

WELCOME TO



Bluezone Standards.

First Edition

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1. About BlueZONE

In a world where threats to personal safety, emotional wellbeing, and public security are all too real, people are looking for more than reassurance—they're seeking **visible, trustworthy proof** that the spaces they enter take their duty of care seriously.

We live in a time where:

- **Women hesitate before walking alone at night.**
- **Marginalised communities worry about discrimination or hate crime.**
- **Families question whether public spaces are prepared for emergencies.**
- **Staff in workplaces want more than lip service on wellbeing—they want action.**

Despite this growing need, **no unified standard** has existed to visibly recognise the spaces that go above and beyond in keeping people **safe, secure, and supported**.

Until now.

Bluezone is the UK's first accreditation scheme that recognises **excellence across three core pillars**:

- **Safety** – from emergency readiness to environmental hazard management
- **Security** – including physical, digital, and social safety.
- **Wellbeing** – supporting mental health, inclusivity, dignity and trust.

Bluezone brings these crucial elements together into **one independent, evidence-based framework**, verified through external assessors and awarded at bronze, silver, or gold levels. It empowers businesses, organisations, and local authorities to **demonstrate their commitment** to protecting the people they serve—and gives the public **confidence and peace of mind** that the space they're entering is one that genuinely cares.

Accredited spaces are authorised to display the Bluezone mark, giving a **clear, visible signal of trust**—backed by transparent scoring and verified standards. In workplaces, shopping centres, community hubs or public spaces, **Bluezone means better**.

This is not just a checklist or a marketing badge. This is a standard that sets a new expectation.

2. The Rationale

There is no shortage of individual schemes for health and safety, fire compliance, cyber security, mental health, or equality. But until now, there has been **no unified framework** that recognises the *combined effort* it takes to truly create safe, secure, and inclusive environments.





Organisations are often **strong in one area**—like CCTV and fire drills—but overlook others, such as staff wellbeing or accessibility. Others may have excellent mental health initiatives but lack robust emergency response plans. Bluezone was developed to **bring these strands together**, creating a clear and measurable standard that reflects **real-world expectations** of modern spaces.


What prompted the creation of Bluezone?

Bluezone was developed in response to several clear and growing needs:

- **The public demand for transparency:** People want to know that buildings, employers, and public spaces are not just compliant, but genuinely committed to doing better.
- **The fatigue of empty promises:** Many organisations promote wellbeing, inclusion or safety as part of their brand—but few can prove it. Bluezone provides **visible, external validation** that standards have been met and evidenced.
- **The complexity of modern risk:** From knife crime to online threats, from panic attacks to slips and falls, the risks people face are wide-ranging—and the response must be multi-dimensional.
- **The reputational risk for organisations:** Businesses, councils, and organisations that fail to manage these risks effectively are increasingly under scrutiny. Bluezone helps them meet public expectations and build trust.

What makes Bluezone different?

-  **It's holistic** – Safety, Security, and Wellbeing are assessed together, because in reality, they're inseparable.
-  **It's evidence-based** – Organisations are not awarded for good intentions, but for **demonstrable action**.
-  **It's independent** – Assessment is conducted by qualified, impartial reviewers—not in-house claims.
-  **It's visible** – Accredited spaces can display the Bluezone mark and QR code to offer immediate public reassurance.

-  **It's scalable** – With Bronze, Silver and Gold levels, every organisation can start somewhere—and grow over time.
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Bluezone recognises that the world has changed. People expect more from the places they work, visit, and rely on. This framework gives organisations a way to meet that expectation—and prove it.

3. Accreditation Categories Overview

Bluezone accreditation is built on three foundational pillars: **Safety, Security, and Wellbeing**. Together, these represent the full spectrum of what people expect from a high-performing environment—whether that’s a workplace, a public facility, a retail centre, or a community space.

Each pillar contains clear, measurable standards designed to assess **real-world readiness, legal compliance, and best-practice implementation**. Applicants must demonstrate that they are not only meeting basic obligations, but actively working to create spaces that are **safe, secure, inclusive, and resilient**.

3.1 Safety

Safety refers to the ability of an organisation or space to prevent, manage, and respond to **physical risks and emergencies**. This includes:

- Emergency preparedness and response planning
- First aid and medical readiness
- Fire safety and prevention.
- Infrastructure safety (e.g., trip hazards, lighting, signage)
- Incident reporting and post-incident learning
- Staff training in core safety practices.
- Public communication of safety measures

A safe environment is one where hazards are anticipated, staff are trained to act, and systems are in place to prevent harm—whether from accidents, illness, or large-scale incidents.

3.2 Security

Security ensures that people feel **physically and psychologically protected** in a space. It covers not only crime prevention, but also **safe access, surveillance, and incident response**. Key areas include:

- Surveillance and monitoring (e.g. CCTV, lighting)
- Access control and perimeter security
- Incident handling and escalation procedures
- Security personnel and training

- Cybersecurity and data protection
- Collaboration with law enforcement
- Public-facing security communication

Security is about more than locks and alarms. It's about ensuring people feel safe—whether they're walking to their car at night, handling cash, or using an online portal.

