



POLICIES

Weston House policies & procedures



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At Weston House Keith Ltd, we provide high-quality, sustainable serviced accommodation in Moray, Scotland, specialising in long- and short-term stays for contractors, professionals, and corporate teams.

We are a family-run business with a proven track record of reliability, safety, and service excellence. Our operations are designed to meet the needs of major industrial and commercial partners by offering practical, affordable accommodation solutions while supporting employee wellbeing and reducing costs.

As a supplier, we align with leading procurement standards including those of National Grid, Centrica, Biffa, and other industry leaders. We are committed to:

- Health, Safety & Wellbeing – providing safe environments and a culture of care.
- Sustainability & Net Zero – reducing carbon, minimising waste, and sourcing responsibly.
- Ethics & Compliance – zero tolerance for bribery, corruption, or modern slavery.
- Quality & Reliability – delivering consistent standards with documented systems.
- Community & Fair Work – supporting local suppliers, paying the Real Living Wage, and investing in our people.

This Policy Pack demonstrates how Weston House Keith Ltd integrates these commitments into our day-to-day operations. We are ready to meet the expectations of procurement teams and to partner with organisations who share our values of responsibility, innovation, and sustainability.

The Weston House Team



COMPANY OVERVIEW

Weston House Keith Ltd is a family-run serviced accommodation provider based in the heart of Keith, Moray. We specialise in offering affordable, high-standard rooms primarily for long-term working professionals, contractors, and visitors exploring the surrounding area. Our accommodation combines the warmth of a home with the practicality and cleanliness expected from a professional stay. With a strong reputation for reliability, flexibility, and exceptional standards, we take pride in being a trusted place to stay.

As a team, we are committed to creating not just a well-run business, but a place we're proud to call home – and one our guests feel truly welcomed in.

OUR HISTORY

Weston House began its journey in 2022 when we (Sean and Kimberly Hay) made the decision to transform a former care home into quality accommodation. Having previously run a successful cleaning business, we understood the high standards that guests expect – and the gaps in the market that needed to be filled.

We sold everything we had, took the leap, and invested in Weston House with one mission in mind: to build a business that worked for our family, served our guests with integrity, and disrupted the accommodation industry in all the right ways.

In our first 18 months, we ran at over 85% occupancy, serving dozens of energy workers, healthcare professionals, and tradespeople. Now, we continue to evolve — adapting to local needs, growing our offerings, and bringing more people into the journey.

OUR MISSION

To provide clean, functional, and affordable accommodation that feels like home, delivered with consistency, compassion, and care — and to build a family-run business where both guests and staff feel valued, respected, and part of something meaningful.

OUR GOALS

Set the Standard: Lead the way in functional, guest-focused accommodation in the north of Scotland.

Grow Sustainably: Continue to improve and expand our services while maintaining high standards and a personal touch.

Empower Our Team: Offer training, structure, and a positive working environment where staff are trusted, respected, and supported.

Delight Our Guests: Achieve consistently high guest ratings through attention to detail, reliability, and a welcoming atmosphere.

Invest in the Future: Reinvent how serviced accommodation operates by blending strong systems with warmth and community values.

Stay True to Our Roots: Always remember why we started — to build something for our family and create lasting impact in our community.



OUR VALUES

At Weston House Keith Ltd, our values shape every decision we make — from how we treat guests to how we support one another as a team. They reflect what matters most to us as a family-run business and serve as the foundation for how we work, grow, and create lasting impact together.

We don't just talk about values — we live them every day.

BUILD THE TEAM

We're only as strong as the team around us. That's why we put people first — encouraging collaboration, trust, and clear communication. Whether it's stepping in to help on a busy day or making sure a colleague feels heard, we support each other to succeed. A positive culture starts with how we treat one another.

What this looks like in action:

- Respecting each other's time and space
- Being reliable and honest
- Sharing knowledge and feedback openly
- Stepping up when others need support

THINK CREATIVE

We believe there's always a better way. Creativity doesn't just belong to designers or marketers — it shows up when we solve problems, improve systems, or bring new ideas to how we clean, organise, or welcome guests. We encourage thinking outside the box and embracing new approaches that help us do better.

