

Quality Policy 2023

Policy Statement

Cleverchefs was established in 2015 to provide catering services for the hospitality industry. Quality is important to our business because we value our customers. We strive to provide our customers with a catering service that not only meets but exceeds their expectations. We are committed to improvement and have established a quality management system which provides a framework for improving and measuring our performance.

Statement of Intent

We have the following systems and procedures in place to support with our aim of total customer satisfaction and continuous improvement throughout our business.

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- Selection and performance monitoring of suppliers
- Training and development of our employees
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a quality manual that is available to all employees.

Though the Founder has ultimate responsibility for quality, all employees have a responsibility within their own areas of work so helping to ensure quality is embedded in the whole of the company.

Governance

This policy will be reviewed annually at Board Level and will be revised in accordance with Cleverchefs procedures and any changes in legislation.

Signed



Mr Nick Collins

Position Founder/CEO

Date 21st August 2023

Health & Safety Policy Statement

The company is dedicated to the task of providing a healthy and safe working environment whilst ensuring that all team members are provided with excellent welfare facilities.

Every team member has a responsibility to develop a positive attitude towards Health and Safety and adhere to safe methods of work. This will be achieved through induction, follow up training, instruction, supervision and regular risk assessment that systematically recognise and rectify risk to Health and Safety. Team members are the company's greatest asset. Promoting health and safety in the workplace means creating an environment where you feel valued and that your health and safety counts.

Everyone at work has a legal duty to take reasonable care of the health and safety of their fellow team members and others whom they come into contact with. It is the duty of Cleverchefs to ensure the health, safety and welfare of you, our team members, at work.

Organisational Responsibilities:

CEO

Has the overall responsibility for ensuring that health and safety standards, policies and procedures laid down are maintained and implemented.

Area Managers

Have a responsibility to their immediate management for all matters relating to the health and safety of team members for whom they have immediate control.

Operational Management

Have specific responsibilities in the following health and safety areas Accident Reporting, Safety Training, Induction, Advising their company team members of legislative development

Team Members

Have a legal responsibility for the safety of themselves and others and must comply with standard procedures and co-operate in management with carrying out their work. No team member must misuse or abuse anything provided in the interest of safety.

If you have any concerns over any aspects of your or others health and safety, you must raise this with your line manager or the Founder of Cleverchefs.

Signed



Mr Nick Collins

Position Founder/CEO

Date 21st August 2023

Food Allergies Policy

Policy

Cleverchefs is committed to reducing the risk to customers and team members with regard to the provision and preparation of food which could lead to an allergic reaction.

Objectives of this policy

- To promote awareness of the nature of food allergens and bring these to the attention of all customers and team members.
- To provide clear guidance to all catering team members on their responsibilities for the provision of food to customers with a confirmed food allergy.
- To ensure that appropriate education/training is available and implemented for any catering
- team member involved in providing food to customers with food allergies.

Allergy Labelling Legislation

From 13 December 2014, new legislation (the EU Food Information for Consumers Regulation 1169/2011) requires food businesses to provide allergy information on food sold unpackaged.

What is a food allergy?

A food allergy is when the body's immune system reacts unusually to specific foods. Although allergic reactions are often mild, they can be very serious. Symptoms of a food allergy can affect different areas of the body at the same time. Some common symptoms include: an itchy sensation inside the mouth, throat or ears; a raised itchy red rash (urticaria, or "hives"); swelling of the face, around the eyes, lips, tongue and roof of the mouth (angioedema); vomiting; and in most extreme cases difficulties in breathing and a severe fall in blood pressure (anaphylactic shock). In extreme cases this can prove fatal.

What is food intolerance?

A food intolerance is difficulty digesting certain foods and having an unpleasant physical reaction to them. It causes symptoms, such as bloating and tummy pain, which usually happen a few hours after eating the food.

Who is at risk?

Anybody can develop a food allergen or intolerance at any time in their life irrespective of whether they have consumed the food previously. A person with an allergy is at risk even if they consume a small amount of the food allergen. In the UK, an estimated 2 million people are living with a diagnosed food allergy, and 600,000 (1 in 100) with coeliac disease.

Food Allergies Policy, Cont ...

Common Food Allergens

Cleverchefs need to tell customers if any food they provide contain any of the listed allergens as an ingredient.

Consumers may be allergic or have intolerance to other ingredients, but only the 14 allergens are required to be declared as allergens by food law.

The 14 allergens are:

- Celery
- Cereals containing gluten (such as barley and oats),
- Crustaceans (such as prawns, crabs and lobsters),
- Eggs,
- Fish,
- Lupin,
- Milk,
- Molluscs (such as mussels and oysters),
- Mustard,
- Peanuts,
- Sesame,
- Soybeans,
- Sulphur dioxide and sulphites (if they are at a concentration of more than ten parts per million) Tree nuts (such as almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts).

