

## Terms and Conditions – AWH Roofing Ltd

### 1. Privacy Policy

**Last updated: 22<sup>nd</sup> November 2025**

AWH Roofing Ltd ("we", "our", "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

#### 1.1 Information We Collect

We may collect the following personal data:

- **Contact information:** name, email address, phone number, address.
- **Enquiry details** submitted via our contact form.
- **Technical data:** IP address, browser type, device information.
- **Cookies and usage data** for analytics (where consent is given).

#### 1.2 How We Use Your Data

We use your data to:

- Respond to enquiries or quote requests.
- Provide roofing services.
- Improve our website performance and user experience.
- Maintain our business and comply with legal obligations.

#### 1.3 Legal Basis for Processing

We rely on the following lawful bases:

- **Contract** – to provide a quote or complete requested work.
- **Legitimate interests** – for business administration and website operation.
- **Consent** – for non-essential cookies or marketing (if used).
- **Legal obligation** – financial records, tax requirements.

#### 1.4 Data Storage & Retention

We only retain data for as long as necessary:

- Enquiry forms: up to 12 months.
- Customer records: up to 7 years (legal and accounting requirements).
- Cookie data: per cookie expiration settings.

#### 1.5 Sharing Your Information

We may share data with:



# AWH ROOFING LTD

- 07889 140051
- alex@awhroofing.co.uk
- www.awhroofing.co.uk
- 5 Dogwood Road, Bishop's Stortford, Hertfordshire, CM23 1GL

- Service providers such as website hosting or analytics tools.
- Subcontractors assisting with roofing work.
- Legal or regulatory bodies where required.

We do **not** sell personal data.

## 1.6 Your Rights

Under UK GDPR, you have the right to:

- Access your data.
- Request correction or deletion.
- Withdraw consent (for cookie/marketing consent).
- Request data portability.
- Object to processing.

To exercise your rights, contact us at: **Email:** alex@awhroofing.co.uk **Phone:** 07889 140051 **Address:** 10 Western Road, Romford, Essex, RM1 3JT, United Kingdom

## 1.7 Contact Information

For data protection concerns, contact our Data Protection Lead: **Data Protection Lead – AWH Roofing Ltd** Email: alex@awhroofing.co.uk

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## 2. Cookie Policy

### 2.1 What Are Cookies?

Cookies are small files placed on your device when visiting our website. They help improve functionality, performance, and user experience.

### 2.2 Types of Cookies We Use

- **Essential cookies** – required for website functionality.
- **Analytics cookies** – to help us understand website usage (set only with consent).

### 2.3 Cookie Consent

Under the Privacy and Electronic Communications Regulations (PECR):

- Non-essential cookies (e.g., analytics) are **not set until you opt-in**.
- You may change your preferences at any time using the cookie settings banner.

### 2.4 Managing Cookies

Most browsers allow you to control cookies through settings. Disabling cookies may affect website performance.

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## 3. Terms & Conditions

### 3.1 Website Terms of Use

By using [www.awhroofing.co.uk](http://www.awhroofing.co.uk), you agree to:

- Use the website for lawful purposes only.
- Not attempt to copy, modify, or hack the site.
- Acknowledge that all content is owned by AWH Roofing Ltd.

### 3.2 Service Terms (Roofing Work)

- Quotes are valid for 30 days unless otherwise stated.
- All work is subject to a written agreement or accepted quotation.
- Payment terms will be outlined in your quote or contract.
- Guarantees (where applicable) will be specified in writing. While many companies offer guarantees, we provide the added reassurance of optional insurance-backed protection, supported by free manufacturer warranties from leading systems such as RubberBond, Protan and FlexiTec when installed to specification.

### 3.3 Refunds, Cancellations & Complaints

- Cancellations must be made in writing.
- Where materials have been purchased, cancellation charges may apply.
- Complaints can be submitted via email and will be acknowledged within 5 working days.