What this looks like in action:

- Offering ideas to improve routines
- Being open to learning and trying something new
- Solving challenges with a can-do mindset
- Finding small ways to improve the guest experience

CREATE AN IMPACT

Every action, no matter how small, has the power to make a difference. Whether it's a spotless room, a warm welcome, or reporting an issue before it becomes a problem — we take ownership of our role and understand how our work contributes to the bigger picture.

What this looks like in action:

- Taking pride in the quality of your work
- Being proactive instead of reactive
- Taking responsibility when things go wrong
- Recognising how your role supports the whole guest journey

ALWAYS PRODUCTIVE

We believe in working smart, not just hard. Being productive means making the most of your time, staying organised, and focusing on what really matters. We value initiative, clear routines, and momentum — even on quiet days.

What this looks like in action:

- Managing your time effectively
- Keeping spaces clean and ready
- Using downtime to prepare, clean, or restock
- Staying focused and avoiding distractions

HEALTH & SAFETY POLICY



At Weston House Keith Ltd, we are committed to maintaining the highest standards of health, safety, and wellbeing for all staff, guests, contractors, and visitors. We recognise that providing a safe and secure environment is essential to delivering a high-quality service and to meeting the expectations of our clients and partners.

We commit to operating in full compliance with all relevant UK health and safety legislation, as well as the requirements of client organisations such as National Grid and other commercial partners. Safety is a shared responsibility, and we actively encourage a culture where every individual takes responsibility for their own safety and the safety of those around them.

OUR COMMITMENTS

To achieve this, Weston House Keith Ltd will:

- Conduct regular risk assessments of all accommodation areas, communal spaces, and operational sites to identify hazards and implement effective control measures.
- Provide training and awareness programmes for staff, ensuring they understand safe working practices, fire safety, emergency procedures, and their individual responsibilities.
- Ensure compliance with site-specific rules and safety procedures, including those required by National Grid or other client organisations, when our staff or contractors are working on external premises.
- Maintain all facilities, equipment, and infrastructure to the highest safety standards, ensuring regular inspections and maintenance are carried out.
- Record, investigate, and act on all accidents, incidents, and near misses, ensuring corrective action is taken promptly to prevent recurrence.
- Promote mental health and wellbeing as part of our safety culture, recognising that a safe workplace extends beyond physical health to include psychological safety and support.

Implementation and Responsibility

The Directors of Weston House Keith Ltd take overall responsibility for health and safety performance across the business. Managers are accountable for ensuring that safe systems of work are implemented, maintained, and monitored. All employees, contractors, and visitors are expected to cooperate fully with health and safety requirements and to take reasonable care of themselves and others.

Review and Continuous Improvement

This policy will be reviewed annually, or sooner if there are significant changes to our operations, legislation, or client requirements. Feedback from staff, contractors, and clients will be considered as part of our continuous improvement process.



ENVIRONMENTAL & SUSTAINABILITY POLICY

At Weston House Keith Ltd, we are committed to protecting the environment and reducing our impact on the planet. We recognise our responsibility to operate sustainably, conserve resources, and align our practices with Net Zero ambitions and international best practice, including ISO 14001 environmental management standards.

Our Commitments

- Measure, monitor, and reduce energy, water, and waste across our operations.
- Transition to renewable energy contracts where available.
- Source goods and services locally and sustainably, prioritising low-carbon options.
- Use eco-friendly cleaning and laundry products and reduce single-use plastics.
- Report environmental performance data to clients when requested.
- Consider biodiversity, water usage, and community impacts in our operations.

Implementation and Responsibility

The Directors are responsible for ensuring environmental standards are embedded throughout the business. All staff are expected to follow sustainable practices in their day-to-day work.

Review and Continuous Improvement

This policy will be reviewed annually, with measurable targets tracked and updated in our Carbon Reduction Plan.



QUALITY POLICY

Weston House Keith Ltd is committed to providing safe, clean, and functional accommodation that consistently meets or exceeds the expectations of our guests, partners, and clients.

Our Commitments

- Maintain documented systems for cleaning, maintenance, and service delivery.
- Carry out regular audits and inspections to ensure compliance.
- Monitor guest feedback and act on it promptly.
- Train staff to deliver high-quality service consistently.
- Commit to continuous improvement and innovation.

