



Anti-Bribery & Anti-Corruption Policy

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1. What does your policy cover?

1.1 This anti-bribery policy exists to set out the responsibilities of Ignite Mechanical Contracting Ltd and those who work for us in regards to observing and upholding our zero-tolerance position on bribery and corruption.

1.2 It also exists to act as a source of information and guidance for those working for Ignite Mechanical Contracting Ltd. It helps them recognise and deal with bribery and corruption issues, as well as understand their responsibilities.

2. Policy statement

2.1 Ignite Mechanical Contracting Ltd is committed to conducting business in an ethical and honest manner and is committed to implementing and enforcing systems that ensure bribery is prevented. Ignite Mechanical Contracting Ltd has zero-tolerance for bribery and corrupt activities. We are committed to acting professionally, fairly, and with integrity in all business dealings and relationships, wherever in the country we operate.

2.2 Ignite Mechanical Contracting Ltd will constantly uphold all laws relating to anti-bribery and corruption in all the jurisdictions in which we operate. We are bound by the laws of the UK, including the Bribery Act 2010, in regards to our conduct both at home and abroad.

2.3 Ignite Mechanical Contracting Ltd recognises that bribery and corruption are punishable by up to ten years of imprisonment and a fine. If our company is discovered to have taken part in corrupt activities, we may be subjected to an unlimited fine, be excluded from tendering for public contracts, and face serious damage to our reputation. It is with this in mind that we commit to preventing bribery and corruption in our business, and take our legal responsibilities seriously.

3. Who is covered by the policy?

3.1 This anti-bribery policy applies to all employees (whether temporary, fixed-term, or permanent), consultants, contractors, trainees, seconded staff, home workers, casual workers, agency staff, volunteers, interns, agents, sponsors, or any other person or persons associated with us (including third parties), or any of our subsidiaries or their employees, no matter where they are located (within or outside of the UK). The policy also applies to Officers, Trustees, Board, and/or Committee members at any level.

3.2 In the context of this policy, third-party refers to any individual or organisation our company meets and works with. It refers to actual and potential clients, customers, suppliers, distributors, business contacts, agents, advisers, and government and public bodies – this includes their advisors, representatives and officials, politicians, and public parties.

3.3 Any arrangements our company makes with a third party is subject to clear contractual terms, including specific provisions that require the third party to comply with minimum standards and procedures relating to anti-bribery and corruption.

4. Definition of bribery

4.1 Bribery refers to the act of offering, giving, promising, asking, agreeing, receiving, accepting, or soliciting something of value or of an advantage so to induce or influence an action or decision.

4.2 A bribe refers to any inducement, reward, or object/item of value offered to another individual in order to gain commercial, contractual, regulatory, or personal advantage.

4.3 Bribery is not limited to the act of offering a bribe. If an individual is on the receiving end of a bribe and they accept it, they are also breaking the law.

4.4 Bribery is illegal. Employees must not engage in any form of bribery, whether it be directly, passively (as described above), or through a third party (such as an agent or distributor). They must not bribe a foreign public official anywhere in the world. They must not accept bribes in any degree and if they are uncertain about whether something is

a bribe or a gift or act of hospitality, they must seek further advice from the company's compliance manager.

5. What is and what is NOT acceptable

5.1 This section of the policy refers to 4 areas:

- Gifts and hospitality.
- Facilitation payments.
- Political contributions.
- Charitable contributions.

5.2 Gifts and hospitality

Ignite Mechanical Contracting Ltd accepts normal and appropriate gestures of hospitality and goodwill (whether given to/received from third parties) so long as the giving or receiving of gifts meets the following requirements:

- It is not made with the intention of influencing the party to whom it is being given, to obtain or reward the retention of a business or a business advantage, or as an explicit or implicit exchange for favours or benefits.
- It is not made with the suggestion that a return favour is expected.
- It is in compliance with local law.
- It is given in the name of the company, not in an individual's name.
- It does not include cash or a cash equivalent (e.g. a voucher or gift certificate).
- It is appropriate for the circumstances (e.g. giving small gifts around Christmas or as a small thank you to a company for helping with a large project upon completion).
- It is of an appropriate type and value and given at an appropriate time, taking into account the reason for the gift.
- It is given/received openly, not secretly.
- It is not selectively given to a key, influential person, clearly with the intention of directly influencing them.
- It is not above a certain excessive value, as pre-determined by the company's compliance manager (usually in excess of £100).
- It is not offer to, or accepted from, a government official or representative or politician or political party, without the prior approval of the company's compliance manager.