This also applies to additives, processing aids and any other substances which are present in the final product.

Responsibilities

Food Safety/Allergen Team

The Food Safety/Allergen Team is made up of our Food Safety and Standards officer, our Executive Chefs, and our Regional Business Managers. The team is responsible for ensuring that the recipes and allergen information on our labelling and software system is correct and up to date. The team will carry out regular audits on both the system and sites to ensure that the allergen procedures and information is being implemented. Should any discrepancies be identified corrective action will be taken and a review of all the allergen information will be undertaken. The Food Safety/Allergen Team are responsible for ensuring all staff successfully complete the Food Standards Agency's food allergy and intolerance e-learning as part of their induction and that staff complete the refresher training each year. At the start of each term the Food Safety/Allergen team will contact the school to ensure that the catering staff have the most up to date information on any pupils with a requirement for a special diet. A record of this meeting must be recorded.

Food Allergies Policy, Cont ...

Catering/Chef Manager

The Catering /Chef Manager on each site are responsible for ensuring the allergen procedure is implemented. Each month the Catering /Chef Manager will complete an allergen audit of their site. Should they note any discrepancies then the Food Safety and Standards Officer must be informed immediately a record of the corrective action taken must be kept. The Catering/Chef Manager is responsible for training staff on this procedure. A record of this training should be kept and sent to the Food Safety/Allergen Team. Staff must always follow the allergen procedure. Staff should report any discrepancies to Catering/Chef Manager immediately. Staff must follow the recipes, if an ingredient is missing then staff must follow the substitution process. Staff must ensure that they provide correct allergen information NEVER GUESS Training All staff must complete the Food Standards Agency food allergy and intolerance e-learning within first week of joining and prior to undertaking any kitchen / serving duties. This training should be refreshed annually. All staff must receive training on this procedure. Staff should take our allergen quiz to demonstrate their knowledge. This is assessed by the Food Safety/Allergen Team. Agency staff Before starting work all agency staff must provide evidence that they have completed the Food Standards Agency food allergy and intolerance e-learning and take our Allergen Procedure quiz. This information must be sent to the Food Safety/Allergen Team.

Team Training

All chefs must attend the following mandatory courses:

- Level 2 Food Safety
- Food Standards Agency's food allergy and intolerance e-learning
- Internal allergen quiz

All team members must attend the following mandatory courses:

- Level 2 Food Safety
- Food Standards Agency's food allergy and intolerance e-learning
- Internal allergen quiz

All training records will be maintained in the Catering Department. The records will also show annual refresher training.

Casual service staff must be trained on food allergy awareness and local procedures. Team members must be trained in the signs and symptoms of an allergic reaction and emergency response procedures

Food Allergies Policy, Cont ...

Good Kitchen and Service Practices

Kitchen

- All dishes which are produced in house will be from standard ingredients from 'approved' suppliers. Any ingredient changes/supplier changes affecting standard ingredients will be detailed.
- Where allergenic ingredients are packaged openly/loosely, they are stored separately to reduce the risk of contamination.
- Equipment/utensils used in the preparation of food for people with a food allergy are cleaned according to standard procedures (see HACCP manual) which under normal circumstances should be sufficient.
- A specific area of the kitchen will be sought for the preparation of any food for someone with a food allergy. The area will be sanitised before it is used to prepare food. Separate identifiable chopping boards.
- When cooking food for people with a food allergy or intolerance the chef will wear gloves and will wash their hands before and in-between preparation tasks.
- All food produced for people with food allergy or intolerance will be placed away from other food and covered in cling film. It will then be clearly marked with the person's diet.
- Where dishes contain common allergens, they are clearly labelled on the menu's.

Food Service

- On receipt of the food the supervisor on duty must check that the special meal ordered for the person with a food allergy or intolerance has been supplied and is appropriate for the person.
- Any concern should be immediately discussed with appropriate kitchen staff.
- Normal food handling procedures should apply (e.g. washing hands, wearing disposable gloves and aprons).
- Staff are aware to keep serving utensils separate to avoid cross contamination.
- All tables are cleaned with an appropriate solution.

Signed



Mr Nick Collins

Position

Founder/CEO

Date

21st August 2023

Children, Young People & Vulnerable Adults Safeguarding Policy

A) OVERVIEW

Whilst this policy influences the recruiting and informs the attitudes of those employed by Cleverchefs on a permanent, casual or voluntary basis, the actions taken in its implementation will depend on whether when working on a project involving children, young people and vulnerable adults Cleverchefs is the lead organisation or, is working within the framework of another organisation's protection procedures.

