

ERA Policy Manual

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Cover images (clockwise from left):

Bushmeat for sale (civet), Liberia, 2009.

Adélie penguin colony, Cape Hallett, Antarctica, 2009.

Ellsworth Mountains Series map, ALE / ERA 2011.

London 2012 Olympics Greenwich Park EIA map, ERA 2011.

Mine access road in Nimba region, Liberia, 2009.

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*Near Erebus Ice Tongue
Ross Island, Antarctica*



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Director's Introduction

Environmental Research & Assessment (ERA) was established in 1998 to assist international clients meet their obligations through provision of specialist environmental planning and policy advice, GIS & Remote Sensing, spatial database services, map products, technical publications and reports.

Products are based on high-quality research and in-depth knowledge of environmental issues and spatial data technologies. ERA has special expertise and field experience in polar and African environments.

ERA has adopted policies on Quality, Environment, Ethics, Equal Opportunities and Health & Safety. All ERA employees are required to subscribe to the policies. ERA strives to maintain these standards in all its operations and reviews the policies annually to ensure they remain current and relevant.

ERA works in an international context in accordance with best professional practice.

Dr Colin M Harris

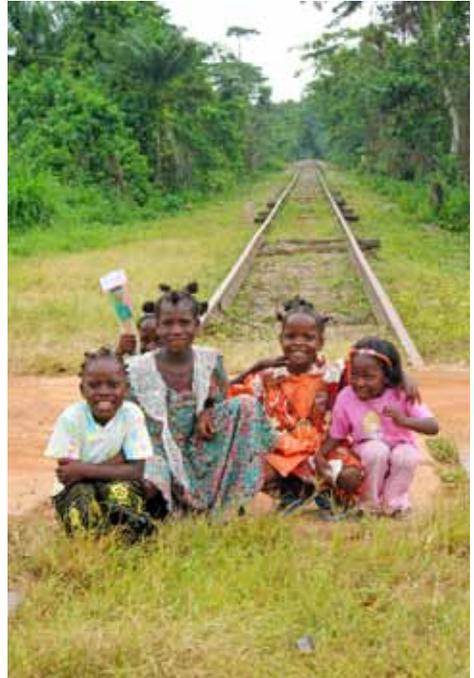
Director

Cambridge

10 December 2015



Antarctic animal: McMurdo Dry Valleys ventifact



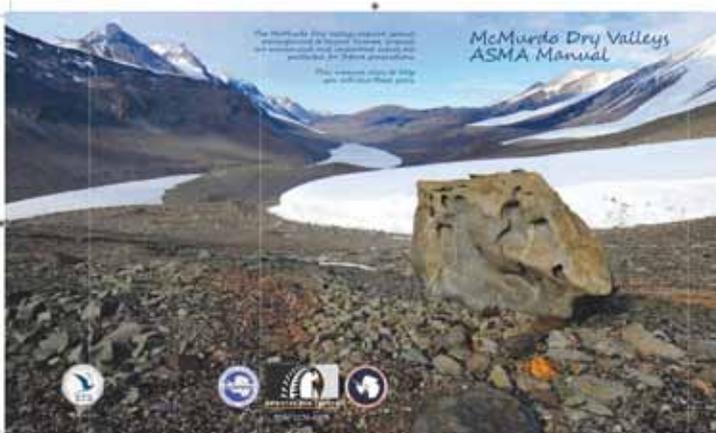
Children on the line: Liberia



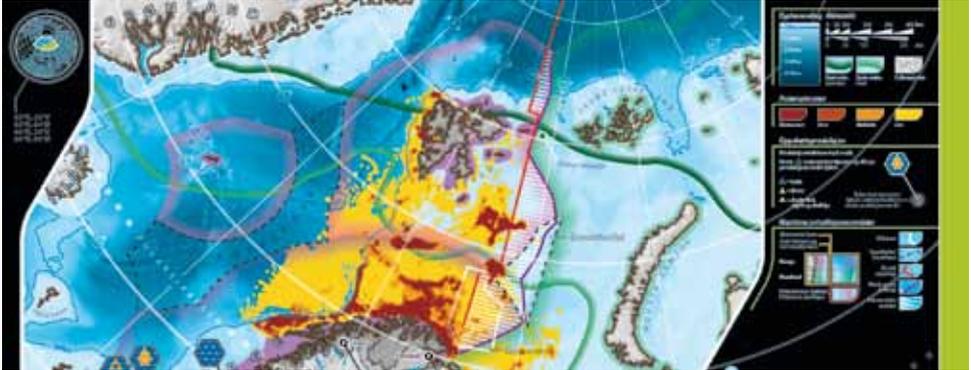
1. Quality Policy

The Key to Success in our competitive environment is Our Commitment to:

- Listening to our clients, and assessing and understanding their needs;
- Understanding the approaches, methods, techniques and technologies that can be employed and are best suited to meeting our clients' needs;
- Securing well-qualified staff with the right professional experience and attitude to ensure our clients' needs are met in the most effective and efficient manner possible;
- Continual investment in staff training and knowledge development in our specialist fields;
- Continual investment in company specialist hardware and software environments to ensure that the most suitable, effective and efficient tools are employed on the job, thus ensuring that products are fit for purpose;
- Delivery of high-quality products that meet or exceed the expectations of our clients;
- Continual improvement of business processes to ensure that company performance is maintained at a high level and is resilient to potentially negative external influences;
- Providing our clients with excellent value for money, delivering a service of the highest quality that is competitive and focused on ensuring complete client satisfaction;
- Identifying and proactively managing risks at operational and project level;
- Development and implementation of procedures to ensure compliance with company policies.



McMurdo Dry Valleys ASMA Manual, Award of Merit for its high standard of technical communication from 'The Society for Technical Communication Spotlight Awards', 2012.



European Arctic Map, co-winner British Cartographic Society Awards, 2006, with Ocean Futures / Unparalleled.

To Achieve our Goals, the company:

Implements a management process through which the various policies, standards and procedures are identified, implemented and monitored. These provide for both Quality Assurance and Quality Control at operational and project level.

Through the above ERA ensures:

- Appropriate measures and systems are in place to implement, maintain, monitor and evaluate technical standards and product quality;
- All employees are appropriately qualified, trained and able to meet the regulatory, legal, professional, technical and environmental standards relevant to our activities;
- Technological innovations that may benefit our clients are harnessed and employed to help us deliver products to even higher standards and more cost-effectively than have previously been possible;
- That client satisfaction and feedback is continually monitored;
- Measures and systems are in place to maintain appropriate Health & Safety standards, and the security of company personnel, data and property;
- Measures are in place to maintain and improve our business performance;
- A working environment is provided and culture fostered that enables and encourages employees at all levels to direct their abilities towards meeting our clients' needs, those of the company and importantly also their own needs for professional and personal development, achievement and satisfaction;
- Relevant auditing, reporting and where required risk management and improvement measures are implemented.



2. Environmental Policy

ERA is Committed to the following Environmental Objectives:

- To obtain supplies and resources from environmentally and socially responsible and sustainable sources to the maximum extent practicable;
- To use supplies and resources efficiently and to reduce resource consumption, and minimise all waste, including of materials, energy and water;
- To design and operate ERA's activities, business infrastructure and systems so that energy efficiency is maximised and our carbon footprint is minimised;
- To support employees in their choices of sustainable means of transport to work and where practicable to use the most efficient and sustainable means of transport for work purposes;
- To ensure travel is undertaken for essential purposes to achieve outcomes that justify the travel;
- To recycle materials used within the business to the maximum extent practicable;
- To source energy needed for the business from renewable sources;
- To comply with legal environmental standards and requirements;
- To implement the principle of 'continual improvement', and to respond to changing opportunities for improvements in environmental performance.



Adélie penguin nests among remnant rubbish, Antarctica.



Deforestation threatens the Resplendent Quetzal in Caguipec, Alta Verapaz, Guatemala.

To Achieve our Objectives, the company:

- Actively evaluates all suppliers, subcontractors and materials used in the business for their environmental performance, credentials and compliance with relevant standards and certifications, with a preference shown for those that demonstrate high standards of performance;
- Chooses sustainable and environmentally responsible sources of supplies where these are available and practical, with particular attention paid to engaging local suppliers near point of use;
- Continually reviews opportunities for improvements in environmental performance, in particular through the reduction in consumption of supplies, and through use of digital technologies for communication which reduce needs for travel or physical transport of materials and products;
- Seeks to avoid working with environmentally and/or socially irresponsible companies and suppliers;
- Continually re-evaluates its organisational processes and activities for their impact on the environment, and seeks to highlight weaknesses in procedures and find alternatives where they are available and shown to be more efficient and beneficial for the environment;
- Aims to identify and implement opportunities for cost reductions through efficiency, reductions in consumption, re-use and recycling of resources throughout all phases of our work stream;
- Aims to develop the capability to become carbon neutral within five years.