3.3 Wellbeing

Wellbeing captures the human experience within a space. It reflects how an organisation or environment **supports the emotional, mental, and physical needs** of its staff, users, and community. This includes:

- Physical and mental health support
- Inclusivity, accessibility, and anti-discrimination
- Customer care and dignity in service delivery
- Respectful workplace culture and staff welfare
- Support for vulnerable individuals
- Community engagement and social responsibility
- Environmental wellbeing and sustainability

A commitment to wellbeing means valuing **people over processes**. It's about designing policies, services, and spaces that support health, fairness, and belonging for everyone.

In order to achieve **Bluezone Accreditation**, applicants must meet the minimum criteria in **all three categories**. The assessment recognises that true excellence is not siloed—it's **comprehensive, consistent, and credible** across the full spectrum of care and safety.

4. Assessment & Scoring Framework

Bluezone accreditation is awarded based on a structured, transparent assessment process. This process evaluates how well an organisation or space performs across the three core categories: **Safety, Security, and Wellbeing**.

The framework is designed to be:

Fair – with clear, standardised criteria.

Evidence-based – relying on documentation, observation, or measurable outcomes.

Scalable – allowing all types of organisations to progress through improvement.

Credible – with assessments conducted by trained, independent reviewers.

4.1 Award Levels

Organisations can achieve **bronze, silver, or gold** accreditation based on the degree to which they exceed statutory minimums and demonstrate best practice.

Award Level	Description
Bronze	Meets legal and basic best-practice requirements across all categories. A solid foundation level demonstrating organisational responsibility.
Silver	Exceeds statutory obligations and shows a structured, proactive approach to improvement in all areas. Reflects solid operational leadership.
Gold	Demonstrates excellence, innovation, and a culture of continuous improvement. The organisation is recognised as a model of best practice and public trust.

Note: Organisations must meet the **bronze standard in every category** to be eligible for Silver or Gold. High performance in one area cannot offset poor performance in another.

4.2 Scoring System

Each criterion is scored using the following scale:

Implementation Level	Score
Not Present	0 points
Basic (Meets statutory/legal minimum)	1 point
Comprehensive (Exceeds basic requirements)	2 points
Advanced (Best practice or innovative approaches)	3 points

Each category contains multiple sub-areas (e.g. emergency preparedness, cybersecurity, inclusivity). A total score is calculated per category, and a percentage score is used to determine eligibility for each award level.

4.3 Minimum Scores Required

Category	Total Available Points	Bronze (≥50%)	Silver (≥75%)	Gold (≥90%)
Safety	e.g. 105 pts	53+ pts	79+ pts	95+ pts
Security	e.g. 105 pts	53+ pts	79+ pts	95+ pts
Wellbeing	e.g. 105 pts	53+ pts	79+ pts	95+ pts

Precise scoring will be listed against the criteria in each category's scoring matrix. All categories must independently meet the threshold for an award level to be granted.

4.4 Assessment Process

The Bluezone assessment process includes:

1. **Application** – submission of an application form and supporting documents.
2. **Evidence Review** – assessor reviews submitted policies, photos, logs, training records, and other documentation.
3. **Site Verification** (*if applicable*) – remote or in-person verification, depending on scale and award level.

4. **Scoring** – points awarded per criterion.
 5. **Panel Review** – independent moderation panel confirms scores and award level.
 6. **Report Issued** – final report with strengths, areas for development, and accreditation outcome.
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4.5 Accreditation Validity and Renewal

- Accreditation is valid for **2 years**.
 - Organisations may apply for a **renewal** or to **progress to a higher level** at any time.
 - Reassessments may occur earlier if:
 - A significant incident or complaint is raised.
 - Misuse of the Bluezone mark is suspected.
 - A site undergoes major changes (e.g. relocation, merger, refurbishment)
-

4.6 Displaying the Bluezone Mark

Accredited organisations will receive:

- A digital and physical **Bluezone mark** corresponding to their award level.
- A unique **QR code** linking to a public-facing summary report (transparency feature)
- Guidance on correct use of the Bluezone mark in signage, marketing, uniforms, and online

5. Accreditation Assessment: Safety Category

Safety Accreditation Criteria

This section outlines the assessment criteria for the Safety category of the accreditation scheme. Organizations must provide evidence for each criterion to qualify for bronze, silver, or gold certification.

Scoring System & Award Levels

Each category is scored based on the level of implementation and quality of measures beyond statutory requirements. The scoring is weighted as follows:

<i>Implementation Level</i>	<i>Score</i>
<i>Not Present</i>	0 pts
<i>Basic (Meets statutory requirements)</i>	1 pt
<i>Comprehensive (Exceeds minimum standards)</i>	2 pts
<i>Advanced (Best practices & innovation)</i>	3 pts

Award Level Thresholds

<i>Award Level</i>	<i>Minimum Overall Score (%)</i>
<i>Bronze</i>	50%
<i>Silver</i>	75%
<i>Gold</i>	90%

Organisations must meet the bronze level in all categories before being eligible for Silver or Gold.

1. Emergency Preparedness & Response

Benchmark Criteria:

- Bronze: Basic emergency action plans exist for fire, medical emergencies, and evacuations. Staff have minimal but essential emergency response training.
- Silver: Comprehensive emergency response plans, including drills at least annually. Majority of frontline staff trained in emergency response.
- Gold: Advanced emergency preparedness, including multi-scenario response plans, integration with emergency services, and at least one dedicated emergency preparedness officer.

