



## CITY BUILDING MODEL PUBLICATION SCHEME

### GUIDE TO INFORMATION AVAILABLE THROUGH THE 2018 MODEL PUBLICATION SCHEME (UPDATED 26 MARCH 2021)

#### Section 1: Introduction to this Guide to Information

The Freedom of Information (Scotland) Act 2002 (the “Freedom of Information Act”) requires Scottish public authorities to respond to requests for information and also to produce and maintain a publication scheme. Maintaining the publication scheme makes information available to the public so that it can be accessed without the need to ask for it.

City Building has adopted the Model Publication Scheme produced by the Scottish Information Commissioner (the “Commissioner”) in 2018 and updated in 2021. This scheme has the Commissioner’s approval.

You can find the model publication scheme on the Commissioner’s website at

<https://www.foi.scot/sites/default/files/2022-03/ModelPublicationScheme.pdf>

Alongside our publication scheme City Building publishes this Guide to Information. The purpose of this Guide to Information is to:

- categorise the information which we make routinely available into various classes;
- 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 that has not been published.

## **Section 2: City Building**

When we refer to City Building in this Guide to Information, we are referring to two different legal bodies. Both are limited liability partnerships (LLPs). LLPs, with some important differences, are similar to companies.

- The first LLP is City Building (Contracts) LLP. It is subject to the Freedom of Information Act.
- The second LLP is City Building (Glasgow) LLP. It is not subject to the Freedom of Information Act.

In this Guide to Information City Building (Contracts) LLP is sometimes referred to simply as “City Building Contracts” and City Building (Glasgow) as “City Building Glasgow”. More information about City Building and the two LLPs is published under Class 1 as set out in Section 11, below.

What this means for you:

- Our publication scheme and this Guide to Information covers both LLPs.
- If you ask for information (see Section 9 of this Guide to Information) from, or which is held by, City Building Glasgow rather than City Building Contracts then despite the Freedom of Information Act not applying to City Building Glasgow we will tell you.
- We will consider requests for information from, or which is held by, City Building Glasgow but the decisions we make may take into account factors other than those in the information Freedom of Information Act. The Commissioner does not have jurisdiction (legal power) in relation to decisions we make in relation to information held by City Building Glasgow.

### **Section 3 – The classes of information which we publish**

We publish the following classes of information:

- 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 authority are performing
- Class 8: Our commercial procedures
- Class 9: Our open data

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.

## **Section 4 – Availability and formats**

The information we publish through our publication scheme is, wherever possible, available on our website or a website managed by a third party. 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 in Section 8 (Advice and Assistance) 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 – please see Section 7).

## **Section 5 - Exempt information**

We will publish the information we hold that falls within the classes of information listed in Section 3.

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 (black out) the information before publication and explain why.

## **Section 6 – Copyright**

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

## Section 7 - 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.

Where information is sent to you we may charge for digital media such as memory sticks or computer discs, photocopying costs, and the postage and packing associated with supplying the information. For IT security reasons we cannot accept digital media devices from you as a means of data transfer.

- In all cases the charge we make will not exceed the actual cost to us of these elements (i.e. if it costs us £5.00 to copy the information and £1.00 to 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 with your request and incur the charge.
- Our photocopying charges per sheet of A4 paper is 10p per side for black and white photocopying and 30p per side for colour photocopying.

Information provided on computer discs (which will be DVD unless you ask for a different format which is one we can produce) will be charged at 50p per computer disc. Information provided on memory sticks will be recharged at the price we paid for the digital media.

- 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.
- Packaging costs will be recharged at the price we paid for them.

When providing copies of a pre-printed publication where we have copies available, we will charge no more than the cost per copy, pro rata, of the total print run of that publication.

Please note the charges in this Section do not apply to any commercial publications (please see Class 8) that we may produce. These are items offered for sale by us or through retail outlets or items offered as part of a service for which we charge, for example information made available as part of services we provide e.g. training materials supplied to participants of courses we provide. These prices reflect a 'market value' which may include the cost of production.

If we provide them to you we will also make it clear to you the copyright rules which apply – for example whether you may put such items into the public domain or if there are other restrictions on how you can use them.

