



## **Our policies**

### **Equality and diversity**

WriteCare is committed to promoting and valuing diversity in every aspect of its work, treating all individuals fairly, with dignity and respect, and creating a working environment based on inclusiveness and merit in any collaboration with associates, partners and clients.

WriteCare is opposed to all forms of discrimination on the grounds of:

- race
- age
- gender
- sexual orientation
- marital status
- HIV status
- disability
- religion or belief.

WriteCare is opposed to the imposition of any conditions or requirements that do not accord with the principles of fairness and natural justice.

This policy applies to all those who carry out work on WriteCare's behalf, whether directly employed or otherwise.

In producing communication materials for clients, it is WriteCare's policy to check whether the language and images used in them reflect the diversity of the organisation's employees and customers, and to make appropriate suggestions to ensure this is the case. WriteCare will also recommend making reasonable adjustments where necessary to ensure communication materials accommodate the specific needs of disabled employees and customers.

### **Quality assurance**

WriteCare has wide-ranging experience of following written briefs and seeking additional information or clarification where necessary.

Time sheets are completed throughout the working day, recording time spent on work in progress in quarter-hour segments, and saved in electronic format. Full hours completed are logged daily and weekly so that should work look likely to over-run initial estimates this can be drawn to the attention of the client as soon as possible.

WriteCare is used to managing workloads to meet agreed deadlines, particularly on ad hoc projects, and will be upfront about availability. Daily and weekly workloads are planned and prioritised according to required timescales. Working from a home office makes it possible to work at weekends and out-of-office hours if necessary to meet deadlines.

WriteCare is aware of relevant workplace legislation and has access to guidance to support compliance with legal and other requirements where appropriate. Knowledge of copyright and defamation is consistently applied to writing and editorial work.

Projects are reviewed on a regular basis to manage workflow and ensure timely delivery of projects.

It is WriteCare's policy to collaborate closely with clients and therefore welcomes regular telephone, email and face-to-face contact to ensure the satisfactory delivery of outputs. Any complaints or concerns should be resolved as soon as possible and as a matter of priority.

WriteCare seeks to maintain a secure environment for our work, paying due attention to risks of theft and IT security and using single-access, password-protected computers.

WriteCare has up-to-date employers' liability (£5m) and professional indemnity (£1m) insurance.

### **Health and safety**

All business should be carried out in compliance with current statutory provisions relating to the Health and Safety at Work Act and other relevant workplace legislation, and WriteCare has access to appropriate guidance to support compliance.

Regular health and safety risk assessments of the WriteCare office are carried out, including checks on hygiene and comfort. All reasonably practicable measures will be taken to avoid risk to visitors to the premises.

WriteCare is committed to providing an environment in which display screens can be operated without risk to health, and plans work activities to enable periodic breaks from display screen equipment.

### **Sub-contracting**

WriteCare does not normally sub-contract work but may refer clients to other freelance writers and editors with appropriate skills and experience, based on previous experience of their reliability and professionalism.

### **Sustainability**

WriteCare is committed to environmental sustainability and reduction of its carbon footprint.

The preference for remote working, with the majority contact by email or phone, minimises the need for travel. Where travel is necessary, public transport is considered wherever possible.

Printed paper is reused for rough drafts and notes, then recycled. Empty printer ink cartridges are donated to charities for reuse.

Other resources are used as efficiently as possible, such as computers shut down when not in use for significant periods rather than left on standby.