

**CITY BUILDING (GLASGOW) LLP (“City Building Glasgow”)/CITY BUILDING (CONTRACTS) LLP (“City Building Contracts”)  
together “City Building”**

**GUIDE TO INFORMATION AVAILABLE THROUGH THE  
MODEL PUBLICATION SCHEME 2018**

Updated November 2020

The Freedom of Information (Scotland) Act 2002 (the “Act”) requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- publish the classes of information that they make routinely available
- tell the public how to access the information and what it might cost.

City Building has adopted the Model Publication Scheme 2018 produced by the Scottish Information Commissioner. This scheme has the Commissioner’s approval.. You can see information about the latest Scheme on the Commissioners website at [www.itspublicknowledge.info/PublicationSchemeGuidance](http://www.itspublicknowledge.info/PublicationSchemeGuidance).

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class
- state what charges may be applied
- explain how you can find the information easily
- provide contact details for enquiries and to get help with accessing the information
- explain how to request information we hold that has not been published

### Availability and formats

The information we publish through our Publication Scheme is, wherever possible, available on our website. If the information is not available on our website or you do not want to, or cannot, access the information online please contact us using the details below under the Advice and Assistance heading as we can offer alternative arrangements. For example, we can usually arrange for the information to be available for you to inspect at our premises or we can send the information to you in paper copy (although there may be a charge for this).

### Exempt information

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we may remove or redact the information before publication, but we will explain why.

### Copyright

Where City Building Glasgow/Contracts holds the copyright in its published information, the information may be copied or reproduced without formal permission from us, provided that:

- it is copied or reproduced accurately
- it is not used in a misleading context, and
- the source of the material is identified

Where City Building Glasgow/Contracts does not hold the copyright in information we publish, we will make this clear.

## **Charges**

This section explains when we may make a charge for our publications and how any charge will be calculated.

We will not charge you to view information on our website or at our premises but where information is sent to you we may charge for memory sticks, computer discs, photocopying and the postage and packing associated with supplying the information. In all cases the charge we make will not exceed the actual cost to us of these elements (i.e. if it costs us £6.00 to copy the information and send it to you in the post, you will be charged £6.00).

We will give you advance notice of any charges to be applied to give you the option of whether or not to proceed and incur the charge.

Our photocopying charge per sheet of paper is shown below:

### **Black and white photocopying**

Size of paper - A4 10p per single sided copy

## **Colour photocopying**

Size of paper - A4 30p per single sided copy

Information provided on CD-ROM will be charged at £0.50 per computer disc.

Postage costs will be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class.

Please note the charges above do not apply to any commercial publications (see Class 8) that we may produce. These items are offered for sale through retail outlets such as book shops, academic journal websites or museum shops and their prices reflects a 'market value' which may include the cost of production.

## **Advice & Assistance**

If you have any questions about any aspect of our Publication Scheme (including this Guide to the Information available) or if you want to ask for copies of the information published under our Publication Scheme please contact us using the following details;

**E-mail:** [marketing@citybuildingglasgow.co.uk](mailto:marketing@citybuildingglasgow.co.uk)

**Tel:** 0141 287 2200 (please ask for Marketing Department)

**Post:** City Building, Marketing Department, 350 Darnick Street, Glasgow G21 4BA

Please also use the above contact details if you are dissatisfied with any aspect of our Publication Scheme and wish to complain.

If the information you wish to request is not listed as being published through our Publication Scheme, you may be able to request it under the Act and/or the Environmental Information (Scotland) Regulations 2004. To find out more please click [here](#).

## **Information not in our Publication Scheme**

The Freedom of Information (Scotland) Act 2002

We aim to publish as much information as possible on our website free of charge, but the Publication Scheme (including the Guide) is not a definitive list of all the information on our website or all the information that City Building holds. If information we hold (and you want to see) is not listed as available through our Publication Scheme or otherwise available on our website you can request it under the Freedom of Information (Scotland) Act 2002 by submitting a request to our Marketing Department either by:

**E-mail:** [marketing@citybuildingglasgow.co.uk](mailto:marketing@citybuildingglasgow.co.uk)

**Tel:** 0141 287 2200 (please ask for Marketing Department)

**Post:** City Building, Marketing Department, 350 Darnick Street, Glasgow G21 4BA

We have compiled a list of frequently asked questions about making a request under The Freedom of Information (Scotland) Act 2002. You can view these questions [here](#). The act allows us a period of up to 20 working days to respond to your request for information, but we will always try to answer your request as soon as possible.

