

Company Profile Special Projects & Maintenance

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COMPANY PROFILE

RDF was formed in 1991.

It began as a small local operation and over the following 19 years it has developed and is now covering the whole of the south east area.

RDF has grown into the thriving business it is today, by seizing opportunities, to provide a better, higher competitive service to you, our Clients.

The group comprises of three divisions providing:-

BUILDING MAINTENANCE & REPAIRS.

SMALL REFURBISHMENT CONTRACTS.

MAJOR BUILDING CONTRACTS.

**We have now completed contracts on our new office at
*70 St. Mary's Axe, London, EC3 8BD,***

**This will be our city branch for our Contracts Manager and
Assistance for all inner city Based projects, and immediate response
on Facility Management.
Inc. Emergency response works.**

SERVICE GUARANTEES.

We will respond to your maintenance needs, including Emergencies 24 hours a day, 365 days a year.

All works are carried out to the highest standards by RDF's professionally trained engineers. Which are all in radio contact with our offices at all times?

All repair, modification and new installation work is fully guaranteed for twelve months.

All work is carried out to the latest regulations and strictest safety standards.

All materials used are of very high quality.

Work is carried out at mutually convenient times; evening and weekend rates are at a slightly higher rate.

On completion of every instruction over £750.00, our customer care department will ensure that you are completely satisfied and that the works carried out meets with your full approval.

Engineer report forms are issued for every job and signed off by the site contact / client and RDF contracts Manager.

COMPANY QUALITY POLICY.

RDF Group Limited is determined to attain and maintain quality in every part of its business.

We aim to provide all customers with products and services, accurately tailored to their individual needs, at the time agreed with the customer, and at a price which gives the customer value for money and the company a reasonable return.

Each and every member of the company will continuously aim for Quality and Excellence in all that we do.

Each and every member of the company will always try to Get It Right First Time and Every Time.

Each and every member of the company will constantly provide our clients in a willing and Professional Manner.

They will continually Adapt and Improve in response to changing circumstances.

FOR AND ON BEHALF OF RDF GROUP LTD

RDF CAN PROVIDE A COMPREHENSIVE RANGE OF SERVICES INCLUDING.

- **FREE ESTIMATE SERVICES & FRIENDLY ADVICE.**
- **FIT OUT & STRIP OUT**
- **CONSTRUCTION**
- **SPECIAL PROJECTS**
- **PROPERTY MAINTENANCE**
- **FACILITIES**
- **ROOFING.**
- **CARPENTRY.**
- **PAINTING & DECORATING.**
- **FLOOD & FIRE DAMAGE.**
- **INSURANCE WORK UNDERTAKING.**
- **FIRE PROTECTION**
- **24 HOUR EMERGENCY PLUMBING.**
- **24 HOUR EMERGENCY BOARDING-UP & GLAZING SERVICE.**

KEY FACTS:-

HEAD OFFICE:

Unit 48 - 50
Island Centre Way
Enfield
EN3 6GS

TELEPHONE No:

01992 809095

FAX No:

01992 701113

BANKERS:

The Royal Bank of Scotland
30-32 London Road
Enfield
Middlesex
EN2 6DT

ACCOUNTANTS:

Daniel Wilson Ltd
22 Island Centre Way

Chartered Accountants & Registered Auditors

Enfield
Middlesex
EN3 6GS

INSURANCE ARRANGED THROUGH:

M & DH Insurance Services Ltd
Sandland Court
Pilgrim Centre
Brickhill Drive
Bedford
MK41 7PZ

LIABILITY COVER:

£5, 000000.00 Employers
£10, 000000.00 Public

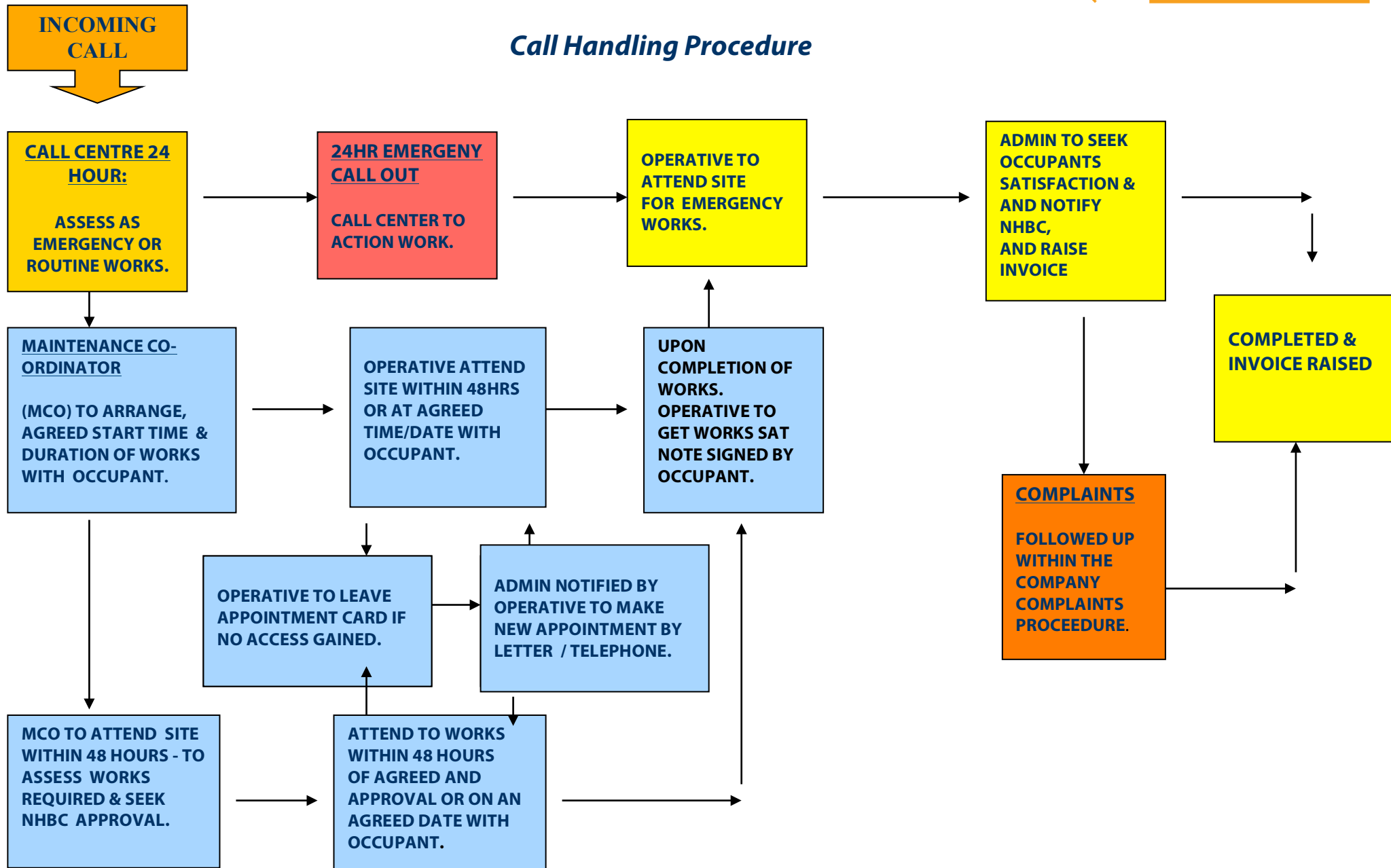
TERMS & CONDITIONS OF BUSINESS.

