



BARRIER SERVICES LTD.

Fencing Contractors

DOCUMENTS: Business Policy Statement

Statement of Commitment

Barrier Services Limited are an independently owned company who operate an externally audited Quality Management System (QMS) to BS EN 9001:2015 and to the National Highways Sector Scheme and abide by the code of conduct issued by the Association of Fencing Contracts Association (AFCA).

The aim of Barrier Services Limited is to establish mutually beneficial working relationships with all of its customers and suppliers, in order to explore business opportunities and to deliver contracted works in accordance with agreed programmes, without conflict while delivering the highest level of service and support from initial tender enquiry to contract completion.

Confidentiality

We are committed to maintaining the highest degree of integrity and confidentiality in all dealings with potential, current and past clients and extend such same standards to our supply-chain.

Ethical Business Conduct

We always conduct our own services honestly and honourably, and expect our clients, suppliers and employees to do the same. Our approach and advice provided always endeavours to take account of ethical considerations.

We value our customers and the trust that they place in us and will safeguard the information provided to us by our customers in accordance with relevant laws and contractual commitments. Our honesty and integrity regarding the products and services we provide will not intentionally be misrepresented.

Duty of Care

Our actions and advice will always conform to relevant law, and we believe that all businesses and organisations, including this Company, should avoid causing any adverse effect on the human rights of people in the organisations we deal with, the local and wider environments, and the well being of society at large.

Professional Conduct

We conduct all of our activities professionally and with integrity and take great care to be completely objective in our judgement and recommendations in order that issues are never influenced by anything other than the best and proper interests of our clients.

Bribery and Corruption

We are dedicated to ensuring full compliance with all anti-bribery and corruption laws and regulations, including the Bribery Act 2010. Our policy is that no employee shall pay bribes or offer improper inducements to anyone for any purpose, nor will we accept bribes or improper inducements. We will not tolerate bribery or corruption in any form and have a 'zero tolerance' approach to any breach of this policy. All directors and employees are required to comply with the policy.





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Disaster Recovery / Business Continuity

We maintain duplicates of all contractual documentation and maintain daily server backups to ensure that if documentation is lost or damaged, system normality can be resumed efficiently and effectively.

In the event of a serious business incident the Company will nominate a member of senior management as lead contact to liaise and coordinate with employees, clients, suppliers and stakeholders to endeavour to service all current contract commitments to a level that achieves customer satisfaction.

Sustainable and Ethical Procurement

The Company endeavours to incorporate sustainable development and consideration of customer requirements by ensuring awareness of alternative products and services. Wherever reasonably practicable the Company will procure materials and services from Companies with ethical policies and make procurement decisions based on a balance between economic, social and environmental factors.

All timber products are purchased from sustainable sources and carry the stamp of approval from Forest Stewardship Council (FSC).

Terry Musson, Managing Director

3rd June 2019