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## 4. Accessibility Statement

AWH Roofing Ltd is committed to making our website accessible in line with the Equality Act 2010.

### 4.1 Our Commitment

We aim to:

- Provide clear structure and readable text.
- Ensure compatibility with screen readers.
- Offer alternative contact methods for users with disabilities.

### 4.2 Steps We Are Taking

- Using descriptive text for links and images.
- Maintaining simple website navigation.
- Responding to accessibility feedback.

### 4.3 Contact for Accessibility Issues

If you experience accessibility barriers, please contact: **Email:** [alex@awhroofing.co.uk](mailto:alex@awhroofing.co.uk) **Phone:** 07889 140051

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# AWH ROOFING LTD



07889 140051



alex@awhroofing.co.uk



www.awhroofing.co.uk



5 Dogwood Road, Bishop's Stortford,  
Hertfordshire, CM23 1GL

## 5. Legal Information

**AWH Roofing Ltd**

**Company number:** 16346701

**VAT number:** 490 5481 74

**Registered office:** 10 Western Road, Romford, Essex, RM1 3JT, United Kingdom

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## 6. Environmental Policy

AWH Roofing Ltd is committed to conducting our roofing services in an environmentally responsible and sustainable manner. We recognise the impact that construction and roofing activities can have on the environment and take active steps to minimise this impact.

### 6.1 Environmentally Conscious Waste Management

We ensure all waste materials generated from our roofing projects are handled, transported, and disposed of safely, responsibly, and in accordance with UK environmental regulations.

Our procedures include:

- Segregating waste materials (tiles, slates, timber, metal, plastics, insulation, packaging).
- Recycling materials wherever possible.
- Ensuring hazardous materials (e.g., asbestos, certain chemical products) are handled and disposed of legally and safely by licensed professionals.
- Reducing landfill waste through responsible disposal practices.

### 6.2 Partnership With Licensed Waste Disposal Companies

We work exclusively with reputable, fully licensed waste management companies who comply with:

- The Environmental Protection Act 1990
- The Waste (England and Wales) Regulations 2011
- Duty of Care regulations for waste transfer

These partners provide certified waste transfer notes for all materials removed, ensuring full traceability and legal compliance.

### 6.3 Reducing Our Environmental Impact

AWH Roofing Ltd continually looks for ways to reduce environmental harm by:

- Selecting sustainable and recyclable materials where suitable.
- Minimising site disturbance and pollution.
- Reducing fuel consumption and unnecessary travel.
- Maintaining clean, tidy sites to prevent environmental contamination.

### 6.4 Continuous Improvement

We regularly review our environmental practices and remain committed to:

- Meeting or exceeding environmental legislation.
- Adopting better technologies and methods that reduce environmental impact.
- Training staff on proper waste handling and eco-friendly practices.

For more information about our environmental commitments, please contact us at [alex@awhroofing.co.uk](mailto:alex@awhroofing.co.uk) or **07889 140051**.

## 7. Health & Safety Policy

AWH Roofing Ltd is committed to maintaining the highest standards of health and safety for our employees, subcontractors, customers, and the general public. We comply fully with the Health and Safety at Work Act 1974 and all relevant UK regulations.

### 7.1 Hot Works Statement

"Hot Works" refers to any activity involving open flames, heat, or sparks that could ignite materials on site (such as torch-on felt roofing, open flame repairs, and cutting or grinding operations).

AWH Roofing Ltd manages Hot Works with strict precautions and control measures.

#### 7.1.1 Control Measures for Hot Works

- Hot Works permitted only for trained and competent operatives.
- A formal **Hot Works Permit system** is used where applicable.
- Fire extinguishers, fire blankets, and heat-resistant tools remain on site and accessible.
- A dedicated fire watch is maintained during operations and for at least 60 minutes after.
- Combustible materials are removed or protected in the work area.
- Weather conditions, especially wind, are assessed before starting Hot Works.

