**1. Purpose**

The purpose of this policy is to outline NWF Facilities Ltd’s commitment to the safety, security, and well-being of the general public in all areas where we operate. This includes operations on client premises, public spaces, and any site where our personnel are deployed.

**2. Scope**

This policy applies to all employees, contractors, and representatives of NWF Facilities Ltd engaged in operations that could affect the public, including but not limited to security guarding, mobile patrols, keyholding, and facilities management.

**3. Objectives**

* To safeguard members of the public from harm resulting from our operations.
* To ensure our employees are trained to interact with the public respectfully and responsibly.
* To comply with all relevant legal and regulatory obligations.
* To respond promptly and appropriately to incidents involving the public.

**4. Key Principles**

* **Public Safety:** All operations are planned and executed with a priority on public safety. Risk assessments are conducted where public interaction is likely.
* **Respect and Dignity:** Staff must treat all members of the public with courtesy and respect, upholding human rights and equality.
* **Incident Reporting:** Any incidents involving the public must be documented and reported immediately to management and, where necessary, to the appropriate authorities.
* **Privacy and Confidentiality:** Public data or footage (e.g., from CCTV) must be handled in compliance with data protection laws.
* **Environmental Responsibility:** Operations must consider the impact on the public environment, including noise, waste, and emissions, with reference to climate change objectives

**5. Responsibilities**

* **Directors:** Ensure this policy is implemented, monitored, and reviewed.
* **Managers and Supervisors:** Train and support staff in following the policy and conduct regular audits.
* **All Employees:** Adhere to the policy at all times and report any concerns immediately.

**6. Legal and Regulatory Compliance**

NWF Facilities Ltd will comply with all relevant laws and standards, including:

* The Health and Safety at Work Act 1974
* The Private Security Industry Act 2001
* Data Protection Act 2018 (UK GDPR)
* Human Rights Act 1998
* Equality Act 2010
* ISO 45001:2018 & ISO 14001:2015 related public protection elements

**7. Review**

This policy will be reviewed annually or following a major incident or regulatory change, whichever comes first.

**Signed:**  
[Director’s Name]  
Managing Director  
NWF Facilities Ltd  
Date: [Insert Date]