Implementation and Responsibility

Managers are accountable for maintaining service quality, while all staff share responsibility for upholding our standards.

Review and Continuous Improvement

Reviewed annually to reflect client feedback, audit results, and operational changes.



DATA PROTECTION & INFORMATION SECURITY POLICY

Weston House Keith Ltd is committed to protecting personal data and information assets in line with UK GDPR and recognised international standards.

Our Commitments

- Collect and process only essential personal data.
- Store data securely with controlled access.
- Align with ISO 27001 information security standards.
- Carry out background checks on staff handling sensitive information.
- Report breaches immediately and cooperate with investigations.
- Require suppliers handling data to comply with the same standards.

Implementation and Responsibility

The Directors act as Data Controllers. All staff are trained in GDPR principles and confidentiality.

Review and Continuous Improvement

Reviewed annually or following any data breach or legal changes.



EQUAL OPPORTUNITIES & INCLUSION POLICY

We are committed to promoting equality, diversity, and inclusion within our workforce, supply chain, and guest experience.

Our Commitments

- Provide equal opportunities in recruitment, training, and promotion.
- Prevent discrimination, harassment, and bullying.
- Promote a culture of respect, belonging, and inclusivity.
- Encourage supplier diversity, supporting SMEs, women-led, and minority-owned businesses.

Implementation and Responsibility

All managers are responsible for promoting inclusivity, while every employee is expected to treat others with respect.

Review and Continuous Improvement

This policy is reviewed annually, with actions added to support workforce and supply chain diversity.



ANTI-BRIBERY, FRAUD & CORRUPTION POLICY

Weston House Keith Ltd has zero tolerance for bribery, corruption, fraud, or unethical practices.

Our Commitments

- Prohibit all forms of bribery and facilitation payments.
- Maintain transparent and accurate financial records.
- Enforce strict rules on gifts, hospitality, and inducements.
- Provide whistleblowing channels for staff and suppliers.
- Implement systems to prevent fraud and conflicts of interest.

Implementation and Responsibility

The Directors ensure compliance, supported by financial oversight procedures.

Review and Continuous Improvement

Reviewed annually to ensure compliance with UK Bribery Act and client standards.



MODERN SLAVERY & HUMAN RIGHTS POLICY

Weston House Keith Ltd supports the principles of human rights and is committed to preventing modern slavery, forced labour, and human trafficking across our operations and supply chains.

Our Commitments

- Pay staff fairly and in line with the UK Real Living Wage.
- Ensure all employment is voluntary and that working conditions are safe.
- Carry out due diligence checks on suppliers and partners to reduce the risk of modern slavery.
- Publish a Modern Slavery Statement, even if not legally required, to demonstrate transparency.
- Provide confidential channels for staff or suppliers to report concerns.

Implementation and Responsibility

The Directors take responsibility for ensuring compliance with modern slavery legislation. All staff involved in procurement and recruitment are trained to identify risks.

Review and Continuous Improvement

This policy is reviewed annually and updated as supply chain risks evolve.



SUPPLIER CODE OF CONDUCT

We expect our suppliers and partners to uphold the same high standards of responsibility, ethics, and sustainability that we apply to ourselves.

Our Commitments

- Require suppliers to meet standards on health & safety, environment, ethics, and human rights.
- Conduct due diligence and request evidence of compliance where appropriate.
- Encourage supplier diversity, prioritising SMEs and local businesses.
- Refuse to work with suppliers involved in unsafe, exploitative, or illegal practices.
- Collaborate with suppliers to drive improvements in sustainability and efficiency.

Implementation and Responsibility

The Directors oversee supplier engagement and compliance. Procurement staff must ensure suppliers meet these standards.

Review and Continuous Improvement

This code will be reviewed annually and updated in line with best practice and client expectations.



COMPLAINTS & WHISTLEBLOWING POLICY

We value accountability, transparency, and fairness in addressing concerns raised by staff, guests, or suppliers.

Our Commitments

- Provide clear and confidential channels to raise complaints or concerns.
- Protect whistleblowers from retaliation or discrimination.
- Investigate all complaints fairly, promptly, and with impartiality.
- Keep appropriate records of complaints and outcomes.
- Use findings to improve our systems and prevent recurrence.

Implementation and Responsibility

Managers are responsible for handling complaints at first instance, with escalation routes to Directors.

