

MASTER CATEGORY FRAMEWORK

PRN-95: **Master Category Framework**

Company Name: AI Auto-Tech Ltd

Trading/Business Name: Trusted Companionship

Company Registration Number: 15556946

SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled

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Below is the Policy Structure at Glance

1. Governance, Leadership & Compliance
2. Ethics, Values & Culture
3. Safeguarding, Protection & Human Rights
4. Equality, Diversity, Inclusion & Accessibility
5. Human Resources & Workforce Management
6. Volunteer Management
7. Health, Safety & Risk Management
8. Service User Care, Support & Delivery
9. Service Access, Referrals & Transitions
10. Companion Service Standards
11. Information Governance, Privacy & Cyber Security
12. Finance, Fraud & Commercial Controls
13. Complaints, Feedback & Whistleblowing
14. Partnerships, Stakeholders & Community Engagement
15. Quality Assurance & Continuous Improvement
16. Legal, Contracts & Terms of Service
17. Environmental Sustainability

This revised categorisation is fully aligned with the updated Companion Charter and the final PRN-1 to PRN-165 policy framework. The below is subject to future changes both electronically and hardcopies.

1. Governance, Leadership & Compliance

Ref	Policy
PRN-007	Board Resolution Policy
PRN-029	Compliance Monitoring
PRN-033	Conflict of Interest Policy
PRN-072	Governance and Accountability Policy
PRN-073	Governance Board and Trustee Responsibilities Policy
PRN-095	Policies Master Category Framework
PRN-096	Policy Compliance & Enforcement
PRN-097	Policy Development Review and Document Control Policy
PRN-098	Policy Review Policy
PRN-141	Trustee Recruitment Appointment and Development Policy
PRN-165	Requests and Approval Governance Policy

2. Ethics, Values, Conduct & Culture

Ref	Policy
PRN-018	Code of Conduct Policy
PRN-019	Code of Conduct and Ethical Behaviour Policy
PRN-020	Code of Ethics
PRN-027	Compassionate Practice Policy
PRN-046	Dignity and Respect Policy
PRN-050	Emotional Intelligence Policy
PRN-103	Professional Appearance & Dress Code Policy
PRN-104	Professional Boundaries Policy
PRN-105	Professionalism Policy
PRN-106	Proxy Working Policy
PRN-133	Staff Conduct and Behaviour Policy
PRN-145	Values and Culture Policy

3. Safeguarding, Protection & Human Rights

Ref	Policy
PRN-03	Adult Safeguarding Policy
PRN-015	Child Abuse Policy
PRN-042	Deprivation of Liberty Awareness Policy
PRN-049	Domestic Abuse Policy

PRN-063	Financial Safeguarding Policy
PRN-088	Mental Capacity Act Policy
PRN-089	Modern Slavery and Human Trafficking Policy
PRN-099	Prevent Duty Awareness Policy
PRN-117	Safeguarding Children Policy
PRN-118	Safeguarding Reporting and Escalation Procedure
PRN-159	Working with Vulnerable Adults Policy
PRN-160	Working with Vulnerable Adults Procedure
PRN-161	Working with Vulnerable Children Policy
PRN-163	Radicalism, Extremism and Terrorism Organisations Policy

4. Equality, Diversity, Inclusion & Accessibility

Ref	Policy
PRN-001	Accessibility and Inclusive Communication Policy
PRN-002	Accessibility Statement
PRN-004	Anti-Harassment and Anti-Discrimination Policy
PRN-006	Anti-Bullying and Harassment Policy
PRN-037	Cultural Competence Policy
PRN-043	Digital Inclusion Support Policy
PRN-056	Equality Diversity and Inclusion Monitoring Policy
PRN-057	Equality Diversity and Inclusion Policy
PRN-058	Equality Impact Assessment
PRN-059	Equality Impact Assessment Policy and Procedure

5. Human Resources & Workforce Management

Ref	Policy
PRN-047	Disciplinary Policy
PRN-048	Disciplinary Procedures
PRN-051	Employee Wellbeing Policy
PRN-066	Flexible Working Policy
PRN-070	General Leave Policy
PRN-074	Grievance Policy
PRN-078	Induction Policy
PRN-082	Learning and Development Policy
PRN-102	Probation Policy
PRN-110	Recruitment and Selection Policy
PRN-115	Returning to Work After Suspension Policy
PRN-130	Sick Leave Policy
PRN-136	Supervision and Appraisal Policy
PRN-137	Suspension Policy
PRN-139	Training Learning and Competency Assessment Procedure

PRN-154	Wellbeing Monitoring Policy
PRN-162	Zero Contract Policy

6. Volunteer Management

Ref	Policy
PRN-147	Volunteer and Service User Matching Procedure
PRN-149	Volunteer Expenses and Reimbursement Policy
PRN-150	Volunteer Management Policy
PRN-151	Volunteer Recognition and Retention Policy
PRN-152	Volunteer Recruitment Induction and Supervision Procedure

