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Cumbria O&M Services Induction Employee

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Revision History

Revision	Issue Date	Alterations/Additions	Initials
1	12/09/2022	First Issue	AS
2	21/09/2022	Change to wording in Section 4 to remove the word 'random' and inclusion of the new P011 Health & Wellbeing Policy	AS
3	25/08/2023	Document returns request updated to HR	AS

Associated Documents

Document Type	Number	Title
Procedure	QOP001	Training, Development & SQEP
Procedure	QOP004	COMS Office
Code of Practice	QOP005	Attendance
Policy	P001	Quality
Policy	P002	Health & Safety
Policy	P003	Security
Policy	P004	Environmental
Policy	P005	Corporate Social Responsibility
Policy	P006	Training
Policy	P007	General Data Protection Regulation (GDPR)
Policy	P008	Equality & Diversity
Policy	P009	Anti-Corruption Bribery
Policy	P010	Agile Working
Policy	P011	Health & Wellbeing
Code of Practice	HR001	Discrimination, Bullying & Harassment
Procedure	HR003	Disciplinary
Procedure	HR004	Grievance
Procedure	HR006	Control of Absence
Procedure	HR007	Annual Leave
Procedure	S004	COMS Emergency
Code of Practice	S011	Mental Health
Procedure	S005	Information Security Management
Procedure	S006	Management of IT Equipment
Procedure	S007	Provision of IT Equipment
Leaflet		CFSI Presentation
Leaflet		Working Safely with Display Screen Equipment

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1 Introduction

Firstly, we would like to welcome you on behalf of Cumbria O&M Services (COMS). This handout will explain what we expect and what procedures should be adhered to during the term of your contract.

Your pack should include:

Induction Handout (this document)

Record of Understanding – to be completed and returned to COMS Human Resources at amy.sutherland@c-oms.co.uk

Additional procedures which you must read and understand will be accessible via your Breathe HR Account.

2 About Us

Cumbria O&M Services, COMS, is a leading UK provider of Operational, Maintenance and Engineering services to regulated industries nationwide.

The company provides innovative Operations, Maintenance, Commissioning and Engineering solutions/strategies as a means of increasing asset lifespans and productivity as well as ensuring regulatory compliance.

Our support services cover the full asset lifecycle range, including post operational and decommissioning activities. We also offer a full Pre-Operations and O&M Delivery capability for new build projects. This supports the transition of a project from concept design through to operations and beyond.

COMS workforce is a combination of apprentices, graduates, employees and contractors. The contractors engaged to support COMS provide flexible arrangements to meet demands in our workload and are engaged for their extensive knowledge and delivery experience in a specific field, these arrangements apply in all levels of our organisation.

As an employee of COMS, you will be expected to work collaboratively with our end client to allow and enable the efficient delivery of your contracted scope. Alternatively, COMS will assume responsibility for the full Pre-Operations function of a given project. Our business ethics, mission and vision guide our work every day.

2.1 Our Mission

To provide a world-class operations, maintenance and engineering support service to regulated industries, specialising in pre-operations delivery on major projects.

2.2 Our Vision

To be recognised globally as industry leaders for the delivery of operations, maintenance and engineering support consultation services.

2.3 We Are

Intelligent: Our multi discipline consultants have a broad range of experience across multiple industry sectors. We use this embedded knowledge to effectively interrogate and evaluate appropriate information in order to formulate solutions for review and subsequent agreement by client groups. We are adept at delivering our scope of work either as part of an integrated team or independently according to specific client requirements.

Innovative: Our aim is always to minimise the demand on our client's time by utilising our abilities to understand the needs and deliver the required scope in a calm, measured and professional manner. To do this we employ innovative and tenacious approaches to completing documentation and unearthing any missing information.

Integrated: We believe that the key to successful delivery is through the development of strong and effective working relationships with a client, their supply chain groups and wider stakeholders. We work alongside the client team which means we thoroughly understand client processes. We foster a secure way of working which enables independent access to information sources via appropriate clearances and approvals. This allows for us to maintain our focus of minimising client disruption.

Independent: Our fundamental working methodology is driven around being self-starting and autonomous in delivery whilst ensuring full transparency and maintaining client involvement at key stages of delivery. This approach has provided demonstrable efficiencies and greatly minimised the impact on client resources whilst maintaining a collaborative and integrated service. We have developed this methodology over several years with successful delivery in highly regulated industries.

2.4 Business Ethics

Safety - We maintain a safe working environment for our team, clients and general public.

Efficiency - We develop and deliver cost effective and fit for purpose solutions.

Customer Value - We put the current and future needs of our customers at the heart of everything we do.

Excellence - We strive to get better, smarter and more innovative and be the best in everything we do.

Relationships - We build and nurture long-term relationships with our team, customers and suppliers.

