

Policies

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Health & Safety Policy

- ❖ It is the intention of ORION TRAVEL COACHES LTD to provide, so far as is reasonably practicable, a safe and healthy working environment. ORION TRAVEL COACHES LTD will take all reasonable precautions to ensure the health and safety of:
 - It's employees
 - Visitors
 - Associates

- ❖ To make sure that everyone complies with:
 - All necessary Health and Safety laws
 - Codes of practice
 - Guidance from official bodies

- ❖ It shall be the duty of every employee whilst at work to:
 - Take reasonable care for the health and safety of themselves and others
 - Co-operate with the business by complying with health and safety rules and procedures

- ❖ Whilst at client sites, staff and associates should:
 - Take reasonable care for the health and safety of themselves and others
 - Co-operate with the business by making themselves aware of Health & Safety rules and procedures and complying with these
 - Ensure clients are made aware of any unsafe working practices such as trailing cables or poor seating at PC's

- ❖ Who has responsibility within the organization?
 - Everyone must accept responsibility for their own safety and the safety of employees alike.

- ❖ The Manager of the company has overall and final responsibility for:
 - Maintaining safety standards set by the legislation and by the company
 - Leading the overall drive for improved safety and in so doing setting safety objectives and monitor performance.

- ❖ The following people within the company have specific responsibilities:
 - The Manager will:
 - Instigate and monitor all procedures adopted by the company
 - Inform management board of any impending/actual breach of regulations
 - Ensure managers are aware of their responsibilities
 - Be responsible for the day-to-day implementation of health and safety procedures.
 - Make these available to health and safety inspectors who may ask to see them.
 - Ensure that Health & Safety policies and procedures are reviewed annually

Reporting Accidents

- ❖ All accidents, regardless of how small you consider they are, should be reported. If you are unable to continue work as a result of an accident, you must inform your Team Leader or Manager prior to leaving the building.

First Aid

- ❖ A fully stocked first aid kit is available when required. The administrators are the appointed personnel familiar with first aid equipment and are responsible for calling the emergency services if required. They must be informed immediately of any incidents requiring medical attention.

Fire Procedures

- ❖ Rules of Fire Safety
- ❖ It is your responsibility to know how to:
 - Prevent fires – be very careful with:
 - Smoking materials
 - Electrical appliances
 - Act in emergencies – make sure you:
 - Are aware of evacuation procedures
 - Get out quickly when the fire alarm sounds
 - Never use the lift on hearing the fire alarm
 - Never tackle a fire unless you are trained to do so

Environmental Policy

As a company, we will ensure that we:-

- ❖ • Regularly review environmental issues and establish policies and programmes to deal with specific issues where necessary

- ❖ Consider the potential impact on the environment of new projects and developments

- ❖ Encourage consideration of environmental impacts internally and, as appropriate, externally with clients

- ❖ Use as little paper, and other throwaway material, as possible
 - Recycle and re-use where possible

Equality Policy

We are committed to creating an environment where all people feel valued, can live in harmony and have access to what they need in order to play a full and active part in society, free from fear or discrimination.

We do not want to see anyone disadvantaged or with needs less well met than others.

This is our first Equality Policy. It builds on our Equal Opportunities Policy and our commitment to identify and meet different needs fairly, as expressed in our Company Plan.

It complements our race equality, disability discrimination schemes and our (internal) "people "policy.

We have prepared this in line with the requirements of the Equality Standards for Local Government. It will be supported by a corporate equality plan, which will explain how we will implement and monitor our commitments.

We want to do all we can to promote equality through the services we provide, the influence we have as community leader and as a good local employer.

We will:

- ❖ appreciate the diverse people, communities and interests that make up our Company
- ❖ engage effectively to understand their needs and expectations of our Company
- ❖ ensure that we do not unfairly discriminate
- ❖ do all we can to meet or help others meet the key needs of different groups
- ❖ promote good equality practice within our Company and with our partners

Personal Protective Equipment

- ❖ Introduction
- ❖ Hierarchy of Control
- ❖ What is PPE?
- ❖ Selecting Suitable PPE
- ❖ PPE Assessment
- ❖ Competent Person
- ❖ Maintenance, Cleaning, Storage and Replacement
- ❖ Information, Instruction and Training

Introduction

As part of the risk assessment programmes to identify hazards and evaluate the risks to health and safety in the workplace, it is vital to take appropriate measures that will reduce those risks to an acceptable level.