#### 7.1.2 Equipment and Gas Safety

- All torches, hoses, and gas regulators are inspected before use.
- Gas cylinders are stored upright and away from ignition sources.
- Damaged or defective equipment is removed from service immediately.

#### 7.1.3 Fire Prevention and Checks

- Fire safety equipment is positioned within immediate reach.
- Staff are trained in emergency procedures and fire extinguisher use.
- A thorough fire inspection is carried out after Hot Works before leaving the site.

### 7.2 General Health & Safety Commitments\*\*

AWH Roofing Ltd is committed to maintaining the highest standards of health and safety for our employees, subcontractors, customers, and the general public. We comply fully with the Health and Safety at Work Act 1974 and all relevant UK regulations.

## 7.1 Our Health & Safety Commitments

- Provide safe systems of work on all roofing projects.
- Ensure all workers are competent, trained, and aware of site-specific risks.
- Supply appropriate Personal Protective Equipment (PPE) including helmets, gloves, harnesses, and safety footwear.
- Conduct regular toolbox talks and safety briefings.
- Maintain equipment and tools to prevent accidents.

## 7.2 Working at Height

Roofing involves significant risk, especially working at height. We ensure:

- Use of approved scaffolding, edge protection, and fall-arrest systems.
- Only trained and competent workers operate at height.
- Risk assessments identify hazards before work begins.

## 7.3 Site Safety and Public Protection

- All sites are secured and barriers installed where required.
- Materials and tools are stored safely to prevent injury.
- Dust, noise, and debris are controlled to minimise disruption.

## 7.4 Incident Reporting

All accidents, injuries, or near-misses are reported, recorded, and investigated to prevent recurrence.

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## 8. Complaints Procedure

AWH Roofing Ltd is committed to providing a high standard of customer service. If you have a complaint, we aim to resolve it quickly and professionally.

### 8.1 How to Make a Complaint

You may submit a complaint via:

- Email: [alex@awhroofing.co.uk](mailto:alex@awhroofing.co.uk)
- Phone: **07889 140051**

Please include your name, contact details, and details of your concern.

### 8.2 Our Process

- We will acknowledge all complaints within **5 working days**.
- A full investigation will be carried out by a senior member of the team.
- We aim to provide a written or verbal response within **14 days**.

- If further time is needed due to complexity, we will inform you.

### 8.3 Escalation

If you are not satisfied with the outcome, we will escalate your complaint internally for further review.

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## 9. Risk Assessment Statement

AWH Roofing Ltd carries out risk assessments for all roofing projects to identify hazards and control risks.

### 9.1 Key Risks Considered

- Working at height
- Falling objects
- Manual handling
- Weather conditions
- Electrical hazards
- Hazardous materials (e.g., asbestos)

### 9.2 Control Measures

- Use of scaffolding and safety rails
- Wearing appropriate PPE
- Designated drop zones and tool tethering
- Weather monitoring and safe working conditions
- Use of licensed asbestos professionals where required

### 9.3 Method Statements

For complex or high-risk projects, we provide additional Method Statements outlining safe working procedures.

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## 10. Anti-Slavery & Human Trafficking Policy

AWH Roofing Ltd is committed to preventing modern slavery and human trafficking in our business and supply chain. We comply with the Modern Slavery Act 2015.

### 10.1 Our Commitments

- Zero tolerance for forced labour, exploitation, or human trafficking.
- Ensuring ethical employment practices in our business and subcontractor network.
- Reviewing supply chains to identify potential risks.
- Training management and staff to recognise signs of modern slavery.

### 10.2 Reporting Concerns

Any concerns regarding modern slavery can be reported confidentially to [alex@awhroofing.co.uk](mailto:alex@awhroofing.co.uk). All reports will be taken seriously and investigated.

## 11. Right to Work Checks for Subcontractors

AWH Roofing Ltd ensures all subcontractors and labourers working on our projects have the legal right to work in the United Kingdom.

