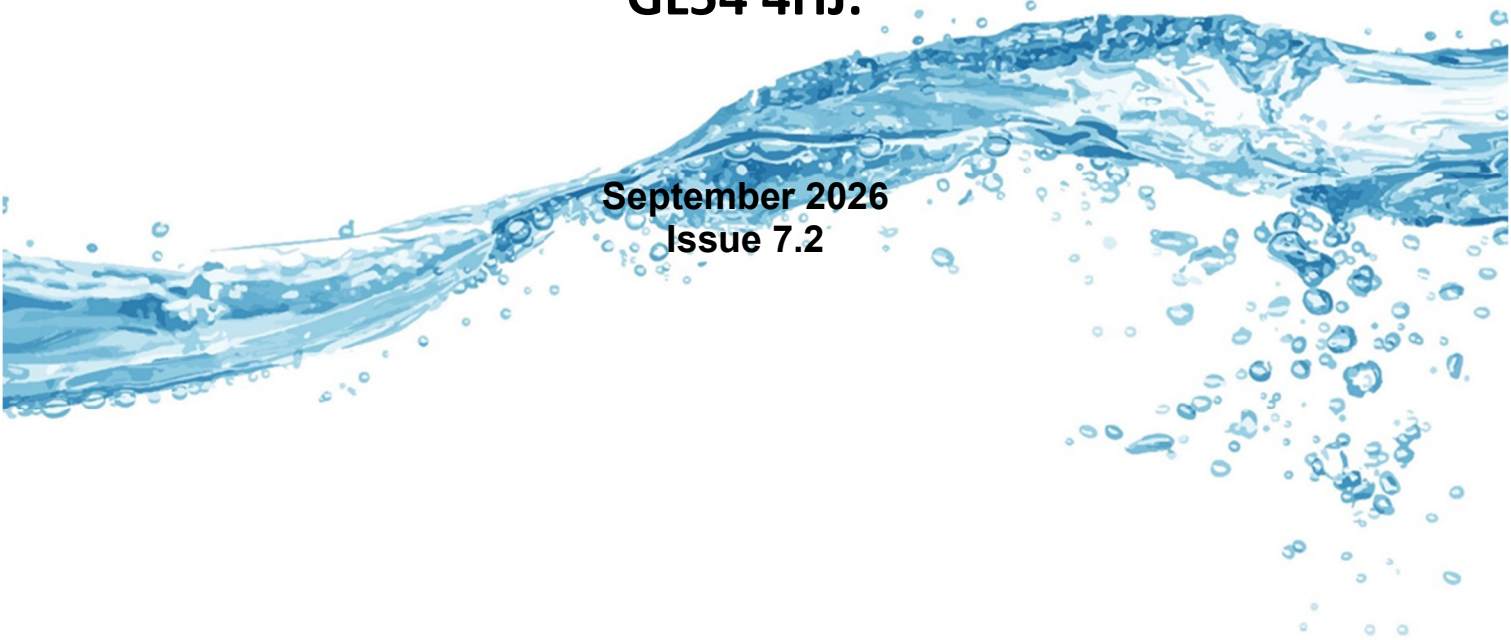


BUSINESS POLICIES

**Unit 2/3
Coln Park Industrial Estate
Andoversford
Gloucestershire
GL54 4HJ.**



**September 2026
Issue 7.2**

CONTENTS

REVIEW PROCEDURE.....	3
1 QUALITY, ENVIRONMENTAL & OH&S POLICY	5
2. SUBSTANCE ABUSE POLICY	6
3 ANTI-BRIBERY AND CORRUPTION POLICY	8
4 PREVENTION OF VIOLENCE, HARASSMENT AND BULLYING POLICY	10
5 EQUAL OPPORTUNITIES POLICY	11
6 DATA PROTECTION POLICY	13
7 PANDEMIC POLICY	14
8 WHISTLEBLOWING POLICY	16
9 MODERN SLAVERY ACT 2015.....	18
10 PREVENTION OF SEXUAL HARRASSMENT POLICY	18
11 MENTAL HEALTH & STRESS POLICY	20
12 ANTI-FACILITATION OF TAX EVASION POLICY	22
13 CYBER SECURITY POLICY	26

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	2

REVIEW PROCEDURE

This policy will be kept up to date to reflect changes in the nature of the business and size of the company. This policy is formally reviewed annually by the Company in conjunction with its external safety advisors, and any changes ratified as necessary.

POLICY REVIEW

<u>Date</u>	<u>Name</u>	<u>Issue No.</u>	<u>Changes</u>
03/09/14	C. Corris	1.1	New Document for review
30/09/14	C. Corris	2.0	Policy Issued
30/01/15	C. Corris	3.0	General Update of policies
13/04/15	C. Corris	3.1	Updated Policy issued
02/02/16	SHREC Ltd	4.0	Full policy review
27/03/2017	PGB	5.0	Anti-Slavery Policy Added
09/08/17	PGB +TB	5.1	Anti-Slavery Policy converted and added to arrangements
18/08/17	PGB + TB	5.2	Updated equal opportunities policy
22/05/2018	PGB TB	5.3	DATA Protection Policy (GDPR) Added
07/6/19	CJC, PGB,TB	5.4	Referenced to Health and Safety at Work etc Act 1974
15/11/19	TB	5.5	Added signatures to each Policy.
06/01/2020	PGB	5.6	Policy name changed to Business Policies. GDPR changed to Data Protection Act 2018. Integrated Q&E Policy added.
01/05/2020	PGB/TB	5.7	Added COVID-19 & Whistle blowing Policy
16/10/2020	TB	6.0	Added Combined H&S, Quality and environmental Policy (ISO 9001; 14001 & 45001) Removed old policies. Removed old BS manual pages. Combined Version number with issue number (iss6 v0 changed to Iss 6.0)
25/02/21	CJC, PGB & TB	6.1	Review of equal opportunities policy. Re-signed policies.
19/07/21	PGB & TB	6.2	Reviewed Covid-19 Policy. Changed references to self -isolation.
28/02/2022	TB, CJC & CLA	6.3	Review and reissue with signatures
15/03/2022	CLA	6.4	Section 8 - Formatting and inclusion of contact details for Mark Jackson and inclusion of independent Whistleblowing website to provide further information and clarity for employees
27/06/2022	CLA	6.5	All sections – general formatting, grammar and reviewing information accuracy. Only sections mentioned above have been modified in terms of content. Section 2 – Substance Abuse Policy – inclusion of links to NHS for support and advice Section 5 – paragraph numbering corrected and inclusion of link to Legislation.gov.uk for further information on The Equality Act 2010 Section 6 – Data Protection – inclusion of link to www.gov.uk Section 7 – Covid -19 Policy – included review frequency and HSE and www.gov.uk links
04/07/2023	CLA	6.6	All sections – changed signature line to be consistent across all policies. Section 3 – Antibribery – included refer to Gov.uk Antibribery Act 2010 Section 4 – Violence in the Work Place: included reference to harassment victimisation and bullying. Section 7 – Covid policy – removed policy content and replaced with Gov.uk and HSE websites which should be followed in the event of a further pandemic.