Please note that your right of access to information is subject to certain exemptions (for example to protect sensitive personal data or to protect trade secrets) but where any of these exemptions apply, we will tell you and explain why.

In some cases, a fee may be charged for providing information and you will be informed before any costs are incurred. Any fee will be calculated following statutory rules laid down in the Fees Regulations (The Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004) and The Freedom of Information (Fees for Disclosure under Section 13) (Scotland) Regulations 2004). These rules can be accessed from the Scottish Information Commissioner's website by visiting [www.itspublicknowledge.info/law/FOISA](http://www.itspublicknowledge.info/law/FOISA)

City Building will review its Publication Scheme periodically and welcomes feedback on how it can develop its scheme further. If you would like to make any comments about the Publication Scheme or if you require assistance, please contact our Marketing Department as detailed above.

If you are dissatisfied with our response to your request, you may request that the matter be reviewed internally by City Building. A request for a review may be sent to our Executive Director and his contact details will be provided in our initial response to your information request. He or another member of our Directorate will conduct the review in a fair and impartial way and will be able to reach a different decision than taken in the initial response, should they decide this is appropriate. You will be notified of the outcome of the review within 20 working days. Whilst operating to the spirit of the Freedom of Information (Scotland) Act 2002 City Building (Glasgow) LLP are not bound by its terms and accordingly the Scottish Information Commissioner does not have jurisdiction to hear any appeal relating to your request. City Building

(Contracts) LLP are bound by the terms of the Act and so you may appeal to the Scottish Information Commissioner for a decision on the handling of your request. Should you wish to obtain further clarification on our approach or raise an appeal please contact the Scottish Information Commissioner at the following address:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
KY16 9DS

**E-mail:** [Enquiries@itspublicknowledge.info](mailto:Enquiries@itspublicknowledge.info)

**Tel:** 01334 464 610

**Website:** [www.itspublicknowledge.info](http://www.itspublicknowledge.info)

## **The Environmental Information (Scotland) Regulations 2004**

We publish a variety of environmental information on our website in accordance with the Environmental Information (Scotland) Regulations 2004 (the 'EIRs'), rules which are similar to the Freedom of Information (Scotland) Act 2002 but separate.

If you want information which is classed as 'environmental information' but which is not published on our website, then we will deal with your request under the EIRs.

We have compiled a list of frequently asked questions about making a request under the EIRs. You can view these questions [here](#).

Further advice is available from the Scottish Information Commissioner's website: [www.itspublicknowledge.info](http://www.itspublicknowledge.info)

## **The classes of information that we publish**

We publish information that we hold within the following classes:

- Class 1: About us
- Class 2: How we deliver our functions and services
- Class 3: How we take decisions and what we have decided
- Class 4: What we spend and how we spend it
- Class 5: How we manage our human, physical and information resources
- Class 6: How we procure goods and services from external providers
- Class 7: How we are performing
- Class 8: Our commercial publications
- Class 9: Our Customer Charter

Once information is published under a class, we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you are welcome to make a request to us for that information.

## **PUBLICATION SCHEME**

### **CLASS 1: ABOUT CITY BUILDING**

#### **Class description:**

Information about City Building who we are, where to find us, how to contact us, how we are managed and our external relations. The

information we publish under this class how to access it is noted below.

### **General information about us.**

Our name, address and business hours for our headquarters can be found [here](#).

Our Senior Management structure chart can be found on Page 11 of this document.

Our Communication Strategy can be found on Page 12 of this document.

### **What we do.**

#### **Complaints and customer care**

Our Customer Charter sets out our commitment to delivering a consistently high quality of service to our customers and whilst it is possible that problems or mistakes may occasionally occur. Our Customer Charter sets out how we will handle any complaints and reinforces our core customer-driven values.

Please contact our Marketing Department as above or write to us via the Contact Us section on our website.

### **Constitution**

Legal framework for the public authority, including constitution, articles of association or charter: -

The City Building Group comprises two limited liability partnerships both formed in 2006 which evolved from the former Building Services Department of Glasgow City Council. These LLPs are City Building (Glasgow) LLP and City Building (Contracts) LLP. Since 1st April 2017 City Building Glasgow is a joint venture between Glasgow City Council and Wheatley Housing Group Limited. City Building Contracts is essentially wholly owned by Glasgow City Council. Each LLP has a separate Board, shared Executive Director and shared Senior Management Team. This enables us to deliver quality construction services across the public, private and third sectors.

