

Knoco Limited



Policies and Methods

This policies document will be adhered to by all Directors and staff of the Knoco Ltd, partnership companies and sub contractors.

Equal opportunities policy

This organisation aims to ensure that no job applicant or worker receives less favourable treatment on the grounds of race, colour, gender orientation, nationality, religion, ethnic or national origin, age, gender, gender reassignment or marital status, sexual orientation or disability. There will be no discrimination on these grounds in the terms and conditions offered to workers or job applicants. Selection criteria and procedures are reviewed to ensure that individuals are treated on the basis of their relevant merits and abilities. All workers will be given equal opportunity and access to training to enable them to progress both within and outside the organisation. The policy also covers recruitment, induction, conduct at work and the disciplinary and grievance procedure. The only basis for promotion or selection is the management's considered opinion of the applicant's suitability for the job. All workers have a legal and moral obligation not to discriminate and to report incidents of discrimination against any individual or group of individuals. Any worker found to be discriminating will face disciplinary proceedings.

Quality Management Approach and Policy

Knoco commits to understand, meet and, when possible, exceed Customer's Requirements through the continuous improvement of our processes. We are dedicated to delivering defect-free product on-time at or below the agreed cost.

The Quality Management method applied by Knoco Ltd is linked to the Learning approach, and involves four main components;

1. Learning Before for Quality Assurance.

All work for clients, unless new work, will be based on existing quality standards and processes embedded in the most recent products. For example, all assessments will use the most recent assessment protocol, the most recent report format, and the most recent database. These documents are stored in the Knoco Wiki. Further guidance may be sought as appropriate from Knoco directors and consultants in the form of Skype-based Peer Assists.

2. Director-level Quality Control

All reports for clients, all training and reference material, and all training agendas, will be checked by at least one Director for Quality Control purposes.

3. Lead consultant accountability.

The Knoco lead consultant is fully accountable for all Quality Assurance and Quality Control of project deliverables.

4. Client feedback.

Client feedback will be sought through regular progress reviews and end-of-stage retrospects with the client wherever possible. Actions arising from these reviews will be reviewed by the Knoco Directors, and the Knoco approach updated wherever necessary.

5. Updating Knoco knowledge base.

All new knowledge, new approaches, process improvements and other enhancements will be uploaded to the Knoco wiki. The Knoco Director, resources and training retains editorial rights to the Wiki, and will review and validate all updates.

6. Client Quality System.

The lead consultant will ensure that any Client Quality system is applied to the project in addition to the Knoco Quality Management approach.

Knowledge, Learning and Knowledge Management policy

The Knoco Learning and Knowledge Management policy is as follows;

1. Learning Before.

The Project Lead will consult the Knoco Wiki for the most up to date guidance on the processes and approaches to be used on the project. Further guidance may be sought as appropriate from Knoco directors and consultants in the form of Skype-based Peer Assists.

2. Learning During.

Learning reviews, using an extended After Action Review format, should be held at all major milestones and deliverables, including steering team review meetings, or at an interval not greater than monthly. Actions arising from these reviews will be forwarded to the Directors for validation and updates made to the Knoco Wiki. Important updates will be circulated to the Knoco distribution list.

3. Learning After.

Project team Retrospects should be held at the end of each project or project stage. These reviews will compare anticipated delivery against actual delivery, and seek to identify learning points whenever actual deviates from expected. Lessons from these reviews will be used to improve the internal working process. These will be updated on the Knoco Wiki.

4. Knowledge Base

The Knoco wiki will act as our knowledge base. This contains validated guidance documents for our own use, training materials, reference materials, and examples of key output documents. All new knowledge, new approaches, process improvements and other enhancements will be uploaded to the Knoco wiki. The Knoco Director, resources and training retains editorial rights to the Wiki, and will review and validate all updates.

5. Community of Practice

The Knoco distribution list represents our community of practice. We will make use of the community should queries arise at any stage in our projects, using email, Skype and Skype conference, Yammer, and discussion functionality on the Wiki (if appropriate).

6. Training.

Knoco Franchisees will be provided with induction training when joining the organisation. The individual training and development needs of Knoco staff will be identified on an annual basis, or depending on the needs of particular contracts. Learning and development needs identified will be met through a variety of activities, including coaching and shadowing, depending on the nature and extent of the requirements. External courses and professional qualifications may be fully or partly funded by the organisation depending on the nature of the training. Employees are responsible for their own development and as such may inform the organisation of their development needs and take part in prescribed development activities. This policy respects equal opportunities and applies to all employees.

HSE (Health, Safety and Environmental) Policy

Everybody who works for Knoco, anywhere, is responsible for getting HSE right. Good HSE performance and the health, safety and security of everyone who works for the Company are critical to the success of its business.

Knoco's HSE goals are simply stated:

- no accidents
- no harm to people
- no damage to the environment

Knoco will maintain the health and safety of its staff by effective management of travel and security risks, and through provision of travel insurance

Knoco will continue to improve the environmental and impact of its operations by reducing waste, emissions and discharges, and by using energy efficiently. All leaders within the Company will be held accountable for accomplishing the HSE goals by demonstrating correct HSE behaviours, by providing needed resources and by measuring, reviewing and continuously improving our HSE performance. In addition, Knoco staff will abide by client HSE policies when working for any particular client.

Security Policy

Knoco will keep client material, and all Knoco material, confidential. Any exchange of confidential material with a client will be covered by a two-way confidentiality agreement, or agreements. All Knoco staff working with that client will be made aware of the agreement, and will be asked to commit to abide by it.

All Knoco laptops must have a power-on password. Screensavers must be password-protected. All external hard drives must be provided with the capability for encryption. Unencrypted USB drives may be used for short term storage, but content must be deleted as soon as possible. Any additional security requirements of the client must be strictly adhered to

Code of Business Ethics

Knoco directors, staff and sub contractors will be bound by and will display the highest possible standards of business ethics. We recognise our obligation to society and the world in which we live.

We will not be involved in;

- illegal activities
- offer bribes or inducements to client representatives nor will we allow agents acting on our behalf to offer bribes or inducements (any gifts to clients must not exceed £25 in value)
- financial record keeping or payments that do not comply with the guidance provided by the appropriate professional institutions
- poaching staff from other organisations
- selling or marketing material from client organisations that we are not entitled to
- industrial espionage on behalf of any organisation or government
- any activities which undermine the human rights of the individual
- price fixing cartels or any trade organisation that do not support free trade.

We respect the rights of the individual and the intellectual property rights of companies.

The directors of Knoco will monitor for non compliance during quarterly performance reviews. As part of that review we discuss any potential situation that might arise which would challenge our Code of Ethics. We then proactively manage the situation. We also review the work that we have been doing in the last quarter including sales visits, proposals issued and conferences attended to non compliance. Each director, staff member and sub contractor is required to verify that they have not breached the code of ethics in that period.