



Waverley Management Consultants Ltd

Statement of company policies

Environment policy

Diversity policy

Health and Safety policy Quality Assurance policy

Safeguarding policy

Welsh Language

Data Management policy

These policies were last updated on 1 April 2020.

Director



COMPLIANCE PROCEDURE

All associates or partners are sent a copy of our Statement of company policies. This contains policies on diversity, safeguarding, environment, health and safety and quality assurance. We believe that these policies are reasonable for a micro business of our size, with a single owner/Director, and in our line of work.

Before agreeing to be part of any submission for a new contract, associates are required to complete a Compliance Form which sets out both Waverley's and any contract specific requirements. On return, these are kept in a contract specific folder and form part of our processes to manage contracts in a fit and proper manner.

These policies will be reviewed and updated annually.



Waverley Management Consultants Ltd - Environmental policy

Waverley is committed to environmental responsibility. To this end, we conduct our own activities and operations to reflect best environmental practice. Our stated objectives in this regard are:

- To integrate recognised best practice into our business operations where it applies to us.
 - To regularly review our activities and operations in order to identify, understand and evaluate all the direct and indirect environmental aspects and effects, and prioritise action to address them.
 - To reduce energy and resource consumption by promoting effective and efficient reduction methods consistent with best practice.
 - To manage waste generated from our business operations according to the principles of reduction, reuse and recycling.
 - To manage our business operations to prevent pollution.
 - To ensure environmental criteria are taken into account in the procurement of goods and services.
 - To comply with all relevant environmental legislation as well as other environmental requirements to which we subscribe.
 - To use local suppliers and contractors where possible, and to ensure that goods and services procured support our environmental policy.
 - To travel by the most sustainable means consistent with business efficiency.
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Waverley Management Consultants Ltd - Diversity policy

Our Principles

- We are committed to promoting equal opportunities
- We value diversity and encourage fairness and justice
- We want to play our part in ensuring that there will be equal chances for everyone to work with us and be free from discrimination, victimisation or harassment

In order to live by these principles, we:

- Encourage equality of opportunity for all people and actively promote good relations
 - Eliminate any conditions, procedures and individual behaviour that can lead to discrimination, victimisation or harassment, even where there was no intent to discriminate, with particular regard to Race and nationality; Gender and gender reassignment; Disability; Sexual orientation; Age; Caring Responsibilities and pregnancy, Religion and Belief, whilst recognising that individuals may experience disadvantage on more than one level
 - Offer our services fairly to all people, ensuring that anyone in contact with us is treated with respect and care
 - Comply with all legislation dealing with discrimination and the promotion of equality, following the codes of practice issued to support this legislation
 - Make this policy known to all associates of the company
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Waverley Management Consultants Ltd - Health and Safety policy

Waverley operates from the home of its Director who is the sole member of staff in the Company. A written Health and Safety Policy is not mandatory for our size of business but has been prepared, in recognition of the importance of health and safety.

So far as is reasonably practicable we will ensure that:

- Risk assessments of the workplace and workstation are carried out and reviewed annually
 - The workplace is safe and without risks to health or accidents
 - Any arrangements for use, handling, storage or transport of equipment or other goods for use at work are safe and without risk to health
 - Any risk whilst working away from the workplace is considered and appropriate action taken to ensure that working will be safe and without risk to health
 - Staff and associates of Waverley Management Consultants Ltd are expected to conform to all health and safety requirements relevant to its clients. In particular, this will apply to sites or premises operated by its clients. All staff and associates are expected to make every effort to conduct themselves in a manner which will minimise any risk to the staff or property of its clients.
 - Health and safety issues are monitored and appropriate action taken if new risks or issues are identified.
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Waverley Management Consultants Ltd - Quality Assurance policy

The aim of Waverley Management Consultants Ltd is to provide high quality and valued consultancy services in strategic futures and change management in a professional manner.