As limited liability partnerships, we are governed by the Limited Liability Partnerships Act 2000 and subject to some companies' legislation but unlike companies we do not have articles of association.

### **Management**

We recognise how crucial good corporate governance and management is to the running of our business. Our management and decision-making structure are robust and takes the following form;

### The City Building (Glasgow) LLP Board

The City Building (Glasgow) LLP Board currently consists of:

Three representatives from each of the Members, Glasgow City Council and Wheatley Housing Group Limited

Executive Director of City Building (Glasgow) LLP

The Glasgow City Council Representatives are:

Councillor Alan Casey (Chairperson)

Councillor Mandy Morgan

Councillor Robert Mooney

The Wheatley Housing Group Limited Representatives are :

Mr Bryan Duncan

Ms. Bernadette Hewitt

Mr John Hill

### The City Building (Contracts) LLP Board

The City Building (Contracts) LLP Board currently consists of:

Executive Director of City Building (Contracts) LLP

Head of Finance and Governance

An officer of Glasgow City Council (currently an Executive Financial Manager of Glasgow City Council);  
and Three Elected Members of Glasgow City Council.

The Elected Members are:

Councillor Alan Casey(Chairperson)

Councillor Mandy Morgan

Councillor Robert Mooney

Further details about the Elected Members, including their registers of interest, can be accessed by clicking on their names. The elected members are obliged to follow the Code of Conduct for Elected Members as established under the Ethical Standards in Public Life etc. (Scotland) Act 2000. The Code of Conduct can be viewed [here](#).

The Boards meet regularly and are responsible for making decisions about the business, affairs and management of City Building (Glasgow) LLP and (Contracts) LLP respectively, although there are a limited number of important decisions that Glasgow City Council and Wheatley Housing Group Limited have reserved e.g. a fundamental change in the business (such as moving outside the construction industry).

The City Building (Glasgow) LLP and (Contracts) LLP Boards have a Strategic Health & Safety Sub committee and the City Building (Contracts) LLP Board has a further two sub Committees (i) the Personnel and; (ii) the Audit Committee.

The decisions of the Boards are implemented by City Building's senior management team who are responsible for the day to day running of the businesses. You can find information on the members of the Senior Management Team on Page 11 of this document.

### **External Governance**

City Building (Contracts) LLP reports to its owner, Glasgow City Council, on its performance and any areas of concern via the Council's Operational Performance and Delivery Scrutiny Committee. The terms and minutes of the Committee can be accessed via Glasgow City Council's website. How we are run, a description of our governance structure, Board, Committees and other decision-making structures as above the names of the people who make strategic and operational decisions about the delivery of services by the authority e.g. Board members, chief officers as above.

Governance policies, including code of conduct and register of interests as above.

City Building (Glasgow) LLP reports to its owners Glasgow City Council and Wheatley Housing Group Limited in relation to its performance and any areas of concern in accordance with its obligations set out in the Limited Liability Partnership Agreement between all parties.

### **Corporate Planning**

Our Mission Statement is to contribute excellence in construction, repairs, maintenance, manufacturing and training to customers, our employees, partners, suppliers and the local communities in which we work.

Our unique social ethos will continue to underpin everything we do and will drive the creation of training and employment opportunities for a diverse range of people, including minority and other under-represented groups, across Glasgow and beyond.

We will continue to contribute to the regeneration of Glasgow by using socially inclusive practices and delivering effective, accountable services, which offer value for money and enhance the quality of life, safety and well being of stakeholders.

Our Corporate Policies can be found via the links below:



Equality

Health and Safety

Environmental and Sustainability

Our Values are listed below.

Our values drive our purpose of building a better society by using our commercial success to deliver socially inclusive practices, responsible business and fair working practices all contributing to positive economic growth and community wealth building.

City Building is committed to "Building a Sustainable Future" for our clients, partners and employees. Through a constant engagement with our customers we will ensure we have a detailed interpretation of their aspirations and needs.

Our mission is to contribute excellence in construction, repairs, maintenance, manufacturing and training to customers, our employees, suppliers and the local communities in which we work. To always give back to the communities is central to our core values.