Assessment Criteria Checklist:

- 1.1 The applicant has a formal, documented Emergency Preparedness Policy accessible to all staff.
- 1.2 The policy includes fire safety, medical emergencies, major incidents, and natural disaster procedures.
- 1.3 Emergency response plans are communicated to staff through training and onboarding.
- 1.4 A fire evacuation plan is displayed prominently in public areas and reviewed periodically.
- 1.5 The organization conducts regular emergency drills, with records of participation and feedback.
- 1.6 There is a designated emergency response coordinator responsible for plan implementation.
- 1.7 The organization has established relationships with local emergency services, including contacts and collaboration processes.
- 1.8 A post-incident review process exists to assess response effectiveness and apply improvements.

Evidence Required:

- Copies of emergency response policies & procedures
- Records of emergency drills and training completion
- Evidence of coordination with local emergency services

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
<i>Formal Emergency Preparedness Policy</i>	Exists (1 pt)	Reviewed Annually (2 pts)	Audited & Updated w/ Best Practices (3 pts)
<i>Fire Evacuation Plan</i>	Displayed (1 pt)	Drilled Annually (2 pts)	Evaluated in Scenario-Based Training (3 pts)
<i>Emergency Drills</i>	Conducted Annually (1 pt)	Twice Annually (2 pts)	Simulated Multi-Hazard Drills (3 pts)
<i>Emergency Coordinator Role</i>	Assigned (1 pt)	Trained (2 pts)	Certified & Leads Drills (3 pts)
<i>Coordination with Local Emergency Services</i>	Basic Contact Established (1 pt)	Participates in Joint Planning (2 pts)	Fully Integrated (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

2. First Aid & Medical Readiness

Benchmark Criteria:

- **Bronze:** Basic first aid kits available in key locations. At least one trained first aider per shift.
- **Silver:** Multiple trained first aiders on-site at all times, with AED (defibrillator) available.
- **Gold:** Enhanced medical readiness, including trauma kits, mental health first aiders, and rapid response protocols.

Assessment Checklist:

2.1 The applicant maintains fully stocked first aid kits in key locations, checked and replenished regularly.

2.2 There is a documented first aid policy, specifying responsibilities and procedures for responding to medical incidents.

2.3 A designated first aid coordinator ensures staff training, compliance, and equipment maintenance.

2.4 The organization has trained first aiders available on every shift, exceeding legal requirements.

2.5 AED devices are distributed and available for use within appropriate radii, with trained staff capable of their use.

2.6 Mental health first aiders are available to provide immediate support for emotional crises.

2.7 The organization maintains records of first aid incidents and conducts periodic reviews to improve response effectiveness.

2.8 Staff receive annual refresher training in first aid and emergency medical response.

Evidence Required:

- First aid training records for staff
- Photographic evidence of first aid/AED locations
- Maintenance logs for first aid kits and AEDs
- Copy of the first aid policy and procedures

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
<i>Fully stocked first aid kits</i>	Present (1 pt)	Checked Quarterly (2 pts)	Smart Monitoring System (3 pts)
<i>Trained First Aiders on Shift</i>	1 per 50 staff (1 pt)	1 per 25 staff (2 pts)	1 per 10 staff (3 pts)

<i>AED Accessibility</i>	Present (1 pt)	Multiple Locations (2 pts)	Advanced Trauma Equipment (3 pts)
<i>Mental Health First Aiders</i>	None (0 pts)	Available (2 pts)	Integrated Support System (3 pts)
<i>Incident Documentation</i>	Basic Logs (1 pt)	Analysis Conducted (2 pts)	Proactive Trends Monitoring (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

3. Fire Safety & Prevention

Benchmark Criteria:

- **Bronze:** Fire extinguishers, smoke alarms, and exit signage in place with annual inspections.
- **Silver:** Fire risk assessments conducted regularly, evacuation procedures clearly displayed, fire drills conducted bi-annually.
- **Gold:** Advanced fire safety systems (sprinklers, suppression tech), full staff fire safety training, designated fire marshals.

Assessment Checklist:

3.1 The organization has an up-to-date fire safety policy, covering fire prevention, evacuation procedures, and staff responsibilities.

3.2 Fire extinguishers, smoke alarms, and emergency lighting are in place and inspected regularly.

3.3 Fire risk assessments are conducted at least annually, with documented improvements.

3.4 Evacuation procedures are clearly posted in public and staff areas.

3.5 Bi-annual fire drills are conducted with recorded attendance and feedback.

3.6 The organization designates fire marshals, who receive specialized fire safety training.

3.7 Advanced systems such as sprinklers or automated fire suppression are in place where feasible.

Evidence Required:

- Fire risk assessment reports.
- Records of fire drills and evacuation plan reviews
- Certification of fire safety equipment maintenance

Total Possible Points: 15

Checklist Item	Bronze	Silver	Gold
<i>Fire Risk Assessment</i>	Basic Compliance (1 pt)	Reviewed Annually (2 pts)	External Audits & Drills (3 pts)
<i>Fire Extinguishers & Alarms</i>	Minimum Legal (1 pt)	Routine Inspections (2 pts)	Smart Monitoring & Automation (3 pts)
<i>Evacuation Plans</i>	Displayed (1 pt)	Drilled Biannually (2 pts)	Integrated Digital Training (3 pts)
<i>Fire Marshal Training</i>	Limited (1 pt)	Trained & Certified (2 pts)	Full Response Team (3 pts)
<i>Suppression Systems</i>	Standard (1 pt)	Advanced Sprinklers (2 pts)	Fireproof Zoning & Systems (3 pts)

Bronze: 8+ points

Silver: 12+ points

4. Safe Infrastructure & Environmental Hazards

Benchmark Criteria:

- **Bronze:** Walkways are clear and well-lit, hazard signage is used appropriately, and slip/trip risks are managed.
- **Silver:** Routine safety inspections ensure compliance with safety standards, regular maintenance checks documented.
- **Gold:** Advanced safety features such as anti-slip flooring, real-time hazard monitoring (e.g., CCTV for spills), and smart environmental sensors.