One such measure is personal protective equipment (PPE) which should be used to protect employees who are exposed to risks that cannot be eliminated or controlled by other means.

The priority, however, must always be to minimise the risk itself. PPE should therefore be regarded either as a last resort or as an interim measure until other means of controlling the risk can be implemented.

A health and safety assessment of the workplace will normally identify a hierarchy of possible control measures. Some measures will be essential; others may be relevant only if more effective measures prove impossible to implement. PPE should be relied on as a protection against health and safety risks only after engineering controls and safe systems of work have been found inadequate as a means of controlling the risks. In some circumstances, PPE will be deemed essential and it must then be used or worn by all employees whose health and safety are at risk.

Hierarchy of Control

A health and safety assessment of the workplace will normally identify a hierarchy of possible control measures. Some measures will be essential;

others may be relevant only if more effective measures prove impossible to implement. PPE should be relied on as a protection against health and safety risks only after engineering controls and safe systems of work have been found inadequate as a means of controlling the risks. In some circumstances, PPE will be deemed essential and it must then be used or worn by all employees whose health and safety are at risk.

What is PPE?

PPE includes all equipment and clothing intended to be worn or used by a person at work, that gives protection against one or more health and safety risks – for example:

- ❖ aprons, gloves, safety footwear, safety helmets and high visibility jackets
- ❖ clothing designed to protect against adverse weather conditions
- ❖ protective equipment including eye protection, life jackets, respirators,
- ❖ breathing apparatus and safety harnesses

PPE does not include clothing or equipment required under specific regulations such as:

- ❖ Control of Lead at Work Regulations
- ❖ Ionising Radiation Regulations
- ❖ Control of Asbestos at Work Regulations
- ❖ Control of Substances Hazardous to Health Regulations
- ❖ Noise at Work Regulations
- ❖ Construction (Head Protection) Regulations.
 - (For example, hearing protection covered by the Noise at Work Regulations and respiratory equipment covered under other legislation do not fall within PPE. More specific requirements are detailed in these regulations).

PPE also excludes:

- ❖ uniforms, ordinary work clothes, clothing for food hygiene purposes
- ❖ cycle helmets, crash helmets and motor cycle leathers for use on
- ❖ public highways.

Selecting Suitable PPE

Where it is necessary to provide PPE, careful thought needs to be given to the type of clothing or equipment that will be suitable.

To be effective, PPE must:

- ❖ be appropriate for the particular health or safety risk(s)

- ❖ be appropriate for the working environment
- ❖ meet the ergonomic requirements of the wearer
- ❖ take account of ergonomic requirements and the state of health of the person(s) who may wear it, and to the characteristics of the workstation of each such person
- ❖ be adjustable within its designed range
- ❖ fit the wearer correctly
- ❖ prevent or adequately control the risk to the wearer
- ❖ not increase the overall risk to the workplace
- ❖ be designed and manufactured to an approved standard (e.g. HSE/CE).

PPE Assessment

To help select suitable PPE, a final assessment should be made to ensure:

- ❖ the health and safety risks definitely cannot be controlled by other means
- ❖ the PPE has the correct characteristics to make it effective against these risks
- ❖ the PPE is appropriate for the risk(s) involved, the conditions at the place where exposure to the risk may occur, and the period for which it is worn
- ❖ that any PPE provided is compatible with other PPE that is either in use, or that an employee would be expected to wear simultaneously
- ❖ the PPE itself does not create further risks or add to the risks that have already been identified.

A useful exercise is to list the characteristics that an ideal piece of equipment would need to have to minimise the risks to health and safety. The features of any proposed PPE can then be compared against the list.

Competent Person

All PPE assessments should be undertaken by a competent person who has suitable training and relevant knowledge. This person should also have practical experience of the equipment being used.