## Section 8 - Advice & Assistance

If you have any questions about any aspect of our publication scheme (including this Guide to Information) or if you want to ask for copies of the information published under our publication scheme (including this Guide to Information) 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 or this Guide to the Information and wish to comment or to provide feedback or 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 Freedom of Information Act and/or the Environmental Information (Scotland) Regulations 2004. To find out more please click [here](#).

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

## Section 9 - Information not in our Publication Scheme

Our publication scheme (together with this Guide to Information) are 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 Act by submitting a request to our Marketing Department 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

BSL users can contact us using the service at <https://contactscotland-bsl.org/>

You can view a list of frequently asked questions about making a request under The Freedom of Information Act [here](#). The Freedom of Information 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 regulations made by the Scottish Government under the Act. These are 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 Commissioner's website by visiting <https://www.foi.scot/foi-law>

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. If you remain dissatisfied you may appeal to the Commissioner, if your request relates to 8.

As noted in Section 2 above, City Building Glasgow is not bound by the Freedom of Information Act and accordingly the Commissioner does not have jurisdiction (legal power) to hear any appeal relating to a request relating to it.

The Commissioner's contact details are as follows:

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

**E-mail:** [enquiries@foi.scot](mailto:enquiries@foi.scot)

**Tel:** 01334 464 610

**Website:** [www.foi.scot](http://www.foi.scot)

## **Section 10 - 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'). These are rules which are similar to those contained in the Freedom of Information Act but are separate, and only apply to environmental information. There are important differences and the Commissioner has provided a summary at <https://www.foi.scot/sites/default/files/2022-03/DifferencesbetweenEIRSandFOISA.pdf>

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.

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

Further advice is available from the Commissioner's website details of which are in Section 9.

## **Section 11 – What is published under the classes in our 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 and address for our headquarters can be found [here](#).

Our Executive Leadership Team structure chart can be found on Page 25 of this document.

Our Communications Strategy can be found on Page 26 of this document.

#### **What we do**

A description of the services we provide can be found at <https://www.citybuildingglasgow.co.uk/services/>

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

Our Customer Charter sets out our commitment to delivering a consistently high quality of service to our customers and if problems or mistakes occur, how we will handle any complaints. You can view our customer charter [here](#).

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.

City Building (Glasgow) LLP is a joint venture between Glasgow City Council and Wheatley Housing Group Limited. City Building (Contracts) LLP is 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 is robust and takes the following form;

### The City Building Glasgow Board

The 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

The Glasgow City Council Representatives are:

Councillor Eva Bolander (Vice-Chairperson)

Councillor Paul Carey

Councillor Allan Casey

The Wheatley Housing Group Limited Representatives are:

Mr Andrew Clark

Ms. Maureen Dowden (Chairperson)

Mr Bryan Duncan

## The City Building Contracts Board

The Board of City Building Contracts currently consists of:

Executive Director of City Building Contracts

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 [Eva Bolander](#) (Chairperson)

Councillor [Paul Carey](#)

Councillor [Allan Casey](#)

Further details about the Councillors (Elected Members), including their registers of interests, 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 and City Building Contracts respectively, although there are a limited number of important decisions that Glasgow City Council and Wheatley Housing Group Limited have reserved to them e.g. a fundamental change in the business (such as moving outside the construction industry).

The City Building Glasgow and City Building Contracts Boards have a Strategic Health & Safety Sub committee and the City Building Contracts 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 Executive Leadership Team who are responsible for the day to day running of the businesses. You can find information on the members of the Executive Leadership Team on Page 25 of this document.

### **External Governance**

City Building Contracts 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 [here](#). How we are run, a description of our governance structure, Board, Committees and other decision making structure 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 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](#)
- [Sustainability](#)
- [Our Values](#)

City Building is committed to “Building a Sustainable Future” for our clients, partners and employees.

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.

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 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 employees, are:

**Excellence:** to deliver quality in everything we do.

**Honesty:** to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.

**Trust:** to be trusted by our employees, clients and partners.

**Inclusion:** we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.

**Community:** to play an important role in the communities of Glasgow we serve. Providing first class services together with jobs and training opportunities for local people.

**Ambition:** to build a culture of excellence, through continuous improvement to deliver outstanding services for all of our customers. All whilst being an employer of choice within the city providing high quality and skilled jobs.