3. Ethical Policy

ERA is Committed to all activities being undertaken by the Company:

- Within the framework of the laws governing the United Kingdom, and / or governing other countries where we work and within the framework of accepted international laws and policies such as those agreed within the European Union, Antarctic Treaty System, United Nations or other similar and competent international bodies;
- With honesty and integrity;
- With due diligence and care;
- On a fair and equal opportunity basis;
- Without discrimination on the basis of race, creed, colour, sex, age, sexual orientation, religion or beliefs;
- With care and respect for the natural, built and cultural environments and recognition of the need to ensure our activities do not cause undue harm to these environments;
- With care and respect for other peoples, cultures and/or ethnic or religious identities, beliefs and perspectives, whilst not necessarily adopting practices where we may be required to work should they be incompatible with the

standards of moral and ethical principles, traditions and laws that are generally accepted in the UK;

- With full respect for the legitimate rights of other people; and
- With recognition and acceptance of the responsibilities required by our roles, positions, place, context and actions.



Semana Santa, Antigua, Guatemala.



To Achieve our Goals,
the Company requires all
employees to subscribe to ERA's
Ethical Policy and:

- Breaches shall be drawn to the immediate attention of the ERA Director;
- Breaches shall be subject to a warning and possible disciplinary action for staff involved, potentially leading to dismissal and / or legal action depending on severity, circumstances and staff intentions;
- Breaches shall be dealt with in a swift and decisive manner, so as to help ensure that it is clear that breaches will not be tolerated within ERA;
- Where bribery, or actions that could reasonably be interpreted as such, are attempted against ERA employees by others, this shall be politely declined with a clear explanation given as and to whom appropriate that such propositions are contrary to ERA Company Policy and legal obligations, and therefore cannot be accepted; and
- Where bribery has occurred (e.g. if the incident occurred owing to a misunderstanding and / or misrepresentation) this shall be subject to immediate repayment if this is appropriate, reasonable and practical.



Bushmeat for sale (civet), Liberia, 2009.



4. Equal Opportunities Policy

1. Statement of policy

The aim of this policy is to communicate the commitment of the Director of Environmental Research & Assessment to the promotion of equality of opportunity in the company. It is company policy to provide employment equality to all, irrespective of:

- Race (including colour, nationality, ethnic or national origins);
- Gender, including gender reassignment;
- Sexual orientation;
- Disability;
- Religious belief or political opinion;
- Marital or civil partnership status;
- Having or not having dependants;
- Age.

The company is opposed to all forms of unlawful and unfair discrimination. All job applicants, employees and others who work for ERA will be treated fairly and will not be discriminated against on any of the above grounds. Decisions about recruitment and selection, promotion, training or any other benefit will be made objectively and without unlawful discrimination.

The company recognises that the provision of Equal Opportunities in the workplace is not only good management practice, it also makes sound business sense. Our Equal Opportunities policy will help all those who work with us to develop their full potential and the talents and resources of the workforce will be utilised fully to maximise the efficiency of the organisation.

2. Scope of application

The Equal Opportunities policy applies to all those who work (or apply to work) for the company. Subcontractors engaged by ERA are requested to comply with ERA's Equal Opportunities Policy as a minimum standard.

3. Equality commitments

The company is committed to:

- Promoting equality of opportunity for all persons;
- Promoting a good and harmonious working environment in which all persons are treated with respect;
- Preventing occurrences of unlawful direct discrimination, indirect discrimination, harassment and victimisation;
- Fulfilling all our legal obligations under the equality legislation and associated codes of practice;



Liberia, 2009.

- Complying with our Equal Opportunities policy and associated policies;
- Taking lawful affirmative or positive action, where appropriate;
- Regarding all breaches of Equal Opportunities policy as misconduct which could lead to disciplinary proceedings.

4. Implementation

The Director has specific responsibility for the effective implementation of ERA's Equal Opportunities policy. All ERA employees are expected to abide by the policy and help

to create an environment of equality in the workplace.

In order to implement this policy we shall:

- Communicate the policy to employees, job applicants, subcontractors, and relevant others as appropriate;
- Incorporate specific and appropriate duties in respect of implementing the Equal Opportunities policy into job descriptions and work objectives of all staff;
- Provide equality training and guidance as needed and appropriate;
- Ensure that those who are involved in assessing candidates for recruitment or promotion implement Equal Opportunities policies in the evaluation and selection process;
- Incorporate Equal Opportunities notices into general communications (e.g. ERA website);
- Review the Equal Opportunities policies of suppliers, clients and subcontractors and where practicable seek to avoid those that do not practice Equal Opportunities in their organisations and workforces;
- Ensure that resources are made available to fulfil the objectives of the policy.

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5. Monitoring and review

ERA will establish appropriate information and monitoring systems to assist the effective implementation of our Equal Opportunities policy. The effectiveness of our Equal Opportunities policy will be reviewed regularly and action taken as appropriate to amend or improve the system.