B) POLICY STATEMENT

1. Cleverchefs recognises that when working with children, young people and vulnerable adults, it is their welfare and safety that is paramount and that specific measures are to be taken to safeguard them from any harm.
2. Employment with us is conditional upon the provision of a satisfactory Criminal Records Certificate of a level appropriate to the post. Our team members are required to consent to subsequent criminal record checks from time to time during their employment as deemed appropriate by our company. In the event that such certificate(s) are not supplied the employment with us is terminated.
3. All Cleverchefs team members and volunteers will be required to subscribe to a code of behaviour and practice designed to safeguard children, young people and vulnerable adults from harm, and to follow published procedures in reporting allegations of abuse.

C) IMPLEMENTATION

All of our team members will be briefed on the policy annually and must agree to apply it in practice. The policy is deemed to be incorporated in the contract of employment and it is a condition of service with Cleverchefs that team members and volunteers understand and operate the policy fully. All team members and volunteers will be given a copy this policy, a copy will be freely available to other groups involved in any events or meetings held by Cleverchefs.

D) DEFINITIONS

1. **Children, young people and vulnerable adults** are the terms applied to people under the age of 20.
2. **Vulnerable adult** is the term applied to people aged 18 or over who may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of themselves against significant harm or exploitation.
3. **Physical Abuse** is causing physical injury, or failing to prevent physical injury or suffering. It may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a carer or parent feigns the symptoms of, or deliberately causes ill health to a child, young person or vulnerable adult they are looking after.
4. **Emotional Abuse** is the persistent emotional ill treatment of a child, young person or vulnerable adult, such as to cause severe and persistent adverse effects on their emotional development it can include threats, verbal attacks, shouting and rejecting behaviour. It may involve conveying to children, young people or vulnerable adults that they are worthless, unloved or inadequate, or valued in so far as they meet the needs of another person. All abuse is likely to have an emotional abuse element

Children, Young People & Vulnerable Adults Safeguarding Policy

5. Neglect is the persistent failure to meet the basic physical and/or psychological needs of a child, young person or vulnerable adult. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect from physical harm or danger, failure to ensure access to appropriate medical care or treatment, or leaving a child, young person or vulnerable adult alone and unsupervised. It may also include neglect of, or unresponsiveness to basic emotional needs.

6. Sexual Abuse involves forcing or enticing a child, young person or vulnerable adult to take part in sexual activities, whether or not the child, young person or vulnerable adult is aware of what is happening. The activities may involve physical including penetrative and non-penetrative acts. They may include non-contact activities such as involving children in looking at or in the production of pornographic material or watching sexual activities or encouraging children, young people or vulnerable adults to behave in a sexually inappropriate way.

7. Independent Person is the term for someone nominated to be available for a child, young person or vulnerable adult to consult if they have concerns about being exploited or abused. When working within the framework of another organisation, Catering Academy's team members must find out the name and contact details of the Independent Person.

8. Designated Person is the term for the person in an organisation responsible for dealing with concerns or allegations of abuse. At Catering Academy the Designated Person is the Manager.

E) PROCEDURES

1. Inappropriate Advances Inappropriate Advances Children, young people and vulnerable adults can sometimes make suggestive approaches to an adult. Sometimes inappropriate physical contact can happen quite accidentally. It is vital that the adult takes responsibility to:

- Inform the child, young person or vulnerable adult that their language, behaviour is unacceptable.
- Inform the Designated Person about the incident.
- Record the incident in case accusations are made later.
- Consult with the Designated Person in deciding what actions should be taken to help the child, young person or vulnerable adult, and prevent a re-occurrence.

2. Dealing with Concerns or Allegations Dealing with Concerns or Allegations Dealing with Concerns or Allegations:

If you suspect a child, young person or vulnerable adult is being abused:

- Immediately inform the Designated Person.
- Record the facts as you know them and give a copy to the Designated Person.
- Ensure the child, young person or vulnerable adult has access to an Independent Person.
- Ensure that no aspect of Catering Academy's activities could cause further concern If a child, young person or vulnerable adult discloses to you abuse by someone else:
 - Allow the child, young person or vulnerable adult to speak without interruption, accepting what is said.
 - Attempt to alleviate feeling of guilt and isolation, whilst passing no judgement.
 - Advise that you will try to offer support, but that you must pass on the information given.

Then take the steps, as above, in suspecting a child, young person or vulnerable adult is being abused If you receive an allegation about an adult or about yourself:

- Immediately tell the Designated Person.
- Record the facts as you know them and give a copy to the Designated Person.
- Try to ensure that no-one is placed in a position which could cause further compromise.