## **External relations (including accountability and reports to regulators)**

### Accountability relationships, including reports to regulators:

**Accountability:** 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.

**Regulatory:** We do not report to any regulators.

**Internal and external audit arrangements:** As a group comprising limited partnerships 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.

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 part 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 see <http://www.citybuildingglasgow.co.uk> (and 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 sufficient 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 ongoing 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](#).

Expenses, policies and procedures, elected members on our board 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 please click [here](#).

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 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 owns and operates Royal Strathclyde Blindcraft Industries (RSBI) one of Europe's largest supported business 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**

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 can be viewed on Page 34 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 28 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 main legislation applying in Scotland can be accessed at <https://www.legislation.gov.uk/ssi/2015/446/contents/made> and more information is available at <https://www.gov.scot/policies/public-sector-procurement/>

We publicise opportunities to provide us with goods, works and services on the Procurement 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 publish information under this class.

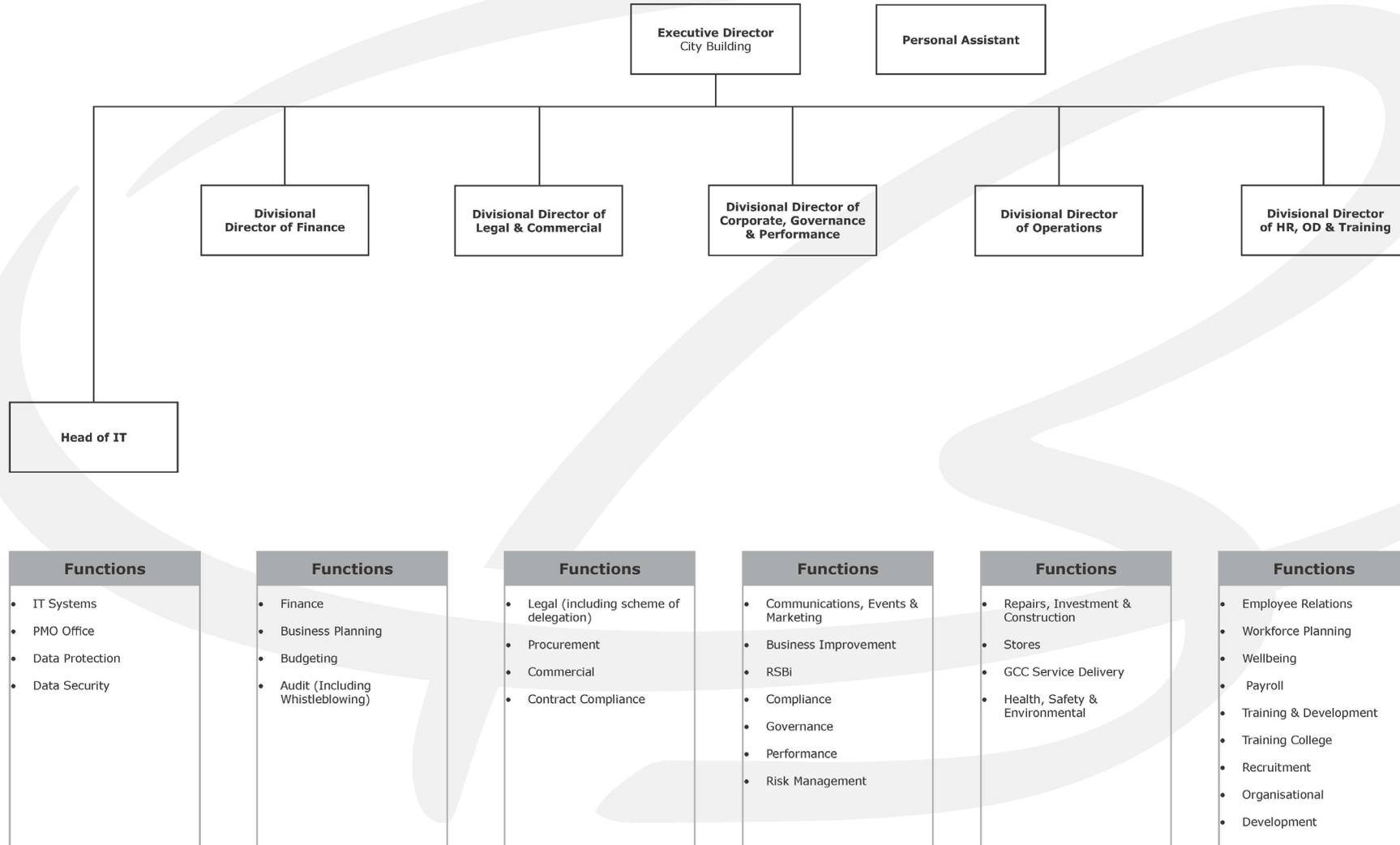
We do hold information made available as part of services we provide e.g. training materials supplied to participants of courses we provide.

