policies and procedures
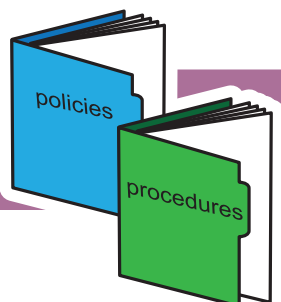
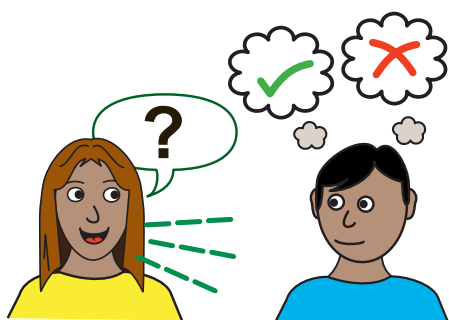### Our 'policies and procedures' are the rules about how we do things at Pyramid.

Following our policies and procedures helps to keep everybody safe.
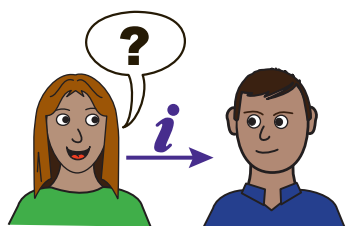
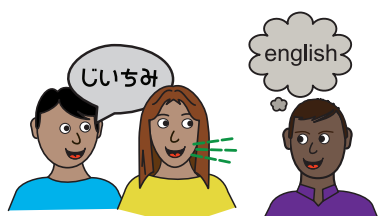The policies and procedures also tell us what to do if something goes wrong.

It is important that everybody at Pyramid can access and understand our policies and procedures.

The office team can help with this.

Please contact us if you would like support to read or understand this policy.

We can meet with you to talk about it. Or we can provide information in different format / language to suit your needs.

phone: **0113 234 6040**
text: **07531 215 999**
email: **governance@pyramid.org.uk**

Personal Safety and Security Statement

We want everyone to be, and to feel, safe at Pyramid.

This statement tells you where to find information about safety and security at Pyramid.

Key terms / words	Please use the **glossary of policy terms** for definitions of key terms used in our policies and procedures.
Clarifications	The term 'worker' is used in this policy to refer to anyone doing work for Pyramid, in any capacity, whether paid or voluntary.
Who does this policy / procedure apply to?	Everyone.
Related policies and procedures	Data Protection Policy Lone Working Policy Privacy Statement Complaints Procedure Safeguarding Procedures Grievance Procedure Health and Safety Policy Whistleblowing Policy
Who is responsible for this document?	The Operations Manager is responsible for making sure that this document is kept up-to-date with accurate information, and that it is made available to anyone who wants to read it. The Board of Trustees have a legal responsibility to ensure that Pyramid has appropriate policies and procedures in place.
When was this document last checked?	The Trustees review all Pyramid policies and procedures on a rolling basis, and more often as required (for example, if there is a change in the law, or an incident review). This document was last checked by the Trustees on 03 March 2025.
Who to contact	If you have a question about this policy, or need support to understand it, please contact the Operations Manager. **Email** **Phone** governance@pyramid.org.uk 0113 234 6040

All Pyramid policies and procedures are available on our website, or by asking any member of staff for a copy. https://pyramid.org.uk/policies-and-procedures/

Personal Information

The **Data Protection Policy** and **Privacy Statement** explains what personal information we collect, and how we process and protect it.

Safeguarding

The **Safeguarding Adults at Risk** and **Safeguarding Children Protection Policies** explain how we define and recognise abuse; what we do to protect people from abuse in our groups, and what to do if you believe someone at Pyramid is at risk of, or experiencing, abuse.

Health and Safety

The **Health and Safety Policy** and Lone Working Policy explain how we keep our members and employees physically safe. The **Risk Assessment and Management Policy** explains how we think about and minimise risk.

Accountability

The **Complaints Procedure** (for people who are not paid by Pyramid), **Grievance Procedure** (for people who are paid by Pyramid) and **Whistleblowing Policy** explain what to do if you believe Pyramid has failed in any aspect of its duty of care.