Our unique social ethos will continue to underpin everything we do and will drive the creation of training and employment opportunities for a diverse range of people including minority and other under-represented groups across Glasgow and beyond. We will continue to be the country's leading employer of female and BME construction apprentices and this is something we are very proud of.

We will continue to contribute to build a better society by using socially inclusive practices, and delivering effective, accountable products and services which offer value for money and enhance the quality of life, safety and wellbeing of our stakeholders.

Our values, which are embraced by all our employees are:

- Excellence:** to deliver quality in everything we do.
- Honesty:** to promote at all times honesty in our communication with all stakeholders promoting partnerships and sustainability.
- Ambition:** to do more for our clients and partners and provide more opportunities for our employees and stakeholders as part of our change and growth strategies, succession planning and sustainability.
- Trust:** to be trusted by our employees, clients and partners.
- Community:** to build more sustainable communities through social, economic and community engagement.

## **External relationships**

Accountability relationships, including reports to regulators:

We are accountable to and report to our Members , (Glasgow City Council and Wheatley Housing Group Limited in respect of City Building Glasgow and Glasgow City Council in respect of City Building Contracts , on our performance as a business and any areas of concern. This is done via the Council's Operational Performance and Delivery Scrutiny Committee mentioned above. We do not report to any regulators. Internal and external audit arrangements: as a limited partnership (LLP) with a significant volume of business we are obliged by companies' legislation to have our accounts and financial records audited annually by qualified, external auditors. The auditors currently appointed for this purpose are Grant Thornton and our latest statutory accounts are publicly available from Companies House for a small fee.

In addition, we may be audited by the Internal Audit section of the Council's Financial Services department. The Internal Audit section is independent of political control and is entitled to see all documents and information that we hold and access all of our premises.

We recognise that good corporate governance is extremely important to a healthy and efficient business and each year conduct various audits ourselves to ensure that we are performing as well as we can.

## **CLASS 2: HOW CITY BUILDING DELIVERS OUR FUNCTIONS AND SERVICES**

### **Class description:**

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

The information we publish under this class and how to access it is set out below.

### **Functions**

We do not publish information under this section of this class as we do not have statutory functions.

### **Services**

City Building does not provide services directly to the public under statute. However please click <http://www.citybuildingglasgow.co.uk> (and then on the various tabs which appear when you click on the 'Services' tab) to see the commercial services that City Building provides to organisations.

## **CLASS 3: HOW CITY BUILDING TAKES DECISIONS AND WHAT IT HAS DECIDED**

### **Class description:**

Information about the decisions we take, how we make decisions and how we involve others

The information we publish under this class, how to access it is set out below.

### **Decision Making by the organisation**

Please see the information provided under Class 1 above. Public consultation and engagement strategies: The sites of our construction operations may be registered with the Considerate Constructors Scheme (CCS) and where they are we endeavour to follow the Site Code of Considerate Practice which includes provisions about consulting and engaging with the public. You can find out more about the CCS by visiting <http://www.ccscheme.org.uk/>

## **CLASS 4: WHAT CITY BUILDING SPENDS AND HOW IT SPENDS IT**

### **Class description:**

Information about our strategy for, and management of, financial resources (in enough detail to explain how we plan to spend public money and what has actually been spent is set out below.

City Building does not receive yearly funding or any other kind of on going operational funding from its owners This means that City Building has to meet its needs for working capital itself from its business and contracts and does not spend public money in the same way as the internal service departments of Glasgow City Council. Its owners , do however benefit from City Building's commercial success in that as City Building's ultimate owners any profit that City Building makes is returned to its owners Information we publish under this class includes Expenses, Policies, Procedures and Elected Members on our board.

How to access this information please click [here](#).

For the information about the expenses claimed by those Members of our Board who are councillors of Glasgow City Council can be found by clicking [here](#).

### **Other senior employees**

We have a system for senior employees to reclaim out of pocket expenses however in the present and past financial year no claims have been made under this system. Board members receive no remuneration.

Authority pension fund we are a community admission body to the Strathclyde Pension Fund. You can find out more about the Strathclyde Pension Fund by visiting <http://www.spfo.org.uk/>

## **CLASS 5: HOW CITY BUILDING MANAGES ITS HUMAN, PHYSICAL AND INFORMATION RESOURCES**

### **Class description:**

Information about how we manage the human, physical and information resources of City Building.