Review and Continuous Improvement

Reviewed annually to ensure accessibility and compliance with UK whistleblowing protections.



BUSINESS CONTINUITY & RESILIENCE POLICY

We are committed to ensuring continuity of service in the event of disruption, safeguarding the experience of our guests and the reliability we provide to our partners.

Our Commitments

- Maintain documented business continuity and crisis response plans.
- Identify risks to people, premises, processes, and supply chains.
- Establish backup suppliers for critical services.
- Test and review continuity plans regularly.
- Communicate transparently with clients during disruption.

Implementation and Responsibility

Directors oversee resilience planning. Managers ensure staff are trained in relevant procedures.

Review and Continuous Improvement

This policy is reviewed annually and following any incident.



TAX COMPLIANCE POLICY

Weston House Keith Ltd complies fully with all UK tax laws and regulations, acting with integrity and transparency in all financial matters.

Our Commitments

- Pay all taxes owed in full and on time.
- Maintain accurate and transparent financial records.
- Prohibit the facilitation of tax evasion or avoidance.
- Comply with IR35 off-payroll working rules where relevant.
- Cooperate with any tax authority inquiries.

Implementation and Responsibility

The Directors are responsible for ensuring tax compliance, supported by professional financial advisors where necessary.

Review and Continuous Improvement

Reviewed annually in line with UK legislation.



CARBON REDUCTION PLAN

We are committed to reducing our carbon footprint and aligning with the UK Government's Net Zero by 2050 target.

Our Commitments

- Reduce energy consumption by 20% by 2027 through efficiency measures.
- Transition to renewable energy supply where possible.
- Cut waste to landfill by 50% by 2027.
- Report on carbon reduction progress annually.
- Encourage guests and suppliers to participate in energy and water saving.

Implementation and Responsibility

The Directors oversee the carbon reduction strategy, with staff trained to follow sustainable practices.

Review and Continuous Improvement

Progress reviewed annually with new targets set where appropriate.



COMMUNITY ENGAGEMENT POLICY

We are committed to supporting the communities where we operate, adding value beyond our business activities.

Our Commitments

- Hire and train local staff wherever possible.
- Partner with local suppliers to boost regional economies.
- Offer discounted meeting space to community groups.
- Support local charities through donations or volunteering.

Implementation and Responsibility

The Directors are responsible for community engagement activities. Staff are encouraged to participate in local initiatives.

Review and Continuous Improvement

Reviewed annually to assess social impact and identify new opportunities.



STAFF WELLBEING & FAIR WORK POLICY

We recognise that the wellbeing and development of our people is central to our success.

Our Commitments

- Pay at least the UK Real Living Wage to all staff.
- Provide fair contracts and safe working conditions.
- Offer flexible working arrangements where possible.
- Promote mental health awareness and provide support.
- Invest in training and professional development.

Implementation and Responsibility

Managers are responsible for ensuring staff wellbeing is prioritised. Directors ensure compliance with fair work principles.

Review and Continuous Improvement

Reviewed annually with staff feedback considered.



SUSTAINABLE PROCUREMENT POLICY

We are committed to sourcing goods and services in a way that is environmentally, socially, and ethically responsible.

Our Commitments

- Prioritise suppliers who demonstrate sustainable practices.
- Choose products that are recyclable, low-carbon, or ethically produced.
- Support small, local, and diverse suppliers.
- Work with suppliers to reduce packaging and waste.
- Monitor and review supplier sustainability performance.

Implementation and Responsibility

Procurement decisions are overseen by the Directors, with sustainability criteria embedded in supplier selection.

Review and Continuous Improvement

Reviewed annually to align with industry best practice.



ETHICAL CATERING & HOSPITALITY POLICY

We are committed to delivering catering and hospitality services in a sustainable and ethical manner.

Our Commitments

- Source food locally and seasonally wherever possible.
- Provide healthy and balanced options, including vegetarian and vegan meals.
- Reduce food waste through accurate menu planning.
- Eliminate unnecessary single-use plastics.
- Work with suppliers who share our ethical and environmental standards.

Implementation and Responsibility

Managers ensure sustainable practices are applied to catering operations.

Review and Continuous Improvement

Reviewed annually with feedback from clients and guests.