**CLASS 9: OUR OPEN DATA**

We do not hold or publish information under this class.



## City Building Leadership Structure - May 2025



Building a Sustainable Future



# Marketing and Communication Strategy

## **Marketing:**

### **Objective:**

To protect City Building's brand amongst external and internal stakeholders, maximising its promotion as:

- a leader in the Construction Sector by delivering excellence to our customers through our organisational values.
- a socially responsible business through our community engagement and awareness.
- an employer of choice through our terms and conditions, opportunities for training, development, and progression.
- as an organisation aware of the environment with aspirations towards sustainability.
- as an organisation with a circle of influence.

### **Aims:**

We will deliver on our objective through positive campaigns across multiple channels including:

- Public relations
- Website
- Intranet
- Digital marketing
- Brand building
- Positive content creation
- Events

### **Public Relations**

Managing our PR and Marketing Partner to create communications to help raise our profile, highlighting our corporate social responsibilities and sustainability objectives

Reviewed June 2025

as well as our mission to contribute excellence in construction, repairs, maintenance and training to customers, our employees, partners, suppliers and the local communities in which we work.

**Website**

Creating an engaging first impression through our website that will inform and promote our work.

**Intranet:**

Creating one point of information for our employees that is engaging and enlightening and honest.

**Digital marketing:**

Develop messaging and content across our agreed digital platforms.



# INFORMATION SECURITY POLICY



## 1. INTRODUCTION

1.1 This document is set out in accordance with City Building (Glasgow) LLP'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 (Glasgow) LLP'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.

This policy applies to staff working from home and in CBG locations.

1.2 Information security is the protection of information (in any form including hand-written, typed, still images, video, voice, paper based or electronic) from a wide variety of threats in order to minimize business risk, ensure business continuity, support information sharing, achieve organisational objectives and develop business opportunities.

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 (Glasgow) LLP, consultants, contractors and 3<sup>rd</sup> parties that may handle or use information held by the organisation. It covers information held in the formats set out above. You may also find its principles useful in the way that you manage your own personal IT equipment or information.

## 2. BASIC INFORMATION SECURITY

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 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.

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. Refer to the password policy when choosing a strong password.
- 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)

Please be advised that under no circumstances should any non-City Building (Glasgow) LLP employees, including former employees, be permitted access to City Building (Glasgow) LLP 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.

If you are in any doubt as to who is an employee, you should request to see their City Building (Glasgow) LLP ID or refer to your line manager. If you are aware of any non-City Building (Glasgow) LLP employee accessing company data please advise your line manager immediately who should in turn report all instances to the Directorate.

Wherever possible please do not leave data in open view of non-City Building (Glasgow) LLP employees and do not leave non City Building (Glasgow) LLP employees unaccompanied where corporate information is present.

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

Reviewed June 2025

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 (Glasgow) LLP owned equipment and be careful not to visit unsuitable sites.

City Building (Glasgow) LLP 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.

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.

No unauthorised software should be downloaded onto any computer owned by City Building (Glasgow) LLP. 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)

Email at work is a less formal way of communicating than through letters. However, if you use City Building (Glasgow) LLP's email address, it suggests that you are corresponding from the organisation in exactly the same way as using City Building (Glasgow) LLP headed paper. Their content should therefore be written in a manner fitting for work.