Teamwork - We support and value our colleagues and work together as a team in an open and honest way.

3 Client Sites

It may be required during delivery of your employment to either be based on or visit client sites. You will be given a full induction to any client sites and as required, issued a visitors or permanent pass for access. Please ensure all rules and procedures for attending these sites are adhered to. It is your responsibility to remain cognisant of these rules and procedures and any changes made to them during the term of your employment. It should be noted that non-compliance with client rules and procedures may lead to the removal of access to the client site and termination of your employment with COMS.

4 Health and Safety

All employees working on behalf of COMS have a duty to take care of their own health and safety and that of others who may be affected by your actions. All Employees are expected to be conversant in safe working practices. However, COMS will provide awareness information pertaining to your specific deployment area. This will further enhance your ability to deliver your scope of work in a safe and competent manner.

Before entrusting work tasks to personnel, COMS will consider task specific health and safety considerations, ensuring that suitable Task Risk Assessments are available.

If you are engaged to work on a client site, you may be included in any random drugs and alcohol testing regimes the client organisation operates. The specifics of these schemes are individual to each client site. If asked to provide a sample, you must adhere to the request to attend the specified location, providing the required sample. Please note, that as part of our employee health surveillance and to monitor the wellbeing of our workforce COMS may carry out drug testing. As such, we reserve the right to ask you to carry out a test at any given time.

5 Hazard Identification & Risk Assessment

COMS employ a process of hazard identification and risk assessment including Task Risk Assessment, each specific work package or project is subject to the same consistent approach. All contractors and personnel involved in the delivery of the packages are fully engaged through discussion to ensure a full recognition and understanding of both the work scope and the potential hazards/risks. COMS encourage debate and challenge from their contractors and personnel, this approach helps to build and maintain a strong safety culture and associated behaviours. Hazard identification is conducted by competent persons, who utilise a hierarchy of controls to classify in line with following categories:

- Catastrophic
- Critical
- High
- Moderate
- Low

Once categorisation has taken place the following mitigating actions will be assessed to provide the effective methodology for controlling the hazard.

- Eliminate
- Substitute
- Engineer Controls
- Administrative controls
- Use of PPE

All task risk assessments (TRA) are subject to an annual review and or other more frequent reviews should there be scope change, regulatory change or LFE from other work packages, this process of regular review underpins our approach to continuous improvement.

Contractors and personnel are expected to always consider their actions, working practices and environment. If circumstances change the specific task should stop and consideration should be made to determine whether new hazards are present, and a re-assessment made of the working environment. From this activity, a revised TRA may be produced. Stop, Think, Assess & Review (STAR).

6 Business Management System

COMS operate a business management system (BMS) which comprises of a suite of company policies, procedures, templates and records. The system reflects our current business practices as well as an increasing number of operations processes which provides an auditable record to satisfy our ISO accreditations, client expectations and our continued company growth aspirations.

The BMS is located on the COMS SharePoint system and can be accessed via your SharePoint Team Site or requested via your COMS lead.

As part of our continuous improvement programme, we regularly update and add to our suite of policy documents and company procedures, these updates are briefed monthly by the COMS Directors and cascaded down by your COMS lead. They will also be made available via your Breathe HR account.

7 Quality

COMS maintains a quality system which exceeds the requirements of ISO9001 and you, whether as an individual or Ltd company, are required to work within the structure of the COMS quality system. Our quality assurance is achieved through the internal monitoring of our delivery processes at various stages of our product delivery whilst quality control is achieved through internal peer review and also external review through various client approval processes.

8 Working Times

COMS operate an Agile working Policy that details the specific expectations for working hours for each of the different elements of the COMS workforce. This policy must be read in conjunction with this induction document.

For health, wellbeing and safety reasons, a lunch break must be taken and is nominally 30 minutes. Please note, as the lunch break is a pause in delivery, you are not entitled to payment for this break. Therefore, it should not be included in the hours noted on your weekly timesheet submission.

9 Time Booking

A Worksheet Authorisation form COMS T003 must be completed for all hours worked with a description of activities completed and submitted to your COMS lead by 10 am each Thursday.

10 Work Attire

It is important all employees maintain a professional image when representing COMS. Your appearance matters when representing our company in front of clients, visitors or third parties. As professionals, all employees should maintain a professional appearance. Therefore, casual/sports clothing is forbidden.

11 Absence

As per the Attendance Code of Practice.

12 Accidents

As per the COMS Emergency Procedure.

13 Security

To comply with COMS Security and Cyber essentials policies.

14 Office

To comply with COMS office requirements policy.

15 Working Arrangements

Where you are working on Client sites, you must ensure you follow all Local Building Rules and Client Procedures alongside COMS policies and procedures. For instances where COMS procedural controls both meet and exceed those of the client, you will be expected to follow the COMS process as a minimum.