Children, Young People & Vulnerable Adults Safeguarding Policy

3. You must refer. You must not investigate. Facts to be recorded when a disclosure or allegation of abuse is made:

- a. Name of the child, young person or vulnerable adult and parent or carers details.
- b. Child's or young person's address and relevant telephone numbers.
- c. What is said to have happened or what was seen and heard.
- d. When did it occur? Who else, if anyone, was there?
- e. What evidence of abuse can be recorded? (See Definitions)
- f. Who was involved in the incident, and in what way?
- g. What was said by those involved?
- h. If the child, young person or vulnerable adult was able to say what happened, how did they describe it?
- i. Were the parents or carers informed? If so by whom and when?

4. Code of appropriate behaviour when working with children, young people and vulnerable adults

- Do treat everyone with respect
- Do provide a good example that others will follow
- Do plan activities which always involve more than one person being present, or at least within sight or hearing of others.
- Do respect a child, young person or vulnerable adults right to personal privacy.
- Do encourage young people and adults to feel comfortable and caring enough to point out attitudes and behaviours they do not like.
- Do remember that someone else might misinterpret your action. No matter how well intentioned.
- Do recognise that caution is required when dealing with bullying, bereavement or abuse.
- Do not leave children, young people and vulnerable adults in unsupervised charge of activities involving other children, young people and vulnerable adults.
- Do not permit abusive peer activities such as initiation ceremonies, ridiculing or bullying.
- Do not play physical contact games with children, young people and vulnerable adults.
- Do not have any inappropriate physical or verbal contact with other.
- Do not jump to conclusions about others.
- Do not allow yourself to be drawn into inappropriate attention seeking behaviour such as tantrums or crushes.
- Do not exaggerate or trivialise child abuse issues.
- Do not show favouritism to any individual.
- Do not make suggestive remarks or gestures in the presence of children, young people and vulnerable adults.
- Do not smoke or swear in the presence of children, young people and vulnerable adults.
- Do not invite children or young people to your home alone.
- Do not rely on just your good name to protect you.
- Do not conduct or plan activities outside Cleverchef's agreed terms of reference.

Signed



Mr Nick Collins

Position Founder/CEO

Date 21st August 2023

Waste Management Policy

Recent legislation in the form of the EU Landfill Directive has changed the way we dispose of waste. The directive's main aim is "to prevent or reduce as far as possible negative effects on the environment, in particular the pollution of surface water, groundwater, soil and air, and on the global environment, including the greenhouse effect, as well as any resulting risk to human health, from the landfilling of waste, during the whole life-cycle of the landfill".

Cleverchefs are therefore committed to the protection of the environment through the implementation of an effective waste management programme that meets or exceeds all legislative and regulatory requirements placed on it.

Principles of Waste Management

Cleverchefs will apply the principles of the Waste Management Hierarchy to ensure that waste is dealt with in a way that impacts least on our environment.

Waste Management Hierarchy

1. Reduction

Since all waste disposal options have some impact on the environment, the only way to avoid impact is not to produce waste in the first place. Cleverchefs will therefore endeavour to reduce waste by judicious purchasing.

2. Reuse

Before discarding an item check that someone else cannot make use of it. Examples include furniture, computers and Peripherals.

3. Recovery

Wherever possible Cleverchefs will recycle. Staff and visitors need to be fully engaged in this process to ensure that the recycling units are used and that only waste that cannot be recycled goes into the bins - and therefore to landfill.

4. Disposal

Waste sent to landfill is the worst option in environmental terms and Cleverchefs will strive to keep this to a minimum

Responsibilities

Property & Facilities

The CEO is responsible for the development and initial implementation of the policy. All staff are responsible for the operation of the policy and for staying up to date with waste legislation affecting the company. Increasingly more elements within the waste stream are prohibited by legislation from entering the general company waste stream and should there be any doubt about how a particular item(s) should be dealt with.

Members of Staff

All members of the company have a personal responsibility for the way their conduct impacts on the environment and should ensure that they think about all new purchases guidelines are adhered to.

Waste Management Policy

What is Waste?

General Waste

General waste, i.e neither hazardous nor clinical, should be deposited into skips and mobile bins provided and will be collected by the designated contractors.

Note: items that are not general waste will incur a cost recovery disposal charge.

Confidential Waste

Particular care must be taken in the disposal of all confidential waste. All waste should be shredded and should then enter the relevant waste stream (e.g. paper recycling etc).

Hazardous Waste

Any hazardous waste must be disposed of according to the relevant legislation:

The WEEE (Waste Electrical and Electronic Equipment) Directive aims to conserve landfill and support more sustainable development by providing an impetus to boost recycling.

The RoHS (Restriction of Hazardous Substances) legislation aims to reduce environmental impacts of waste and improve recyclability.