7. Health, Safety & Risk Management

Ref	Policy
PRN-010	Business Continuity and Emergency Planning Policy
PRN-011	Business Continuity Testing and Emergency Response Procedure
PRN-053	Environmental Safety & Home Condition Policy
PRN-064	Fire Safety Policy
PRN-065	First Aid Policy
PRN-075	Health and Safety Policy
PRN-076	Incident Reporting and Investigation Procedure
PRN-077	Incident Reporting Policy
PRN-079	Infection Prevention and Control Policy
PRN-083	Lone Working and Community Visits Procedure
PRN-084	Lone Working Policy
PRN-085	Lone Working Procedure for Volunteers and Employees
PRN-087	Manual Handling Awareness Policy
PRN-093	Personal Security Policy
PRN-116	Risk Assessment Policy
PRN-134	Staff Safety Policy
PRN-146	Vehicle and Transportation Policy
PRN-148	Violence and Aggression Policy
PRN-157	Working in Pairs and Multi Staff Working Policy

8. Service User Care, Support & Delivery

Ref	Policy
PRN-012	Care and Support Planning Policy
PRN-014	Check Up on Client Policy
PRN-016	Client Engagement Policy

PRN-017	Client Interaction & Communication Policy
PRN-022	Community Participation Policy
PRN-034	Consent Documentation Policy
PRN-052	End-of-Life Support and Compassion Policy
PRN-061	Family Engagement Policy
PRN-086	Loneliness and Social Connection Policy
PRN-090	Overnight Companionship Policy
PRN-094	Person-Centred Support Policy
PRN-113	Relationship-Centred Care Policy
PRN-120	Service User Assessment Policy
PRN-123	Service User Engagement Participation and Co-Production Policy
PRN-124	Service User Involvement Policy
PRN-125	Service User Outcomes Measurement and Impact Assessment Policy
PRN-126	Service User Participation and Feedback Policy
PRN-128	Service User Review and Outcome Monitoring Procedure
PRN-129	Service User Rights Policy
PRN-140	Travel & Holiday Companionship Policy
PRN-158	Working with Other Social Workers and Carers Policy
PRN-164	Companions Errands Policy

9. Service Access, Referrals & Transitions

Ref	Policy
PRN-025	Companion Referral Engagement Policy
PRN-111	Referral Policy
PRN-114	Rescheduling Policy
PRN-119	Service Closure and Exit Procedure
PRN-127	Service User Referral Assessment and Allocation Procedure
PRN-153	Waitlist Policy

10. Companion Service Standards

Ref	Policy
PRN-023	Companion Charter
PRN-024	Companion Completion Checklist
PRN-026	Companionship Standards Policy
PRN-041	Definition of Done, Good, Fulfilled, Daily Output and Deliverable Completion

11. Information Governance, Privacy & Cyber Security

Ref	Policy
PRN-031	Confidential Information Management Policy
PRN-032	Confidentiality Policy
PRN-038	Cyber Security Policy
PRN-039	Data Processing Statement
PRN-040	Data Protection and GDPR Policy
PRN-044	Digital Security & Device Use Policy
PRN-045	Digital Video Call Facilitation Policy
PRN-080	Information Governance and Cyber Security Policy
PRN-081	Information Sharing and Confidentiality Procedure
PRN-100	Privacy Notice (For Clients)
PRN-101	Privacy Policy
PRN-109	Records Management and Record Keeping Policy
PRN-121	Service User Confidentiality and Consent Procedure
PRN-122	Service User Consent and Capacity Procedure
PRN-142	Use of Personal and Service Users Gadget Policy
PRN-143	Use of Phone & Personal Gadget Policy

12. Finance, Fraud & Commercial Controls

Ref	Policy
PRN-005	Anti-Bribery Policy
PRN-013	Cashless Policy
PRN-060	Expenses Policy
PRN-062	Financial Management and Internal Controls Policy
PRN-067	Fraud Bribery and Corruption Prevention Policy
PRN-068	Fraud Prevention and Detection Policy
PRN-069	Fundraising Donations and Sponsorship Policy
PRN-071	Gifts Hospitality and Donations Policy

13. Complaints, Feedback & Whistleblowing

Ref	Policy
PRN-028	Complaints Policy
PRN-030	Compliments, Complaints and Feedback Handling Procedure
PRN-155	Whistleblowing (Protected Disclosure) Policy
PRN-156	Whistleblowing Policy

14. Partnerships, Stakeholders & Community Engagement

Ref	Policy
PRN-021	Community Engagement and Outreach Policy
PRN-091	Partnership Engagement Policy
PRN-092	Partnership Working and External Agencies Policy
PRN-131	Social Isolation Reduction Policy
PRN-132	Social Value Policy
PRN-135	Stakeholder Engagement & Communication Policy

15. Quality Assurance & Continuous Improvement

Ref	Policy
PRN-107	Quality Assurance and Improvement Policy
PRN-108	Quality Audit and Service Inspection Procedure
PRN-112	Reflective Practice Policy

16. Legal, Contracts & Terms of Service

Ref	Policy
PRN-008	Booking Policy
PRN-009	Breach of Policy, Terms & Conditions Penalties Policy
PRN-035	Contract Cancellation
PRN-036	Contract Cancellation and Refund Policy
PRN-138	Terms of Service
PRN-144	Users Terms and Conditions

17. Environmental Sustainability

Ref	Policy
PRN-054	Environmental Sustainability and Social Responsibility Policy
PRN-055	Environmental Sustainability Policy

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