

# Chamberlain Doors



Working Together

Welcome...  
... to Chamberlain Doors



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Your guide  
to everything  
Chamberlain...





## About Us

Established in 1974, Chamberlain Doors is Europe's largest independent Garage Door Specialist, based in Bolton, Lancashire and operating throughout the UK.

Chamberlain specialises in the supply, installation and repair of garage doors, garage door automation, entrance doors and home automation to both the trade & retail sectors throughout the UK.

Realising there was an opportunity to develop the Garage Door market with new and innovative designs and technology from the UK, Europe and the World, our Chairman continues to manage and drive the business forward, thereby endorsing our core values of Commitment, Passion & Dependability.

### Commitment

As a privately-owned Business we understand 'dedication to our customer'. We continue to work with World leading manufacturers, accredited suppliers, both nationally and, more importantly, locally to give our industry the latest innovative designs, performance and technology within the Garage Door Industry together with industry leading levels of service.

### Passion

Since 1974, Chamberlain Doors continues to have 'enthusiasm and a compelling desire' to provide a product and service to be proud of, understanding the needs of the House Builder, Builders Merchant, Garage Door Specialist Installer, Local Authorities, Architects and Homeowners in developing a range of products designed to enhance the kerbside appeal of your Home.

### Dependability

At Chamberlain Doors we are proud of our Heritage and are committed to providing a range of products and services that are 'durable, safe, reliable and trustworthy'. We are committed to a programme of continual training and development for each member of the Team, thereby ensuring that from initial enquiry right through to completion, the products and services you receive meets and exceeds your expectation, of which, all are based on the following fundamental principles; Integrity, Objectivity, Professional Competence and Due care, Confidentiality, and Professionalism.

### The Planet

The 'Planet' plays an important part in our work environment. We have a commitment to the recycling of waste materials into new materials, thereby reducing harmful chemicals, greenhouse gasses and pollution into the environment and have held a Waste Carrier Licence for over 25 years. We encourage and support our customers in the utilisation of our waste management facilities.





## We Can and We Do!

Chamberlain Doors Ltd is Europe's largest independent garage door specialist, with an operation that currently covers the supply of garage doors and the supply and installation of garage doors and electric operators throughout the UK.

It is the intention of the company's board of directors that the company will maintain its position as market leader whilst expanding its operation.

High levels of service and quality of operation have always been at the forefront of the Company's lists of priorities and the Company will strive to continually improve its levels of skills and services to all customer sectors.

Chamberlain Doors will strive to uphold high ethical standards of business in all commercial dealings, to maintain and improve levels of profitability to allow continual re-investment in the Company and to offer its employees a secure and rewarding future.

### Quality

- We take an organised approach to work
- We follow procedures and instructions
- We pay attention to detail
- We don't make promises we cannot keep
- We don't compromise in our values and principles

### Innovation

- We challenge the status quo and suggest improvements
- We think about our role and how we can improve
- We embrace the opportunity to develop our skills
- We learn from our mistakes

### Service

- We go the extra mile for you, our customer
- We are self-motivated and work unsupervised
- We work efficiently to meet deadlines
- We don't say 'that's not my job', we have a 'can do attitude'

### People

- We are supportive of all colleagues
- We communicate through 1-2-1s and Team meetings
- We share success
- We don't take staff for granted
- We listen and learn





## Conduct with Customers

Chamberlain Doors is committed to the highest standards of social and environmental responsibility and ethical conduct. The Employees of Chamberlain Doors perform with the highest level of integrity, transparency and compliance within the laws and regulations of the markets Chamberlain Doors operates in.

Chamberlain Doors expects all with whom it conducts business with to ensure and apply the same level of commitment towards good business practices. This should be understood as a framework of minimum requirements which are applicable in the vast majority of situations.

We are committed to providing a high standard of customer service to all Customers of Chamberlain Doors

Our Customers expect an efficient and accurate service, the sort of service we would expect to receive as customers ourselves.

We are committed to provide high quality products and delivering high standards of customer service. As a Customer of Chamberlain Doors, you have the expectation to be treated fairly and considerately when using any of our products or services whether in person, by phone, in writing or by e-mail.

When dealing with all customers, we will:

- Be welcoming, fair, responsive and courteous in the delivery of customer service.
- Be friendly and accessible.
- Understand your needs.
- Be professional and well informed and take pride in what we do.
- Meet your expectations wherever possible and explain when we cannot.
- Let you know what we can provide and what you should expect to receive.
- Treat you as we would expect to be treated ourselves.
- Respect confidentiality.
- Encourage feedback.
- Invite constructive criticism and act on it.



