

Consultation, Engagement & Participation Policy



CONSULTATION

Interested Parties

Please advise if you feel there is any changes required to interested parties as per the register located within the management system.

Policy

You should already be aware of the policy via induction and periodic re-communication. A copy of this is available on the company notice board.

Roles, Responsibilities & Authority

These have been assigned within the management system. The main responsibility currently rests with Moses Hirschler (CEO) with the support of Mendy Stern.

Legal & Other Requirements

As per the nature of the industry, we have a variety of requirements including;

Health & Safety at Work Act 1974

Management of Health & Safety Regulations 1999

Homes Act 2018 – tenant focused

These shall be periodically verified, and you may be involved in this process as relevant to your job role.

Objectives

We have objectives in place and welcome your input to amend or change these

Outsourcing, Procurement & Contractors

We value your opinion on our supply chain and through informal feedback and meetings etc, we will take into consideration comments and review suppliers accordingly via the supplier database.

Monitored

Monitoring of KPI's throughout the business such as accidents, incidents and non-conformities. Latest information can be found within the management system and we may periodically communicate/display performance information.

Auditing

We have a regular audit plan in place. Let us know if you feel this is too much, too little or does not cover all areas

Continual Improvement

We welcome feedback from all on our systems and implemented controls. We aim to respond to all feedback relating to improvements within 7 days.

PARTICIPATION & ENGAGEMENT

Mechanisms

We have an open-door policy in relation and welcome participation from any party in relation to the management system, documentation and business controls. Key methods include (not an exhaustive list);

Induction process

Appraisal process

Meetings

Tool-Box-Talks

E-mail – mendy@cromwood.co.uk

Telephone – 020 8826 2800

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Hazards, Risks & Opportunities

We will liaise with you as part of this process and typically via the risk assessments relevant to your role. Access to these is via the management system and issued periodically.

Actions/Controls

We have implemented a range of controls to ensure the business operates in accordance with legal requirements, standards, client requirement and business processes. Do advise if you feel there are any improvements within this area.

Competence Requirements

Please let us know if you feel the competencies provided are suitable or if you feel further training is needed.

Communication

Communication is achieved via various forms including both electronic and hard copy depending upon the information to be communicated. A communications register has been established.

Control measures to ensure effective implementation

We have a range of controls to ensure effective implementation of the management system and associated controls. This includes inspections, internal audits, external audits and periodic reviews. Do let us know if you feel the implementation in a certain area requires improvement or is working well.

Your Rights

Any consultation & participation can be made in confidence, with no reprisals or penalties against you for providing information. We will do our best to communicate in various forms/media and translate if required.