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	3

10/05/2024	CLA	6.7	Included Modern Slavery Policy (removed from Health & Safety Arrangements)
17/10/2024	CLA	6.8	Date updated for each policy – policy document was reviewed in May 2024 however CLA omitted to change all the signatory dates.
20/02/2025	CC	6.9	Name of nominated officer (Chris Corris) inserted.
20/02/2025	CC	6.9	New Section 9 dealing with Prevention of Sexual Harassment Policy added
20/02/2025	CC	6.9	Included a reference to the Roles and Responsibilities Matrix in Section 1
04/07/2025	LG	6.10	All sections – general formatting, grammar and reviewing information accuracy. Section 1 – correction to ISO 45001:2023 (rather than previously ISO 45001:2018).
24/09/2025	LG	6.11	Amendment to office location on page 1 of document. Section 1 – title change from “policy” to “statement”.
09/10/2025	LG	6.12	Section 7 – change of reference from Covid-19 to Pandemic, detailed policy added. Section 8 – amendments made to Whistle Blowing Policy, after HR consultant review.
06/05/2026	LG	7.0	Full review of business policies. Mental Health & Stress Policy added (combined rather than separate HR policy).
15/07/2026	LG	7.1	Anti-Bribery Policy updated to include corruption Additional policy added for Anti-Facilitation of Tax Evasion
23/09/2026	LG	7.2	Cyber Security Policy introduced in line with Cyber Essentials Certification

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	4

1 QUALITY, ENVIRONMENTAL & OH&S STATEMENT

It is the policy of Critical Flow Systems Limited (CFS) to maintain a quality system designed to meet the requirements of ISO 9001:2015, ISO 14001:2015; ISO 45001:2023 in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of **Critical Flow Systems Limited** to:

- strive to satisfy the requirements of all our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations.
- comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services.
- the reduction of hazards, prevention of injury, ill health, protection of the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation.
- ensure commitment to provide safe and healthy working conditions for the prevention of work related injury and ill health which satisfies the requirements of all of our customers, stakeholders and interested parties whenever possible and is specific to our OH&S risks and OH&S opportunities.
- reduce hazards, OH&S risks, prevention of injury and ill health.
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.
- ensure that all employees are made aware of their individual obligations in respect of this policy and ensure that consultation and participation of workers, to be actively involved in the management of the system and the activities supplied.
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".
- Maintain a Roles and Responsibilities Matrix detailing each employees current roles and responsibilities.

This quality, environmental and OH&S policy provides a framework for: setting, monitoring, reviewing, achieving our objectives, programmes, targets.

Customer service is an essential part of our Objectives and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality, H&S and environment issues and its impact on customer service and of the products or service in which we provide.

To ensure the company maintains its awareness for continuous improvement, the quality, environmental and OH&S system is regularly reviewed by the "Director" to ensure it remains appropriate and suitable to our business. The Management system is subject to both internal and external annual audits.

Chris Corris
Directors Signature



Date: 23 September 2026

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	5

2 SUBSTANCE ABUSE POLICY

2.1 GENERAL

The company wishes to pursue a Policy to promote health and safety at work and acknowledge that it has a legal responsibility to safeguard the health, safety and welfare of all its employees and other persons who may be affected by alcohol and drug abuse.

The Directors and Line Managers will be responsible for identifying and controlling risks at their level of responsibility. The Directors will have overall responsibility for the effective implementation of the Policy.

The Company reserves the right to initiate drug and alcohol screening/testing on all or part of the work force routinely, occasionally or on a random basis.

2.2 CONFIDENTIALITY

If employees feel they may have a drink or drug problem, they are advised to seek help at an early stage. A director can be contacted at any time and any discussions will be treated in the strictest confidence, subject to the provisions of the law.

2.3 ASSISTANCE

Drinking and drug problems will be treated as a health problem rather than an immediate cause for dismissal or disciplinary action if assistance/advice is sought. Any employee who seeks assistance/advice in relation to a drinking or drug problem will not be discriminated against in any way.

2.4 ALCOHOL

The Company requires its employees to attend work in a fit and appropriate state with no impairment from the effects of alcohol. Being unfit for work due to alcohol consumption is prohibited and grounds for summary termination of employment.

The Company reserves the right to initiate disciplinary action and arrange for alcohol testing on employees in the following specific circumstances:

- a) After an accident or incident, where there is suspicion of drinking that contravenes the Company's regulations.
- b) Employee suspected of reporting for work with alcohol in their bloodstream from the previous evening's drinking.
- c) Witness evidence of erratic behaviour that it is suspected may put the health and safety of any employee at increased risk.

2.5 DRUG MISUSE

This Policy of 'drug misuse' refers to the use of illegal drugs and the misuse, whether deliberate or unintentional, of prescribed drugs and substances such as solvents. Drug misuse can harm the misuser both physically and mentally and, through the misuser's actions, other people and the environment.

Drugs can affect the brain and the body in a number of ways. They can alter the way a person thinks, perceives and feels, and this can lead to either impaired judgement or concentration. Drug misuse can also bring about the neglect of general health and wellbeing. This may adversely influence performance at work, even when the misuse takes place outside the workplace.

The Company requires its employees to attend for work in a fit and appropriate state with no impairment from the effects of drug misuse. Being unfit for work due to drug misuse is prohibited and grounds for summary termination of employment.

Drug misuse during working hours is strictly prohibited and will result in summary termination of employment.

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	6

The Company reserves the right to initiate disciplinary action and refer employees for drug testing in the following specific circumstances:

- a) If help is refused and/or impaired performance continues.
- b) After an accident/incident, where there is suspicion of drug misuse.
- c) Witness evidence of erratic behaviour which it is suspected may put the health and safety of any employee at increased risk.

2.6 SUPPORT

If an employee would like to seek support and advice related to alcohol and drug addiction below are two links to the NHS that can be utilised:

<https://www.nhs.uk/live-well/alcohol-advice/>

<https://www.nhs.uk/live-well/addiction-support/>

N.B. Possession/dealing will be reported immediately to the Police.

Chris Corris
Directors Signature



Date: 23 September 2026

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	7

3 ANTI-BRIBERY AND CORRUPTION POLICY

3.1 INTRODUCTION

The Company values its reputation for ethical behaviour and for financial probity and reliability. It recognises that over and above the commission of any crime, any involvement in bribery will also reflect adversely on its image and reputation.