The information we publish under this class and how to access it is noted below.

Human Resources Strategy and management of human resources: we promote the health wellbeing and happiness of our staff, strive to increase representation of under-represented groups and comply fully with legislation. If you would like to know more please contact us using the details provided above.

City Building (Glasgow) LLP owns and operates Royal Strathclyde Blindcraft Industries (RSBI) one of Europe's largest supported business facilities where more than 50 per cent of the employees have a disability. To find out more about RSBI click [here](#). Human resources policies, procedures and guidelines please contact us using the details provided above. Employee relations, structures and agreements reached with

recognised trade unions and professional organisations we recognise and have a positive working relationship with a number of trade unions including UNITE, UNISON and Community and our Trade Union Facilities Agreement provides for Senior Stewards and Representatives across all of our business units to ensure that we receive meaningful and representative contributions from all sections of our diverse workforce. Physical Resources Management of the authority's land and property assets, including environmental/sustainability reports and maintenance arrangements.

We operate from our head office (350 Darnick Street, Glasgow, G21 4BA) and a number of satellite service centres across Glasgow. We rent these properties and our responsibilities as tenants are overseen by our dedicated property manager. Where the terms of the lease make us responsible for the maintenance of the property, we will seek to perform as much maintenance work as possible ourselves, utilising our own skills and experience.

We are a corporate citizen of Glasgow and take our responsibilities very seriously. Our Corporate Social Responsibility Policy along with our values can be viewed on Page 20 of this document.

### **Information Resources**

For information relating to records management policy, including records retention schedules please contact us using the details provided above. We have an information security policy that can be viewed at on Page 17 of this document.

## **CLASS 6: HOW CITY BUILDING PROCURES GOODS AND SERVICES FROM EXTERNAL PROVIDERS**

### **Class description:**

Information about how we procure goods and services, and our contracts with external providers is noted below.

The information we publish under this class and how to access it: Procurement policies and procedures, invitations to tender and list of contracts which have gone through formal tendering, including the name of supplier, period of contract and value ,

City Building conducts its procurement exercises in accordance with its Procurement Strategy and the principles and procedures contained in public procurement rules. These rules include the Public Contracts (Scotland) Regulations 2015. The UK rules can be accessed [here](#).

### Invitations to Tender

We publicise opportunities to provide us with goods, works and services on the Tender section of our website. This section can be accessed by clicking [here](#).

Once we have finished procuring goods, works or services using the formal procedures set out in the UK and European rules we are obliged to publish the names of the of the successful tender (s) and the duration and value of the contracts awarded. These details are contained in Contract Award Notices and are published on the Public Contracts Scotland website. Visit <http://www.publiccontractsscotland.gov.uk/> to access

the PCS, register for free and search for all Contract Award Notices issued by us. We also maintain a register on our website of contracts awarded in excess of a certain figure.

## **CLASS 7: HOW CITY BUILDING IS PERFORMING**

### **Class description:**

Information about how City Building performs as an organisation, and how well it delivers its functions and services.

For Customer satisfaction please click [here](#).

For statements from our customers about our performance click [here](#).

## **CLASS 8: OUR COMMERCIAL PUBLICATIONS**

### **Class description:**

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal.

We do not hold or publish information under this class.



## City Building Executive Management Team



**Executive Director**

Alan Burns



**Head of Finance & Governance**

Alison Duffy



**Head of Business Support**

Lesley Quinn



**Legal Manager**

Gillian Ingram



**Head of Operations (WHG)**

Gerry Croal



**Head of Operations (CBC)**

Craig Stevenson



**Head of Operations (GCC)**

Gordon Dillon



**Head of People & Development**

Gavin Hay





## **City Building (Glasgow) LLP**

### **Communications Strategy 2020/21**

#### **Objectives**

To be truly effective, City Building's communications strategy should be organisationally-driven, rather than communications-driven. Based on the organisation's objectives, the communications strategy objectives are as follows: -

- To maintain and enhance City Building's position and reputation as the dominant construction force for West of Scotland
- To maximise City Building's positive profile in local, regional, national & online media, in trade publications, at relevant exhibitions/events and via our website
- To maximise the added value of employee, partner and customer ambassadors to communicate the positive messages around the City Building brand
- To maximise positive internal communications
- To forge strong partnerships with our external and internal stakeholders
- To deliver continuous improvement by listening and responding to our customers' needs
- To ensure that all communications activities deliver best value