5.3 Where it is inappropriate to decline the offer of a gift (i.e. when meeting with an individual of a certain religion/culture who may take offence), the gift may be accepted so long as it is declared to the compliance manager, who will assess the circumstances.

5.4 Ignite Mechanical Contracting Ltd recognises that the practice of giving and receiving business gifts varies between countries, regions, cultures, and religions, so definitions of what is acceptable and not acceptable will inevitably differ for each.

5.5 As good practice, gifts given and received should always be disclosed to the compliance manager. Gifts from suppliers should always be disclosed.

5.6 The intention behind a gift being given/received should always be considered. If there is any uncertainty, the advice of the compliance manager should be sought.

5.7 Facilitation Payments and Kickbacks

Ignite Mechanical Contracting Ltd does not accept and will not make any form of facilitation payments of any nature. We recognise that facilitation payments are a form of bribery that involves expediting or facilitating the performance of a public official for a routine governmental action. We recognise that they tend to be made by low level officials with the intention of securing or speeding up the performance of a certain duty or action.

5.8 Ignite Mechanical Contracting Ltd does not allow kickbacks to be made or accepted. We recognise that kickbacks are typically made in exchange for a business favour or advantage.

5.9 Ignite Mechanical Contracting Ltd recognises that, despite our strict policy on facilitation payments and kickbacks, employees may face a situation where avoiding a facilitation payment or kickback may put their/their family's personal security at risk. Under these circumstances, the following steps must be taken:

1. **Keep any amount to the minimum.**
2. **Ask for a receipt, detailing the amount and reason for the payment.**
3. **Create a record concerning the payment.**
4. **Report this incident to your line manager.**

5.10 Political Contributions

Ignite Mechanical Contracting Ltd will not make donations, whether in cash, kind, or by any other means, to support any political parties or candidates. We recognise this may be perceived as an attempt to gain an improper business advantage.

5.11 Charitable Contributions

Ignite Mechanical Contracting Ltd accepts (and indeed encourages) the act of donating to charities – whether through services, knowledge, time, or direct financial contributions (cash or otherwise) – and agrees to disclose all charitable contributions it makes.

5.12 Employees must be careful to ensure that charitable contributions are not used to facilitate and conceal acts of bribery.

5.13 We will ensure that all charitable donations made are legal and ethical under local laws and practices, and that donations are not offered/made without the approval of the compliance manager.

6. Employee Responsibilities

6.1 As an employee of Ignite Mechanical Contracting Ltd, you must ensure that you read, understand, and comply with the information contained within this policy, and with any training or other anti-bribery and corruption information you are given.

6.2 All employees and those under our control are equally responsible for the prevention, detection, and reporting of bribery and other forms of corruption. They are required to avoid any activities that could lead to, or imply, a breach of this anti-bribery policy.

6.3 If you have reason to believe or suspect that an instance of bribery or corruption has occurred or will occur in the future that breaches this policy, you must notify the compliance manager.

6.4 If any employee breaches this policy, they will face disciplinary action and could face dismissal for gross misconduct. Ignite Mechanical Contracting Ltd has the right to terminate a contractual relationship with an employee if they breach this anti-bribery policy.

7. What happens if I need to raise a concern?

7.1 This section of the policy covers 3 areas:

1. How to raise a concern.
2. What to do if you are a victim of bribery or corruption.
3. Protection.

7.2 How to raise a concern

If you suspect that there is an instance of bribery or corrupt activities occurring in relation to **Ignite Mechanical Contracting Ltd**, you are encouraged to raise your concerns at as early a stage as possible. If you're uncertain about whether a certain action or behaviour can be considered bribery or corruption, you should speak to your line manager, the compliance manager, the director, or the Head of Governance and Legal.

7.3 Ignite Mechanical Contracting Ltd will familiarise all employees with its whistleblowing procedures so employees can vocalise their concerns swiftly and confidentially.

7.4 What to do if you are a victim of bribery or corruption

You must tell your compliance manager as soon as possible if you are offered a bribe by anyone, if you are asked to make one, if you suspect that you may be bribed or asked to make a bribe in the near future, or if you have reason to believe that you are a victim of another corrupt activity.