Hazardous waste includes:

- IT and telecommunications
- Consumer equipment
- Lighting equipment
- Electrical and electronic tools
- Leisure and sports equipment
- Medical devices
- Monitoring and control devices
- Automatic dispensers

Recycling

All other waste should be recycled. Containers clearly marked with what can be disposed of are sited throughout company properties and can be used to recycle:

- Paper
- Newspapers
- Envelopes
- Cardboard
- Cans and glass

Please do not place any other items in the bins as this can lead to the contamination of an entire recycling load, which will then be taken to landfill!

Toner and printer cartridges can be recycled via our current suppliers. Please return them to the IT department to arrange this. Furniture can be re-used or recycled.

Signed



Mr Nick Collins

Position Founder/CEO

Date 21st August 2023

Employee Welfare Policy

Statement

The Company recognises all their employees to be the most valuable resource and that the health and welfare of all employees is essential in achieving the Company's mission.

The well-being of all employees is of a primary concern by investing in the health and welfare of employees the Company is investing in the efficiency and effectiveness of the organisation.

The company is committed to producing a caring and supportive working environment which is conducive to the welfare of all employees, and which enables them to develop towards their full potential.

Roles of Responsibility

All staff have a role to play with regards to their own health and well-being at work and are advised to raise any matters of concern. Staff have a responsibility to be sensitive and responsive to the welfare of other colleagues at work.

Staff who have a concern regarding their welfare should address this initially to their line manager/supervisor or directly to Operational Lead. Staff also have a responsibility to co-operate as far as possible with any initiatives, recommendations, introduced in relation to their welfare and to follow any guidance provided by medical/health professionals.

The Company recognises the importance of the professional relationship between line managers and staff, they have primary responsibility for the welfare at work of the staff under their supervision. They should respond to staff in a supportive manner taking into account their feelings and difficulties, in an atmosphere of trust and confidentiality. They should provide support and ensure all staff are treated in a fair, sensitive and confidential manner, at all times they are to be aware of company welfare policy.

Staff Welfare

The following may be provided as part of staff welfare:

Uniforms - Team members will receive free uniform suitable to their role, quantities will depend on the amount of days contracted to work.

Travel Expenses - Team members are able to claim for travel expenses to and from a place of work that is not their normal place of work, for example, to attend a training session.

Employee of the Month – A Memento with a Certificate and £25 high street voucher

SUPERSTAR Employee of the Year – A Memento with a Certificate and a £300 cash prize

Employee Referral Bonus – For each new team member that is employed following a referral from an existing team member they will receive a £10 high street voucher

Suggestion Box – Best Suggestion will be awarded with a Gift Voucher every quarter.

Annual Leave and Public Holidays - Team members will be entitled to 20 days annual leave plus 8 bank holidays.

Meals & Refreshments Whilst on Duty- All team members are entitled to a hot or cold meal plus a hot or cold beverage during their break whilst on shift

Employee Welfare Policy

Staff Welfare - cot ...

Sales Lead Scheme - Team members will receive a tiered bonus based on gaining a first appointment, submission of a proposal and contract win of £10, £50 and £100 respectively.

NEST Pension - Each team member for a NEST pension, Cleverchefs will contribute 3% each month

Training & Development - Numerous in house and external mandatory training courses are delivered for each team member. Other non mandatory training and development opportunities are available dependent on individual needs.

Opportunities in the Hospitality Sector - Every team member will have the opportunity to work in any part of the companies business to gain experience in other fields.

Employee Feedback/Survey

(i) Other than the "Exit Interview Questionnaire", the company may from time to time conduct a climate survey to gather employees' feedback/input and gauge their level of satisfaction as an employee of the company.

(ii) The survey which may be in the form of a questionnaire may cover several important factors such as:

- (a) Communication
- (b) Teamwork with superiors, peers and subordinates
- (c) Compensation and benefits
- (d) Training and development
- (e) Career development
- (f) Staff welfare

(iii) Feedback and input received from such survey shall be used as a basis to recommend to the Management improvement on matters which mutually benefit the Company's interest and staff well being/development in general

Monitoring, evaluation and review

The implantation of the policy will be subject to regular monitoring, evaluation, and using effective indicator tools and will be strategically reviewed or modified to as required in the light of changing circumstances.

CONFIDENTIAL SUPPORT NUMBERS

NHS Mental Health Services	www.nhs.uk/servicesdirectories
Cruse Bereavement Care	0844 477 9400 / 0808 808 1677
Relate (relationships)	0300 100 1234
FRANK (substance abuse/drugs)	0800 77 66 00
AA (alcohol anonymous)	0845 769 7555
Samaritans	08457 90 90 90

Signed



Mr Nick Collins

Position Founder/CEO

Date 21st August 2023

Equal Opportunities Policy

Cleverchef's aim is to create an environment that encourages and values diversity within its team members and builds on the differences individuals bring, enabling the Company's continued success.

