



QUALITY ASSURANCE POLICY

J A Hood Ltd specialises in the supply of Clerk of Works Services for construction related projects.

The management of the Company is committed to a policy of quality assurance throughout its activities, ensuring that the quality of professional service satisfies the specific requirements of its clients.

This means:-

- That the Clerk of Works employed by J A Hood Ltd will closely monitor the work of companies engaged in contracts for their client.
- Ensure that the work is carried out to the client's standards, specification and schedule, as prepared by the architect or engineers employed by the client.
- To be vigilant in the inspections of all technical aspects of the work.
- To keep detailed records of the work and report on a regular basis to the client or his representative.
- Be familiar with legal requirements and check that the work complies with such requirements.
- Have a thorough knowledge of Health & Safety legislation and bring any non-compliance to the attention of the appropriate personnel.

The nature of our activities places particular emphasis on the experience of the staff employed, as high levels of responsibility and reliability are associated with all aspects of our work.

J A Hood
Director



J.A. Hood Ltd Anti-Bullying Policy

J.A. Hood Ltd (the company) is committed to providing all employees a healthy and safe work environment. The company will ensure that procedures exist to allow complaints of bullying to be dealt with and resolved within the company, without limiting any person's entitlement to pursue resolution of their complaint with the relevant statutory authority. The company is committed to the elimination of all forms of bullying.

This policy applies to all employees of the company. It applies during normal working hours, at work related or sponsored functions, and while traveling on work related business. There will be no recriminations for anyone who in good faith alleges bullying.

DEFINITIONS

Bullying is unwelcome or unreasonable behavior that demeans, intimidates or humiliates people either as individuals or as a group. Bullying behavior is often persistent and part of a pattern, but it can also occur as a single incident. It is usually carried out by an individual but can also be an aspect of group behavior (see "mobbing" below). Some examples of bullying behavior are:

- Verbal communication (online and/or offline)
- Abusive and offensive language
- Insults
- Teasing
- Spreading rumour and innuendo
- Unreasonable criticism
- Trivializing of work and achievements

Manipulating the work environment

- Isolating people from normal work interaction
- Excessive demands
- Setting impossible deadlines

Psychological manipulation

- Unfairly blaming for mistakes
- Setting people up for failure
- Deliberate exclusion
- Excessive supervision
- Practical jokes
- Belittling or disregarding opinions or suggestions
- Criticizing in public

Context is important in understanding bullying, particularly verbal communication. There is a difference between friendly insults exchanged by long-time work colleagues and comments that are meant to be, or are taken as, demeaning. While care should be exercised, particularly if a person is reporting alleged bullying as a witness, it is better to be genuinely mistaken than to let actual bullying go unreported.



Mobbing

Mobbing is a particular type of bullying behavior carried out by a group rather than by an individual. Mobbing is the bullying or social isolation of a person through collective unjustified accusations, humiliation, general harassment or emotional abuse. Although it is group behavior, specific incidents such as an insult or a practical joke may be carried out by an individual as part of mobbing behavior.

CONSEQUENCES OF BULLYING

Bullying is unacceptable behavior because it breaches principles of equality and fairness, and it frequently represents an abuse of power and authority. It also has potential consequences for everyone involved.

For those being bullied

People who have been bullied often suffer from a range of stress-related illness. They can lose confidence and withdraw from contact with people outside the workplace as well as at work. Their work performance can suffer, and they are at increased risk of workplace injury. For the employer besides potential legal liabilities, the employer can also suffer because bullying can lead to:

- Deterioration in the quality of work
- Increased absenteeism
- Lack of communication and teamwork

For others at the workplace

People who witness bullying behaviors can also have their attitudes and work performance affected. They can suffer from feelings of guilt that they did nothing to stop the bullying, and they can become intimidated and perform less efficiently fearing that they may be the next to be bullied.

RESPONSIBILITIES: Employees

- Be familiar with and behave according to this policy
- If you are a witness to bullying, report incidents to your manager, or Human Resources as appropriate
- Where appropriate, speak to the alleged bully(ies) to object to the behavior

IF YOU THINK YOU HAVE BEEN BULLIED

- Any employee who feels he or she has been victimized by bullying is encouraged to report the matter to his or her manager, or with Human Resources.
- Where appropriate, an investigation will be undertaken and disciplinary measures will be taken as necessary.

Tony Hood
Managing Director
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