1. All invoices must be paid by return of post, unless prior arrangement has been arranged. The company will make a charge for each visit.
2. The company shall determine the total charge for the work to be carried out.
3. Any price quoted by the company or comprised in the order or estimate may be subject to change if the cost of the work or goods has been misquoted or extra work is requested or material price increased by the manufactures.
4. All prices are subject to VAT at the standard rate unless zero-rated work.
5. If the customer is in breach of section 1, The Company shall be entitled to add 10% interest to the balance outstanding after a period of 28 days has elapsed from the date of invoiced and a further 10% weekly thereafter until the balance has been paid in full.
6. Whosoever name is on the invoice shall be deemed by the company to be the customer.
7. The customer shall be liable to pay the company for time spent and materials purchased if the order subsequently cancelled by the customer.
8. The customer can not cancel if the engineer has already commenced work.
9. If the customer wishes to call in any workmen, company or persons to adjust, alter rectify or tamper with any work carried out by the company for any reason, the customer must inform the company beforehand in writing to the registered office as above. If the customer fails to notify the company in advance or otherwise to give the company adequate opportunity to inspect any complaint, the company can not be held liable for any claim for defective materials or workmanship in respect of such work.
10. The makers against manufacturers defect cover parts. Parts carry the particular maker's warranty. Labour charges are not covered.
11. The company and its engineers are insured for accidental damaged to customer's property or person. Should the need for a claim arise then the details of the damage are to be put into writing and sent to the registered office as above. The company will not effect payment of any outstanding moneys due to the company for work carried out for goods supplied.
12. The company will not be responsible for loss arising from or failure of or delay in delivery of goods and materials or commencement of work.
13. Upon completion of works, payment is due as per section 1: on the understanding the instructor is liable until payment is made in full by way of there client or agreed subject.
14. Late cancellations of booking may result in the call out fee still being payable.
15. Where known parking difficulties exist in the immediate area of the address to which the engineers are to call, the customer to make provisions for nearby and safe parking of the engineers vehicle.
16. For the purpose of these conditions, 'The Company' shall mean RDF Group Limited and the 'customer' shall mean the person, firm or company to whom RDF Group Limited agrees to sell or supply the goods of service.