We aim to draw upon the widest possible range of views and experiences in order to meet the changing needs of our team members, clients and associates.

Cleverchef's does not selectively recruit or promote team members on grounds of: - sex, race, age, colour, religious beliefs, disability, ethnic background or marital status.

To Achieve its Objectives Cleverchef's will:

- Fulfil its social responsibility towards its team members and the communities in which it operates
- Recognise its legal obligations under the Race Relations Act, the Sex Discrimination Act, the Equal Pay Act, and the Disability Discrimination Act and any relevant Acts of Parliament or Regulations that are currently in operation
- Review periodically its selection criteria and procedures to maintain a system where individuals are selected, promoted and treated solely on the basis of their merits and abilities that are appropriate to the job
- Seek to give all team members equal opportunity and encouragement to progress within the Company by implementing a development programme and providing a framework for continuous improvement
- Provide facilities for any team member who believes that inequitable treatment has been applied to him or her within the scope of this policy to raise the matter through the appropriate grievance procedure

We expect all our team members to respect and treat all levels within the team in the way they would wish to be treated themselves.

We expect a personal commitment from each member of the team to achieve his or her own objectives leading to a high collective standard of achievement.

Signed



Mr Nick Collins

Position Founder/CEO

Date 21st August 2023

Equality and Diversity Policy

Statement

Cleverchefs is committed to creating and sustaining a positive supportive working environment for all our team members, where all members of the team, its customers, clients and partners are equally valued and respected.

We are committed to providing a fair, equitable company for all our team members, in which we embrace diversity and promote equality of opportunity.

Our goal is to ensure that these commitments reinforced by our core values are embedded in the day to day working practices with all our customers, team members and clients.

We will provide equality of opportunity and will not tolerate discrimination on grounds of gender, gender identity, marital status, sexual orientation, race, colour, nationality, religion, age, disability, working patterns, caring responsibility, trade union activity, political beliefs or any other grounds

Commitment to Equality and Diversity

Cleverchefs believes that best practice will be achieved through recognising the value of every individual. We aim to create an environment that respects the diversity of team members, our customers, clients and supply partners.

Thus enabling our team members to achieve their full potential, to contribute fully and drive maximum benefit and enjoyment from working within Cleverchefs:

We therefore acknowledge the following basic rights for our team members:

- To be treated with respect and dignity
- To be treated fairly with regards to all procedures, assessments and choices
- To receive encouragement to reach their potential
- These rights carry responsibilities and we require all team members of Cleverchefs to recognise these rights and act in accordance with them in all dealings with fellow team members, customers, clients and supply partners
- Cleverchefs recognises that all of its team members have a duty to support and uphold the principles contained within its diversity other supporting policies
- Inappropriate behaviour is not acceptable and will not be tolerated at any level within the organisation
- The CEO has overall responsibility for ensuring that the diversity policy complies with all necessary legislation and best practice.

Signed



Mr Nick Collins

Position Founder/CEO

Date 21st August 2023

Environmental Policy

Mission statement

Cleverchefs recognises that it has a responsibility to the environment beyond legal and regulatory requirements. We are committed to reducing our environmental impact and continually improving our environmental performance as an integral part of our business strategy and operating methods, with regular review points. We will encourage customers, suppliers and other stakeholders to do the same.

Responsibility

Nick Collins, CEO, is responsible for ensuring that the environmental policy is implemented. However, all employees have a responsibility in their area to ensure that the aims and objectives of the policy are met.

Policy aims

- We endeavour to: Comply with and exceed all relevant regulatory requirements.
- Continually improve and monitor environmental performance.
- Continually improve and reduce environmental impacts.
- Incorporate environmental factors into business decisions.
- Increase employee awareness and training.

Paper

- We will minimise the use of paper in the office.
- We will reduce packaging as much as possible.
- We will seek to buy recycled and recyclable paper products.
- We will reuse and recycle all paper where possible.

Energy and water

- We will seek to reduce the amount of energy used as much as possible.
- Lights and electrical equipment will be switched off when not in use.
- Heating will be adjusted with energy consumption in mind.
- The energy consumption and efficiency of new products will be taken into account when purchasing.

Office supplies

- We will evaluate if the need can be met in another way.
- We will evaluate if renting/sharing is an option before purchasing equipment.
- We will evaluate the environmental impact of any new products we intend to purchase.
- We will favour more environmentally friendly and efficient products wherever possible.
- We will reuse and recycle everything we are able to.

Transportation

- We will reduce the need to travel, restricting to necessity trips only.
- We will promote the use of travel alternatives such as e-mail or video/phone conferencing.
- We will make additional efforts to accommodate the needs of those using public transport or bicycles.
- We will favour 'green' vehicles and maintain them rigorously to ensure ongoing efficiency.