The Company is committed to complying with all applicable legislation, including the UK Bribery Act 2010, and to conducting business in a fair, honest and transparent manner. The Company also supports compliance with applicable Competition Law and economic crime legislation.

Its aim therefore is to limit its exposure to bribery by:

- Setting out a clear anti-bribery policy;
- Establishing and implementing anti-bribery procedures as appropriate;
- Communicating this policy and any relevant procedures to employees and to others who will perform services for the Company;
- Undertaking appropriate due diligence measures before engaging others to represent the Company in its business dealings;
- Monitoring and reviewing the risks and the effectiveness of any anti-bribery procedures that are in place, including alignment with the requirements of the Bribery Act 2010;
- Maintaining effective systems to prevent fraud, malpractice and other financial crime (see also Anti-Facilitation of Tax Evasion Policy).

3.2 POLICY

The Company prohibits the offering, giving, solicitation or acceptance of any bribe (whether cash or other inducement)

- To or from any person or Company (wherever they are situated and whether they are a public official or body or private person or Company);
- By any individual employee, agent or other person or body acting on behalf of the Company;
- In order to gain any commercial, contractual or regulatory advantage for the Company in a way that is unethical;
- Or in order to gain any personal advantage (pecuniary or otherwise) for the individual or anyone connected with the individual.

This policy prohibits any inducement that results in a personal gain or advantage to the recipient or any person or body associated with them, and which is intended to influence them to take action that may not be solely in the interests of the Company or of the person or body employing them or whom they represent.

This policy is not meant to prohibit normal and appropriate hospitality or the giving of a gift on a festival or at another special time, providing they are customary in a particular market, are proportionate and are properly recorded.

The Company operates a zero-tolerance approach to fraud and malpractice. Controls relating to fraud prevention, detection and response are set out in the Anti-Facilitation of Tax Evasion Policy, which should be read in conjunction with this policy.

3.3 COMPETITION LAW AND ANTI-COMPETITIVE BEHAVIOUR

The Company is committed to complying with UK Competition Law and promoting fair competition. Employees and all persons acting on behalf of the Company must not:

- Engage in price-fixing, bid-rigging or collusion with competitors;
- Share commercially sensitive information inappropriately;
- Agree to divide markets, customers or territories;
- Engage in any behaviour that may restrict, distort or prevent fair competition.

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	8

Any concerns regarding potential anti-competitive behaviour must be reported immediately in accordance with this policy.

3.4 EMPLOYEES' RESPONSIBILITY

The prevention, detection and reporting of bribery, fraud, corruption and anti-competitive behaviour is the responsibility of all employees and associated persons.

The Company is committed to:

- Encouraging employees to be vigilant and to report any suspicion of bribery, fraud, corruption or anti-competitive behaviour;
- Providing employees with suitable channels of communication and ensuring that sensitive information is treated appropriately;
- Investigating instances of alleged wrongdoing and assisting the police and other appropriate authorities in any resultant prosecution;
- Taking disciplinary action against any individual(s) involved in misconduct.

Any suspicion of bribery, corruption or related misconduct should be reported in confidence to the Managing Director.

3.5 MONITORING AND REVIEW

The company will:

- Periodically review this policy and associated procedures;
- Assess risks and ensure appropriate controls are in place;
- Ensure continued compliance with the Bribery Act 2010 and other relevant legislation;
- Update procedures where necessary to reflect changes in legal or regulatory requirements.

3.6 RESPONSIBILITY

The Managing Director has overall responsibility for:

- Ensuring this policy complies with legal and ethical obligations;
- Implementing and monitoring its effectiveness;
- Acting as the designated contact for concerns relating to bribery and corruption.

The Managing Director is responsible for ensuring that all staff understand and comply with this policy.

Chris Corris
Directors Signature



Date: 23 September 2026

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	9

4 PREVENTION OF VIOLENCE, HARASSMENT AND BULLYING POLICY

The company in recognition of its general duty under Section 2 of the Health and Safety at Work etc. Act 1974, and more specifically the current edition of the Management of Health and Safety at Work Regulations to provide safe systems and places of work including adequate information, instruction and supervision. Management accepts that any actual or implied threat of violence, harassment or bullying in any form to employees is wholly unacceptable and will make every effort to eliminate or reduce to an acceptable level the risks of violence.

This policy applies to all staff, irrespective of seniority, tenure and working hours, including all directors and officers, casual or agency staff, trainees, interns, fixed-term staff, volunteers, consultants and contractors. It also covers harassment and bullying by third parties, such as customers, suppliers or visitors to the business premises. Vice versa, this policy applies to any violence, harassment or bullying towards any of Critical Flow Systems Limited suppliers or customers by any employees.

Harassment is defined as unwanted conduct related to a relevant protected characteristic (within the Equality Act 2010) which has the effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. Unlawful harassment may involve conduct of a sexual nature or it may be related to age, race, colour or nationality, ethnic or national origins, sex, gender reassignment, sexual orientation, disability, religion or belief, pregnancy or maternity.

Violence is defined as behaviour which produces damaging or hurtful effects, physically or emotionally, on people and can be defined as any incident in which an employee is abused, threatened or assaulted. Violence can take many forms including physical violence, verbal abuse and threats (with or without a weapon), rude gestures and innuendoes.

In order to meet its obligations to employees, the Management is committed to the following policy principles.

- a) The risks faced by employees in carrying out their responsibilities and the increasing number of threats in our society are acknowledged.
- b) Actual or threatened assaults on employees are wholly unacceptable and these guidelines are issued to provide assistance to employees in dealing with violent or aggressive behaviour as well as incidents of harassment or bullying.
- c) Management recognises and acknowledges certain duties may carry additional risks to employees in dealing with violent or aggressive behaviour as well as incidents of harassment or bullying.
- d) There is a commitment of the Management to supporting its employees who are subject to assault in the course of their employment. The extent of such support will depend on the individual circumstances of each incident and will be determined accordingly. Practical means of support may also be offered (e.g. time off -availability of counselling -positive staff welfare approach).
- e) Every incident reported will be investigated thoroughly by Management and a written report submitted. A central file of such incidents will be kept by Management and information relating to incidents collated. Copies will also be sent where applicable to the Insurance Company.
- f) Information regarding any incidents may be recorded in employee personnel files, along with a record of the outcome and of any notes or other documents compiled during the process. Such data will be processed in accordance with the Employer's Data Protection and Data Security Policy.
- g) The detailed guidelines outlined in other sections of this document will be reviewed regularly and as experience develops.

The Management is committed to full consultation with all concerned on all aspects of policies and procedures relating to violence, harassment or bullying.