In most cases assessments can be undertaken in-house but where complicated or highly technical PPE is needed, it is advisable to seek specialist help.

Maintenance, Cleaning, Storage and Replacement

In addition to providing suitable PPE, it is necessary to make arrangements for it to be maintained in an efficient working order and in good repair. This includes correct storage, cleaning and replacement as necessary. This ensures that the PPE is hygienic and otherwise free of risk to health

Personal Protective Equipment

Those people who are required to use PPE need to be given information, instruction and training to enable them to understand:

- ❖ the risks to their health and safety which the PPE is designed to reduce
- ❖ the circumstances in which the PPE is to be used
- ❖ what steps need to be taken – maintenance, cleaning etc. – to ensure that the PPE remains an efficient form of protection
- ❖ that information relating to the use of the PPE is kept available as a source of reference to employees
- ❖ that where appropriate, and at suitable intervals, demonstrations (training) are organised in the wearing of PPE.

An employer is also required to ensure

- ❖ the proper use of PPE
- ❖ that the employees who use PPE comply with the requirements of the relevant legislation.

Sex, Sexual Orientation and Gender Discrimination Policy

1. Sex, Sexual Orientation and Gender Discrimination Mission
2. Sex Discrimination Defined
3. Sexual Orientation Defined
4. Gender Defined
5. Discrimination Defined
6. Sex, Sexual Orientation and Gender Discrimination Statement
7. Action Plans
8. Breaches of the Policy – What to do
9. Diversity and Equality Policies Structure
10. Responsibilities
11. Monitoring, Review and Feedback
12. Legislation

1. Sex, Sexual Orientation and Gender Discrimination Mission

ORION TRAVEL COACHES LTD is committed to developing an environment that is inclusive, fair, open and welcoming of individuals irrespective of their sexual orientation or gender. ORION TRAVEL COACHES LTD values the principles of equality and diversity and respect for individual differences.

ORION TRAVEL COACHES LTD recognises that many individuals and communities experience unlawful and unfair discrimination and oppression on the grounds of their sex, sexual orientation, and gender. We consider such discrimination unacceptable and will not tolerate it in any form.

ORION TRAVEL COACHES LTD also recognises the existence of homophobia and heterosexist assumptions in society. We aim to create an environment in which all staff and students, whatever their sexuality, feel equally welcome and valued, where students and staff experience fairness and equity of treatment, and are treated with dignity and respect.

2. Sex Discrimination Defined

Legal definitions of sex discrimination are set out in the Sex Discrimination Act 1975.

The Act makes discrimination unlawful on the grounds of sex and marital status, and gender reassignment in a limited manner.

The Equal Treatment Directive makes provisions for equality between men and women in terms of access to employment, vocational training, promotion and other terms and conditions of work. There is no qualifying period for employees: protection under the sex discrimination legislation begins from day one of employment. The Equal Pay Act 1970 also regulates discrimination by implying an equality clause into a contract of employment.

3. Sexual Orientation Defined

Legal definitions of sexual orientation are set out in the Employment Equality (Sexual Orientation) Regulations 2003. The Regulations seek to protect all individuals, whatever their sexual orientation.

Sexual orientation is defined as having a sexual attraction to:

- ❖ Persons of the same sex (lesbians and gay men)
- ❖ Persons of the opposite sex (heterosexuals)
- ❖ Persons of both sexes (bisexuals)

It is important to note that the Regulations also protect those who are perceived by others to be of a particular sexual orientation, whether or not they are.

What the legislation doesn't cover:

The Regulations do not protect people on account of their involvement in sexual practices, preferences or fetishes. For example, sado-masochism, or paedophilia are not covered by the Regulations.

4. Gender Defined

The following groups are covered by gender related legislation:

Transgender

Transgender people are protected under the Sex Discrimination Act (Amendment) Regulations of 1999. For transgender people, their internal sense of identity is different from the sex ascribed at birth and how others perceive them. Because gender and sexuality are not the same things, someone who is transgender may be straight, lesbian, gay or bisexual. A transgender person is said to be going through transition when they move from living as a member of their assigned gender to living in their 'true' gender. They may not choose to have hormone treatment and/or surgery as part of this process.