Assessment Checklist:

4.1 Regular safety inspections are conducted to identify and address hazards.

4.2 Walkways and communal areas are well-lit and free of obstructions.

4.3 Appropriate hazard signage is in place for wet floors, construction zones, or other risks.

4.4 Slip, trip, and fall risks are actively managed through flooring choices and maintenance protocols.

4.5 Real-time hazard monitoring, such as CCTV or sensor-based alerts, is in place where applicable.

4.6 Safety reports are documented, and corrective actions are taken promptly.

Evidence Required:

- Maintenance logs and safety inspection reports

- Photographs of safety features in place
- Documentation of hazard identification procedures

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
<i>Routine safety inspections</i>	Conducted annually (1 pt)	Conducted semi-annually (2 pts)	Monthly inspections with tracking (3 pts)
<i>Walkways & lighting</i>	Clear, well-lit (1 pt)	Regular hazard assessment (2 pts)	Smart hazard monitoring (3 pts)
<i>Slip, trip & fall prevention</i>	Signage in place (1 pt)	Anti-slip measures installed (2 pts)	Automated hazard alerts (3 pts)
<i>Hazard signage</i>	Present where needed (1 pt)	Consistently maintained (2 pts)	Digital & multilingual signage (3 pts)
<i>Environmental hazard response plan</i>	Basic policy (1 pt)	Staff trained in response (2 pts)	Real-time hazard reporting system (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

5. Staff Safety & Training

Benchmark Criteria:

- **Bronze:** Staff receive basic safety induction and access to safety policies.
- **Silver:** Regular refresher training in workplace safety and emergency protocols.
- **Gold:** Advanced safety training, including scenario-based emergency response drills and specialized training for high-risk roles.

Assessment Checklist:

5.1 All new employees receive comprehensive safety inductions.

5.2 Regular workplace safety refresher training is conducted for all staff.

5.3 Specialized high-risk role training is provided where necessary.

5.4 Staff have access to clear documentation on safety policies.

5.5 Advanced scenario-based emergency response training is conducted.

Evidence Required:

- Staff training records and safety induction checklists
- Documentation of refresher training completion

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
<i>Safety induction for unfamiliar staff</i>	Conducted at hiring (1 pt)	Annual refresher (2 pts)	Bi-annual scenario training (3 pts)
<i>Specialized role-based training</i>	Basic awareness (1 pt)	Department-specific (2 pts)	Certified advanced training (3 pts)
<i>Workplace safety policy access</i>	Documented & accessible (1 pt)	Reviewed annually (2 pts)	Interactive e-learning module (3 pts)
<i>Emergency response drills</i>	Annually (1 pt)	Semi-annually (2 pts)	Full-scale simulated response (3 pts)
<i>Leadership safety training</i>	Optional (1 pt)	Required for managers (2 pts)	Advanced leadership training (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

6. Incident Reporting & Investigation

Benchmark Criteria:

- **Bronze:** Basic system for reporting safety incidents, with records maintained.
- **Silver:** Structured incident investigation process, with learnings applied to prevent future risks.
- **Gold:** Proactive safety culture, where staff are encouraged to report near-misses, and trends are analysed for continuous improvement.

Assessment Checklist: 6.1 The organization has a formal incident reporting policy, outlining responsibilities and procedures.

- 6.2 All safety incidents, near-misses, and hazards are logged in a structured reporting system.
- 6.3 Staff are trained on incident reporting protocols, ensuring consistent documentation.
- 6.4 Reported incidents undergo thorough investigation, with corrective measures applied.
- 6.5 The organization conducts trend analysis to identify recurring safety issues.
- 6.6 Corrective actions are tracked and reviewed to ensure long-term improvements.
- 6.7 A feedback mechanism exists where staff can suggest safety improvements.

Evidence Required:

- Copies of incident reports (anonymized where necessary)
- Documentation of investigation procedures and outcomes
- Training records on incident reporting protocols
- Data analysis or trend reports on recurring safety issues.

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
<i>Incident reporting system</i>	Manual logs (1 pt)	Digital logs & tracking (2 pts)	AI-based predictive tracking (3 pts)
<i>Investigation process</i>	Basic review (1 pt)	Root cause analysis (2 pts)	Independent external audits (3 pts)
<i>Staff reporting awareness</i>	Encouraged (1 pt)	Mandatory reporting training (2 pts)	Anonymous reporting system (3 pts)
<i>Near-miss tracking</i>	Informal records (1 pt)	Formalized process (2 pts)	Trend analysis for prevention (3 pts)
<i>Post-incident corrective actions</i>	Minimal follow-up (1 pt)	Documented improvement plans (2 pts)	Continuous safety improvement (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

7. Public Awareness & Communication

Benchmark Criteria:

- **Bronze:** Essential safety information (emergency contacts, exit plans) displayed in public areas.
- **Silver:** Public-facing safety messaging, including signage, digital alerts, and community engagement.
- **Gold:** Interactive safety engagement (e.g., safety awareness events, app-based alerts for risks).