Chris Corris
Directors Signature



Date: 23 September 2026

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	10

5 EQUAL OPPORTUNITIES POLICY

5.1 INTRODUCTION

Critical Flow Systems Limited (CFS) is committed to a policy of equality of opportunity as an employer with regard to our policies and practices for employees and potential employees. This means that no employee or applicant will be treated less favourably on the grounds of their sex, marital status, race, nationality or ethnic origin, disability, sexual orientation, gender identity, age, religion, working practices or whether they have HIV and/or AIDS.

This policy covers all areas of employment: recruitment and selection, terms and conditions, promotion, transfer, training, appraisal and selection for redundancy. The policy outlines what equality of opportunity means CFS, what we mean by discrimination and harassment, what sort of behaviours and attitudes we wish to promote, and also what procedures and actions you can take if you feel you have been discriminated against, victimised or harassed.

The Equal Opportunities Policy will be communicated to all applicants, new appointees during their induction and to all employees. CFS is committed to the recruitment and retention of disabled people and has gained official recognition as CFS believes that equality of opportunity is vital so that all employees have a fair and equal chance of developing their abilities and realising their expectations and to make full and effective use of their potential. CFS aim to create a working environment free from discrimination and harassment based on respect, and to enable employees to successfully balance home and work commitments.

CFS recognises that discrimination exists and, as an employer, is committed to ensuring that such behaviour and attitudes are eliminated.

CFS is committed to the principles of equality on the basis of fairness and valuing the contribution of all our employees. However, there are some areas where discrimination and harassment are covered by law, such as the Equality Act 2010 which harmonised antidiscrimination law with effect from 1 October 2010.

5.2 DISABILITY DISCRIMINATION

Under the Equality Act 2010 a person has a disability if they have a physical or mental impairment and the impairment has a substantial and long term adverse effect on their ability to carry out normal day to day activities. The list of specific “capacities” under the old legislation (Disability Discrimination Act) has gone making it easier for a claimant to establish disability in cases to which the closed list of capacities did not easily apply. CFS is committed to the recruitment and retention of disabled people.

The Equality Act imposes a duty on employers to make reasonable adjustments in cases where working arrangements or physical features of premises cause substantial disadvantage for a person with a disability. CFS will provide the necessary equipment and facilities for employees, applicants and interviewees with disabilities to enable them to participate successfully in the workplace.

CFS will provide job applicants with details of the vacant job, i.e. job description, person specification, application form and information about CFS, in alternative formats. We will also make suitable provisions, adjustments etc for interviews and where successful candidates are appointed.

If an employee suffers an injury or illness which affects their ability to do the job, we will provide paid disability leave (which will not be counted as sick leave), offer counselling, support and facilitate any adjustments necessary to enable the employee to return to work. This may include a reallocation of duties, flexibility of working hours and adjustments to equipment. Full consultation on the most suitable arrangements will be held with the employee.

The Equality Act 2010 introduced four new types of disability discrimination, including associative, perceptive, indirect discrimination and discrimination arising from a disability.

For further information pertaining to The Equality Act 2010 please use this link:

<https://www.legislation.gov.uk/ukpga/2010/15/contents>

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	11

5.3 COMPLAINTS

Should an employee believe they have experienced harassment, bullying or discrimination then they may either attempt to resolve the matter informally or invoke the formal complaint procedure under CFS's Grievance Procedure to pursue their claim. All cases will be taken seriously, dealt with quickly and treated with the utmost confidence.

5.4 MALICIOUS COMPLAINTS

Whilst we do not wish to deter individuals who wish to make genuine complaints, it should be noted that vindictive or vexatious complaints will be viewed seriously CFS Equal Opportunities Policy will be dealt with under the disciplinary procedure. Equally unacceptable is the threat of making an unfounded complaint of discrimination or harassment.

Chris Corris
Directors Signature



Date: 23 September 2026

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	12

6 DATA PROTECTION POLICY

Critical Flow Systems Limited (CFS) is committed to a policy of protecting the rights and privacy of individuals, including all staff, customers, suppliers, sub-contractors and others, in accordance with the **Data Protection Act 2018**.

For more information on Data Protection Act 2018 please visit www.gov.uk/data-protection

Our data protection policy sets out our commitment to protecting personal data and how we implement that commitment with regards to the collection and use of personal data.

We are committed to:

- Ensuring that we comply with the eight data protection principles, as listed below
- Ensuring that data is collected and used fairly and lawfully
- Processing personal data only in order to meet our operational needs or fulfil legal requirements
- Taking steps to ensure that personal data is up to date and accurate
- Establishing appropriate retention periods for personal data
- Ensuring that data subjects' rights can be appropriately exercised
- Providing adequate security measures to protect personal data
- Ensuring that a nominated officer (Chris Corris) is responsible for data protection compliance and provides a point of contact for all data protection issues
- Ensuring that all staff are made aware of good practice in data protection
- Providing adequate training for all staff responsible for personal data
- Ensuring that everyone handling personal data knows where to find further guidance
- Ensuring that queries about data protection, internal and external to the organisation, is dealt with effectively and promptly
- Regularly reviewing data protection procedures and guidelines within the organisation.

Data protection principles:

1. Personal data shall be processed fairly and lawfully.
2. Personal data shall be obtained for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes.
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data shall be accurate and, where necessary, kept up to date.
5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
6. Personal data shall be processed in accordance with the rights of data subjects under the **Data Protection Act 2018**.
7. Appropriate technical and organisational measures shall be taken against unauthorised and unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Chris Corris
Directors Signature



Date: 23 September 2026

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	13

7 PANDEMIC POLICY

7.1 GENERAL

The health and well-being of our employees is a top priority for Critical Flow Systems Limited (CFS). CFS will take all reasonable steps to ensure that all their staff work in a safe manner whilst carrying out their works operations under these extreme conditions.

Our primary aim is to prevent the spread of infectious diseases during a pandemic, protecting our staff, their families, and the wider community.

CFS staff have been recognised as ‘Key Workers’ within the UK water industry during pandemic-related national responses.

7.2 GUIDANCE

This policy guidance is intended to introduce consistent measures on projects in line with the Government’s recommendations on social distancing and hygiene control.

7.3 INTRODUCTION

During these exceptional circumstances, CFS must always comply with the latest government guidance issued in response to a pandemic.

7.4 ENFORCEMENT

The Health & Safety Executive (HSE) is the relevant enforcing authority for Public Health England (PHE) guidelines. If a site or person is not consistently implementing the measures set out by the PHE, it/they may be subject to enforcement action.

7.5 TWO PERSON WORKING

It was agreed by all CFS site staff that the best way to undertake site work is to work in pairs “forming a bubble”. Once a pair has been set up it is hoped (where possible) that the pair will work as a team during the pandemic and would only change under an extreme emergency and with full agreement from all CFS site staff.