### 11.1 Verification Process

Before engaging subcontractors, we:

- Verify identity through passports or approved ID.
- Conduct right-to-work checks in accordance with the Immigration, Asylum and Nationality Act 2006.
- Keep secure records of checks performed.

### 11.2 Ongoing Compliance

- Repeat checks for time-limited work visas.
- Immediately remove and report any worker who cannot prove their right to work.
- Work only with subcontractors who demonstrate compliance.

### 11.3 Subcontractor Responsibility

Subcontractors must confirm their workforce is legally permitted to work in the UK and provide documentation upon request.

## 12. Quality Assurance Policy

AWH Roofing Ltd is committed to delivering high-quality roofing services that meet or exceed customer expectations. We continually improve our standards, processes, and workmanship to ensure long-term reliability and customer satisfaction.

### 12.1 Quality Objectives

- Deliver roofing work to industry best-practice standards.
- Ensure all materials used are of high quality and sourced from reputable suppliers.
- Complete projects within agreed timescales and budgets.
- Maintain clear communication with customers throughout each project.

### 12.2 Our Approach to Quality

- Regular inspections of work throughout each project.
- Supervisors verify that roofing installations meet manufacturer specifications.
- Continuous staff and subcontractor training.
- Feedback from customers used to improve services.

## 12.3 Continuous Improvement

We review our processes regularly and take action to:

- Increase efficiency and safety.
- Reduce defects and rework.
- Improve the customer experience.

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## 13. Insurance Statement

AWH Roofing Ltd maintains full and up-to-date insurance cover appropriate to roofing works in the UK.

### 13.1 Insurance Cover Held

We hold the following insurance policies:

- **Public Liability Insurance** – covering accidental injury or property damage to third parties.
- **Employers' Liability Insurance** – mandatory cover protecting employees (including labour-only subcontractors).
- **Contractors' All Risks Insurance** (where applicable) – covering materials and works in progress.

Copies of insurance certificates are available upon request. Customers may request proof of insurance before work begins.

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## 14. Safeguarding Policy

AWH Roofing Ltd is committed to safeguarding vulnerable people, including children, elderly individuals, and vulnerable adults, who may be present at properties where we work.

### 14.1 Our Safeguarding Commitments

- Protect all individuals from harm, harassment or exploitation.
- Ensure all staff behave professionally and respectfully in customers' homes.
- Report any concerns about vulnerable individuals to the appropriate authority.

### 14.2 Staff Conduct Requirements

All staff and subcontractors must:

- Show respect to all customers and household members.
- Never enter restricted or private areas without permission.
- Never engage in inappropriate or unsafe behaviour.
- Avoid working alone with vulnerable individuals wherever possible.

### 14.3 Reporting Safeguarding Concerns

Any safeguarding concern must be reported immediately to management via [alex@awhroofing.co.uk](mailto:alex@awhroofing.co.uk). If there is immediate danger, staff must contact emergency services without delay.

## 15. Training & Competency Policy

AWH Roofing Ltd ensures that all employees and subcontractors are trained, competent, and capable of carrying out roofing work safely and to a high standard.

### 15.1 Training Commitments

- Provide ongoing training in health & safety, working at height, Hot Works, manual handling, and use of PPE.
- Ensure all new operatives receive site induction and task-specific instructions.
- Maintain training records for all staff and subcontractors.
- Provide refresher training when regulations, equipment, or working methods change.

### 15.2 Competency Standards

All operatives must demonstrate:

- Appropriate roofing knowledge and practical skill.
- Understanding of safety requirements.
- Ability to follow method statements and risk assessments.

Supervisors assess competency regularly and additional training is arranged where needed.

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## 16. Subcontractor Management Policy

AWH Roofing Ltd engages subcontractors only when they meet our standards for quality, safety, and legal compliance.

### 16.1 Pre-Engagement Checks

Before subcontractors begin work, we verify:

- Right to work in the UK.
- Competency and experience.
- Proof of public liability and (where required) employers' liability insurance.
- Relevant qualifications or training certifications.
- Compliance with health & safety legislation.