Assessment Checklist: 7.1 Emergency contacts, evacuation routes, and safety notices are clearly displayed in public areas.

7.2 Safety messaging is updated regularly and made available through multiple communication channels.

7.3 Digital alerts or notifications are used to inform the public about hazards or emergencies.

7.4 Staff are trained to communicate safety information effectively to customers and visitors.

7.5 Public feedback is encouraged and collected regarding safety concerns.

7.6 The organization conducts safety awareness campaigns to educate the public.

7.7 Community engagement initiatives (e.g., open forums or safety meetings) are held to improve trust and transparency.

Evidence Required:

- Photos of displayed safety information
- Copies of digital or printed safety communications
- Records of safety awareness events or campaigns
- Documentation of public feedback mechanisms

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
<i>Public safety information displays</i>	Basic signage (1 pt)	Digital display boards (2 pts)	Live safety updates via app (3 pts)
<i>Accessibility of emergency contacts</i>	Posted in key areas (1 pt)	Multi-channel availability (2 pts)	Instant access QR codes (3 pts)
<i>Public feedback on safety issues</i>	Available upon request (1 pt)	Regular surveys (2 pts)	Interactive public reporting system (3 pts)
<i>Community safety engagement</i>	None (0 pts)	Local engagement programs (2 pts)	Public safety workshops (3 pts)
<i>Real-time communication for hazards</i>	Static information only (1 pt)	SMS/email alerts (2 pts)	AI-driven real-time notifications (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

Final Certification Calculation

Organizations must meet the minimum score in every category to qualify for their award level.

<i>Award Level</i>	<i>Total Possible Points</i>	<i>Minimum Score Required</i>
<i>Bronze</i>	105	53+ pts (50%)
<i>Silver</i>	105	79+ pts (75%)
<i>Gold</i>	105	95+ pts (90%)

Organizations achieving 95%+ scores consistently across all categories may later be eligible for a Platinum Award, recognizing exemplary safety leadership.

This document serves as a working draft for the Safety Accreditation assessment. Organizations should use this as a guide to prepare for certification and demonstrate compliance with best practices in safety management.

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Security Accreditation Criteria

This section outlines the assessment criteria for the Security category of the accreditation scheme. Organizations must provide evidence for each criterion to qualify for bronze, silver, or gold certification.

Scoring System & Award Levels

Each category is scored based on the level of implementation and quality of measures beyond statutory requirements. The scoring is weighted as follows:

<i>Implementation Level</i>	<i>Score</i>
<i>Not Present</i>	0 pts
<i>Basic (Meets statutory requirements)</i>	1 pt
<i>Comprehensive (Exceeds minimum standards)</i>	2 pts
<i>Advanced (Best practices & innovation)</i>	3 pts

Award Level Thresholds

<i>Award Level</i>	<i>Minimum Overall Score (%)</i>
<i>Bronze</i>	50%
<i>Silver</i>	75%
<i>Gold</i>	90%

Organizations must meet the bronze level in all categories before being eligible for Silver or Gold.

1. Surveillance & Monitoring (Revised for Any Applicant)

Benchmark Criteria:

- **Bronze:** Basic surveillance measures in place, such as CCTV covering key entry and exit points or access to a shared security network.
- **Silver:** Expanded surveillance coverage, with coordination between stakeholders, law enforcement, or private security services, and a secure system for sharing security alerts.
- **Gold:** Advanced surveillance integration, including real-time monitoring capabilities, AI-enhanced security features, and a fully coordinated security network linking different security assets.

Assessment Checklist:

1.1 The applicant has a documented surveillance policy outlining how surveillance is managed and maintained.

1.2 There is CCTV covering key entry and exit points where applicable.

1.3 High-risk areas (e.g., cash-handling zones, car parks, secluded walkways, or sensitive areas) have dedicated surveillance.

1.4 Security footage retention meets a defined standard, with secure storage and access procedures in place.

1.5 The applicant engages in regular security reviews (e.g., checking blind spots, reviewing past incidents, updating systems).

1.6 The surveillance system is regularly maintained, with records of maintenance and upgrades.

1.7 The applicant reviews surveillance footage post-incident to improve future security measures.

1.8 Privacy compliance is ensured, with appropriate signage and adherence to data protection regulations (GDPR, local CCTV guidelines).

Evidence Required:

- Copy of the surveillance policy detailing security measures.
 - Photographic or schematic evidence of CCTV or security coverage.
 - Footage retention logs where applicable.
 - Records of maintenance checks or updates to security measures.
 - Incident reports demonstrating how footage has been used in security cases.
-

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
<i>Documented Surveillance Policy</i>	Exists (1 pt)	Reviewed Annually (2 pts)	Audited & Updated for Best Practices (3 pts)
<i>CCTV Coverage of Key Entry/Exit Points</i>	Basic Coverage (1 pt)	Expanded Coverage (2 pts)	Smart CCTV Systems with Integrated Security (3 pts)
<i>High-Risk Area Surveillance</i>	Limited (1 pt)	Coordinated Approach (2 pts)	AI-Assisted Monitoring (3 pts)
<i>Security Footage Retention Standards</i>	7 Days (1 pt)	30 Days (2 pts)	90+ Days or Network-Wide Policy (3 pts)