## Dress Code

### Policy Statement

The Chamberlain dress code is designed to guide employees on the required standards of dress and appearance.

Employees must maintain an appropriate standard of dress and personal appearance at work and conduct themselves in a professional manner at all times both within the workplace and when representing the Chamberlain Doors.

The policy is not exhaustive in defining acceptable and unacceptable standards of dress and appearance and staff must use common sense in adhering to the principles underpinning the policy.

Chamberlain Doors recognises the diversity of cultures and religions of its employees and will take a sensitive approach when this affects dress and uniform requirements.

Where necessary the HR Department can disseminate appropriate information explaining cultural dress and customs.

However, priority will be given to health and safety, security and other similar considerations.



### Uniforms

Employees who are required to wear a uniform must ensure that they do so during working hours, unless advised otherwise, Uniforms must always be clean and worn in a presentable fashion.

### Health & Safety

Employees who occupy roles that require protective / safety clothing or footwear are obliged to wear this clothing while carrying out their duties as required by law or by the Company's rules.

All Workwear & PPE is provided and funded by the Company.

These rules are in place for safety / hygiene reasons.



## Communication

Being able to communicate effectively is perhaps one of the most important parts of Chamberlain Doors, it is what enables us to pass information to other people and, more importantly to understand what is said to us.

Communication, at its simplest, is the act of transferring information from one place to another.

The transmission of the message from sender to recipient can be affected by a huge range of things. These include our emotions, the cultural situation, the medium used to communicate, and even our location.

The complexity is why good communication skills are considered to be critical to Customers, Suppliers and Employees of Chamberlain Doors.

The telephone is an important facet of communication within Chamberlain Doors and, during business hours will be answered by an employee of the Company and not by a machine.



“If you can’t explain it simply, you don’t understand it well enough”  
– Albert Einstein





## Identification (CSCS)

CSCS cards provide proof that all Chamberlain Doors installers working on your construction sites have the appropriate training and qualifications for the work they are doing on your site.

By ensuring our workforce are appropriately qualified the card plays its part in improving standards and safety on all UK construction sites.





## Confidentiality

Chamberlain Doors recognises the importance of respecting confidentiality and on the responsibilities and requirements of maintaining confidentiality. Employees, volunteers, and the Directors of Chamberlain Doors are bound by ethical and legal codes to protect the confidentiality and privacy of our Employees, Customers and Suppliers.

### Data Protection

Chamberlain Doors is fully committed to compliance with the requirements of the Data Protection Act 2018 and all other data protection legislation currently in force. The Regulation applies to anyone processing personal data and sets out principles which should be followed and gives rights to those whose data is being processed.

To that end, Chamberlain Doors endorses fully and adheres to the Data Protection Principles listed below. When processing data we will ensure that it is:

- processed lawfully, fairly and in a transparent way ('lawfulness, fairness and transparency').
- processed no further than the legitimate purposes for which that data was collected ('purpose limitation').
- limited to what is necessary in relation to the purpose ('data minimisation').
- accurate and kept up to date ('accuracy').
- kept in a form which permits identification of the data subject for no longer than is necessary ('storage limitation').
- processed in a manner that ensures security of that personal data ('integrity and confidentiality').
- processed by a controller who can demonstrate compliance with the principles ('accountability').





These rights must be observed at all times when processing or using personal information. Therefore, through appropriate management and strict application of criteria and controls, Chamberlain Doors will:

- observe fully the conditions regarding having a lawful basis to process personal information.
- meet its legal obligations to specify the purposes for which information is used.
- collect and process appropriate information only to the extent that it is necessary to fulfil operational needs or to comply with any legal requirements.
- ensure the information held is accurate and up to date.
- ensure that the information is held for no longer than is necessary.
- ensure that the rights of people about whom information is held can be fully exercised under the Data Protection Act 2018 (i.e. the right to be informed that processing is being undertaken, to access personal information on request; to prevent processing in certain circumstances, and to correct, rectify, block or erase information that is regarded as wrong information).
- take appropriate technical and organisational security measures to safeguard personal information.
- ensure that personal information is not transferred outside the EU, to other countries or international organisations without an adequate level of protection.





## Health and Safety

Chamberlain Doors is fully committed to safe and responsible working practices and to full compliance with all general and specific site rules.

All our staff are inducted in the Company's own Health & Safety System and are involved in ongoing training and communication with respect to safety matters.

All Chamberlain Doors employees are required to take all reasonable steps to safeguard their health and safety and, that of any other person who may be affected by their actions, and to observe at all times published health, safety and fire rules and procedures.