Maintenance and cleaning

- Cleaning materials used will be as environmentally friendly as possible.
- Materials used in office refurbishment will be as environmentally friendly as possible.
- We will only use licensed and appropriate organisations to dispose of waste.

Environmental Policy

Monitoring and improvement

- We will comply with and exceed all relevant regulatory requirements.
- We will continually improve and monitor environmental performance.
- We will continually improve and reduce environmental impacts.
- We will incorporate environmental factors into business decisions.
- We will increase employee awareness through training.
- We will review this policy and any related business issues at our monthly management meetings.

Culture

- We will involve staff in the implementation of this policy, for greater commitment and improved performance.
- We will update this policy at least once annually in consultation with staff and other stakeholders where necessary.
- We will provide staff with relevant environmental training.
- We will work with suppliers, contractors and sub-contractors to improve their environmental performance.
- We will use local labour and materials where available to reduce CO2 and help the community.

Signed



Mr Nick Collins

Position

Founder/CEO

Date

21st August 2023

Disclosure and Barring Service (DBS) Policy

Background

Cleverchefs is committed to safeguarding and promoting the welfare of children, young people and adults at risk, and expects all staff, contractors and volunteers to share this commitment. As part of the recruitment process, several checks are undertaken including an enhanced check via the Disclosure and Barring Service (DBS), disqualification by association check (if applicable) and any relevant overseas criminal records checks.

An offer of employment will be conditional on satisfactory completion of the DBS checks. Where the job applicant refuses to agree to an application to the DBS or a DBS check is completed but the job applicant refuses to allow the Cleverchefs to see the DBS certificate, this will be treated as not having fulfilled a condition of employment.

Principles

All staff employed by Cleverchefs in education and healthcare settings will be DBS checked to the appropriate level. Staff will be required to have an Enhanced DBS which includes the barred list check. 2 An Enhanced Disclosure with barred lists check shows details of spent convictions, unspent convictions, reprimands, cautions and final warnings that have not been filtered. This check also includes a check of local police records and the barred lists held by the DBS. Where a new member of staff has resided abroad for 6 months or more within the last 5 years, they must provide a Police check from the relevant country(ies) which is translated and notarised.

New staff will be DBS checked once they have been offered a role, unless they are in possession of a DBS certificate issued within the last 12 months and/or are signed up to the Update Service, in which case proof of this will be required for verification. This DBS certificate must include barred list activity. Cleverchefs will always undertake a barred list check if a new employee will be starting work before their DBS certificate is available. A person will not be able to work unsupervised until they have been checked against the barred list. Staff are required to bring their original DBS certificate for verification within one week of receipt.

Contractors working regularly in client sites may require an Enhanced DBS check obtained by the relevant company. It is the responsibility of the contract manager (designated to link with the contractor) to seek assurance from HR that the DBS checks are required and to make a record of their DBS disclosure number. This assurance should be confirmed in writing annually. Where contractors are on site occasionally, work out of term time, or are working in an area where they do not have contact with students, DBS checks will not be required. Contractors who work occasionally on site during term time, maybe required to have an Enhanced DBS check. (See above).

DBS Retention

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. It is a criminal offence to pass this information to anyone who is not entitled to receive it. Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Cleverchefs will not keep any photocopy or make an image of the Disclosure or any copy or representation of the contents of a Disclosure, without prior permission from the member of staff. However, notwithstanding the above, Cleverchefs will keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position and workforce for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

Disclosure and Barring Service (DBS) Policy

DBS process for continuing staff

There is no requirement for staff to be checked again following receipt of a satisfactory check at the start of initial employment, unless Cleverchefs or the client has concerns about a person's suitability to work with children or adults in which case Cleverchefs reserves the right to obtain an updated DBS.

DBS Referral

Cleverchefs has a legal duty to refer to the DBS anyone who has harmed, or poses a risk of harm, to a child or vulnerable adult; where the harm test is satisfied in respect of that individual; where the individual has received a caution or conviction for a relevant offence, or if there is reason to believe that the individual has committed a listed relevant offence; and that the individual has been removed from working (paid or unpaid) in regulated activity, or would have been removed had they not left. The DBS will consider whether to bar the person.

Signed



Mr Nick Collins

Position

Founder/CEO

Date

21st August 2023

Recruitment Policy

Policy Statement

Cleverchefs Policy & Procedures in relation to recruitment and selection is to provide equal access to employment for all and to ensure that the best person, in terms of knowledge, skills, experience and aptitude, is chosen for each position that arises.