Transsexual

A transsexual is an individual who feels a consistent and overwhelming desire towards transition and fulfilling their life as a member of the opposite gender. Most transsexual people wish to complete gender re-assignment. However, it is important to note that not all-transsexual people are able to go through surgery for medical reasons.

Gender Reassignment

Gender Reassignment is defined for the purposes of the Sex Discrimination Act as "a process which is taken under medical supervision for the purpose of reassigning a person's sex by changing physiological or other characteristics of sex, and includes any part of such a process". The Sex Discrimination (Gender Reassignment) Regulations 1999 make it expressly clear that transsexual men and women are covered by the Sex Discrimination Act where they suffer discrimination because they have undergone, or are about to undergo, gender reassignment.

The Gender Recognition Act 2004 ensures transsexual people who have successfully registered with the Gender Recognition Panel will be able to marry and obtain a new birth certificate using their acquired gender.

Intersex people

One in 4,000 people are born with both male and female organs. Normally the decision on gender is taken at birth but often gender re-assignment takes place in adulthood. An intersex person may be heterosexual, homosexual, lesbian or bisexual.

What the legislation doesn't cover:

Transvestites and cross-dressers are people who dress in the clothing of the opposite sex, but who will not normally wish to change their physical characteristics. They are not covered by legislation.

5. Discrimination Defined

Annex 1 of this policy provides details of the five categories of discrimination:

- ❖ Direct Discrimination
- ❖ Indirect Discrimination
- ❖ Harassment
- ❖ Victimisation
- ❖ Failure to make reasonable adjustments (for someone who is disabled under the provisions of disability discrimination legislation)

6. Sex, Sexual Orientation and Gender Discrimination Statement

ORION TRAVEL COACHES LTD recognises it is unlawful for anyone to discriminate, harass or victimise employees of ORION TRAVEL COACHES LTD on grounds of their sex, sexual orientation or gender. Any such discrimination, harassment or victimisation carried out by a member of staff will be likely to result in disciplinary action under the appropriate disciplinary procedures.

ORION TRAVEL COACHES LTD will provide a supportive environment for staff all who wish it to be known that they are lesbian, gay or bisexual. We recognise an individual's right to choose whether they wish to be open about their sexual orientation. To 'out' someone without their permission is a form of harassment and will be treated as such.

ORION TRAVEL COACHES LTD welcomes, and will provide appropriate support for, lesbian, gay or bisexual staff and student groups.

No member of staff should be allowed to refuse to work with someone because of his or her actual or perceived sexual orientation.

ORION TRAVEL COACHES LTD recognises rights to freedom of thought, conscience and religion are absolute. However, any manifestation of beliefs has to take account of the rights and reasonable sensitivities of others. Staff and students will have a range of views on same-sex relationships. This policy does not infringe anyone's rights to hold these views but does seek to prevent

them being manifested in such a way that intimidates or humiliates, is hostile or degrading, or results in discrimination.

ORION TRAVEL COACHES LTD recognises assumptions should not be made that partners of staff are of the opposite sex. If the opportunity for social gatherings is being extended to the partners of staff, care will be taken with the wording of invitations, posters etc., to ensure inclusivity.

Sexual harassment in the form of unwanted sexual advances or similar behaviour is unacceptable irrespective of the sexual orientation of the victim or perpetrator.

ORION TRAVEL COACHES LTD regards any harassment in respect of someone's sex, sexual orientation (real or perceived), or gender unacceptable. Equally, any harassment in respect of those with whom an individual is associated (e.g., teasing someone who is heterosexual about their having a gay son) will not be tolerated.

ORION TRAVEL COACHES LTD's Harassment Policy gives details of the kinds of behaviour which may be considered tantamount to harassment. Any such harassment is unacceptable whether expressed orally, in writing, through graffiti, via email or texting, or any other medium.