#### **Audiences**

##### **External stakeholders**

- Corporate Clients
- Potential corporate Clients
- End customers (tenants)
- Partner organisations
- Suppliers
- Local communities and organisations
- Local, regional and national media
- Local and national government, including MEPs, MPs, MSPs and Councillors
- Unions, including Community, GMB, UCATT, Unison and Unite.
- Third sector organisations

##### **Internal stakeholders**

- City Building employees
- Glasgow City Council, including GCC family organisations
- Wheatley Housing Group, including other subsidiaries

#### **Messages**

- One of the largest construction and repairs & maintenance companies in Scotland
- Receives no public funding and invests in local communities and projects
- Comprehensive construction, repairs and maintenance services delivered across West of Scotland



## INFORMATION SECURITY POLICY

### 1. INTRODUCTION

1.1 This document is set out in accordance with City Building's Code of Conduct for Employees (Section 2.7.4 Use of Other Resources). It stresses that the organisation and its employees are legally required to follow good security practices by:-

- Keeping personal data secure (Data Protection Act).
- Only using licensed software (Copyright, Designs and Patents Act).
- Not attempting to gain unauthorised access to data and systems (Computer Misuse Act).

The document sets out City Building's Policy and guidelines to ensure that everyone is aware that the information we use as part of our day to day work should be protected, held securely and handled with care.

1.2 Information security has become much more important recently because: -

- Large amounts of information can be held on small devices that can easily be lost such as USB memory sticks.
- There has been a public and media outcry when public agencies have lost personal or sensitive data.
- There are legal responsibilities on how we hold and use information.
- Employees are working in different ways, at home or as mobile workers for example, increasing the possibility that information can be lost.
- We are all becoming aware of the dangers of fraud or identity theft as a result of the loss of information.

1.3 This Policy applies to all employees of City Building that may handle or use information held by the organisation. It covers information held in paper or electronic formats. You may also find its principles useful in the way that you manage your own personal IT equipment or information.

## **2. BASIC INFORMATION SECURITY**

2.1 Information security relies on employees using basic good practice. If you hold paper copies which may be sensitive:-

- Make sure that information is held securely, preferably filed away in a locked cabinet. Sensitive or personal data that is no longer needed should be shredded or disposed of in confidential waste.
- Be careful about general security in the office, particularly when you leave it empty. Be alert to strangers in your office.
- Always wear your ID where others can see it and managers should take responsibility for reminding staff if they are without it.
- A clean desk can avoid opportunistic theft or the loss of information.
- Do not keep large amounts of information if it is no longer needed, this supports information security, is more efficient record keeping and saves office space.
- If you take work out of the office then make sure that you know what it is and where you are taking it and take only what is needed.
- If you fax sensitive or confidential information then make sure that the correct person has received and collected it.
- If you have access to personal information about staff or customers then it should be treated as strictly confidential. It's a serious offence to use that information for anything else except business reasons.

2.2 If you use a computer at work:-

- Your computer should be password protected. Your password should be difficult to guess and you should always keep it a secret.
- Use a strong password – a strong password is 8 characters long and uses a mixture of character types such as upper and lower case letters, numbers and symbols.
- All work should be saved on your personal drive or shared drive and not on the desktop which is not backed up.
- Your computer should automatically lock out if it is not used for 5 minutes. If it doesn't do this you should call the IT Helpdesk to arrange this.
- Do not allow anyone to access information using your account.

- Protect yourself: lock your computer if you leave your desk  
**<CTRL><ALT><DEL>, Lock Computer**

### **3. CORPORATE SECURITY** (in accordance with the Code of Conduct)

- 3.1 Please be advised that under no circumstances should any non-City Building employees, including former employees, be permitted access to City Building information at any location within our organisation. This includes PCs, files, work lines, and all other forms of data and company records. There are no exceptions to this rule.
- 3.2 If you are in any doubt as to who is an employee, you should request to see their City Building ID or refer to your line manager. If you are aware of any non-City Building employee accessing company data, please advise your line manager immediately who should in turn report all instances to the Directorate.
- 3.3 Wherever possible please do not leave data in open view of non-City Building employees and do not leave non-City Building employees unaccompanied where corporate information is present.