RDF Group Ltd

- ***Call Handling Procedures***

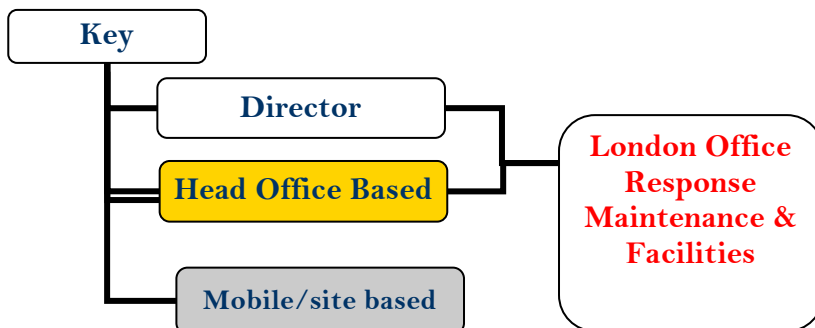
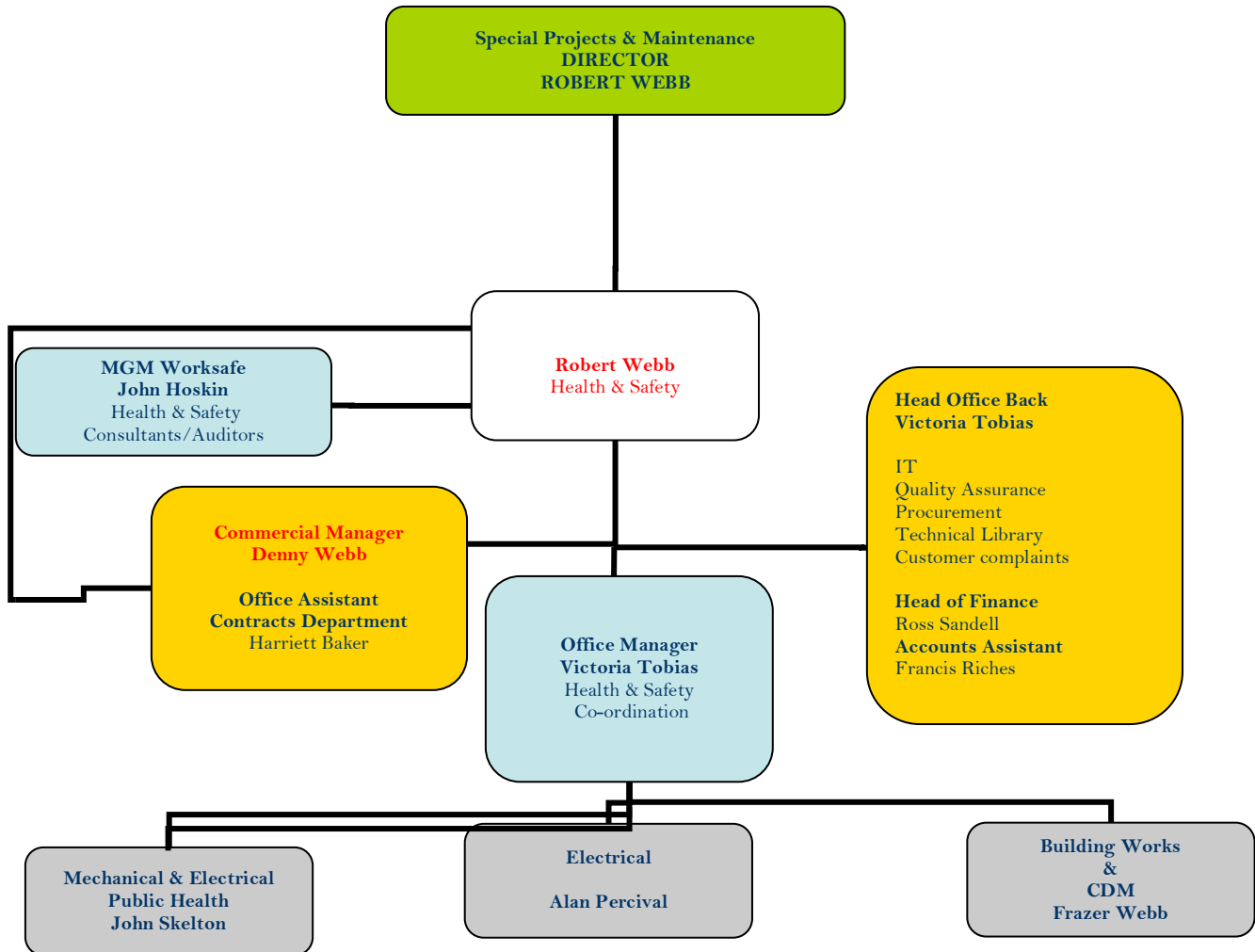
Call Handling Procedure



RDF Group Ltd

- ***Management
Structure***

Management Structure



RDF Group Ltd

- ***Health & Safety***

HEALTH & SAFETY PLAN

FOREWORD

A full copy of our companies Health and Safety Systems Manual is available upon request.

This Health & Safety Plan has been formulated to illustrate the Company's high standards of expectancy and promotion of all Health & Safety matters. RDF Group Ltd will maintain and revise this Health & Safety Plan from time to time to suit any changing safety legislation and any such revision will be recorded on our Health & Safety Plan Amendment Record.

Robert V Webb

MANAGING DIRECTOR

RDF Group Limited
Health and Safety Policy Statement

1. Introduction.

RDF Group Ltd is committed to continually improving its health and safety performance. This document states the company's general health, safety & welfare and environmental policy and describes the company's allocation of responsibilities and arrangements for implementation of the policy.

2. General policy statement.

It is the policy of RDF Group Ltd to:

- To provide a place of work that is safe and without risk to health, safety and welfare of all its employees, independent contractors, members of associated companies and general public so far as is reasonably practicable.
- Provide appropriate training.
- Seek continually to improve its health, safety and welfare performance.
- Monitor the performance of its activities against this policy.
- Make safety an integral part of the management of the company.
- Comply fully with the law.
- Make regular reviews of this policy and institute improvements where possible.
- Consult with employees periodically to ascertain what measures should be taken to increase awareness of health and safety and to ensure that all necessary measures are taken to make this policy effective.
- Sustain and develop this policy through the implementation of safety management systems.

3. Organisation.

The company's Managing Director is Mr R V Webb.

The companies overall strategy is determined by the directors, with its core business being in Construction Management and Building Contracting. The Director responsible for safety is the Managing Director Mr R V Webb.

4. Responsibilities.

The responsibility for the implementation, operation and satisfactory performance of the Company Health and Safety Policy lies with line management. To ensure that its policy, legal obligations and experience are applied effectively throughout the company, the company's line managers are supported by The Health and Safety People, a safety consultant.

- **The Health and Safety People.**

This organisation exists to provide a comprehensive infrastructure to support line management in discharging its Health, Safety and Welfare responsibilities.

- Training services.
- Up-to-date information on legislation.
- Dissemination of information, including procedures, statistics and critical current experience.
- General overview of safety, Health and welfare performance.
- Audits and safety inspections.
- Advice to line management.
- Accident investigation.

- **All Employees.**

Employees have a legal duty to co-operate with the company and its clients in all matters relating to safety, Health and welfare and fire prevention. Employees are responsible for ensuring the health and safety of themselves and others who might be affected by their actions and for co-operating at all times on health and safety matters. In particular they shall:

- Understand and comply with the requirements of the company safety policy and safety management system.
- Prevent accidents occurring and report potential hazards to their immediate manager.
- Work safely, tidily and to laid down work place rules and conditions.
- Use the correct tools and equipment for their job.
- Wear any item of protective equipment issued under statutory or workplace regulations.
- Avoid the misuse of any item of plant or mechanically operated hand tools.