ORION TRAVEL COACHES LTD will ensure all opportunities, benefits and conditions of service apply equally to all staff, irrespective of their sex, sexual orientation, or gender wherever it is possible to do so. In limited circumstances this may not be possible, such as the benefits of pension schemes where benefits may be restricted, for example, to married partners only. Where ORION TRAVEL COACHES LTD has a choice of a provider of benefits, equal treatment of staff will be one of the criteria for selection.

7. Action Plans

We will implement, monitor and review the following action plans that will enable us to realise our Sex, Sexual Orientation and Gender Discrimination Mission:

- ❖ Sex, Sexual Orientation and Gender Action Plan
- ❖ Harassment Action Plan.

8. Breaches of the Policy - What to do

Students or members of staff who feel that they are being subjected to sexual/gender discrimination or harassment should not feel that it is their fault or that they have to tolerate it. It is desirable to take action or seek advice or help so that the matter can be dealt with and resolved at an early stage. Advice is available from Personnel (for staff) or Student Support (for students).

When an individual identifies a concern with another individual's behaviour, the person alleging harassment should, wherever possible, meet with the alleged harasser to discuss the issue informally and to make it clear to the person causing the offence that such behaviour is unacceptable. This may be sufficient to stop it. If the person alleging harassment does not feel able to talk to the alleged harasser, this does not constitute consent to the harassment, nor will it prejudice any formal complaint that is brought.

If it is not possible to speak to the person concerned, or if, having spoken, the behaviour persists, it is important to begin to keep a note of the details of any relevant incidents causing distress, including dates and times and the names of any other people present. The individual should try to avoid being alone with the person who has caused the discrimination or harassment.

If it is not possible to resolve the situation informally, the person alleging harassment should invoke the Grievance Policy (for staff). Any formal complaint of discrimination or harassment will be handled sensitively, in a timely and confidential manner with a view to ensuring, so far as practicable, minimal stress to those involved.

In discrimination and harassment cases, the format of the normal procedures shall be utilised but, at the Chair's discretion, amended to the extent that the alleged perpetrator of the discrimination or harassment will not be asked to attend a meeting at the same time as the complainant, or any witness, without prior agreement via the senior manager conducting the procedure. Any questions the person facing allegations of discrimination or harassment wishes to ask the complainant, or any witness, should be submitted to the senior manager conducting the procedure, who will then inform the person of the response.

Where, after full investigation, evidence of discrimination/harassment is found to be sufficient to warrant disciplinary action, consideration will be given, where practicable, to transferring or rescheduling the work of one of the employees concerned rather than requiring them to work or study together against the wishes of either party.

Whilst it is fully expected that all employees will act responsibly regarding this issue, it should be made clear that false accusations of discrimination or harassment can have a serious effect on innocent individuals. Therefore, should investigations show that a false accusation has been made in bad faith; appropriate disciplinary action will follow and could result in summary dismissal or expulsion. Wherever possible, ORION TRAVEL COACHES LTD will try to ensure that the parties are not required to work/study together whilst the complaint is under investigation. This could involve giving the alleged victim the option of remaining home on special leave. In serious cases, the person facing allegations of discrimination or harassment may be suspended during any investigating and/or disciplinary proceedings.

9. ORION TRAVEL COACHES LTD Diversity and Equality Policies Structure

The Sex, Sexual Orientation and Gender Discrimination Policy is not a stand-alone policy. It supports the Diversity and Equality Policy and several other policies relating to the diversity and equality agenda.

The relationships within this group of policies are set out below:

Diversity and Equality Policy

- ❖ Race
- ❖ Equality
- ❖ Policy
- ❖ Disability
- ❖ Policy
- ❖ Harassment
- ❖ Policy
- ❖ Sex, Sexual Orientation and
- ❖ Gender Discrimination Policy
- ❖ Religion and Belief Policy

Action plans for each of the policies supporting the Diversity and Equality Policy will be used to enable ORION TRAVEL COACHES LTD to realise its Diversity Mission.

10. Responsibilities

All employees have a duty to co-operate with ORION TRAVEL COACHES LTD to ensure this policy is effective in ensuring equal opportunities for all and to prevent all forms of direct and indirect discrimination and/or harassment.