6. Complaints

Employees who believe that they have suffered any form of discrimination, harassment or victimisation are entitled to raise the matter through the grievance procedures specified in their Employment Contract. All complaints of discrimination or victimisation will be dealt with seriously, promptly and confidentially. Employees wishing to make a complaint should

raise their complaint under internal grievance procedures first. Every effort will be made to ensure that employees who make complaints will not be victimised or discriminated against because they have made a complaint. Acts of discrimination or victimisation will result in disciplinary action and may warrant dismissal.

Should our internal procedures fail to provide the employee with a satisfactory resolution of the complaint, employees have the right to pursue complaints through an industrial tribunal or the Fair Employment Tribunal under the relevant legislation. ERA will cooperate with such tribunals and procedures with a view to achieving a fair and reasonable resolution of the complaint.



ERA's policies apply to all our operations, including field activities.



5. Health & Safety Policy

1. ERA Health & Safety culture

- Promote awareness of the importance of environment, health & safety (EHS) and the need for all staff to manage proactively the risks that exist in the workplace;
- Encourage staff to be open about risks perceived and to take appropriate actions to avoid and / or mitigate those risks, including informing others of risks present.

2. Responsibility

- The ERA Director has overall responsibility for company health & safety;
- ERA will consult with staff to promote a health & safety partnership between employees and the company where commitments and responsibilities for health & safety are both agreed and shared;
- Staff and visitors are expected to take personal responsibility by caring for their own and other people's health & safety;
- All staff should take responsibility for informing themselves of the health & safety standards, procedures and guidelines at ERA and follow these to the maximum extent practicable;
- ERA will maintain insurance to cover Public Liability for health & safety in the workplace, and will ensure adequate

insurances are in place to cover health & safety needs when staff are in the field;

- Subcontractors engaged by ERA are expected to comply with ERA's Health & Safety Policy as a minimum standard;
- ERA will report to the UK Health & Safety Executive (HSE) Incident Contact Centre about any death or major injury because of work at the company. More minor incidents will be reported on the HSE website.

3. Standards

- ERA will comply with occupational health & safety legislation;
- ERA will follow other codes of practice, standards or requirements designed to maintain health & safety where appropriate (e.g. when working at another facility, for a client, or in the field), or as required by clients.

4. Resources

- ERA will provide sufficient funding to enable high standards of health & safety to be implemented within the company;
- ERA will give fair and reasonable consideration to providing for special health & safety needs of its employees.

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5. Facilities

- ERA will ensure that office working conditions are in compliance with EHS requirements, including for security, heating, lighting, ventilation, hygiene and ergonomics;
- ERA will ensure equipment provided to staff meets or exceeds quality standards appropriate for the task;
- ERA will ensure smoke alarms are installed and maintained in its premises and all electrical equipment is regularly tested and complies with acceptable safety standards.

6. Behaviour

- ERA fosters a code of behaviour that places high priority on the health & safety of its employees, colleagues and visitors;
- ERA does not tolerate behaviour that could be construed as bullying, intimidation or harassment. Any such behaviour is taken extremely seriously, with disciplinary action and / or dismissal and referral to the appropriate authorities should this be encountered in the work environment.

7. Procedures

The EHS requirement at organisational level will be as specified in the EHS Company Procedures.

The EHS requirement of each project will be specified in an EHS Plan prepared in accordance with the ERA EHS Project Procedure.

Through these ERA ensures, amongst others:

- Risk assessments are undertaken for both office-based activities and local and international field-based activities;
- ERA will establish plans for emergencies such as fire, earthquake, flood, accident, infection or other threats to health & safety;
- ERA will establish plans for evacuation of premises in the event of an emergency, or in the case of field work emergency evacuation;
- Incident reporting;
- Competence of staff to comply with the above.



ERA ensures safety is the highest priority in extreme Antarctic conditions.



8. Training

At our offices:

- ERA will provide all staff and visitors with information on health & safety policies and procedures and their obligation for compliance;
- ERA will provide health & safety briefings to all staff and visitors to ensure they are, at a minimum, aware of emergency evacuation and first aid procedures;
- ERA will ensure that at least one office based staff member is trained in basic first aid.

On all projects:

- ERA will ensure all staff have the competencies and commitment to comply with all project-specific EHS requirements as outlined in a Project Execution Plan and relevant risk assessments.

9. Monitoring

- All staff shall monitor risks and incidents and inform the Director, and others about any risks to both their or others' health & safety. The director will take appropriate actions to avoid or mitigate risks;
- ERA will regularly review the health & safety policies, procedures and infrastructure established within the company, improving these whenever necessary.



ERA recognises the need for special care to ensure drinking water is safe when working in remote environments.



*Iceberg near Cape Hallett
Ross Sea, Antarctica*