### 16.2 Performance Monitoring

- Supervisors regularly inspect subcontractor workmanship.
- Safety behaviour and compliance are monitored on site.
- Non-compliance results in corrective action or removal from site.

### 16.3 Documentation Requirements

Subcontractors must provide:

- Risk assessments and method statements (RAMS) where applicable.
- Copies of all insurance documents.
- Evidence of training or trade qualifications.

## 17. Domestic Working Environment Code of Conduct

AWH Roofing Ltd recognises that most roofing work takes place at customers' homes. We maintain professionalism and respect in all domestic environments.

### 17.1 Conduct Expectations

All staff and subcontractors must:

- Treat customers and household members with courtesy and respect.
- Use appropriate language and behaviour at all times.
- Maintain a tidy working area and clean up at the end of each day.
- Protect property, gardens, vehicles, and personal belongings from damage.
- Avoid loud or disruptive behaviour unless unavoidable due to the work being carried out.

### 17.2 Home Protection Measures

Where applicable, we will:

- Use dust sheets, protective coverings, and debris nets.
- Prevent damage to driveways, fences, and guttering.
- Store materials safely to avoid hazards.

### 17.3 Respect for Privacy

- Workers will not enter internal areas of a home unless invited and necessary.
- No photos or videos are taken without explicit permission.

### 17.4 Customer Communication

- Customers will be informed of work schedules and any changes.
- Any concerns raised by the customer will be addressed promptly and professionally.

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## 18. Equality & Diversity Policy

AWH Roofing Ltd is committed to providing a working environment that promotes equality, diversity, and inclusion. We do not tolerate discrimination of any kind.

### 18.1 Our Commitments



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- Provide equal opportunities regardless of age, disability, gender, race, religion, sexual orientation, or background.
- Ensure recruitment, training, and promotion are based solely on merit.
- Foster a respectful and inclusive workplace culture.
- Prevent harassment, bullying, or victimisation.

## 18.2 Responsibilities

- Management ensures compliance with the Equality Act 2010.
- All staff and subcontractors must treat others fairly and respectfully.

## 18.3 Reporting Issues

Any breach of this policy can be reported confidentially to [alex@awhroofing.co.uk](mailto:alex@awhroofing.co.uk) and will be investigated promptly.

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## 19. COSHH (Control of Substances Hazardous to Health) Policy

AWH Roofing Ltd ensures that all hazardous substances used during roofing work are managed safely and in compliance with the COSHH Regulations 2002.

### 19.1 Identifying Hazardous Substances

Hazardous materials may include:

- Adhesives, sealants, and solvents
- Bitumen products
- Cleaning chemicals
- Dust, fumes, and fibres

### 19.2 Control Measures

- COSHH assessments are completed for all hazardous products.
- Safety Data Sheets (SDS) are kept for all chemicals.
- PPE (gloves, masks, goggles) is provided where necessary.
- Ventilation and dust suppression measures are used when required.

### 19.3 Training

All staff receive COSHH awareness training, including how to store, use, and dispose of hazardous materials safely.

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## 20. Fire Safety Policy

AWH Roofing Ltd is committed to preventing fire risks during all roofing operations.

### 20.1 Risk Prevention

- Hot Works follow our dedicated Hot Works procedures.

- Flammable materials are stored securely and away from ignition sources.
- Emergency fire equipment (extinguishers, blankets) is available on all active sites.

## 20.2 Site Procedures

- Fire exits and escape routes are kept clear.
- Staff and subcontractors are trained in fire response.
- A fire watch is carried out after Hot Works.

## 20.3 Emergency Response

In the event of a fire:

- Stop work immediately.
- Raise the alarm and contact emergency services if necessary.
- Follow supervisor instructions and evacuate safely.