7.5 Protection

If you refuse to accept or offer a bribe or report a concern relating to potential act(s) of bribery or corruption, **Ignite Mechanical Contracting Ltd** understands that you may feel worried about potential repercussions. **Ignite Mechanical Contracting Ltd** will support anyone who raises concerns in good faith under this policy, even if investigation finds that they were mistaken.

7.6 Ignite Mechanical Contracting Ltd will ensure that no one suffers any detrimental treatment as a result of refusing to accept or offer a bribe or other corrupt activities or because they reported a concern relating to potential act(s) of bribery or corruption.

7.7 Detrimental treatment refers to dismissal, disciplinary action, treats, or unfavourable treatment in relation to the concern the individual raised.

7.8 If you have reason to believe you've been subjected to unjust treatment as a result of a concern or refusal to accept a bribe, you should inform your line manager or the compliance manager immediately.

8. Training and communication

8.1 Ignite Mechanical Contracting Ltd will provide training on this policy as part of the induction process for all new employees. Employees will also receive regular, relevant training on how to adhere to this policy, and will be asked annually to formally accept that they will comply with this policy.

8.2 Ignite Mechanical Contracting Ltd.'s anti-bribery and corruption policy and zero-tolerance attitude will be clearly communicated to all suppliers, contractors, business partners, and any third-parties at the outset of business relations, and as appropriate thereafter.

8.3 Ignite Mechanical Contracting Ltd will provide relevant anti-bribery and corruption training to employees etc. where we feel their knowledge of how to comply with the Bribery Act needs to be enhanced. As good practice, all businesses should provide their employees with anti-bribery training where there is a potential risk of facing bribery or corruption during work activities.

9. Record keeping

9.1 Ignite Mechanical Contracting Ltd will keep detailed and accurate financial records, and will have appropriate internal controls in place to act as evidence for all payments made. We will declare and keep a written record of the amount and reason for hospitality or gifts accepted and given, and understand that gifts and acts of hospitality are subject to managerial review.

10. Monitoring and reviewing

10.1 Ignite Mechanical Contracting Ltd.'s compliance manager is responsible for monitoring the effectiveness of this policy and will review the implementation of it on a regular basis. They will assess its suitability, adequacy, and effectiveness.

10.2 Internal control systems and procedures designed to prevent bribery and corruption are subject to regular audits to ensure that they are effective in practice.

10.3 Any need for improvements will be applied as soon as possible. Employees are encouraged to offer their feedback on this policy if they have any suggestions for how it may be improved. Feedback of this nature should be addressed to the compliance manager.

10.4 This policy does not form part of an employee's contract of employment and Ignite Mechanical Contracting Ltd may amend it at any time so to improve its effectiveness at combatting bribery and corruption.



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EMPLOYEE WELLBEING POLICY

INTRODUCTION

The Company believes that its employees are its most valuable resource and that their mental health and wellbeing is vital to effective performance at work and the continued provision of high-quality services. To this end the Company is committed to providing, maintaining, and promoting a healthy and supportive working environment.

- Under the terms of the Health and Safety at Work Act 1974 the Company has a duty to ensure the health and safety of its employees as far as is reasonably practical.
- The Management of Health and Safety at Work Regulations 1999 place a duty on the Company to assess and control the degree of stress in the workplace.
- The Equality Act 2010 places a duty on the Company not to discriminate against employees who suffer from a disability under the act which includes long term ill health caused by stress at work.

While the Company has no control over external or personal factors it is committed to managing stress and risks within its control, and to providing support to employees who are suffering from stress.

AIMS OF THE POLICY

- To ensure the physical and mental health of all employees;
- To promote a healthy, safe and friendly working environment and control and reduce risks to mental health;
- To help provide and maintain a supportive and non-judgmental working environment;
- To provide effective support to all employees in managing stress and other mental health problems, and to encourage better recognition of mental health issues; and
- To recognise that the prevention of stress is easier than dealing with it once it has arisen

POLICY ACTIONS

- Ensure individuals suffering from mental health problems are treated fairly and consistently.
- Manage return to work for those who have experienced mental health problems and in cases of long-term sickness absence, put in place, where possible, measures to aid a return to work.
- Ensure employees are aware of the support that can be offered through their own GP, organisations that provide mental health support or a counsellor.