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.
- 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.
- Do not click on links or attachments sent with emails if you do not recognise the senders' details. If in doubt contact the sender to check.
- 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)

This section covers mobile phones, laptops, tablets or USBs:

- 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 stored when not in use.
- You should be careful how you use your mobile phone – Data usage can be expensive.
- In the event of any City Building (Glasgow) LLP issued devices being lost or stolen it is the responsibility of the user to report it to the IT Service Desk as soon as possible – 0141 287 2389. 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 failure to comply may result in disciplinary action.
- If you have a USB or a disc that has been used on non-City Building (Glasgow) LLP 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 (Glasgow) LLP's network so that it has up to date anti-virus protection.

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

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 (GLASGOW) LLP IT EQUIPMENT AT HOME**

If you have an arrangement to work from home, you will have remote access to the IT Network system through VPN or similar and must use a City Building (Glasgow) LLP laptop. Good information security means that:-

- Your information should be password protected.
- If you use City Building (Glasgow) LLP 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 (Glasgow) LLP.

- 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?

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 (Glasgow) LLP 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 (Glasgow) LLP equipment or information, you can report it to your Line Manager, People Services 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 (Glasgow) LLP 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 People Services at the appropriate times.
- The policy has been updated in accordance with City Building (Glasgow) LLP 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 (Glasgow) 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
Whistleblowing	0845 600 1323
People Services Helpline	0141 287 2121



## Corporate Social Responsibility Policy and Values

City Building (Glasgow) provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group citizens and customers, as well as other public, private and third sector organisations.

City Building (Glasgow) operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.

City Building (Glasgow) plays an important role in delivering for Glasgow and contributing to the common priorities of our members, Glasgow City Council and Wheatley Housing Group including:

- Creating and sustaining high-quality jobs and training opportunities, grounded in the ethos of a “fair day’s pay for a fair day’s work”.
- Strengthening Glasgow’s economy and making our contribution to alleviating poverty and inequality in Glasgow’s communities.
- Tackling the housing emergency through maximising the number of homes available to house homeless households.
- Delivering high quality repairs for Glasgow’s citizens, residents and Wheatley Housing Group’s customers.
- Outstanding levels of customer satisfaction with the quality of service and workmanship.
- Making Glasgow a more sustainable City through reducing carbon emissions and supporting the just transition to Net Zero.
- Protecting Glasgow’s built heritage and its contribution to civic pride and the local economy.
- Increasing our efficiency to create capacity to reinvest in Glasgow.

We will play a key role in supporting our members to address our common priorities through our unwavering focus on customer satisfaction, customer value and customer trust. In doing so we will be recognised by our customers and partners as playing a significant role in making Glasgow a great place to live.

City Building (Glasgow) LLP is committed to:

- Delivering lasting employment opportunities to local people, including those with a disability and / or from minority groups.
- Engaging directly with local community groups and other partners to ensure we maximise opportunities to improve local areas and overall wellbeing.
- Continuing our work on youth citizenship programmes to deliver positive communities.
- Maximising opportunities at our Training College to upskill our workforce in zero carbon systems ensuring we have a multi-skilled workforce for the future.
- Combining commercial success with socially and environmentally responsible practices to give life changing opportunities to those far removed from the labour market.
- Working in partnership with a range of organisations 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 in local communities across the city.

### **Our purpose**

Making Glasgow a great place to live.

### **Our vision**

Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value.

We will deliver for the citizens of Glasgow through high-quality, fair-paying jobs, and training opportunities which build the skills to support a more sustainable city. We will play a key role in reducing inequalities and improving the quality of life for the people and communities of Glasgow.

### **Our Values**

Our values which drive our purpose of making Glasgow a great place to live by using our commercial success to deliver socially inclusive practices, responsible business and fair working practices.

City Building (Glasgow) LLP is committed to “Building a Sustainable Future” for our members, partners and employees. Through constant engagement with our customers, we ensure we have a detailed interpretation of their aspirations and needs.

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 employees, are:

- Excellence** to deliver quality in everything we do.
- Honesty** to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.
- Trust** to be trusted by our employees, clients and partners.
- Inclusion** we are welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.
- Community** to play an important role in the communities of Glasgow we serve. Providing first class services together with jobs and training opportunities for local people.
- Ambition** to build a culture of excellence, through continuous improvement to deliver outstanding services for all our customers. All whilst being an employer of choice within the City providing high quality and skilled jobs.