- **All Employees Continued**

- Report defects in plant and equipment immediately to the appropriate person.
- Report accidents immediately to the site safety coordinator.
- Develop a personal concern for health and safety- for themselves and for others.
- Suggest ways of improving standards of health safety and welfare.

5. Review of Performance

A review of performance of the company's health, safety and welfare policy and implementation will take place at the Directors management meeting.

Robert V Webb
Managing Director,
RDF Group Ltd.

RDF Group Ltd

- ***Facilities Management
& Agency***

FACILITIES MANAGEMENT

RDF Facilities Management provides powerful functionality and extensive flexibility to provide facilities management across all boundaries. The solution optimises process efficiencies, and workforce productivity.

RDF Facilities Management is aimed at organisations of all sizes, whether managing a single facility or multiple sites.

RDF Facilities Management functionality includes:

- Buildings and Property Maintenance.
- Engineer Management
- Mobile Field Force
- Contract Management
- Planned Events
- Job Management
- Help Desk / Call Logging
- Extensive Reporting Capability

RDF Group Ltd

- ***MGM Worksafe
(Health & Safety)***



MGM WORKSAFE

Health & Safety Consultant

"Landrays Acre", 2 Fossefield Road, Midsomer Norton, Radstock BA3 4AT

Telephone / Fax: 01761 414032

Mobile: 07831 308268

Email: mail@mgmworksafe.co.uk

Michael G Martin set up a consultancy in 1993, operating under the title MGM Worksafe and offering general Health and Safety advice, specialising in property Risk Assessment work, incorporating preparation of Policy Statements and Safety Manuals, and providing the service of Planning Supervision in respect of the Construction (Design & Management) Regulations 1994, as amended (now revised to CDM Co-ordination under the Construction (Design & Management) Regulations 2007) (CDM).

Prior to establishing the consultancy, Mike Martin was a Partner with Workman and Partners, Property Managers and Surveyors operating over the whole of the United Kingdom, where responsibility covered the full management and operation of multi-let office blocks and enclosed shopping centres. Previously Mike Martin had held the position of Managing Director, and Director responsible for Health and Safety, with Beazer Estates Ltd, fully managing and controlling this company which operated the commercial property portfolio then valued at £120M. This position was achieved following the acquisition of M P Kent PLC, where, as a Main Board Director, responsibility covered both commercial and residential property development and investment. Experience covered design, new building, demolition and refurbishment work. Progression up through this company had developed from the in-house Design Department.

Mike Martin was responsible for Health and Safety both at M P Kent PLC (from 1974) and Beazer Property (incorporating Beazer Estates), with regular attendance at Health and Safety training sessions and seminars. Regular Health and Safety meetings with, and reporting to, Beazer PLC, the parent company, were undertaken.

MGM Worksafe's current client portfolio includes Zurich Assurance Ltd (under instruction from Threadneedle Property Investments Ltd), Norwich Union Life and Pensions (now renamed Aviva), MERJS, Building Surveyors and Property Managers, Michael J Lonsdale Ltd, Mechanical and Heating Engineers, Glebe Asset Management Ltd, Macquarie Group, The Queen Elizabeth II Conference Centre, Westminster and Combat Stress (Ex-Services Mental Welfare Society).

Over the years the consultancy has expanded to include routine property/site checks (also using the services of Graeme E Gaskell Servies and JB Health and Safety Consultants Ltd), staff training, accident and incident review work and fire safety relative to The Regulatory Reform (Fire Safety) Order 2005 (co-ordinating the services of Fire Safety Associates).

Previous appointments successfully completed under CDM include £4M new build, research and development industrial units at Gatwick; £4.5M Headquarters Building for ABC Holiday Extras; office refurbishment for Reader's Digest in London Docklands; demolition of the Federation Brewery in Newcastle upon Tyne; demolition of warehousing in Cardiff; a new build multi-storey car park for Southampton City Council; together with many small building refurbishments and plant and boiler replacement projects.

March 2010

RDF Group Ltd

- ***Complaints
Policy***

Complaints Procedure

Any person dissatisfied with the company should make this fact known at the point and time of their dissatisfaction to the persons directly involved.

The first person to be advised of the complaint should, if appropriate, endeavour to resolve the difficulty, ensuring that company policy and procedures are followed. If it is not appropriate for the member of staff to deal with the complaint, it should be referred as soon as possible to the appropriate manager.

The following Procedure should be followed:

1. Complaint received
2. Entry made in complaints log and complaints reported (Number to be assigned)
3. Complaint report completed
4. Complaint acknowledged – Occupants contacted with complaint reference No and contact name
5. If necessary, complaint reported passed to appropriate manager
6. Facts ascertained and recorded on complaint report
7. Explanations/remedy proposed and recorded
8. Complaint kept informed
9. Outcome recorded on report
10. Report filed by manager in departmental complaints file

How a Complaint Can be Made

A complaint can be made in the following ways:

- By telephone
- By letter
- By e-mail

The Complaints Process

A manager or their delegate in the service area concerned deals with complaints. A response should be made within 5 working days. If the complainant still feels dissatisfied then a manager will investigate and respond.

Confidentiality

All complaints are treated with confidentiality in mind. Only officers dealing with complaints in each service area will be aware that a complaint has been received and is being dealt with. Anonymous requests will be acted upon; however it is better to provide contact details so that the complainant can be informed of the outcome.

Complaints About Contractors

RDF recognises complaints regarding its own operatives / contractors, and any organisation contracted to work for RDF, and will seek to resolve such complaints. These complaints are useful to guide learning in future service delivery and contractual arrangements, and feedback on performance is given to contractors on a regular basis.