Where required, Chamberlain Doors will provide employees with PPE, which must be worn at all appropriate times whilst carrying out working duties.

This equipment is issued for their own protection and they are responsible for the safekeeping and proper use of the PPE.

Chamberlain Doors is required by law to protect all employees, and others, from harm.



# WORK SAFETY



SAFETY FIRST



PROTECTION



REGULATIONS



HAZARDS



HEALTH



INSURANCE

Under the Management of Health and Safety at Work Regulations 2016, what we must do is:

- identify what could cause injury or illness in our business (hazards).
- decide how likely it is that someone could be harmed and how seriously (the risk).
- take-action to eliminate the hazard, or if this isn't possible, control the risk.

Working with SMAS Worksafe (SSIP accreditation scheme) & CHAS ensures all our health and safety needs are met together with pro-actively managing our health and safety obligations.

In order to assist you and to improve our own monitoring we have operated for many years a Health and Safety Hotline – should any of our staff fail to comply with your PPE or other Site Safety Rules including signing in on site then we would encourage you to call the number detailed below and we will take immediate action to address the situation.



We need to know, call:  
07525 834074





## Environmental Policy

Chamberlain's objective is to create a climate of excellence not only in our products and/or services, but also for our employees, persons affected by our activities and the environment.

We will manage our activities to minimise wherever practicable their effect on the environment. In this we are committed at all levels and within all functions of the organisation to continual improvement.

We recognise that this will only be achieved through regular monitoring of our environmental performance against objectives regulated by a committed management system, continual training and supported by our own on-site waste management and re-cycling programme.





## Clean Air

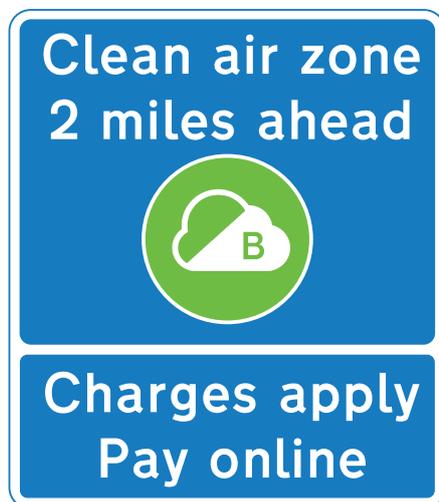
Clean Air Zones are one measure for helping us to deliver this objective.

Clean Air Zones improve the urban environment to support public health and the local economy, making cities more attractive places to live, work, do business and spend leisure time.

They support cities to grow and transition to a low emission economy thus ensuring these benefits are sustainable for the long term.

Our environment is a precious natural asset that provides us with numerous benefits such as clean water, clean air, food, timber, flood protection and recreation.

To support this, Chamberlain Doors has a continual vehicle maintenance and replacement programme aimed at the delivery of complete and on time deliveries / installations with vehicles that not only meet but surpass current legislation, with all vehicles fully compliant ahead of the legislation.





## Ethical Policy

Ethical principles on behalf of our suppliers are one of our top priorities; in turn we demonstrate the highest level of ethical principles ourselves. We are fair in our procurement dealings and avoid any adverse conduct.

It is the responsibility of all our employees, but particularly those involved in the procurement process, to maintain and exhibit faultless standards of integrity in all business relationships, both internally and externally, and firmly to reject those practices that may reasonably be deemed improper; ensuring we are trusted and respected by all suppliers and that we are known for carrying out business efficiently in a fair and reasonable manner, and with integrity.

### Aim

We are committed to ensuring the goods and services we purchase are manufactured, delivered, used and disposed of in an ethical manner.

### Objectives

- To ensure that dealings with suppliers must at all times be honest, fair and even-handed, and in line with the requirements placed upon us.
- Foster innovation in our supply markets to increase the availability and effectiveness of sustainable behaviour in procurement.
- To encourage and promote ethical behaviour among our suppliers and ensure this is supported by appropriate systems and procedures.
- To ensure monitoring of staff conduct amongst suppliers and ensure that there is no suspicion of any conflict between their official duty and their private interest.

### Targets

We will seek out suppliers and contractors that share our commitment to sound environmental and ethical performance and improvement.

Where applicable, we will offer assistance to our suppliers in raising their ethical and fair-trade awareness. We will develop partnerships with our suppliers and contractors and work together to minimise the environmental and social impacts of our supply chain.

