

## COMPANY IMAGE POLICY

Power Lines, Pipes and Cables Ltd (PLPC Ltd) is a family run business that was established in 1973 to provide a power line construction service to Transmission and Distribution Network Operators (TNOs and DNOs) across the UK. PLPC Ltd supply and install overhead power lines and fibre optic systems to TNOs and DNOs and private clients. The skills and experience held by staff enable the company to take a flexible approach that allows them to meet increasing customer demands and succeed in a challenging economic climate.

### 1 INTRODUCTION

The Managing Director is proud of the company image we portray to the public, landowners and customers. This policy therefore formalises our commitment to continue to protect our company image which has long been a part of the company's overall approach.

### 2 GENERAL PRINCIPLES OF COMPANY IMAGE

In implementing this policy, staff are required to apply the following general principles:

- to treat our own staff fairly and with respect
- to treat our customers, the public and landowners with dignity and respect
- to find out what our customers and landowners want, care about and respond to these wishes
- to be professional and timely
- to set standards in relation to our company image
- to be open, honest and truthful at all times

### 3 DRESS CODE AND CONDUCT

Employees will present a smart, professional appearance. Staff will ensure for good, regular hygiene practices and distancing requirements. All site staff will be identified by the Company's work wear, displaying the company logo. PLPC will not tolerate wearing work wear that displays other company logos. Work wear shall be kept clean and tidy and facial jewellery, apart from ear studs, shall not be worn at work. Staff will be considerate to others with regard to their behaviour and conduct while at, travelling or staying away for work.

### 4 IDENTIFICATION

All site staff will carry and show photographic identification (contained in their PASSPORT Competence certificate) when requested.

# PLPC LTD

POWER LINE SPECIALISTS

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## 5 VEHICLES AND PLANT

All shall be kept clean, tidy and regularly disinfected. Checks will be carried out regularly before use, with any damage reported immediately to the transport department. Vehicles and plant must be driven safely and carefully, with respect for other road users, landowners, site staff and the public.

## 6 OFFICES

All persons arriving at PLPC offices /sites will be greeted with a smile and in a courteous and prompt manner.

Reception staff will politely ascertain the names, intended business of the visitor and contact the appropriate member of staff. If the person they require to see is available, they will be dealt with straight away or if the person they require to see is not available, they will be advised when they will be able to see them and another member of staff will offer help.

All visitors arriving for a meeting are required to sign the visitor book/register before being escorted to their meeting destination and complete safety inductions where required.

When the person arrives at the office they will be welcomed and asked to take a seat until the appropriate staff member has been told of their arrival and is ready to see them.

## 7 TELEPHONE ANSWERING

The telephone will normally be answered within three rings.

All persons answering PLPC calls will reply with an enthusiastic tone "Good morning, good afternoon" etc PLPC Limited, can I help you".

For any missed calls, staff are expected to call back when they are next available and it is safe to do so.

## 8 EMAILS

Emails will be used for work use only and content will be kept professional, minimal and relevant to the contacts included.

All staff are to use the same format for their email signature.

Any information received where intended for other employees, will be notified/redirected to relevant staff where necessary.

Out of office replies will be used during periods of annual leave with expected date of return.

## 9 CONFIDENTIALITY

As with every aspect of company activity, confidentiality is of paramount importance. Staff will not discuss or divulge details of individuals either within or outwith the company, unless necessary for the conduct of company business.

If there is a breach or loss of any business information / documentation / emails, this must be reported to the GDPR officer immediately.

## 10 LANDOWNERS

It is our policy that PLPC strive to establish and maintain good relationships with all landowners and tenants by carrying out the following protocols:

- Notify the landowner/tenant before accessing their property
- Discuss and agree access routes and times of access
- Do not cross land using vehicles unnecessarily and, if required, only use the agreed routes
- Do not remove or compromise the security of their walls, fences or hedges
- Report any damage
- Remove waste and redundant materials from site

The Managing Director is responsible for establishing and implementing adequate arrangements within PLPC Ltd. All staff are expected to adhere to the above policy.

Signed:



**Dale Harrison**  
Managing Director

**Last Reviewed:** Feb 2022  
**Next Review Date:** Feb 2023