Equalities Statement

RDF aims to handle all complaints fairly and honestly regardless of who makes a complaint. RDF treats all members of the community equitably and will not show bias to any particular individual or group.

Matters that are Outside the Policy

The following matters are not included in this policy:

- Complaints which are subject to legal proceedings
- Requests for service

Monitoring Satisfaction and Performance

It is important to monitor the effectiveness of the corporate complaints system and determine which areas may be under represented in terms of complaints awareness.

Conclusion

This complaints policy is a practical means by which RDF can demonstrate its determination to effectively deal with complaints, in a fair and honest way, for all occupants, residents, tenants and sub-contractors / contractors.

COMPLAINTS LOG

COMPLAINT NUMBER	DATE	TAKEN BY	COMPLAINT MADE BY	NATURE OF COMPLAINT	PASSED ON TO	ACTION TAKEN	OUTCOME
1							
2							
3							
4							
5							

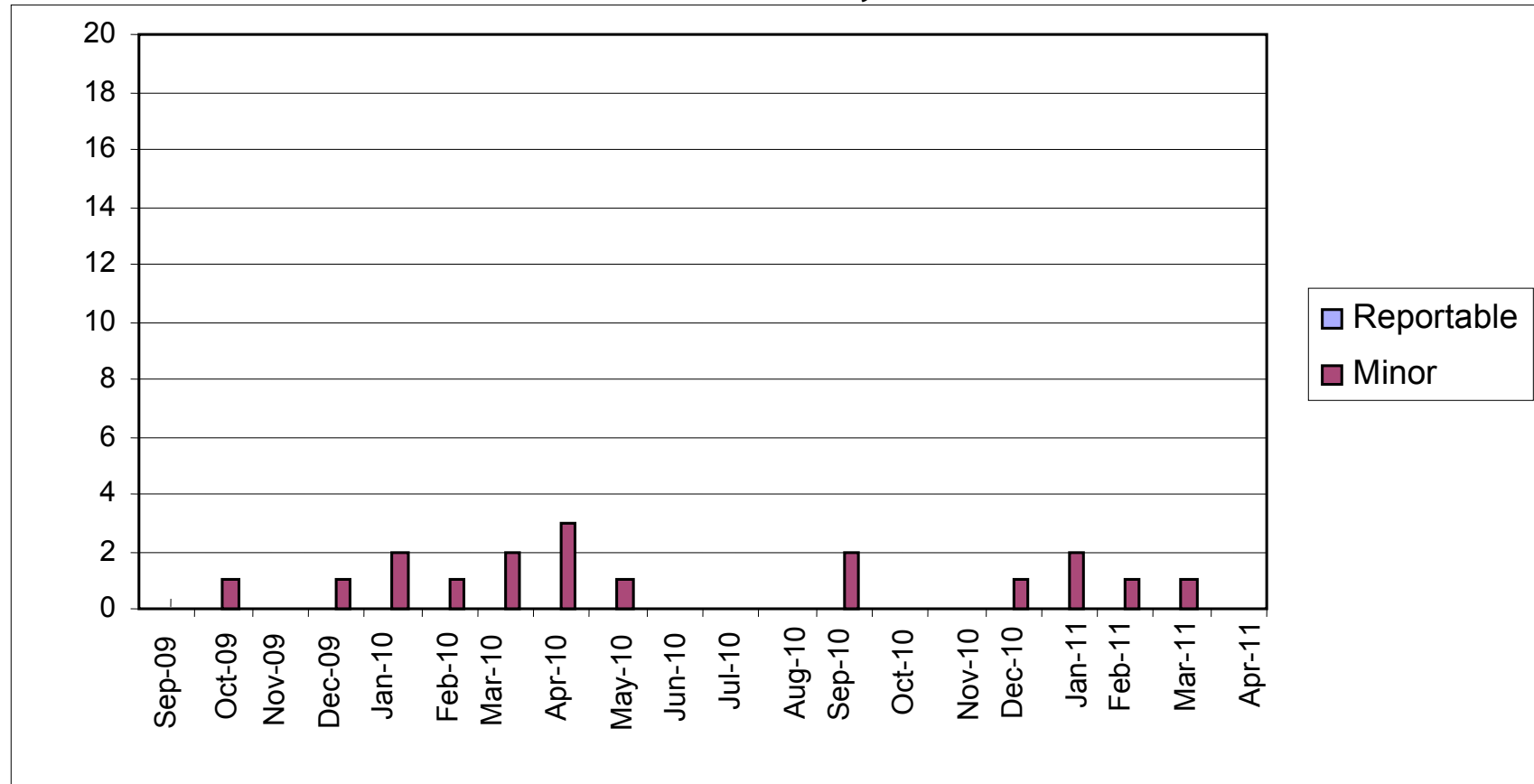
Complaint Report

Date:		NO	
Complain tent			
Taken by		Actioned by	
Nature of Complaint			
Action Taken	Date		
Out Come	Date		
Notes			
Signed off by	Date		

RDF Group Ltd

- ***Accident Analysis***

Accident Analysis



RDF Group Ltd

- ***Equal Opportunities***

EQUAL OPPORTUNITY POLICY

POLICY STATEMENT

RDF Group Ltd supports the principles of equal opportunities in employment and diversity in the workforce. It is committed to ensuring that employees and job applicants are not discriminated against either directly or indirectly on the grounds of disability, age, gender, sexual orientation, marital status, race, colour, religion, ethnic or national origin.

RDF Group Ltd recognises the valuable contribution a diverse workforce can offer the services provided by the Trust, in ensuring that sensitive and appropriate care is provided to the population it serves. To this end the Trust aims to create and sustain a workforce reflective of the diversity within the local population.