<i>Security Reviews Conducted</i>	Informal (1 pt)	Scheduled (2 pts)	Real-Time Monitoring & System Optimization (3 pts)
<i>Surveillance System Maintenance</i>	Annual Checks (1 pt)	Bi-Annual (2 pts)	Smart System Monitoring (3 pts)
<i>Post-Incident Review Process</i>	Basic Review (1 pt)	Coordinated Approach (2 pts)	Proactive Security Audits (3 pts)
<i>Compliance with Privacy Laws</i>	Signage Displayed (1 pt)	Compliance Audited (2 pts)	Full GDPR/Data Protection Integration (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

2. Access Control & Perimeter Security

Benchmark Criteria:

- **Bronze:** Basic access control measures in place, including secure entry/exit points for premises and security awareness initiatives.
- **Silver:** Expanded access control measures, such as keycard or PIN entry systems, coordination with law enforcement, or shared security patrols.
- **Gold:** Advanced, multi-layered access control, including biometric authentication for high-risk locations, enhanced perimeter security, and real-time access tracking.

Assessment Checklist:

2.1 The applicant has a documented access control policy outlining procedures for securing premises and/or public-access areas.

2.2 Controlled entry/exit points are in place where required, using appropriate security measures.

2.3 High-risk areas (e.g., IT server rooms, stock storage areas, cash offices, or restricted spaces) have enhanced security controls.

2.4 Visitor and contractor access is managed, either through sign-in logs, temporary passes, or access control procedures.

2.5 The applicant maintains perimeter security measures, such as fencing, barriers, or access-controlled pedestrian routes where applicable.

2.6 Security patrols or monitoring services support access control efforts.

2.7 The applicant uses electronic access control systems (e.g., keycards, PIN entry, smart locks) where appropriate.

2.8 Anti-tailgating measures, such as turnstiles, interlocking doors, or security presence, are in place where necessary.

Evidence Required:

- Copy of the access control policy outlining security procedures.
 - Photographic or schematic evidence of secured access points, patrols, or perimeter measures.
 - Visitor/contractor access logs where applicable.
 - Maintenance records for electronic access control systems.
 - Incident reports related to unauthorized access attempts or security breaches.
-

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
<i>Documented Access Control Policy</i>	Exists (1 pt)	Reviewed Annually (2 pts)	Audited & Updated for Best Practices (3 pts)
<i>Secured Entry/Exit Points</i>	Basic Locking Mechanisms (1 pt)	Electronic Access Control (2 pts)	Multi-Layered Authentication (3 pts)
<i>High-Risk Area Access Control</i>	Limited (1 pt)	Comprehensive Business Coordination (2 pts)	Biometric or Multi-Factor Security (3 pts)
<i>Visitor & Contractor Monitoring</i>	Manual Sign-In (1 pt)	Digital Logs & Temporary Passes (2 pts)	Real-Time Access Tracking (3 pts)
<i>Perimeter Security</i>	Basic Physical Barriers (1 pt)	Reinforced & Regularly Patrolled (2 pts)	Smart Perimeter Monitoring (3 pts)
<i>Security Patrols or Monitoring Presence</i>	Ad-Hoc Checks (1 pt)	Scheduled Patrols (2 pts)	AI-Assisted Patrol Management (3 pts)
<i>Electronic Access Control Systems</i>	Standalone Keycard or PIN (1 pt)	Networked System with Logs (2 pts)	Biometric & Real-Time Alerting (3 pts)

***Anti-Tailgating
Measures***

Minimal (1 pt)

Basic Controls (2 pts)

Advanced Detection &
Prevention (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

3. Incident Handling & Response

Benchmark Criteria:

- **Bronze:** A basic **incident response plan** is in place, ensuring that **staff or security personnel know how to report and respond to security incidents** such as theft, vandalism, or disturbances.
- **Silver:** **Structured incident response procedures** are implemented, including **staff training, formalized reporting, and coordination with local law enforcement or emergency responders**.
- **Gold:** A **comprehensive, multi-tiered response system** is in place, featuring **real-time incident tracking, AI-driven security alerts, and full integration with law enforcement, emergency services, or private security networks**.

Assessment Checklist:

3.1 The applicant has a **documented incident response policy** outlining procedures for different security threats, including theft, assault, vandalism, and unauthorized access.

3.2 **All staff and security personnel are trained** in incident reporting and response procedures.

3.3 **A structured reporting system** is in place to log security incidents, including records of response actions taken.

3.4 **Emergency contact information** (e.g., police, private security firms, medical responders) is clearly available to relevant staff.

3.5 **Regular incident response drills** or training exercises are conducted to ensure preparedness.

3.6 The applicant has a **clear escalation protocol**, defining when an incident should be managed internally versus when external responders (e.g., police, security services) should be engaged.

3.7 **post-incident reviews** are conducted, with lessons learned used to refine and improve security measures.

3.8 The applicant engages in **coordinated response efforts** with local law enforcement, business networks, or security professionals where appropriate.

