

## **SNIPEF Training Services Ltd – Code of Conduct Contacts**

At SNIPEF Training Services Ltd (STS), we are committed to providing a positive and professional environment for all apprentices and employers within the Plumbing and Heating Industry. Our Code of Conduct outlines the standards and expectations for workplace behaviour, and we understand that having the right support is essential for navigating any challenges or questions that may arise.

This document provides a comprehensive list of key contacts to assist you in upholding the Code of Conduct. Whether you need guidance on workplace behaviour, advice on handling conflicts, or support with legal responsibilities, these resources are here to help. Remember, maintaining a respectful and compliant workplace is a shared responsibility, and we're here to support you every step of the way.

### **SNIPEF Training Services Ltd Contacts**

#### **Regional Training Officers (RTOs)**

Contact your assigned RTO for guidance and support on Code of Conduct related matters. If you don't know who your RTO is, contact STS directly:

Phone: 0131 556 0600

Email: [training@snipef.org](mailto:training@snipef.org)

#### **SNIPEF Training Services Ltd Head Office**

For general inquiries or support related to the Code of Conduct:

Phone: 0131 524 1245

Email: [training@snipef.org](mailto:training@snipef.org)

Website: [www.becomeaplumber.org](http://www.becomeaplumber.org)

### **External Support Contacts**

#### **Advisory, Conciliation and Arbitration Service (ACAS)**

For free advice on workplace rights, issues, and resolving disputes:

Phone: 0300 123 1100

Website: [www.acas.org.uk](http://www.acas.org.uk)

#### **Citizens Advice Scotland**

For guidance on workplace concerns, employment rights, and legal advice:

Phone: 0800 028 1456

Website: [www.cas.org.uk](http://www.cas.org.uk)

#### **Equality Advisory Support Service (EASS)**

For advice on equality, discrimination, and workplace fairness:

Phone: 0808 800 0082

Website: [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)

#### **Health and Safety Executive (HSE)**

For concerns regarding workplace safety and health-related issues:

Phone: 0300 003 1747

Website: [www.hse.gov.uk](http://www.hse.gov.uk)

Follow us on social media:    @SNIPEFtraining

**Scottish Human Rights Commission**

For advice on human rights in Scotland, including workplace concerns:

Phone: 0131 297 5750

Website: [www.scottishhumanrights.com](http://www.scottishhumanrights.com)

**Mental Health and Wellbeing Support**

Samaritans

For emotional support in stressful or difficult situations:

Phone: 116 123 (Free 24/7 helpline)

Website: [www.samaritans.org](http://www.samaritans.org)

**Breathing Space (Scotland)**

For mental health and wellbeing support in Scotland:

Phone: 0800 83 85 87

Website: [www.breathingspace.scot](http://www.breathingspace.scot)

**Mind**

For advice and support on mental health issues:

Phone: 0300 123 3393

Website: [www.mind.org.uk](http://www.mind.org.uk)

**Workplace Conflict and Legal Advice****Trade Union Support**

If you are a member of a trade union, contact your union representative for support on workplace concerns.

**Employment Tribunals Scotland**

For information on making a claim if workplace issues cannot be resolved:

Website: [www.gov.uk/employment-tribunals](http://www.gov.uk/employment-tribunals)

**Additional Support for Apprentices****Young Scot**

Providing advice and support for young people in Scotland:

Website: [www.young.scot](http://www.young.scot)

**Skills Development Scotland**

For career and apprenticeship advice:

Phone: 0800 917 8000

Website: [www.skillsdevelopmentscotland.co.uk](http://www.skillsdevelopmentscotland.co.uk)

**In Case of Emergencies**

Emergency Services (Police, Fire, Ambulance)

Phone: 999 (For immediate danger or emergencies)

Non-Emergency Police Number: 101

**Confidential Reporting Service (Crimestoppers)**

To report any serious concerns anonymously:

Phone: 0800 555 111

Website: [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

Follow us on social media:    @SNIPEFtraining



## SNIPEF Training Services Ltd

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If you have any questions or concerns in relation to Code of Conduct, we encourage you to reach out to the SNIPEF Training Services Ltd Safeguarding & Equality Officer. For additional information, access to resources, or details about safeguarding training, please contact SNIPEF Training Services Ltd directly or visit our website at [www.becomeaplumber.org](http://www.becomeaplumber.org). We are here to support you every step of the way.

Follow us on social media:    @SNIPEFtraining

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