The policy has been written in accordance with the following statutory requirements:

- Disability Discrimination Act 1995
- Equal Pay Act 1973
- Equal Pay (Amendment) Regulations 1983
- Race Relations Act 1970
- Race Relations Amendment Act 2002
- Rehabilitation of Offenders Act 1974
- Sex discrimination Acts 1975 & 1986

RDF Group Ltd will support and promote subsequent developments in relevant legislation such as the age discrimination legislation due to come into force in 2006, in its policy.

AIM OF THE POLICY

The policy aims to prevent discrimination and to actively promote diversity in the workforce and equality of opportunity. The purpose of the policy is to clarify how RDF Group Ltd aims to prevent discrimination, stimulate equality of opportunity and manage diversity.

1. IMPLEMENTATION

The major impact of the policy will be felt in the areas of recruitment and selection, training, promotion, career development and conditions of service. It nevertheless applies to any employment matter in which the equitable treatment of a current or potential employee may be an issue. RDF Group Ltd will ensure equal opportunities are available to all by enforcing the policy at all levels of the organisation.

2. DEFINITIONS

Discrimination

Discrimination in employment occurs as a result of prejudice, misconception and stereotyping which hinders the proper consideration of the individual's skill, ability, experience and potential. It can be direct or indirect, intentional or unintentional.

Direct Discrimination

This occurs where a person is or would be, treated less favourably than another in the same or not substantially different circumstances. Examples of this are encouraging only male staff to study for professional qualifications or not promoting an Asian woman because it is thought that she would not fit in.

Indirect Discrimination

This is where a condition of a job is applied to all people but which in practice, is such fewer people in certain groups are able to comply and it cannot be shown justifiable. An example of this would be setting an age limit for a job, which fewer women of that age would be eligible because of taking a career break to have a family.

Disability Discrimination

This occurs:

1. When a disabled person is treated less favourably than other employees or job applicants for reasons related to his/her disability and the employer cannot show that this treatment is justified.
2. When there is a failure to comply with a duty of reasonable adjustment. * If the failure cannot be justified, the employer will have discriminated against the disabled person.

* The duty of reasonable adjustment is defined in the Act as steps which it is reasonable for the employers to have to take in all the circumstances of the case to reduce or remove any substantial disadvantage which a physical feature of their premises or their employment arrangements causes a disabled employee or job applicant compared to a non-disabled person.

Age Discrimination

This occurs when arbitrary age barriers are placed on jobs and when age is used to make decisions regarding recruitment, selection, training and promotion. RDF Group Ltd has a Flexible Retirement Policy, which should be used in cases where staff wishes to work past normal retirement age.

Rehabilitation of Offenders Act 1974

This concerns the use of information about 'spent' convictions to discriminate unfairly against a particular person without justification, where the job itself does not contain constraints. Most jobs in RDF Group Ltd are exempt from this Act so applicants must declare any previous convictions on their application form. Managers will have the choice of employing someone who has declared a conviction. This should be handled sensitively and the manager must consider whether or not the conviction has any relevance to the post.

3. RESPONSIBILITIES

All employees have some measure of responsibility for the effective operation of this policy.

Individual employees are required to:

- Co-operate with any measures introduced to develop or monitor equal opportunity.
- Not to discriminate or harass other employees because of their disabilities, age gender, sexual orientation, marital status, race colour, religion, ethnic or national origin.
- Not to place pressure on other employees to act in a discriminatory manner.
- To resist pressure by other employees to discriminate and to report such incidents to ensure they can be properly managed.
- To co-operate with investigations into acts or conduct which may amount to unfair or unlawful discrimination.

Managers responsible for:

- Ensuring their management practices is consistent with the spirit and content of this policy.
- Ensuring their staff is aware of this policy.
- For actively and positively promoting awareness among staff of the principles involved.
- For leading by example in developing and promoting equality and fairness in the work place.
- For taking remedial action against staff where infringements of the policy arise.
- Reviewing existing employment policies in relation to this policy and taking remedial action as appropriate.
- Providing guidance to managers and staff on all aspects of this policy.
- Devising and maintaining systems for monitoring employment practices consistent with the aims of this policy, in line with codes of good practice and the requirements of the Race Relations Amendment Act.
- Reviewing and updating this policy following changes in legislation and codes of practice.

4. ENFORCEMENT

Any employee who unfairly or unlawfully discriminates against another employee, induces other to practice unfair or unlawful discrimination or fails to co-operate with measures designed to promote equality of opportunity may be subject to formal disciplinary action, which could include dismissal.

Victimisation

This occurs when a person is treated less favourably than others because s/he has made a complaint or allegation of discrimination, has acted as a witness or informant in connection with a discrimination case in line with this policy, has been involved in any other way with its enforcement or intends to do any of these things.

Harassment

This is behaviour that is unwelcome, unwanted, unreciprocated and offensive to the recipient. It is not the intention of the perpetrator but the deed itself and the impact on the recipient that determines what constitutes harassment.

Disability

The definition of disability in the Disability Discrimination Act 1995 (DDA)

Is that a person has a disability if s/he has a physical or mental impairment and that impairment has an adverse effect on his or her ability to carry out normal day to day activities and that effect is substantial and long term. This includes physical impairments affecting the senses such as sight and hearing also mental impairments including learning disabilities and mental illness if these are recognised by a respected body of medical opinion.

The DDA states that impairment has to be substantial. The following are examples of impairment that are likely to be considered substantial:

- Inability to see moving traffic clearly enough to cross a road safely
- Inability to turn taps or knobs
- Inability to remember and relay a simple message correctly

A physical or mental impairment is considered to be long term if it has lasted at least 12 months or is likely to last for a total period of at least six months or is likely to last for a total period of at least six months or is likely to last for the rest of the person's life. Long-term effects include those, which are likely to occur. An effect would be considered long term if it is likely both to recur. An effect would be considered long term if it is likely both to recur and to do so at least once beyond the 12 month period following the first occurrence.