Evidence Required:

- **Copy of the incident response policy**, including defined security protocols.
- **Training records** showing staff awareness of security procedures.
- **Incident logs** documenting past security events and responses.
- **Emergency contact lists** available to staff and security personnel.
- **Reports from past incident response drills or training sessions.**
- **Records of collaboration with law enforcement or security services.**

Total Possible Points: 15

Checklist Item	Bronze	Silver	Gold
<i>Documented Incident Response Policy</i>	Exists (1 pt)	Reviewed Annually (2 pts)	Audited & Updated for Best Practices (3 pts)
<i>Staff Trained in Incident Response</i>	Basic Awareness (1 pt)	Formal Training Conducted (2 pts)	Advanced Scenario-Based Training (3 pts)
<i>Structured Incident Reporting System</i>	Paper Logs or Verbal Reports (1 pt)	Digital Logs & Standardized Reports (2 pts)	AI-Assisted Real-Time Tracking (3 pts)
<i>Emergency Contact Information Available</i>	Informally Known (1 pt)	Clearly Documented & Distributed (2 pts)	Integrated Emergency Response System (3 pts)
<i>Regular Incident Response Drills</i>	None (0 pts)	Conducted Annually (2 pts)	Multi-Agency Drills with External Review (3 pts)
<i>Clear Incident Escalation Protocols</i>	Basic Guidelines (1 pt)	Defined Procedures with Assigned Roles (2 pts)	Tiered Response System with Auto-Alerts (3 pts)
<i>Post-Incident Review Process</i>	Informal Discussion (1 pt)	Structured Analysis (2 pts)	Full Security Audit & Response Optimization (3 pts)
<i>Collaboration with External Security</i>	None (0 pts)	Ad-Hoc Coordination (2 pts)	Formal Partnerships & Direct Integration (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

4. Security Personnel & Training

Benchmark Criteria:

- **Bronze:** Basic security presence is established, with either **in-house security personnel, contract security services, or designated staff trained in basic security awareness.**
 - **Silver:** Structured security team or personnel training program, including **conflict resolution, emergency response, and crime prevention strategies.**
 - **Gold:** Highly trained security personnel, featuring **certified officers, specialized training (e.g., counterterrorism, cyber threats), and full coordination with law enforcement and emergency services.**
-

Assessment Checklist:

4.1 The applicant has a **documented security personnel policy** outlining roles, responsibilities, and procedures for in-house or contracted security staff.

4.2 **Security personnel are present or available**, either through direct employment, third-party security firms, or designated internal staff assigned security duties.

4.3 **Staff responsible for security receive training** in areas such as **crime prevention, customer conflict resolution, and emergency response.**

4.4 A **clear escalation process** exists for when security personnel should engage external responders (e.g., law enforcement, private security reinforcements).

4.5 **Security patrols are conducted regularly** to monitor key areas, either in person or via remote monitoring.

4.6 **Surveillance and access control measures are actively monitored** by trained security staff or personnel.

4.7 **Emergency response training** is provided to security personnel, ensuring preparedness for incidents such as theft, violence, or medical emergencies.

4.8 **Security personnel maintain professional certification or licensing** where required by law or best practice.

Evidence Required:

- **Copy of the security personnel policy**, detailing roles and training requirements.
- **List of security personnel or contracted security service agreements.**
- **Training records** showing staff have received security-related education.

- **Documentation of security patrols or monitoring activities.**
- **Incident reports** showing security response effectiveness.
- **Copies of security personnel certifications or qualifications.**

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
<i>Documented Security Personnel Policy</i>	Exists (1 pt)	Reviewed Annually (2 pts)	Audited & Updated for Best Practices (3 pts)
<i>Security Personnel Presence</i>	Basic Presence (1 pt)	Dedicated Staff or Security Firm (2 pts)	Advanced Security Force with Specialized Training (3 pts)
<i>Staff Security Awareness Training</i>	Basic Awareness (1 pt)	Formal Training Conducted (2 pts)	Ongoing Professional Development (3 pts)
<i>Incident Escalation Process Defined</i>	Informal Guidelines (1 pt)	Structured Protocols (2 pts)	Multi-Layered Response & Automated Alerts (3 pts)
<i>Regular Security Patrols</i>	Occasional Checks (1 pt)	Scheduled Routine Patrols (2 pts)	Continuous Monitoring & Smart Patrols (3 pts)
<i>Surveillance & Access Control Monitoring</i>	Limited or Ad-Hoc (1 pt)	Actively Monitored by Personnel (2 pts)	AI-Integrated Monitoring with Real-Time Analysis (3 pts)
<i>Emergency Response Training for Security</i>	None (0 pts)	Annual Refresher Training (2 pts)	Multi-Scenario Training with External Evaluations (3 pts)
<i>Certification or Licensing of Personnel</i>	Not Required (0 pts)	Compliance with Legal Standards (2 pts)	Advanced Certifications & Specializations (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

5. Cybersecurity & Data Protection

Benchmark Criteria:

- **Bronze:** Basic cybersecurity measures are in place, including **password protection, firewall usage, and compliance with data protection laws.**

- **Silver: Structured cybersecurity policies and training, with regular updates to security protocols, encrypted data storage, and multi-factor authentication.**
 - **Gold: Advanced cybersecurity infrastructure, including threat detection systems, penetration testing, real-time monitoring, and full compliance with industry best practices (e.g., ISO 27001, GDPR, or PCI DSS where applicable).**
-

Assessment Checklist:

5.1 The applicant has a **documented cybersecurity and data protection policy**, outlining security measures and responsibilities.

5.2 All devices and networks have **up-to-date antivirus software and firewalls** to prevent unauthorized access.

5.3 **User access to sensitive systems is restricted** based on roles and responsibilities, using **strong passwords and multi-factor authentication**.