In order to achieve this we seek to:

- Work both individually and in partnership with other professionals to provide the right skills and expertise tailored to the needs of the client
- Achieve sound working relationships with clients and deliver a quality service, to time and budget
- Deliver a consultancy services with efficient and robust working practices and systems

We aim to offer our clients:

- A competent, objective evidenced-based approach to our work; and to be:
- Reliable and thorough
- Clear and concise in presentation
- Personable and interactive
- Flexible and creative

Our Quality Assurance system is designed to deliver the aim of the company and the needs of clients.

Customer Focus

- We put together the best possible skills and expertise to match the clients' needs
- We provide a clear method and cost to our work at the start
- We provide regular feedback to our clients during the course of any work
- We discuss any issues and agree resolutions with the client as they arise

People

- We work closely with other professionals to create a positive, efficient and productive working arrangement
- We provide clear task requirements when working with associates
- We provide robust project management when leading a team
- We work with other professionals who share our values and quality standards

Processes and Systems

- Our proposals set out what work will be undertaken and how
 - Our work will always have a written proposal and final report to the client
 - We seek client confirmation/agreement to key stages of work where required
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- We plan our resources to ensure that clients' requirements can be met
- We agree any changes to the work and/or timetable with the client in writing



Waverley Management Consultants Ltd - Safeguarding policy

Waverley is a micro business that has one employee/Director. Its business model is to work with specialist associates to deliver to the needs of each individual contract. Our Safeguarding Policy is appropriate to the size and type of business.

So far as is reasonably practicable, we will ensure that we and any associates that we work with are aware of the need to safeguard the welfare of children and young people.

When working in any off-site premises, we would expect to:

- Make sure the client / building manager knows we are on site
- Avoid making contact with children or young people, unless in the course of delivering a contract and with adequate supervision
- Ensure our behaviour is of the highest standard and is not likely to be misinterpreted by potentially vulnerable children or young people
- Avoid any inappropriate language
- Dress appropriately for the situation
- Avoid exchanging contact details with vulnerable children or young people, unless required as part of a contract
- If required, Waverley associates will obtain DBS certificates.

We aim to avoid placing ourselves in situations which could be misinterpreted.



Welsh Language

We share the Welsh Government's commitment to equality between Welsh and English languages as expressed through The Welsh Language (Wales) Measure 2011 and current Welsh Language Standards.

As a successful bidder we will aim to comply with relevant Service Delivery Standards. Our team includes native Welsh language capability and a trusted external Welsh translation capability to Welsh Government standards. We only use trusted translators in our contracts. Examples of the standards that we will aim to comply with are:

- Any stakeholders or consultees who wish to converse in Welsh will be able to do so e.g. by email, telephone or in face to face meetings.
- Any documents produced for public use e.g. final reports will be produced in Welsh and English.
- English versions will clearly state that documents are also available in Welsh.
- Where Welsh language versions are produced, they will not be treated less favourably than English versions.



Waverley Management Consultants Ltd - Data Management policy

Waverley Management Consultants Ltd understands that it has a responsibility for managing data used in its work. This might be data/ information related to people, organisations or geographic areas, required for the specific purpose of carrying out a commissioned study and obtained from published sources or primary research.

We ensure data/information is managed carefully and securely and that, where information is obtained from people and organisations, the principles for its use are understood and followed.

- Informed consent. Where people or organisations provide data for a study, this will be on the basis of their informed consent to the use and distribution of this data. This principle includes data collected by third parties and passed to Waverley Management Consultants Ltd where appropriate consideration will be given to the actions of the third party and the data collection procedures used.
- Responsible, fair and honest use is made of all data
- Personal data is only obtained for a specific purpose associated with study Data should be adequate, relevant and not excessive for the purposes required Data should be accurate and kept up-to-date where appropriate and necessary Data should not be kept for longer than is necessary for purpose

Data will be stored for a recommended period of 6 years after the end of the study, balancing the need to retain adequate records of the study with the desire not to hold data longer than is necessary. After this time period, data will be destroyed.

The Project Manager for each study will undertake the detailed management of data for the study and ensure that this is kept safely (both during a study and when archived) with access provided to those who need to make use of the data for the study purposes.