The Act states that there is only an effect on a person's ability to carry out normal day-to-day activities if the impairment affects any of the following:

- Mobility – being able to move unaided from place to place
- Manual dexterity
- Physical co-ordination
- Continence
- Ability to lift, carrying or moving ordinary objects
- Speech, hearing or eye sight
- Memory or ability to concentrate, learn or understand
- Ability to recognise physical danger

It does not include things which only a particular person or group of people do regularly. For example, playing tennis to professional standard would not be considered a normal day-to-day activity.

5. REDRESS

Any actual or potential employee who perceives a problem with recruitment, selection, training, promotion, the application of conditions of service or the conduct of colleagues, should it raise it in accordance with RDF Group Ltd grievance, harassment or complaints procedures as appropriate.

RDF Group Ltd aims to resolve such matters at the most local level appropriate and within the shortest possible time frame. If however, an employee is dissatisfied with the outcome of any matter raised, s/he is not prevented for pursuing his/her rights through other routes, which may include Employment Tribunal.

6. RECRUITMENT AND SELECTION

The intention of recruitment procedures is to ensure the widest response of suitable applicants to any vacancies within RDF Group Ltd. The selection process must be carried out according to objective, job related criteria. RDF Group Ltd will endeavour through appropriate training, to ensure that employees responsible for recruitment will not discriminate, whether consciously or unconsciously, when appointing staff.

The following sections focus on the equal opportunities elements of recruitment and selection and are intended to provide a sensitive and flexible framework so that the policy can be put into practice. Further details of the practical implementation of recruitment are provided in the RDF Group Ltd Selection Procedure. The combined aim of these documents is to maintain a high standard of recruitment practice throughout The Company.

ADVERTISEMENT

The wording of job advertisements must correspond with the main points in both job description and the person specification. They must be clear and unambiguous and avoid and discriminatory clauses which indicate direct or indirect discrimination. Publications and other methods of distribution used must be broad enough to give all sections of the community a reasonable chance of seeing them.

Advertisements and supporting literature sent to applicants must confirm that The Company supports equal opportunities. All posts will be advertised internally through the Internal Vacancy Bulletin but they may appear in external publications simultaneously.

7. TRAINING

The Company is committed to the training and development of its staff to their full potential and will not discriminate in the provision of and access to training and development.

The Company has implemented and will maintain a system of personal and professional development planning for all employees. Development needs arising from these will be provided for according to individual need, service requirements and as any budgetary constraints allow.

8. DISCIPLINE AND GRIEVANCE PROCEDURES

Instances of discrimination, abuse, intimidation or harassment on the grounds of disabilities, age, gender, sexual orientation, marital status, race, colour, religion, ethnic or national origin may be considered gross misconduct and dealt with under The Company Managing Performance and Conduct Policy.

An employee who complains of such discrimination, abuse, intimidation or harassment must not be victimised for doing so. All employees have the right to seek redress for their grievances and their managers must inform them of this right. Grievances must be treated equally and fairly and not subjected to assumptions about the personal sensitivity of the employee expressing the grievance.

9. REDUNDANCY AND TERMINATION OF EMPLOYMENT

The selection criteria for redundancy, dismissal or early retirement must not discriminate directly or indirectly on the basis of disabilities, age, gender, sexual orientation, marital status, race, colour, religion, ethnic or national origin. All early terminations of employment must be handled in a fair and consistent manner.

10. PROMOTION

Managers must ensure that in-service experience and training, including the provision for gaining experience at a higher level, are offered fairly and equally to staff. All RDF Group Ltd vacancies will be advertised in the Vacancy Bulletin to ensure staffs are aware of potential career opportunities and may subsequently be advertised in the national press. The criteria for selection for promotion will be the same as for initial recruitment.

11. CONDITIONS OF SERVICE

Any local conditions of service in place must not discriminate unjustifiably against any individual member of staff. The implementation and resultant working arrangements must be applied equally and fairly to all employees.

12. ORGANISATIONAL ARRANGEMENTS

This policy applies to all departments and employees of The Company, particularly those in a position of responsibility with control over other employees and the power to select or dismiss staff.

Tender specifications must state that outside organisations and contractors are required to produce copies of their Equal Opportunities Policies. Managers should pay particular attention to these and satisfy themselves that they are comparable to those of The Company.

APPENDIX 1

ASYLUM & IMMIGRATION ACT 1997

LIST OF SPECIFIED DOCUMENTS

Production of any one of the following provides employers with the statutory defence under Section 8 of the Asylum & Immigration Act 1997.

1. An official document issued by a previous employer, the Inland Revenue, the Benefits Agency or the Contribution Agency of the Employment Service, which states the person's National Insurance Number.
2. A passport describing the holder to be a British citizen or having the right of abode in or an entitlement to re-admission to the UK. There are six different groups of persons who may hold a British passport: British citizens, British Dependant Territories citizens, British Overseas citizens, British Protected Persons, British Nationals (Overseas) and British subjects. Of these groups, only British citizens have the right of abode in the UK and are free to live and work here without immigration control.

People who fall within the other groups may hold British passports but still need to obtain immigration clearances before they can work in the UK. The passport should be examined to establish whether or not the status of a potential employee is such that they have the right to work in the UK.

3. A passport containing a certificate of entitlement of right of abode.
4. A birth certificate issued in the UK or in the Republic of Ireland.
5. A certificate of registration or naturalisation as a British citizen. These certificates are issued to people who have been granted British citizenship although they may not hold a British passport. They are nevertheless entitled to work in the UK.
6. A European Economic Area (EEA) passport or identity document.
Citizens of countries within the EEA are able to take up work in the UK without obtaining immigration authorisation.