7.6 DRIVING COMPANY VANS

The normal procedure will be two persons working together and normally only one van will be taken to site, this may change when for special reasons two vans may be used. When two vans are used it will still be normal practice for the pairs only to be on site at the same time. Three or more people traveling in one CFS van is not allowed.

Staff must wash their hands prior to entering a works vehicle and circulate fresh air whilst traveling in the vehicle where it is practical and safe.

7.7 CFS OFFICE

It has been agreed that all other non-site staff will normally work from home and undertake all their duties from there. It is not expected they will need to come into the company office regularly during this period, if they do then social distancing must take place.

Site staff will probably need to be in the office at some time to pick up kit and spares, again social distancing is important.

Hygiene is very important for all those in the office and hand washing with soap and water should take place regularly in the office environment.

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	14

7.8 HYGIENE

One of the most important ways to prevent the spread of infectious diseases during a pandemic is through personal hygiene and this is most important with site staff.

The use and disposal of PPE is important, and all staff are aware of the procedures to follow.

Regular hand washing is important and the first method to use is soap and water with disposable paper towels. Washing water and paper towels should be carried on every van, a bin liner should also be available for the disposal of waste and PPE.

7.9 RISK ASSESSMENT

All task risk assessments and method statements must identify the potential for infectious disease transmission during a pandemic as a hazard, and must detail the necessary controls to protect both site staff and third parties from exposure and spread.

A dynamic risk assessment **MUST** be undertaken and recorded before any work can commence.

Team briefing should also take place as normal on a site.

7.10 SITE WORK AREA

The site work area must be barriered off and appropriate signage indicating pandemic-related precautions must be displayed. Unless absolutely necessary, no other person should enter the work area.

7.11 IF YOU BECOME UNWELL

If you or your work partner begin to experience symptoms associated with a pandemic while at work, you must follow the appropriate reporting and safety procedures immediately.

You should:

1. Ensure the Office Manager and/or Director(s) are informed immediately;
2. Return home immediately;
3. Avoid touching anything;
4. Cough or sneeze into a tissue and put it in a bin, if they do not have tissues, cough and sneeze into the crook of their elbow; and
5. Drive home with the windows open as far can be tolerated and safe to do so.

7.12 ISOLATION

How long to self-isolate – always follow the NHS and PHE current guidelines.

Chris Corris
Directors Signature



Date: 23 September 2026

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	15

8 WHISTLEBLOWING POLICY

8.1 GENERAL

This policy has been developed to ensure that you are permitted to speak freely and without being subject to disciplinary action or victimisation, on the condition that you:

- a) Make disclosure in good faith;
- b) Reasonably believe that the information disclosed, and any allegation contained within it, is substantially true; and
- c) Do not act for personal gain.

Whistleblowing is the term used when a worker passes on information concerning wrongdoing. This is called “making a disclosure” or “blowing the whistle”. The wrongdoing will typically (although not necessarily) be something they have witnessed at work.

To be covered by whistleblowing law, a worker who makes a disclosure must reasonably believe two things.

- a) The first is that they are acting in the public interest. This means in particular that personal grievances and complaints are not usually covered by whistleblowing law.
- b) The second thing that a worker must reasonably believe is that the disclosure tends to show past, present or likely future wrongdoing falling into one or more of the following categories:
 - criminal offences (this may include, for example, types of financial impropriety such as fraud)
 - failure to comply with an obligation set out in law
 - miscarriages of justice
 - endangering of someone’s health and safety
 - damage to the environment
 - covering up wrongdoing in the above categories.
- c) Whistleblowing law is located in the Employment Rights Act 1996 (as amended by the Public Interest Disclosure Act 1998). It provides the right for a worker to take a case to an employment tribunal if they have been victimised at work or they have lost their job because they have ‘blown the whistle’.

We are entitled to consider disciplinary action against you raising the allegation in circumstances when:

- a) It has been shown that you acted maliciously, disagreeably or frivolously;
- b) The allegations are manifestly untrue; or
- c) You are acting for personal gain.

8.2 QUALIFYING DISCLOSURES

Certain disclosures are prescribed by law as “qualifying disclosures”. A “qualifying disclosure” means a disclosure of information that the employee genuinely and reasonably believes is in the public interest and shows that Critical Flow Systems Limited (CFS) has committed a “relevant failure” by:

- Committing a criminal offence
- Failing to comply with a legal obligation
- A miscarriage of justice
- Endangering the health and safety of an individual
- Environmental damage
- Concealing any information relating to the above

These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen.

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	16

CFS will take any concerns that you may raise relating to the above matters very seriously.

8.3 THE PROCEDURE

1. In the first instance you should report any concerns you may have which will be in complete confidence to:
 - a) CFS Managing Director(s);
 - b) Appointed Employees Representative; or
 - c) Mark Jackson H&S Coordinator <https://www.shrec.org.uk/>
2. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate official organisation or regulatory body.
3. If you do not report your concerns to the Managing Director, you should take them direct to the appropriate organisation or body.
4. For more information and advice on Whistleblowing, you can make use of Protect <https://protect-advice.org.uk/>

You should first attempt to resolve concerns through internal channels, including contacting the Managing Director(s), Appointed Employees Representative or Mark Jackson (SHREC). External bodies should only be approached if internal options have been fully explored and direct contact with the internal channels is not possible.

8.4 TREATMENT BY OTHERS

Bullying, harassment, or any other detrimental treatment afforded to a colleague who has made a qualifying disclosure is unacceptable. Anyone found to have acted in such a manner would be subject to disciplinary action. This policy will be reviewed annually or following significant changes.

8.5 RESOLVING QUICKLY

Resolving the wrongdoing quickly gives benefits for the organisation if a worker can make a disclosure internally rather than going to a third party. This way there is an opportunity to act promptly on the information and put right whatever wrongdoing is found.

Chris Corris
Directors Signature



Date: 23 September 2026

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	17

9 MODERN SLAVERY ACT 2015

The Modern Slavery Act is a global-leading piece of legislation. It sets out a range of measures on how modern slavery and human trafficking is dealt with in the UK. The Modern Slavery Act came into force in October 2015.

A business must comply if it meets the two criteria below. These rules apply to public and private companies, and partnerships, wherever they are incorporated or formed and in whatever sector they operate.

- Global turnover of over £36m; and
- Conducts business, or part of a business, in any part of the United Kingdom.

Examples of modern slavery and/or human trafficking are:

- Exploitative practices.
- Absence of remuneration.
- Abuse of local employment law.
- Forced or compulsory labour.
- Exploitation of migrant labour.
- Detention of labour.
- Child labour.

9.1 STATEMENT

The Act requires compliance from companies with the above criteria. Although Critical Flow Systems Limited does not have to comply with the Act, Critical Flow Systems Limited is committed to demonstrating good Corporate Social Responsibility and has therefore decided to implement a Modern Slavery arrangement.