Cleverchefs Recruitment Policy is in keeping with its Equal Opportunities Policy

Recruitment Procedures

1. Notify personnel of vacancies. Find out reasons for vacancy occurring / person leaving in order to identify any problem areas. Consider whether vacancy should be filled in its current format if at all.
2. Decide whether to hire externally or internally
3. Senior positions will be placed on the internal 'Key Vacancy' list for circulation to all managers and depending on the seniority of the position, advertised in the local media.
4. Review the job description and compose a job advert
5. Draw up specifications for each position that objectively identify essential and desirable skills, knowledge and abilities. Requirements must be relevant and justifiable and should not disadvantage or exclude any particular group. Select appropriate sources (external or internal) for posting the opening
6. Decide on the selection stages and possible timeframe
7. Review resumes in company database
8. Source passive candidates
9. Shortlist applications
10. Proceed through all selection stages
11. Once the decision has been made to appoint a particular person, enquiries should be made through the disclosure service to ascertain the suitability of the appointee for the post in question.
12. The DBS primary purpose is to assist Cleverchefs in making safer recruitment decisions and appointments by providing access to criminal records and identifying those who may be unsuitable for certain work or positions.
13. Select the most suitable candidate
14. Make an official offer

Signed



Mr Nick Collins

Position

Founder/CEO

Date

21st August 2023

Company social media policy for employees

Social Media Policy

This policy is for use by employers to provide practical assistance on the use of social media by employees. The policy can be easily adapted to suit individual employers' requirements. Use of this policy will help employers ensure that use of social media by employees is appropriate and in the interests of the business. Purpose and Scope This policy covers all forms of social media, including Facebook, LinkedIn, Twitter, Google+ Wikipedia, other social networking sites, and other internet postings, including blogs. It applies to the use of social media for both business and personal purposes, during working hours and in your own time to the extent that it may affect the business of the Company. [The policy applies both when the social media is accessed using our Information Systems and also when access using equipment or software belonging to employees or others.]

Whilst we recognise the benefits which may be gained from appropriate use of social media, it is also important to be aware that it poses significant risks to our business. These risks include disclosure of confidential information and intellectual property, damage to our reputation and the risk of legal claims. To minimise these risks this policy sets out the rules applying to the use of social media.

This policy covers all employees [and also others including consultants, contractors, and casual and agency staff]. Breach of this policy may result in disciplinary action up to and including dismissal. Any misuse of social media should be reported to [the Head of the IT Department/Systems Administrator]. Questions regarding the content or application of this policy should be directed to [the Head of the IT Department/Systems Administrator].

This policy is not contractual and we may amend it at any time if it considers it appropriate to do so.

Personal use of social media at work

[You are not permitted to access any social media for your personal use during working time or using the our Information Systems at any other time.] OR [We allow staff to make occasional personal use of social media so long as it does not involve unprofessional or inappropriate content and does not adversely affect your productivity or otherwise interfere with your duties to us. Any use must comply with this policy.] We may monitor your use of its systems, including use of social media sites.

Business use of social media

If you are required or permitted to use social media sites in the course of performing your duties for or on behalf of us you should ensure that such use has appropriate authorisation and that it complies with the standards set out in this policy.

Responsible use of social media

You must not use social media in a way that might breach any of our policies, any express or implied contractual obligations, legislation, or regulatory requirements. In particular, use of social media must comply with:

- [the Equality, and Bullying and Harassment, Policies]
- [rules of relevant regulatory bodies;]
- [contractual confidentiality requirements];
- [other key policies/requirements]. In your use of social media you must not:
- make disparaging or defamatory statements about us, our employees, clients, customers, or suppliers;
- harass, bully or unlawfully discriminate in any way;
- use data obtained in the course of your employment with us in any way which breaches the provisions of the Data Protection Act 1998;
- breach copyright belonging to us;
- disclose any intellectual property, confidential or commercially sensitive information relating to our business;
- make statements which cause, or may cause, harm to our reputation or otherwise be prejudicial to our interests.

You should avoid using social media communications that might be misconstrued in a way that could damage our business reputation.

You should make it clear in personal postings that you are speaking on your own behalf, in particular write in the first person and use a personal e-mail address. If you disclose that you are an employee of us, you must state that your views do not represent those of your employer. For example, you could state, "the views in this posting do not represent the views of my employer".

Remember that you are personally responsible for what you communicate in social media. Often materials published will be widely accessible by the public and will remain accessible for a long time. If you are uncertain or concerned about the appropriateness of any statement or posting, you should discuss it with [your manager] before making the post.

[You are not permitted to add business contacts made during the course of your employment to personal social networking accounts, such as Facebook accounts or LinkedIn accounts.] OR [The contact details of business contacts made during the course of your employment are regarded as confidential information belonging to us. On termination of your employment you must provide us with a copy of all such information, delete all such details from your personal social networking accounts and destroy any further copies of such information that you may have

Signed



Mr Nick Collins

Position

Founder/CEO

Date

21st August 2023