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## 21. Corporate Social Responsibility (CSR) Policy

AWH Roofing Ltd is committed to acting responsibly, ethically, and sustainably in all areas of our business. Our corporate responsibility focuses on environmental care, community engagement, ethical practices, and long-term sustainability.

### 21.1 Ethical Business Practices

We operate with integrity and professionalism by:

- Complying with all UK laws and industry regulations.
- Maintaining transparent and honest communication with customers and suppliers.
- Ensuring fair treatment of staff, subcontractors, and partners.

### 21.2 Community Support & Local Engagement

AWH Roofing Ltd values the communities in which we work and aims to contribute positively by:

- Hiring locally where possible.
- Supporting local businesses, suppliers, and services.
- Providing fair-priced, high-quality roofing work to local residents.

### 21.3 Environmental Responsibility

As outlined in our Environmental Policy, we:

- Reduce waste and recycle materials whenever possible.
- Partner with licensed waste disposal providers.
- Seek environmentally conscious products and roofing systems.

## 21.4 Workforce Wellbeing

We strive to create a safe, supportive, and positive working environment by:

- Offering training and professional development.
- Enforcing strong health & safety standards.
- Promoting equality, diversity, and inclusion.

## 21.5 Responsible Supply Chain

We engage only with suppliers and subcontractors who:

- Demonstrate high levels of professionalism.
- Meet legal compliance and right-to-work requirements.
- Adhere to ethical labour practices and anti-slavery standards.

## 21.6 Continuous Improvement

AWH Roofing Ltd reviews its corporate responsibility efforts regularly and seeks opportunities to:

- Reduce environmental impact even further.
- Improve community engagement.
- Strengthen ethical business practices.

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## 22. Supplier Code of Conduct

AWH Roofing Ltd is committed to working only with suppliers who uphold high standards of quality, safety, environmental responsibility, and ethical practice. This Supplier Code of Conduct outlines the expectations and requirements for all suppliers, subcontractors, and material providers.

### 22.1 Ethical and Legal Compliance

Suppliers must:

- Comply with all applicable UK laws and regulations.
- Operate in accordance with the Modern Slavery Act 2015.
- Ensure fair labour practices with no forced, illegal, or child labour.
- Maintain transparent and honest business operations.

### 22.2 Sourcing Appropriate, High-Quality Materials

AWH Roofing Ltd requires suppliers to:

- Provide high-quality roofing materials that meet British Standards (BS) and manufacturer specifications.
- Supply genuine products from reputable manufacturers.
- Ensure materials are durable, safe, and suitable for their intended use.

- Provide accurate product information, safety data sheets (SDS), and certifications when needed.

## 22.3 Preference for Local and Sustainable Sourcing

Where possible, suppliers should:

- Source materials locally within the UK to reduce transport emissions and support local economies.
- Offer environmentally conscious materials and products.
- Minimise packaging waste and use recyclable or biodegradable packaging where possible.
- Demonstrate sustainable supply chain practices.

## 22.4 Environmental Standards

Suppliers must manage their operations responsibly by:

- Reducing waste and implementing recycling measures.
- Handling hazardous materials safely and in compliance with UK regulations.
- Avoiding unnecessary environmental impact throughout their supply chain.

## 22.5 Health & Safety Compliance

Suppliers must:

- Provide materials that comply with health & safety requirements.
- Ensure safe loading, transport, and offloading of materials.
- Communicate hazards clearly through labels, SDS, and instructions.

## 22.6 Delivery and Professional Conduct

Suppliers are expected to:

- Deliver materials on time and in good condition.
- Maintain polite, professional conduct when interacting with customers, staff, or the public.
- Inform AWH Roofing Ltd immediately of any delivery delays, shortages, or issues.

## 22.7 Monitoring and Compliance

AWH Roofing Ltd reserves the right to:

- Request evidence of supplier compliance with this Code of Conduct.
- Conduct performance reviews of supplier quality, reliability, and behaviour.
- End supplier relationships where standards are not met.