- Make every effort to identify suitable alternative employment, in consultation with the employee, where a return to the same job is not possible due to identified risks or other factors.
- All discussions, requests for help and advice will be kept strictly confidential and the information gathered will be held in accordance with the Data Protection Regulations in force.

Raising concerns at the first opportunity is always advised, and this should usually be to your Line Manager. If you feel unable to do this, then please speak to a director or alternative member of the management team.

SOURCES OF FURTHER ADVICE

HSE's guidance on work-related stress: www.hse.gov.uk/stress

Mind has guidance on stress and how to manage it: [https:// www.mind.org.uk/information-support/types-of-mental-health- problems/stress/what-is-stress/](https://www.mind.org.uk/information-support/types-of-mental-health-problems/stress/what-is-stress/)

Samaritans provide confidential, non- judgemental emotional support for people experiencing feelings of distress.

Telephone: 116 123 (24 hours a day, free to call)

Website:

www.samaritans.org



Environmental Policy Statement

Ignite Mechanical Contracting management is committed to protecting human health and natural resources, promoting environmental stewardship, and implementing innovative environmental technologies and practices. Through management leadership, employee participation, and professional environmental support, Ignite Mechanical Contracting is committed to:

- Developing environmental management plans with objectives and targets to minimize adverse environmental impacts and measure our progress toward these goals;
- Complying with all applicable laws, regulations, and other requirements;
- Providing all Ignite Mechanical Contracting staff with the knowledge and tools needed to prevent negative environmental impacts;
- Implementing effective pollution prevention and waste minimization programs to reduce, reuse, and recycle materials;
- Ensuring that energy and water are used responsibly and conserved through innovative practices and procedures;
- Responding to all incidents immediately to minimize any environmental impacts.

This commitment demands that:

- We each take personal responsibility to protect the environment as we conduct our work.
- We ensure that we have the knowledge, skills, and equipment to conduct our work in a safe and environmentally responsible manner.
- We are aware of and use care to minimize the negative environmental consequences of our activities.
- We each take personal responsibility to use resources wisely.
- We use only what we need and look for opportunities to minimize waste.
- We respectfully challenge each other to be efficient in the use of natural resources.
- We each take personal responsibility to protect and enhance our local communities.
- We promptly report all incidents and unsafe conditions to Ignite Mechanical Contracting management
- We encourage proactive environmental efforts onsite and within our local communities to ensure that we are a positive influence where we work and live.

Environmental stewardship is and must be an integral part of every Ignite Mechanical Contracting business practice, operation, job, and task. It is incumbent on each of us to assess our own roles and responsibilities and to help full fill, to the utmost of our abilities, the commitments set forth in this statement.



**Ignite Mechanical Contracting Ltd
Equal Opportunities Policy**

It is the policy of **Ignite Mechanical Contracting Ltd** to treat everyone with dignity and respect at work.

We are committed to an ongoing programme of equal employment and non-discrimination for all and comply with all relevant obligations under the Equality Act 2010.

This policy is not contractual but sets out the way in which we aim to manage equal opportunities. This policy applies to all employees and workers. To ensure that this policy complies with the law and remains effective and relevant we reserve the right to amend it as necessary from time to time.

We provide equal employment opportunities in accordance with the developments in the field of race relations, age, sex equality, sexual orientation, religion or belief, gender reassignment, pregnancy and maternity, disability, marriage and civil partnership and the legislation to protect against discrimination in employment.

Our aim is that our workforce will be truly representative of all sections of society and each employee feels respected and able to give of their best.

OUR COMMITMENT

- To create an environment in which individual differences and the contributions of all our staff are recognised and valued.
- Every employee is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- Training, development and progression opportunities are available to all staff.
- To promote equality in the workplace which we believe is good management practice and makes sound business sense.
- We will review all our employment practices and procedures to ensure fairness.
- To ensure all staff will not directly or indirectly discriminate or harass any third parties including customer or clients
- Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings.
- This policy is fully supported by senior management.

All job applicants, employees and workers will be made aware of this policy and a copy of the policy will be made available to all employees on joining the business. Customers/clients may also be made aware.

We take a strict approach to breaches of this policy, which will be dealt with in accordance with our Disciplinary Procedure. Serious cases of deliberate discrimination may amount to gross misconduct resulting in dismissal.

