintain a reputation for reliability, professionalism, and high standards of service.

Roles, Responsibilities & Compliance

Roles and Responsibilities

Canelo Limited recognises that the successful implementation of this Policy & Procedures Handbook requires the commitment and cooperation of all individuals working on behalf of the company.

Management Responsibilities

Management is responsible for:

- ❖ Ensuring the effective implementation of all policies and procedures.
- ❖ Providing appropriate resources, training, and support.
- ❖ Promoting a culture of compliance, professionalism, and continuous improvement.
- ❖ Monitoring performance and addressing any areas of non-compliance.
- ❖ Reviewing policies regularly to ensure ongoing effectiveness.

Employee Responsibilities

Employees, subcontractors, and representatives are responsible for:

- ❖ Understanding and complying with all applicable policies and procedures.
- ❖ Performing their duties in a safe, professional, and ethical manner.
- ❖ Reporting concerns, incidents, breaches, or non-compliance promptly.
- ❖ Supporting the company's commitment to quality, safety, equality, environmental responsibility, and customer service.
- ❖ Participating in training and development activities where required.

Compliance

Canelo Limited is committed to complying with all relevant legislation, regulations, contractual obligations, industry standards, and best practice guidance applicable to its operations.

Any breach of company policies may result in corrective action, additional training, disciplinary measures, or termination of engagement where appropriate.

The company encourages a culture of openness and accountability, ensuring that concerns can be raised without fear of retaliation and that appropriate action is taken where necessary.

Policy Review & Approval

This Policy & Procedures Handbook will be reviewed periodically to ensure that it remains accurate, effective, and aligned with current legislation, industry best practice, and business requirements.

Reviews may be undertaken in response to:

- ❖ Changes in legislation or regulatory requirements.
- ❖ Changes in business operations or organisational structure.
- ❖ Client or contractual requirements.
- ❖ Audit findings, incidents, or identified areas for improvement.
- ❖ Industry developments and best practice recommendations.

Any updates or amendments will be approved by company management and communicated to relevant personnel.

Approval

This Policy & Procedures Handbook has been approved by the management of Canelo Limited and is effective from the date of issue.

Signed: A handwritten signature in black ink, appearing to be "Neil Jackson", written over a horizontal line.

Approved By: Neil Jackson

Position: Managing Director

Company: Canelo Limited

Review Frequency: Annually

Version: 1.0

Status: Approved