### **4. THE INTERNET AT WORK**(in accordance with the Acceptable use of ICT Facilities Policy)

- 4.1 The internet and email are monitored, so it is important that all employees are clear about what is acceptable. You should only access the internet for the purposes of work. Even then you should bear in mind that you are using City Building owned equipment and be careful not to visit unsuitable sites.
- 4.2 City Building blocks sites that it feels are unsuitable. From time to time, some employees may need to access these sites and it is possible to do this by completing a User Access Form in order to gain permission. This will have to be approved by your manager. You should make sure that if you no longer need to view these sites, that you reverse this arrangement.
- 4.3 You should also be aware that downloading photographs, graphics or video can take up space on the IT network and slow it down. As with all matters associated with the internet, take a responsible approach to what you look at and download.
- 4.4 No unauthorised software should be downloaded onto any computer owned by City Building. This may be classed as GROSS MISCONDUCT should any employee be caught doing this.

### **5. EMAIL** (in accordance with the Acceptable use of ICT Facilities Policy)

- 5.1 Email at work is a less formal way of communicating than through letters. However, if you use City Building's email address, it suggests that you are corresponding from the organisation in exactly the same way as using City

Building headed paper. Their content should therefore be written in a manner fitting for work.

## 5.2 Other key points to remember are:-

- You should be aware of the size of the attachment that you send which can have an impact on the IT network.
- Wherever possible try to make sure that attachments do not contain viruses or personal data.
- If you need to send sensitive data by email to another government organisation you can seek permission to use the government secure extranet (GSX).
- Do not circulate or "CC" large address lists, thereby giving email addresses to others without their permission. You can use the "BCC" option on email to avoid this.
- If you receive inappropriate material, report it to your line manager in the first instance. Do not forward any illegal or offensive material.

## 6. **MOBILE DEVICES** (in accordance with the Mobile Telephone Policy)

### 6.1 This section covers mobile phones, laptops, tablets, USBs, discs or any other mobile device:

- All mobile devices should be password protected. You should never tell anyone your password.
- You should keep these devices out of sight, know where they are at all times and store them safely whether they are in the office or at home.
- If you use a laptop or tablet in your place of work, it should be secured to your desk.
- You should be careful how you use your mobile phone – WAP or wireless access to a phone is expensive.
- In the event of any City Building Issued devices being lost or stolen it is the responsibility of the user to report it immediately. Failure to do so could lead to information being given to outside groups or large costs being run up on the device. In accordance with the Mobile Telephone Policy (Section 5.1) failure to comply may result in disciplinary action.

- If you have a USB or a disc that has been used on non-City Building equipment, it should be virus checked. If you don't know how to do this contact the IT Helpdesk.
- Make sure that your laptop is connected regularly to City Building's network so that it has up to date anti-virus protection.

## **7. TAKING INFORMATION OUT OF THE OFFICE**

7.1 This section refers to information carried on mobile devices or in hard copy format.

Only information needed to complete a business task should be taken out of the premises. Consider carefully if the files or information you take is really vital to complete the task. Always inform your line manager that you are taking the information and the reason you require it. Once again should anything happen to the information in your care then it is your responsibility to report it.

Always make sure that when transporting information you make it secure. For instance any hard copy files should be put in an envelope or plastic folder to keep it all together. Electronic data should be put in a briefcase or bag safe and secured until arrival at destination. Make sure if you are leaving a device in a vehicle then it is completely hidden and secure.

There may be occasions when you need to send information to another organisation. Should any information need to be sent to an external body then for the benefit of the organisation a common sense approach must be used. You should never, ever send sensitive or personal information on CDs or other media by post. The only exception to this is if a tender is being sent for the purpose of securing new business. If you need to sensitive information to another organisation by electronic mail then ask IT Helpdesk for advice in doing this, firstly to make sure it is being done correctly and most importantly to make sure it is sent in a

- confidential manner to the correct person. If sent incorrectly then this can be deemed a breach in security and would be highlighted as failure to adhere to this Policy and may lead to disciplinary action

## **8. IF YOU HAVE CITY BUILDING IT EQUIPMENT AT HOME**

8.1 If you have an arrangement to work from home, you will have remote access to the IT Network system through VPN or you may use your own equipment or bring a City Building laptop home to work at home from time to time. Good information security means that:-

- Your information should be password protected.
- If you use City Building equipment, this should only be used by you as an employee. It is not for the use of family or friends or any other employee of City Building.
- When not in use you should make sure that your equipment is switched off and always stored safely, away from the public view and preferably in a locked desk or cupboard. Thus using the good practice set out in this policy and guideline document and safeguarding the business and yourself against people hacking into the computer.
- Should anything occur then IT must be made aware ASAP. Again this is to safeguard the user against any action due to not reporting the matter.