As a result, our purchasing decisions will give



preference to:

- Suppliers that operate a fair employment policy.
- Organisations that provide safe and healthy working conditions for their employees.
- Suppliers that contribute to, or participate in, policies that support the elimination of modern slavery in all its forms.
- Organisations that provide their employees with the right to a living wage and operate with an avoidance of excessive working hours and provision of regular employment.
- Suppliers that do not undertake any form of harsh and inhumane treatment.
- Suppliers who have a clear policy towards anti-bribery.

### Supplier Code of Conduct

As the contracting organisation, we expect our suppliers to ensure their practices are supportive of our approach. We would like to procure goods and services that have been produced or are delivered with minimum impact on the environment and with regard for social and ethical issues such as employment conditions and welfare.

### Customer Code of Conduct

We know how frustrating it can be when you feel let down or that you're not being listened to, we understand that this is sometimes the case for our customers, and we respect and support their need to express this. However, we expect customers to act with courtesy and respect when interacting with our staff.

Our zero-compromise approach to Health and

Safety includes zero tolerance on violence, abuse and discriminatory behaviour directed at our staff or those working on our behalf.

We will not tolerate aggressive or abusive behaviour directed towards our staff during any form of interaction, i.e. face to face, online, over the phone, or any other form of communication.

This includes:

- Any form of physical, hostile or abusive behaviour.
- Use of inappropriate language, verbal or written, which may cause a member of staff to feel scared, abused, intimidated, threatened or offended.

This could be:

- creating a hostile, degrading or offensive interaction.
- using a bullying tone or language.
- inappropriate religious, cultural or racial comments or insults; including racial stereotypes and judgements based on accent, such as asking to speak to someone who is 'from this country'.
- bi-phobic, homophobic or transphobic comments.
- sexist or other derogatory remarks.
- discrimination against any other protected characteristics as defined by the Equality Act 2010.



## Equality, Inclusion and Diversity Policy

Chamberlain Doors Limited is committed to the principle of equal opportunity and diversity in employment.

The terms equality, inclusion and diversity are at the heart of this policy. 'Equality' means ensuring everyone has the same opportunities to fulfil their potential free from discrimination.

'Inclusion' means ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution.

'Diversity' means the celebration of individual differences amongst the workforce.

We will actively support diversity and inclusion and ensure that all our employees are valued and treated with dignity and respect. We want to encourage everyone in our business to reach their potential.

We value people as individuals with diverse opinions, cultures, lifestyles and circumstances. All job applicants, employees and workers (including agency workers) are covered by this policy and it applies to all areas of employment including recruitment, selection, training, career development, and promotion.

These areas are monitored, and policies and practices are amended if necessary to ensure that no unfair or unlawful discrimination, intentional, unintentional, direct or indirect, overt or latent exists.

Equality of opportunity, valuing diversity and compliance with the law is to the benefit of all individuals in our Organisation as it seeks to develop the skills and abilities of its people. While specific

responsibility for eliminating discrimination and providing equality of opportunity lies with managers and supervisors, individuals at all levels have a responsibility to treat others with dignity and respect.

The personal commitment of every employee to this policy and application of its principles are essential to eliminate discrimination and provide equality throughout the Organisation.

Management will ensure that recruitment, selection, training, development and promotion procedures result in no job applicant, employee, or worker receiving less favourable treatment because of a protected characteristic within the Equality Act 2010 which are race (including colour, nationality, ethnic or national origin and caste), religion or belief, disability, sex, sexual orientation, pregnancy or maternity, gender reassignment, marriage/civil partnership and age.

In accordance with our overarching equal treatment ethos, we will also ensure that no-one is treated less favourably on account of their trade union membership or non-membership, or on the basis of being a part-time worker or fixed term employee.

The Organisation's objective is to ensure that individuals are selected, promoted, and otherwise treated solely on the basis of their relevant aptitudes, skills and abilities.

We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.



The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.

The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice.

Management has the primary responsibility for successfully meeting these objectives by:

- not discriminating in the course of engagement against employees, workers or job applicants.
- not inducing or attempting to induce others to practise unlawful discrimination.

You can contribute by:

- not discriminating against fellow employees, workers, customers, suppliers or members of the public with whom you come into contact during the course of your duties
- treating each other with respect & kindness
- not inducing or attempting to induce others to practise unlawful discrimination
- reporting any discriminatory action to your Line Manager

The successful achievement of these objectives necessitates a contribution from everyone and you have an obligation to report any act of discrimination known to you.

If you consider that you are a victim of unlawful discrimination you may raise the issue through the grievance procedure.



# Chamberlain Doors



## ACCREDITATIONS



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