- ❖ Failure of individuals to comply with the Sex, Sexual Orientation and Gender Discrimination Policy will be treated as a disciplinary offence.
- ❖ Serious breaches of the Sex, Sexual Orientation and Gender Discrimination Policy will be treated as gross misconduct and could render employees liable to exclusion and dismissal respectively.
- ❖ Individuals can be held personally liable as well as, or instead of, the University College for any act of unlawful discrimination.
- ❖ Individuals who commit acts of discrimination in the areas of sex, sexual orientation and/or gender may be guilty of a criminal offence.

11. Monitoring, Review and Feedback

All ORION TRAVEL COACHES LTD procedures will be reviewed on a regular basis to identify and eliminate any processes, practices or eligibility criteria which may unlawfully discriminate (directly or indirectly) against any particular group or category of employees.

In order to ensure maximum effectiveness of this policy, it is essential all employees are encouraged and enabled to give constructive feedback and make suggestions for amendments to this policy.

If you believe there is action that ORION TRAVEL COACHES LTD needs to take in order to address discrimination on grounds of sex, sexual orientation, or gender, or if you would like to speak to someone confidentially, please contact the following people who will be happy to discuss your concerns and ideas with you:

12. Legislation

The current legislative framework this policy relates to consists of:

- ❖ Equal Pay Act 1970
- ❖ Sex Discrimination Acts 1975 and 1986
- ❖ Equal Treatment Directive 1976 (EC)
- ❖ Employment Rights Act 1996 (provisions relating to maternity leave and dependant carer leave)
- ❖ Protection from Harassment Act 1997
- ❖ Maternity and Parental Leave Regulations 1999
- ❖ Sex Discrimination (Gender Reassignment) Regulations 1999
- ❖ Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000
- ❖ Employment Equality (Sexual Discrimination) Regulations 2003
- ❖ Employment Equality (Sexual Orientation) Regulations 2003
- ❖ Gender Recognition Act 2004
- ❖ Occupational Pensions Schemes (Equal Treatment) (Amendment) Regulations 2005

To access this legislation, please contact Personnel.

ANNEX 1: Definitions of Discrimination

1. Direct Discrimination

Direct Discrimination occurs where a person is treated less favourably than someone else for reason of their sex, ethnicity, disability, age, sexual orientation, religion or belief, or (under the terms of the Disability Discrimination Act) when service providers/employers fail to make reasonable adjustments to meet the needs of a disabled person (unless that failure can be justified).

2. Indirect Discrimination

Indirect discrimination occurs where a requirement is applied equally to all groups, but has a disproportionate effect on the members of one group because a considerably smaller proportion of members of that group can comply with it.

3. Harassment

Harassment is the use of threatening, abusive, or insulting words (written or spoken) or behaviour causing alarm or distress. Harassment does not have to be directed at a particular individual and occurs wherever someone is caused alarm or distress. Harassment violates a person's dignity and/or creates an intimidating, hostile, degrading, humiliating and/or offensive environment. An isolated event can constitute harassment.

4. Victimisation

Victimisation is discrimination against someone because of their involvement in a discrimination complaint either as the complainant, as a witness, or as someone who has previously been accused and found not guilty of harassment.

5. Failure to Make Reasonable Adjustments (for someone who is disabled under the provisions of disability discrimination legislation)

Where arrangements disadvantage an individual because of a disability, organisations are expected to make reasonable adjustments to overcome the disadvantage. Not making those adjustments is discrimination.

Sustainability Policy

ORION TRAVEL COACHES LTD is committed to promoting sustainability. Concern for the environment and promoting a broader sustainability agenda are integral to ORION TRAVEL COACHES LTD's professional activities and the management of the organisation. We aim to follow and to promote good sustainability practice, to reduce the environmental impacts of all our activities and to help our clients and partners to do the same.

Principles

Our Sustainability Policy is based upon the following principles:

To comply with, and exceed where practicable, all applicable legislation, regulations and codes of practice.

To integrate sustainability considerations into all our business decisions.