## **9. WHAT IF SOMETHING GOES WRONG?**

9.1 There are now many different types of risk to the business and its employees. Previously where the business could be fined for failing to comply with the Data Protection Act, it is now where **BOTH** the employee and the business can be fined should there be a breach. And also any loss of information can become public very quickly.

- If any City Building information or equipment is lost, stolen or damaged then report it as you will be safeguarding the business and safeguarding yourself against breaches of the policy. Any loss of information should be reported to your Line Manager at the first opportunity. IT Section should also be informed as quickly as possible. See below for list of numbers.
- If you feel your equipment has contracted a virus or has been tampered with report it to IT immediately. By doing this quickly you are safeguarding your work and saving disruption to the business.
- If you think that someone is misusing City Building equipment or information, you can report it to your Line Manager, HR or the Whistle Blowing Hotline on **0845 600 1323**.

## **10. KEEPING UP TO DATE WITH SECURITY GUIDANCE**

- The use of information and information technology is constantly changing. As City Building introduces different ways of working such as mobile or home working and as technology and security threats change, guidance and policy will change. Updates will be co-ordinated via the HR Section at the appropriate times.
- The policy has been updated in accordance with City Building Document Classification Policy and in conjunction the Acceptable Use of ICT Policy, Mobile Phone Policy and the Code of Conduct.

- This policy is designed to safeguard City Building LLP and all employees against information and equipment fraud and loss. The Data Protection Act is constantly changing and is now affecting more aspects of our daily working routines and as such policies are changing regularly to cover this.

## **11. USEFUL TELEPHONE NUMBERS**

IT Section	0141 287 2389
Whistle blowing	0845 600 1323
HR Helpline	0141 287 2121





## **Corporate Social Responsibility Policy**

Now one of Scotland's largest construction companies, City Building was established in 2006 from the former Building Services department of Glasgow City Council to provide a range of repairs and maintenance, construction and maintenance, construction and refurbishment activities across the public, private and third sectors.

City Building was awarded the Queens Award for Enterprise: Sustainable Development 2018 Ministry of Defence DRS Scheme Gold, ASCP Gas Contractor of the Year, ASCP Best Initiative to combat fuel poverty, Carer Positive established award, Customer Service Excellence 9 Compliance Plus accreditations, CN UK Inspire Awards Most Inspiring Employer, CN UK Talent Awards Apprenticeship Initiative of the Year, CN UK Talent Awards Equality, Diversity and Inclusion Initiative of the Year, HR National Network Awards Diversity and Inclusion of the Year, HR National Network Organisational Development of the Year, HR National Network Chief Executive of the Year, HR National Network Outstanding contribution to HR and Lady McDonald Recognition Award Plastering Apprentice of the Year – Brian Wilson and Screwfix UK Apprentice of the Year Chris Keel.

Our award-winning training college is the most successful apprentice-training college in Scotland, with 245 directly-employed apprentices learning vital trade and life skills with us.

At City Building, where we are "Building a Sustainable Future", we are providing skills to the workforce of tomorrow and generating true economic and sustainable benefits in our local communities and beyond. Our strong focus on continuous training for all employees, including apprentices and tradespeople, will help us to develop responsible citizens for the future.

We are committed to:

- Delivering lasting employment opportunities to local people, including those with a disability and/or minority groups.
- Engaging directly with local community groups, housing associations and other agencies to ensure we maximise opportunities to improve local areas and overall wellbeing.
- Continuing our work on Youth Citizen Programmes to deliver lasting positive communities.
- Investing in green technologies to ensure the future of both our workforce and the environment.
- Increasing the number of apprentices and tradespeople trained in renewable technologies to ensure we have a multi-skilled workforce for the future.
- Combining commercial success with socially and environmentally responsible practices by giving life-changing opportunities to those far removed from the labour market.
- Working in partnership with a range of organisations including RNIB, Help for Heroes and the Ministry of Defence to ensure that people of all abilities are encouraged to reach their full potential.

Our strong commitment to sustainable development will ensure that we continue to leave positive and lasting legacies for future generations and inspire transformations in local communities.