Critical Flow Systems Limited is committed to meeting the requirements of the Modern Slavery Act 2015. We are strongly opposed to modern slavery and human trafficking in our business operations and supply chains. To be trusted to do the right thing is one of the core values of our company. We would never knowingly engage with suppliers or contractors involved in modern slavery or human trafficking. Critical Flow Systems Limited will take reasonable steps to ensure compliance within our business activities and supply chain.

9.2 WHAT WE ARE DOING

Our Anti-Slavery arrangement sets out Critical Flow Systems Limited commitment to acting ethically and with integrity in our company and supply chain, and the safeguards we have implemented within Critical Flow Systems Limited and our suppliers and contractors to comply with the Modern Slavery Act 2015.

Critical Flow Systems Limited will demonstrate our commitment by undertaking and providing the following:

- Provide training and awareness to all staff.
- Require employees to understand the implications of the Act and our arrangement.
- Provide fair terms and conditions of employment..
- Provide fair rates of remuneration.
- Provide clean, healthy and environmentally friendly working conditions.
- Encourage staff to come forward if they have any concerns related to the Act either within the company (CFS) or in our supply chains.

Chris Corris
Directors Signature



Date: 23 September 2026

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	18

10 PREVENTION OF SEXUAL HARASSMENT POLICY

The Company wishes to provide a safe and supportive working environment for everyone that works for us. Such an environment cannot exist where any member of staff is subjected to harassment, intimidation, aggression, victimisation or coercion.

- We recognise that sexual harassment is unlawful under the Equality Act 2010. It is unacceptable and will not be tolerated.
- The law requires employers to take reasonable steps to prevent sexual harassment of their employees. The Company has implemented and trained all staff on the contents of its Sexual Harassment Policy and will be responsible for ensuring everyone understands the rules and policies relating to the prevention of harassing behaviour at work and during work-related social events.
- The Company recognises that sexual harassment can exist in the workplace and this can seriously affect employees' working lives by interfering with their job performance or by creating a stressful, intimidating and unpleasant working environment. Our managers operate an open-door policy and our employees should feel empowered to raise any complaints or concerns if they see or experience inappropriate behaviour.
- The Company will treat all complaints of sexual harassment seriously and will investigate them promptly and in confidence. We recognise that we have a duty to implement this policy and all employees are expected to comply with it.
- The Company undertakes to review this policy at regular intervals in order to monitor its effectiveness.
- Instances of sexual harassment or victimisation may lead to disciplinary action up to, and including, termination of employment.

Chris Corris
Directors Signature



Date: 23 September 2026

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	19

11 MENTAL HEALTH & STRESS POLICY

The Company recognises that mental health and wellbeing are integral to overall health and safety performance. We are committed to providing, maintaining and promoting a working environment that supports the psychological wellbeing of all employees and reduces the risk of work-related stress.

Mental health risks will be managed in the same way as other workplace hazards, in accordance with our Health, Safety, Quality and Environmental (HSQE) Management System.

This commitment supports our duties under:

- The Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Equality Act 2010

11.1 OBJECTIVES

The Company aims to:

- Protect and promote the mental and physical health of all employees
- Identify, assess and control risks relating to work-related stress
- Provide a supportive, inclusive and non-judgmental working environment
- Encourage early identification and open discussion of mental health concerns
- Support employees experiencing stress or mental ill health
- Promote a culture of continuous improvement in workplace wellbeing

11.2 UNDERSTANDING WORK-RELATED STRESS

Stress is a natural response to pressure; however, prolonged or excessive stress can have a detrimental impact on both physical and mental health.

The company recognises that stress may arise from a variety of factors, including both personal and work-related influences. While external factors may be outside organisations control, work-related stress will be actively managed.

In line with Health and Safety Executive (HSE) guidance, the Company recognises the following key areas as potential causes of workplace stress:

- Demands placed on employees
- Level of control employees have over their work
- Support provided by management and colleagues
- Clarity of roles and responsibilities
- Workplace relationships
- Management of organisational change

11.3 RESPONSIBILITIES

Senior Management/Directors:

- Demonstrate leadership and commitment to mental health and wellbeing
- Ensure adequate resources are available to implement this policy
- Promote a positive and open culture
- Identify potential stress risks within the teams
- Carry out and review stress risk assessments where required
- Monitor workloads and working conditions
- Support employees and respond to concerns promptly
- Facilitate reasonable adjustments and return-to-work arrangements

Employees:

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	20

- Take reasonable care of their own health and wellbeing
- Raise concerns relating to stress or mental health
- Cooperate with measures introduced to support wellbeing

11.4 RISK ASSESSMENT AND CONTROL

The company will:

- Identify and assess mental health and stress risks as part of ongoing health and safety risk management processes
- Implement appropriate control measures to eliminate or reduce risks
- Review risks regularly and in response to significant change

Control measures may include:

- Workload management and resource planning
- Clear communication of roles and expectations
- Training and support for managers
- Flexible working arrangements where appropriate

11.5 SUPPORT AND INTERVENTION

The Company will provide support to employees experiencing stress or mental health difficulties. This may include:

- Open discussion with line managers or HR
- Adjustments to duties, workload, or working hours
- Referral to occupational health services (where appropriate)
- Phased return-to-work programmes following absence
- Access to internal support services (Mental Health First Aider and Advocates)

All concerns will be handled sensitively, respectfully, and in accordance with data protection requirements.

11.6 MONITORING AND REVIEW

The Company will monitor the effectiveness of this approach through:

- Absence and sickness data
- Staff turnover and exit feedback
- Incident and near-miss reporting
- Employee feedback and engagement

Findings will be reviewed as part of management review processes to ensure continual improvement.

11.7 CONFIDENTIALITY

All discussions relating to mental health and wellbeing will be treated in strict confidence, in line with the Company's Data Protection Policy.

Chris Corris
Directors Signature



Date: 23 September 2026

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	21

12 ANTI-FACILITATION OF TAX EVASION POLICY

12.1 POLICY STATEMENT

It is policy of Critical Flow Systems Limited to operate in an honest and ethical manner and take a zero-tolerance approach to facilitation of tax evasion.

We are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and implementing and enforcing effective systems to counter tax evasion facilitation.

We will uphold all laws relevant to countering tax evasion, including the Criminal Finances Act 2017.

We are also committed to preventing fraud in all its forms and to complying with the Economic Crime and Corporate Transparency Act 2023 (ECCTA). We operate a zero tolerance approach to fraud and have implemented proportionate procedures designed to prevent, detect and respond to fraudulent conduct.

12.2 ABOUT THIS POLICY

The purpose of this policy is to:

- set out our responsibilities, and of those working for us, in observing and upholding our position on preventing the criminal facilitation of tax evasion; and
- provide information and guidance to those working for us on how to recognise and avoid tax evasion.

