



## CASE STUDY: Bolt & Heeks

Bolt & Heeks' aim is to provide high quality construction services; our policy of Right First Time must be adopted for everything we do, from the enquiry stage through build to final handover. This will ensure high customer and job satisfaction leading to repeat business and recommendations.

### Standards Expected from Employees and Company Representatives

**Behaviour** - All employees are expected to be polite, courteous and helpful to all those they come into contact with during their working day; this includes colleagues, clients, other professionals and residents/building users. It also covers written, verbal or face-to-face communication. Allegations of bullying, harassment or discriminatory acts will be investigated and dealt with under the company's disciplinary process.

**Reliability** - All employees are required to present themselves at their normal place of work at the agreed time; planned and non-planned absences must be communicated in accordance with company policy.

**Attitude to work** - Team working is encouraged, enabling hard work and good communications. Diligence is expected at all times.

**Dress Code** - All employees will dress according to the type of work undertaken. Where protective clothing is supplied, this must be worn during working hours.

**Health and Safety** - All employees have a Health & Safety induction at their place of work and receive a copy of our Health & Safety Policy, appropriate toolbox talks, training and refresher courses. Individuals are expected to be aware of their personal health & safety and report any contravention to their supervisor.

### Subcontractors

Much of Bolt & Heeks' work is subcontracted to QA-approved companies. These companies are monitored to ensure standards of work are maintained. Subcontractors' operatives are expected to follow the ethical standards expected of any other Bolt & Heeks employees whilst working on one of our sites.

### Environment

Bolt & Heeks recognise that our on-site activities have an impact upon our surroundings in terms of asset recycling, waste generation, use of raw materials and emissions to air and water. Our ISO14001:2004 accreditation confirms our commitment to improving all aspects of the construction process and object of, through the integration of our Environmental Management System with our other procedures, minimising any negative impact our activities may have on the environment.