



# Center Management Policy

## **Purpose and Scope**

The purpose of this policy is to establish guidelines for the management and operation of company facilities in the UK.

This policy applies to all employees, contractors, and visitors at company facilities.

## **Organizational Structure**

The organizational structure of each facility includes facility managers, supervisors, and employees.

Roles and responsibilities of each position are defined as follows:

Facility Manager: Responsible for overall management and operations of the facility.

Supervisor:

Responsible for supervising employees and ensuring compliance with policies and procedures.

Employee:

Responsible for carrying out their duties as per the instructions of the facility manager and supervisor.

## **Facility Operations**

Operating hours: Specify operating hours for each facility.

Opening and closing procedures: Detail procedures for opening and closing each facility.

Communication protocols:

Define protocols for communication, including emergency procedures and reporting incidents.

## **Security Procedures**

Access control: Define procedures for access control, visitor management, and patrols.

Emergency procedures:

Describe procedures for handling emergencies, including evacuation plans and emergency contacts.

Incident reporting: Define procedures for reporting security incidents and breaches.

## **Health and Safety**

Health and safety procedures: Establish health and safety procedures for each facility.

Compliance: Ensure compliance with relevant health and safety regulations and standards.

## **Compliance and Legal Requirements**

Compliance with regulations:

Ensure compliance with all relevant laws, regulations, and industry standards.

Record-keeping: Define procedures for maintaining records and reporting to regulatory authorities.

### **Equipment and Technology**

Required equipment: Specify the equipment required for each facility's operations.  
Maintenance procedures: Define maintenance schedules and procedures for equipment.

### **Quality Assurance**

Monitoring and improvement:  
Establish procedures for monitoring and improving the quality of facility operations.  
Performance metrics: Define metrics for measuring performance and customer satisfaction.

Communication and Coordination - Internal and external communication: Define procedures for internal and external communication. - Coordination with other departments: Establish protocols for coordinating with other departments and external stakeholders.

### **Risk Management**

Risk identification and mitigation: Identify potential risks to facility operations and establish mitigation strategies. - Reporting and addressing threats: Define procedures for reporting and addressing security threats and vulnerabilities.

### **Training and Development**

Training program: Establish a training program for employees to ensure they are equipped with the necessary skills and knowledge. - Professional development: Define procedures for ongoing professional development.

### **Ethical Standards**

Code of conduct: Define ethical standards and codes of conduct for employees. - Reporting unethical behavior: Establish procedures for reporting unethical behavior.

### **Review and Revision**

Review process: Specify how the policy will be reviewed and revised. - Revision process: Detail the process for making changes to the policy.



Signature

Director

Position

27/02/2024

Date