As an employer, if we fail to prevent our employees, workers, agents, or service providers facilitating tax evasion, we can face criminal sanctions including an unlimited fine, as well as exclusion from tendering for public contracts and damage to our reputation. We therefore take our legal responsibilities seriously.

Under the Economic Crime and Corporate Transparency Act 2023, the Company may also be criminally liable where a fraud offence is committed by an employee, agent or other associated person for the benefit of the Company, unless the Company can demonstrate that it had reasonable procedures in place to prevent fraud.

In this policy, third party means any individual or organisation you come into contact with during the course of your work for us, and includes actual and potential customers, suppliers, distributors, business contacts, agents, advisers, and government and public bodies, including their advisers, representatives and officials, politicians and political parties.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

12.3 WHO MUST COMPLY WITH THIS POLICY?

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners, or any other person associated with us, wherever located.

12.4 WHO IS RESPONSIBLE FOR THE POLICY?

The Managing Director has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it.

The Managing Director has primary responsibility for the implementation of this policy and for monitoring its use and effectiveness. The Managing Director has day-to-day responsibility for the implementation of this policy, dealing with any queries about it, and auditing internal control systems and procedures to ensure they are effective in preventing the facilitation of tax evasion.

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	22

This includes responsibility for ensuring proportionate procedures are in place to prevent fraud in accordance with the Economic Crime and Corporate Transparency Act 2023.

Management at all levels are responsible for ensuring those reporting to them understand and comply with this policy and are given adequate and regular training on it.

12.5 WHAT IS TAX EVASION FACILITATION?

For the purposes of this policy:

- Tax evasion means the offence of cheating the public revenue or fraudulently evading UK tax and is a criminal offence. The offence requires an element of fraud, which means there must be deliberate action, or omission with dishonest intent;
- Tax evasion facilitation means being knowingly concerned in, or taking steps with a view to, the fraudulent evasion of tax (whether UK tax or tax in a foreign country) by another person, or aiding, abetting, counselling or procuring the commission of that offence. Tax evasion facilitation is a criminal offence, where it is done deliberately and dishonestly.

Under the Criminal Finances Act 2017, a separate criminal offence is automatically committed by a corporate entity or partnership where the tax evasion is facilitated by a person acting in the capacity of an "associated person" to that body. For the offence to be made out, the associated person must deliberately and dishonestly take action to facilitate the tax evasion by the taxpayer. If the associated person accidentally, ignorantly, or negligently facilitates the tax evasion, then the corporate offence will not have been committed. The Company does not have to have deliberately or dishonestly facilitated the tax evasion itself; the fact that the associated person has done so creates the liability for the Company.

Tax evasion is not the same as tax avoidance or tax planning. Tax evasion involves deliberate and dishonest conduct. Tax avoidance is not illegal and involves taking steps, within the law, to minimise tax payable (or maximise tax reliefs).

On this policy, all references to tax include national insurance contributions.

What is Fraud?

For the purposes of this policy, fraud includes (but is not limited to):

- Fraud by false representation;
- Fraud by abuse of position;
- False accounting;
- Dishonest invoicing or revenue recognition;
- Payroll, expense or CIS-related fraud; and
- Any dishonest conduct intended to obtain a financial or commercial advantage for the Company or another party.

12.6 WHAT YOU MUST NOT DO

It is not acceptable for you (or someone on your behalf) to:

- Engage in any form of facilitating tax evasion or foreign tax evasion;
- Aid, abet, counsel or procure the commission of a tax evasion offence or foreign tax evasion offence by another person;
- Fail to promptly report any request or demand from any third party to facilitate the fraudulent evasion of tax (whether UK tax or tax in a foreign country), or any suspected fraudulent evasion of tax (whether UK tax or tax in a foreign country) by another person, in accordance with this policy;
- Engage in any other activity that might lead to a breach of this policy; or
- Threaten or retaliate against another individual who has refused to commit a tax evasion offence or a foreign tax evasion offence or who has raised concerns under this policy.
- Engage in, encourage or conceal fraud or attempted fraud, whether carried out for personal gain or for the benefit of the Company.

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	23

12.7 YOUR RESPONSIBILITIES

You must ensure that you have read, understood and comply with this policy.

The prevention, detection and reporting of fraud, including attempted fraud, is also the responsibility of all those working for us or under our control. You are required to avoid any activity that might lead to, or suggest, a breach of this policy.

You must notify your manager as soon as possible if you believe or suspect that a conflict with this policy has occurred or may occur in the future. For example, if an employee or supplier asks to be paid into an offshore bank account, without good reason, or a supplier asks to be paid in cash, indicating that this will mean the payment is not subject to VAT. Further "red flags" that may indicate potential tax evasion or foreign tax evasion are set out in Clause 12.12.

12.8 HOW TO RAISE A CONCERN

You are encouraged to raise concerns about any issue or suspicion of tax evasion or foreign tax evasion at the earliest possible stage.

This includes any concern or suspicion relating to fraud or potential fraud, whether or not tax evasion is suspected.

If you become aware of any fraudulent evasion of tax (whether UK tax or tax in a foreign country) by another person in the course of your work, or you are asked to assist another person in their fraudulent evasion of tax (whether directly or indirectly), or if you believe or suspect that any fraudulent evasion of tax has occurred or may occur, whether in respect to UK tax or tax in a foreign country, you must notify the Managing Director as soon as possible.

If you are unsure about whether a particular act constitutes tax evasion or foreign tax evasion, raise it with the Managing Director as soon as possible. You should note that the corporate offence is only committed where you deliberately and dishonestly take action to facilitate the tax evasion or foreign tax evasion. If you do not take any such action, then the offence will not be made out. However, a deliberate failure to report suspected tax evasion or foreign tax evasion, or "turning a blind eye" to suspicious activity could amount to criminal facilitation of tax evasion.

12.9 PROTECTION

Individuals who raise concerns or report another's wrongdoing, are sometimes worried about possible repercussions. We aim to encourage openness and will support anyone who raises genuine concerns in good faith under this policy even if they turn out to be mistaken.

We are committed to ensuring no one suffers any detrimental treatment as a result of:

- Refusing to take part in, be concerned in, or facilitate tax evasion or foreign tax evasion by another person;
- Refusing to aid, abet, counsel or procure the commission of a tax evasion offence or foreign tax evasion offence by another person; or
- Reporting in good faith their suspicion that an actual or potential tax evasion offence or foreign tax evasion offence has taken place or may take place in the future.

Detrimental treatment includes dismissal, disciplinary action, threats or other unfavourable treatment connected with raising a concern. If you believe that you have suffered any such treatment, you should inform the Managing Director immediately.

12.10 TRAINING AND COMMUNICATION

Training on this policy forms part of the induction process for all individuals who work for us, and regular training will be provided as necessary.