The countries within EEA are Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Liechtenstein, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden and the United Kingdom. Swiss citizens must obtain immigration clearance to work on the UK, as Switzerland is not part of the EEA.

7. A passport or other travel document endorsed to show the person is exempt from immigration control or has indefinite leave to enter or remain in the UK or has no time limit on his/her stay or a Home Office letter confirming this.

People who are settled in the UK have no time limit of length of stay in this country and are free to work here. Their passports contain a special endorsement, which can take several forms e.g. "There is at present no time limit on the holder's permitted stay in the UK" or "Given leave to remain in the UK for an indefinite period".

There are many different passport endorsements, which show that the holder is able to work in the UK. In all the above cases, if you are uncertain as to whether a document or passport endorsement entitles a person to work in the UK, you should contact the Home Office.

8. A passport or other travel document endorsed to show that the person has current leave to enter or remain in the UK and is not precluded from taking the employment in question or a Home Office letter confirming this.
9. A UK resident permit issued to a national of a member state of the EEA.
10. A passport or other travel document endorsed to show that the named person has the right of residence in the UK as a family member of a named person who is a national of a named member state of the EEA and resident in the UK.
11. A letter issued by the Home Office indicating that the person has permission to take up employment.
12. A letter issued by the Home Office confirming that the person is a British citizen.
13. A work permit or other approval to take employment issued by the Department for Education and Employment (DfEE).

RDF Group Ltd

- ***Environmental Policy***

RDF Company Environmental Policy

The Board of Directors and Management of RDF Group Limited, (The Company) recognise and accept the concerns for the environment. In this respect the Company will seek actively to reduce its impact on the environment to the lowest practical minimum.

Any threat of pollution to the environment from the activities and products used by the Company will be identified and either eliminated or effectively controlled.

It is therefore the intention of the Company to ensure that the following is carried out so far, as is reasonably possible.

1. Minimise any disturbance to the global environment by encouraging every effort to eliminate, if possible, or vigorously reduce the emissions of CFC, HCFC, and HFC refrigerants into the atmosphere.
2. Disposal and transportation of waste from job sites will be carried out in a responsible manner with due regard to all environmental considerations. The Company will endeavour to minimise spillages and maintain good housekeeping as part of our system of compliance.
3. Plant, tools and equipment will be maintained to the highest possible standard in order to minimise accidents and unforeseen occurrences providing the maximum practical environmental protection.
4. In order to assist in reducing power generation emissions, the Company will always attempt to improve equipment performance with improved maintenance and operations that will help conserve energy resources.
5. The Company will make all employees aware of their individual responsibilities for acting in accordance with the environmental policy and will give suitable training to ensure that this is carried out.
6. Information necessary to enable the Company's products and services to be properly used, stored and disposed of will be provided so as to avoid unacceptable effects on man or the environment.

Managers at all levels throughout the Company must take individual responsibility to ensure that environmental issues are carefully considered when making decisions or when planning and controlling work.

Signed:.....Date.....

Mr Robert Webb
Managing Director
For and on behalf of
RDF Group Ltd.

RDF Group Ltd

- ***Insurance Certification***

Our Ref: EMS/Com/Construction



12th November 2010

TO WHOM IT MAY CONCERN

Dear Sir/Madam,

Re: RDF Property Maintenance Ltd

I write to confirm that Contractors All Risk Insurance for the above named company has been arranged on the following basis:-

Business Description:	Property Maintenance Contractors
Insurer:	Lloyds
Period of Insurance:	26 th November 2010 to 25 th November +2011
Policy No:	TBA

Limits of Indemnity:

Employers Liability **£10,000,000**

Basis of Cover: Indemnity for your legal liabilities to employees consequent upon death or bodily injury arising out of or in the course of each person's employment. Cover includes legal costs and expenses incurred in defending prosecutions under Health and Safety legislation.

Public Liability / Products **£5,000,000**

Basis of Cover: Indemnity for your legal liability for injury to the public or loss of or damage to property not owned by you or in your custody or control and, if applicable, Indemnity for accidental bodily injury sustained by or accidental loss of or damage to the property of Third parties arising from defects in goods you manufacture, sell supply, test, service or maintain.

I trust that this is satisfactory, however, if I can be of further assistance please do not hesitate to contact me.

Yours faithfully,
M & DH INSURANCE SERVICES LTD

Emma Sanders
Commercial Account Handler



RDF Group Ltd

- ***Service Rates***

RDF RATES SHEET.

RDF RATES SHEET.			NORMAL HOURS 8a.m. – 6p.m. Monday – Friday		EXTENDED HOURS 6.p.m. – 10p.m. Monday – Sunday		OUT OF HOURS 10p.m. – 6a.m. Monday – Sunday	
			AF	HR	AF	HR	AF	HR
PLUMBING GAS (Domestic)			75.00	38.00	90.00	60.00	140.00	95.00
			75.00	38.00				
ELECTRICAL			75.00	38.00	95.00	60.00	140.00	95.00
CARPENTRY			75.00	38.00	95.00	49.00	140.00	64.00
ROOFING			130.00	85.00	130.00	110.00	170.00	130.00
			2 Men	2 Men	2 Men			
LABOURER			55.00	20.00	95.00	55.00	160.00	55.00
DRAINAGE / SERVICES	ON APPLICATION		ON APPLICATION				ON APPLICATION	
DECORATION WORKS	ON APPLICATION		ON APPLICATION				ON APPLICATION	
1.	AF:-	ARRIVAL FEE, TRAVEL TO SITE & INCLUDES THE 1 ST HOUR ON SITE.						
2.	HR:-	HOURLY RATE THEREAFTER.						
3.	MATERIALS ARE CHARGED @ COST + 20%.							