If you believe that you have suffered discrimination you must raise your concerns with your line manager or the managing director. Complaints will be treated in confidence and investigated as appropriate.

There must be no victimisation or retaliation against staff who complain about discrimination. However, making a false allegation deliberately and in bad faith will be treated as misconduct and dealt with under our Disciplinary Procedure.

The Office Manager has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation and may be changed from time to time.



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GDPR Policy

Introduction

The General Data Protection Regulations (GDPR) is about protecting the rights of all employees with regard to your personal information. In addition to protecting privacy, the GDPR aims to ensure reliability of information and its fair and legitimate use. Subject to certain exemptions the GDPR gives you the right to access any personal information held about you.

The Act covers information, which is recorded as part of a 'relevant filing system', i.e. a set of information in which records are structured, either by reference to you or by reference to criteria relating to you, which would make you or your specific information identifiable. This policy clarifies our approach to protecting personal data.

Scope and Purpose - Principles of the Act

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

The Rights of Data Subjects under the Act

The Act grants you the right to have a copy of the information that an organisation holds about you. It also allows you to apply to the courts to obtain an order requiring an organisation to correct inaccurate data held, and to seek compensation where damage and distress have been caused as a result of any breach of the Act.

Under certain circumstances, by law you have the right to:

Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

Request the erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to stop processing personal information where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground.

Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

Request the transfer of your personal information to another party.

Company Responsibilities under the Act

Management of the Company are responsible for compliance with the Act. We have responsibility for the type of personal data collected and how that data is used. Where we are required to disclose or process personal data, we must ensure it is compliant with the Act.

Staff Responsibilities under the Act

No member of staff should disclose personal data outside the organisation's procedures, or use personal data held on others for their own purposes.

The Types of Data Covered by the Act

Personal data

The Act is concerned with 'personal data'. That is, information which:

- relates to a living person, and
- identifies an individual either on its own or together with other information that is in the organisation's possession or that is likely to come into its possession.

The Act relates to all personal information, whether it is kept manually or electronically, that is held in a 'relevant filing system' (as defined above). In addition, information recorded with the intention that it will be put in a relevant filing system or held on computer is covered.

Processing

The Act applies to personal data that is subject to 'processing'. For the purposes of the Act, the term 'processing' includes the initial obtaining of personal data, keeping and using the data, accessing, disclosing and destroying the data.

Examples of personal data likely to be covered by the Act:

- Details of an employee's home address, telephone number, and any other personal information held on a computer system or in a manual filing system
- An e-mail about an incident involving a named employee
- A manager's notebook containing sections on several named employees

- Meeting notes

In practice nearly all usable information held about individuals will be covered by the Act.

The data the Company holds will be for management and administrative use only but the Company may, from time to time, need to disclose some data it holds about you to relevant third parties (e.g. parties with which it has a contract for services i.e. legal support/advice, where legally obliged to do so by the Inland Revenue, or where requested to do so by yourself for the purpose of giving a reference).

Sensitive Personal Data

Sensitive data is information concerning your:

- racial or ethnic origin
- political opinions
- Religious beliefs or other beliefs of a similar nature
- Trade union membership
- physical or mental health or condition
- Sexual orientation
- commission or alleged commission of any offence, or
- Proceedings for any offence committed or alleged to have been committed.

Criminal Convictions

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where such processing is necessary to carry out our obligations and provided we do so in line with our data protection policy.

Less commonly, we may use information relating to criminal convictions where it is necessary in relation to legal claims, where it is necessary to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

Request for Information

You may request information, as defined above, on any normal working day i.e. Monday to Friday inclusive.

All requests must be hand-written quoting your home address and National Insurance number and referring to the General Data Protection Regulations. Requests should be put in a sealed envelope addressed to a Senior Manager/Director/Partner.

The information will be made available within 30 days. If the consent of a third party is necessary, the time limit will run from the time of the receipt of the information or consent.

In the event that the request is manifestly excessive, the Company has the right to refuse a request. Any refusals will be in writing explaining on what grounds refusal has been made along with the right to seek judicial remedy and to make a complaint to the Information Commissioner's Office.



**Ignite Mechanical Contracting Ltd
Modern Slavery Policy**

1. Overview and how we define Modern Slavery

1.1 Slavery, child labour and human trafficking are serious crimes and a violation of fundamental human rights. There are various forms of this 'Modern Slavery' which deprives victims of their liberty and usually involves financial exploitation.