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	24

Our zero-tolerance approach to tax evasion and foreign tax evasion must be communicated to all suppliers, contractors and business partners at the outset of our business relationship with them and as appropriate after that.

12.11 BREACHES OF THIS POLICY

Any employee who breaches this policy will face disciplinary action, which could result in dismissal for misconduct or gross misconduct.

We may terminate our relationship with other individuals and organisations working on our behalf if they breach this policy.

12.12 POTENTIAL RISK SCENARIOS: “Tax Evasion and Fraud Red Flags”

The following is a list of possible red flags that may arise during the course of you working for us and which may raise concerns related to tax evasion or foreign tax evasion. The list is not intended to be exhaustive and is for illustrative purposes only.

If you encounter any of these red flags while working for Critical Flow Systems Limited, you must report them promptly to the Managing Director:

- you become aware, in the course of your work, that a third party has made or intends to make a false statement relating to tax, has failed to disclose income or gains to, or to register with, HMRC (or the equivalent authority in any relevant non-UK jurisdiction), has delivered or intends to deliver a false document relating to tax, or has set up or intends to set up a structure to try to hide income, gains or assets from a tax authority;
- you become aware, in the course of your work, that a third party has deliberately failed to register for VAT (or the equivalent tax in any relevant non-UK jurisdiction) or failed to account for VAT;
- a third party requests payment in cash and/or refuses to sign a formal commission or fee agreement, or to provide an invoice or receipt for a payment made;
- you become aware, in the course of your work, that a third party working for us as an employee asks to be treated as a self-employed contractor, but without any material changes to their working conditions;
- a supplier or other subcontractor is paid gross when they should have been paid net, under a scheme such as the Construction Industry Scheme;
- a third party requests that payment is made to a country or geographic location different from where the third party resides or conducts business;
- a customer to whom we have provided goods requests that their invoice is addressed to a different entity, where we did not provide goods to such entity directly;
- a customer to whom we have provided goods asks us to change the description of the goods on an invoice in a way that seems designed to obscure the nature of the goods provided;
- you receive an invoice from a third party that appears to be non-standard or customised;
- a third party insists on the use of side letters or refuses to put terms agreed in writing or asks for contracts or other documentation to be backdated;
- you notice that we have been invoiced for a commission or fee payment that appears too large or too small, given the goods stated to have been provided; or
- a third party requests or requires the use of an agent, intermediary, consultant, distributor or supplier that is not typically used by or known to us.

Chris Corris
Directors Signature



Date: 23 September 2026

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	25

13 CYBER SECURITY POLICY

13.1 POLICY STATEMENT

Critical Flow Systems Limited recognises the importance of protecting its information, systems, devices and data from cyber security threats. We are committed to maintaining appropriate technical and organisational measures to safeguard company, employee, supplier and client information against unauthorised access, loss, theft, disclosure, corruption or misuse.

This policy supports our obligations under data protection legislation and complements our Data Protection Policy and Technology & Communications Policy.

13.2 PURPOSE

The purpose of this policy is to:

- Protect company information and technology assets
- Reduce the risk of cyber-attacks, malware, phishing and unauthorised access
- Ensure employees understand their responsibilities regarding cyber security
- Maintain business continuity and minimise disruption caused by cyber incidents
- Support compliance with Cyber Essentials requirements and industry best practice

13.3 SCOPE

This policy applies to all employees, directors, temporary workers, contractors and any third parties who access company systems, devices or information.

The policy covers all company-owned and authorised devices, including:

- Computers and laptops
- Mobile phones and tablets
- Email systems
- Cloud-based applications
- Networks and internet services
- Removable media and storage devices

13.4 RESPONSIBILITIES

Management is responsible for:

- Providing suitable cyber security controls and resources
- Ensuring systems are maintained and appropriately protected
- Monitoring cyber risks and implementing improvements where required
- Investigating reported security incidents

Employees are responsible for:

- Following this policy and related procedures
- Using company systems responsibly and securely
- Protecting passwords and access credentials
- Remaining vigilant to phishing emails and cyber threats
- Reporting suspected security incidents immediately

13.5 SECURITY CONTROLS

To protect company information and systems, Critical Flow Systems Limited will maintain appropriate security measures, including:

Access Control:

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	26

- User accounts will be assigned only to authorised individuals.
- Access permissions will be limited to business requirements.
- Accounts will be removed or amended promptly when employees leave or change roles.
- Multi-factor authentication (MFA) will be enabled where available.

Password Security

Employees must:

- Use strong passwords.
- Keep passwords confidential.
- Never share login credentials.
- Change passwords immediately if compromise is suspected.
- **Device Security**
- Company devices must be protected by passwords or biometric security.
- Anti-virus and malware protection software will be maintained.
- Security updates and patches must be installed promptly.
- Unauthorised software must not be installed.

Email and Internet Use

Employees must:

- Exercise caution when opening links, attachments or emails from unknown sources.
- Report suspicious emails immediately.
- Use company email systems for authorised business purposes only.
- Not download or access inappropriate, illegal or potentially harmful content.

13.6 DATA PROTECTION AND INFORMATION SECURITY

Information must be stored, processed and transmitted securely.

Employees shall:

- Handle personal and confidential information in accordance with the Data Protection Policy.
- Store information only on approved systems and locations.
- Avoid transferring sensitive information through unsecured methods.
- Ensure documents containing confidential information are disposed of securely.

13.7 REMOTE AND MOBILE WORKING

Where employees work remotely:

- Company devices must be used wherever possible.
- Devices must not be left unattended in unsecured locations.
- Public Wi-Fi networks should be avoided unless secure connections are used.
- Screens must be locked when unattended.

13.8 CYBER SECURITY AWARENESS

Critical Flow Systems Limited will provide employees with appropriate information, instruction and training to help identify and respond to cyber security threats.

This may include awareness regarding:

- Phishing emails
- Password security
- Social engineering
- Safe internet usage
- Data protection requirements

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	27

13.9 REPORTING CYBER INCIDENTS

All actual or suspected cyber security incidents must be reported immediately to management.

Examples include:

- Suspicious emails or phishing attempts
- Malware or ransomware alerts
- Loss or theft of devices
- Unauthorised system access
- Accidental disclosure of confidential information

Reported incidents will be investigated and appropriate corrective actions taken.

13.10 MONITORING AND REVIEW

This policy will be reviewed periodically, following significant changes to business operations, technology or legislation, or following a cyber security incident.

Critical Flow Systems Limited is committed to continually improving its cyber security arrangements and maintaining appropriate standards of information security.

Chris Corris
Directors Signature



Date: 23 September 2026

Details	Issue Date	Issue Number	Author	Page
Business Policies	23 September 2026	7.2	Laura Gill	28