

Company Policies

Compliance • Audit readiness • Council / PQQ ready

Purpose

This document sets out core workplace and operational policies for KV Smartflow Limited. It supports council procurement, landlord due diligence, and grant or investor review.

Applies to

All employees, subcontractors, and representatives working on behalf of the company.

Work Location Policy

KV Smartflow operates a **hybrid working model** that balances operational effectiveness, health and safety, and flexible working practices. Employees are required to work **onsite** where their duties necessitate physical presence, including trade counter operations, site activities, inspections, installations, supervision, stock management, and client-facing works.

Hybrid working may be permitted for suitable roles, particularly those involving **design, BIM coordination, planning, administration, procurement, and compliance**, where duties can be effectively performed without continuous onsite presence. Hybrid arrangements are subject to role suitability, operational requirements, client needs, and management approval.

Remote working is **not a contractual entitlement** and may be adjusted, suspended, or withdrawn at any time to meet business needs, health and safety obligations, regulatory requirements, or client expectations. Onsite attendance will always take precedence where required to ensure safe systems of work, effective supervision, and service quality.

All working arrangements are reviewed periodically to ensure operational efficiency, compliance with legal obligations, and consistent service delivery. Employees are expected to maintain professional standards regardless of work location and to comply with all company policies, procedures, and client site requirements.

Core Policy Summary

Quick overview for stakeholders. Detailed wording can be provided on request.

Health & Safety Policy

KV Smartflow is committed to safe systems of work and compliance with applicable UK health and safety legislation. Risk assessments, method statements, competence checks, and PPE are implemented where required. Hazards, incidents, and near misses must be reported promptly.

Equality, Diversity & Inclusion Policy

KV Smartflow promotes equality of opportunity and does not tolerate discrimination or harassment. Employment decisions are based on competence, performance, and business need. All individuals will be treated with dignity and respect.

Modern Slavery & Ethical Sourcing Policy

KV Smartflow operates a zero-tolerance approach to modern slavery and human trafficking. The company expects ethical behaviour and responsible labour practices across suppliers and subcontractors.

Environmental & Sustainability Policy

KV Smartflow supports responsible resource use, waste reduction, and pollution prevention. BIM-led planning is used to reduce rework, improve logistics, and minimise environmental impact where practicable.

Data Protection & Information Security Policy

KV Smartflow handles personal and commercial data in accordance with UK GDPR and relevant data protection laws, applying appropriate technical and organisational safeguards to protect confidentiality, integrity, and availability.