1.2 At **Ignite Mechanical Contracting Ltd** we conduct our business fairly, ethically and with respect to fundamental human rights. We are fully committed to the prevention of all forms of slavery, forced labour or servitude, child labour and human-trafficking, both in our business and in our supply chains. We will not tolerate it.

1.3 This policy does not form part of your contract of employment, and we reserve the right to amend this policy at any time.

1.4 You are required to read and comply with this policy if you work for, or on behalf of the Company in any capacity including as: an employee, director, officer, worker, consultant, volunteer, supplier, or service provider.

1.5 The Company's Anti-Slavery Officer ('ASO') is responsible for this policy.

1.6 Failure to comply with this policy may result in disciplinary action, including dismissal, or termination of the contract between you and the Company. It could also involve other legal steps being taken against you.

2. Preventing slavery and human-trafficking in our business

2.1 The Company makes appropriate checks on all employees, recruitment agencies and suppliers, to know who is working for, or on behalf of us.

2.2 The Company provides every employee with a written contract of employment. We pay every employee in accordance with the law. We comply with our legal obligations to ensure the health and safety of all our employees and workers, including in relation to working hours, rest breaks and holidays.

2.3 All employees are required to sign a copy of this policy to show they have read and understood it. All managers are provided with training on this policy.

3. If you are one of our Suppliers

3.1 If you supply the Company with goods or services, you must assess your business and supply chains and confirm to our ASO that you comply with your legal obligations, in relation to Modern Slavery, and are committed to ensuring there is no slavery, forced labour or servitude, child labour or human trafficking taking place in your business, or any of your supply chains. You must also provide a copy of your anti-slavery policy.

3.2 If you breach this policy or are found to have slavery or human-trafficking in your business, or knowingly in your supply chain, the Company may terminate the contract with you and pursue its legal remedies against you.

4. If you are an Employee or Worker providing services for us

4.1 You must immediately report any suspicions of Modern Slavery or human-trafficking in our business or supply chains to our ASO. Our ASO will investigate and report to our Board of Directors, within a reasonable time, on actions which may require to be taken.

4.2 You will not suffer any detrimental treatment as a result of reporting any genuine concerns, raised in good faith, under this policy. This applies, even if after investigation, they are found to be mistaken. If you believe that you have suffered any such treatment, you should immediately inform our ASO and if you are an employee, refer to our Grievance and Whistleblowing Policies.



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PRIVACY POLICY

This privacy policy applies between, you, the User of this Website, and Ignite Mechanical Contracting Ltd, the owner and provider of this Website. Ignite Mechanical Contracting Ltd takes the privacy of your information very seriously. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website.

Please read this privacy policy carefully.

Definitions and Interpretation

1. In this privacy policy, the following definitions are used:

Data	Collectively all information that you submit to Ignite Mechanical Contracting Ltd via the Website. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws;
Data Protection Laws	Any applicable law relating to the processing of personal Data, including but not limited to the GDPR, any national implementing and supplementary laws, regulations and secondary legislation;
GDPR	The UK General Data Protection Regulation;
Ignite Mechanical Contracting Ltd 'we or us'	Ignite Mechanical Contracting Ltd, a company incorporated in England and Wales with registered number 9404992 whose registered office is at Gilbert House, The Rhyd, Tredegar, NP22 4NB;
User or you	Any third party that accesses the Website and is not either (i) employed by Ignite Mechanical Contracting Ltd and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Ignite Mechanical Contracting Ltd and accessing the Website in connection with the provision of such services; and
Website	The Website that you are currently using, http://www.ignitemech.co.uk , and any sub-domains of this site unless expressly excluded by their own terms and conditions.

2. In this privacy policy, unless the context requires a different interpretation;

- a) The singular includes the plural and vice versa;
- b) References to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy;
- c) A reference to a person includes firms, companies, government entities, trusts and partnerships;
- d) “including” is understood to mean “including without limitation”
- e) Reference to any statutory provision includes any modification or amendment of it;
- f) The headings and sub-headings do not form part of this privacy policy.