To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.

To minimise the impact on sustainability of all office and transportation activities.

To make clients and suppliers aware of our Sustainability Policy, and encourage them to adopt sound sustainable management practices.

To review, annually report, and to continually strive to improve our sustainability performance.

Practical steps

In order to put these principles into practice we will:

Travel and meetings

- Walk, cycle and/or use public transport to attend meetings, site visits etc., apart from in exceptional circumstances where the alternatives are impractical and/or cost prohibitive.
- Include the full costs of more sustainable forms of transport in our financial proposals, rather than the least cost option which may involve travelling by car or air. Where the only practical alternative is to fly, we will include costs for full air fares rather than budget airlines in our financial proposals, and appropriate offsets.
- Avoid physically travelling to meetings etc. where alternatives are available and practical, such as using teleconferencing, video conferencing or web cams, and efficient timing of meetings to avoid multiple trips. These options are also often more time efficient, while not sacrificing the benefits of

regular contact with clients and partners.

Purchase of equipment and consumption of resources

- Minimise our use of paper and other office consumables, for example by double-siding all paper used, and identifying opportunities to reduce waste.
- As far as possible arrange for the reuse or recycling of office waste, including paper, computer supplies and redundant equipment.
- Reduce the energy consumption of office equipment by purchasing energy efficient equipment and good housekeeping.
- Purchase electricity from a supplier committed to renewable energy. Seek to maximise the proportion from renewable energy sources, whilst also supporting investment in new renewable energy schemes.
- Ensure that timber furniture and any other timber products are recycled or from well-managed, sustainable sources and are Forest Stewardship Council (FSC) certified.
- Purchase fair-trade and/or organic beverages.

Working practices and advice to clients

- Undertake voluntary work with the local community and / or environmental organisations and make donations to seek to offset carbon emissions from our activities.
- Ensure that any associates that we employ take account of sustainability issues in their advice to clients.
- Include a copy of our Sustainability Policy in all our proposals to clients.

Drugs & Alcohol Policy

We have a zero-tolerance policy for drugs and alcohol.

It is a criminal offence to be unfit through drugs or alcohol while doing work known as safety critical work. We believe drugs and alcohol misuses are unacceptable under any work-related circumstances and therefore apply a zero-tolerance approach. We support this approach through regular drugs and alcohol testing. Workers in safety critical jobs must also comply with internal regulations on prescription medications.

Drugs & alcohol testing for employees

All employees are subject to ORION TRAVEL COACHES LTD's drugs & alcohol policy. It applies to all employees, including those on part-time or temporary contracts, consultants, agency and other people working for or on behalf of Travel.

ORION TRAVEL COACHES LTD carries out random drugs & alcohol tests on workers in safety critical jobs. All staff will be tested for drugs & alcohol if they are involved in a serious accident or incident or appear to be under the influence of either drugs or alcohol.

Refusal to take a test will be treated as a positive result and may result in dismissal.

Drugs & alcohol testing in the recruitment process

All job offers from ORION TRAVEL COACHES LTD are made on the condition of compliance with our drugs & alcohol policy. People applying for safety-critical posts will be required to undergo a pre-appointment drugs & alcohol test. All other applicants are required to sign a statement to confirm that they understand the drugs & alcohol policy and state their personal intention to comply. Anyone who refuses to comply with our drugs & alcohol policy will not be considered for employment with ORION TRAVEL COACHES LTD

Quality Policy

ORION TRAVEL COACHES LTD are committed to ensuring that everyone follows our quality policy. This involves:

- ❖ Displaying a real commitment to quality, led by the owner of the company.
- ❖ Understanding the needs of our customers and working to fulfil them.
- ❖ Measuring and constantly working to improve customer satisfaction.
- ❖ Working fairly with customers, suppliers, business partners and staff.
- ❖ Developing our staff to make the best use of their abilities.
- ❖ Setting and supporting quality objectives which will stretch and challenge our staff.
- ❖ Providing the right resources and environment.
- ❖ Continuously working to improve everything we do.

G Queenan

4th January 2017