Scope of this privacy policy

- 3. This privacy policy applies only to the actions of Ignite Mechanical Contracting Ltd and Users with respect to this Website. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links we may provide to social media websites.
- 4. For purposes of the applicable Data Protection Laws, Ignite Mechanical Contracting Ltd is the ‘data controller’. This means that Ignite Mechanical Contracting Ltd determines the purposes for which, and the manner in which, your Data is processed.

Data collected

- 5. We may collect the following Data, which includes personal Data, from you:
 - a) Name;
 - b) Contact Information such as email addresses and telephone number;

In each case, in accordance with this privacy policy

How we collect Data

- 6. We collect Data in the following ways:
 - a) Data is given to us by you; and
 - b) Data is collected automatically

Data that is given to us by you

- 7. Ignite Mechanical Contracting Ltd will collect your Data in a number of ways, for example:
 - a) When you contact us through the Website, by telephone, post, e-mail or through any other means;In each case, in accordance with this privacy policy.

Data that is collected automatically

- 8. To the extent that you access the Website, we will collect your Data automatically, for example:
 - a) We automatically collect some information about your visit to the Website. This information helps us to make improvements to Website content and navigation, and includes your IP address, the date, times, and frequency with which you access the Website and the way you use to interact with its content.

Our use of Data

- 9. Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Website. Specifically, Data may be used by us for the following reasons:
 - a) Internal record keeping;In each case, in accordance with this privacy policy.

10. We may use your Data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed “Your Rights” below)

Keeping Data secure

11. We will use technical and organisations measures to safeguard your Data, for example:
 - a) We store your Data on secure servers.
12. Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this e-mail address: info@ignitemech.co.uk
13. If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

Data retention

14. Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlines in this privacy policy or until you request that the Data be deleted.
15. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

Your rights

16. You have the following rights in relation to your Data:
 - a) **Right to access** – the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update, or delete such information. If we provide you with access to the information we hold about you. We will not charge you for this, unless your request is “manifestly unfounded or excessive.” Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
 - b) **Right to correct** – the right to have your Data rectified if it is inaccurate or incomplete.
 - c) **Right to erase** – the right to request that we delete or remove your Data from our systems.
 - d) **Right to restrict our use of your Data** - the right to “block” us from using you Data or limit the way in which we can use it.
 - e) **Right to data portability** – the right to request that we move, copy, or transfer your Data.
 - f) **Right to object** – the right to object to our use of your Data including where we use it for our legitimate interests.
17. To make enquires, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is out legal basis for processing your Data), please contact us via this e-mail address: info@ignitemech.co.uk
18. If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the Uk, this is the Information Commissioner’s Office (ICO) the ICO’s contact details can be found on their website at <https://ico.org.uk/>.

General

19. You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.
20. If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal, or unenforceable, that provision or part-provisions will, to the extent required, be deemed to be deleted, and validity and enforceability of the other provisions of this privacy policy will not be affected.

21. Unless otherwise agreed, no delay, act, or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.
22. This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

Changes to this privacy policy

23. Ignite Mechanical Contracting Ltd reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the privacy policy on your first use of the Website following the alterations.

You may contact Ignite Mechanical Contracting by email at Info@ignitemech.co.uk



Ignite Mechanical Contracting Ltd Quality Policy Statement

Ignite Mechanical Contracting Ltd aim to continually improve the service we provide to meet our customers' requirements and needs and to ensure our products are of a standard to be proud of.

Only by providing an outstanding service and product quality will we achieve our aims of long-term success and future growth.

All personnel within the company are responsible for the quality of their work. The company selects the right people for their posts, provides training and has established systems to assist all personnel to achieve the standards required.

To achieve the above Ignite Mechanical Contracting Ltd will:

- Establish and maintain a Quality Management System which satisfies any Customer specific quality requirements.
- provide services that fully and consistently meets the agreed requirements of Customers, applicable codes of practice and statutory legislation.
- ensure all company personnel are fully competent to carry out their assigned task.
- strive to continually improve the quality of products and services provided through the use of this quality policy, quality objectives, analysis of data, audit results, corrective and preventive actions and management review.
- establish quality objectives at strategic and operational levels within the company that will be measured and reported upon.
- maintain records as objective evidence to demonstrate compliance with the quality management system.
- review the quality management system at planned intervals to ensure it is effective and achieving the stated quality policy.

The Managing Director is fully committed to the above and actively encourages a similar commitment by personnel at all levels of the company.