5.4 **Data protection policies comply with relevant legal frameworks** (e.g., **GDPR, Data Protection Act, industry-specific regulations**).

5.5 Staff receive **cybersecurity awareness training** covering threats such as phishing, ransomware, and social engineering attacks.

5.6 **Regular cybersecurity audits or vulnerability assessments** are conducted to identify risks and implement security improvements.

5.7 **Incident response protocols for cybersecurity threats** are in place, ensuring rapid response to breaches, malware, or hacking attempts.

5.8 Secure data backup procedures are followed, with **offsite or cloud-based encrypted backups** to protect against data loss.

5.9 If the applicant offers **public Wi-Fi**, they implement **security measures** to protect customer data and prevent unauthorized access to internal systems.

Evidence Required:

- **Copy of the cybersecurity and data protection policy**, including access control measures.
- **IT security logs showing active antivirus, firewall, and monitoring tools.**
- **User access logs or role-based access control documentation.**
- **Records of staff cybersecurity training sessions.**
- **Reports from cybersecurity audits or penetration tests.**
- **Incident response logs detailing past security threats and responses.**
- **Documentation of secure backup procedures.**

- Network segmentation proof (separate guest & business networks).
- Documentation of Wi-Fi encryption standards (e.g., WPA3, WPA2-Enterprise).
- Copy of public Wi-Fi disclaimer or terms of service.
- Logs or policies related to automatic session timeouts and usage monitoring.

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
<i>Documented Cybersecurity Policy</i>	Exists (1 pt)	Reviewed Annually (2 pts)	Audited & Updated for Best Practices (3 pts)
<i>Antivirus & Firewall Protection</i>	Basic Protection (1 pt)	Regularly Updated & Monitored (2 pts)	AI-Based Threat Detection (3 pts)
<i>User Access Control Measures</i>	Basic Passwords (1 pt)	Multi-Factor Authentication (2 pts)	Role-Based Access with Real-Time Monitoring (3 pts)
<i>Compliance with Data Protection Laws</i>	Basic Compliance (1 pt)	Regular Compliance Reviews (2 pts)	Full Certification in Industry Standards (3 pts)
<i>Cybersecurity Awareness Training</i>	Ad-Hoc Awareness (1 pt)	Formal Training Programs (2 pts)	Ongoing Training & Simulated Threat Drills (3 pts)
<i>Cybersecurity Audits & Risk Assessments</i>	None (0 pts)	Annual Reviews (2 pts)	Third-Party Penetration Testing (3 pts)
<i>Cybersecurity Incident Response Protocols</i>	Basic Awareness (1 pt)	Structured Response Plan (2 pts)	Real-Time Threat Intelligence & Response (3 pts)
<i>Secure Data Backup Procedures</i>	Basic Backups (1 pt)	Encrypted & Offsite Backups (2 pts)	Cloud-Based Secure Backups with Disaster Recovery Plan (3 pts)
<i>Public Wi-Fi Security Measures</i>	Open Wi-Fi w/ Disclaimer (1 pt)	Segmented Guest & Business Networks (2 pts)	WPA3 Encryption, Firewalls & Auto-Logout (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

6. Collaboration with Law Enforcement & Emergency Services

Benchmark Criteria:

- **Bronze:** The applicant maintains **basic communication with local law enforcement and emergency services**, including **contact information and general guidance on crime prevention or emergency response**.
 - **Silver:** The applicant has **structured collaboration** with law enforcement, including **participation in crime prevention initiatives, information sharing, and security briefings**.
 - **Gold:** The applicant is **actively engaged in formal partnerships** with law enforcement, emergency services, or security groups, with **joint emergency planning, real-time threat intelligence sharing, and active participation in public safety initiatives**.
-

Assessment Checklist:

6.1 The applicant maintains **up-to-date emergency contacts** for police, fire, ambulance, and any relevant security services.

6.2 The applicant has an **established working relationship** with law enforcement and emergency responders.

6.3 **Crime prevention and security briefings** are attended, either through law enforcement sessions or private security updates.

6.4 The applicant **shares security-related intelligence** with law enforcement or local security networks when appropriate.

6.5 **Security incidents are reported appropriately**, ensuring compliance with local laws and regulations.

6.6 **Emergency planning includes coordination with law enforcement**, ensuring an aligned response in case of major incidents.

6.7 The applicant participates in **joint security exercises, emergency response drills, or crime prevention programs**.

6.8 **Community policing or business crime reduction partnerships** are actively supported.

Evidence Required:

- **Copies of communication records** with law enforcement and emergency services.
- **Documentation of security briefings, crime prevention initiatives, or emergency response plans.**
- **Incident logs** showing reports to law enforcement or security networks.

- Records of participation in joint security exercises, emergency drills, or crime reduction programs.
- Agreements, MOUs, or membership confirmation in community security partnerships.

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
<i>Maintains Emergency Contact List</i>	Informally Available (1 pt)	Clearly Documented & Distributed (2 pts)	Integrated into Emergency Response System (3 pts)
<i>Established Relationship with Law Enforcement</i>	Occasional Contact (1 pt)	Regular Check-Ins & Crime Updates (2 pts)	Formal Security Collaboration (3 pts)
<i>Attendance at Security Briefings</i>	None (0 pts)	Occasionally Attends (2 pts)	Regular Attendee & Contributor (3 pts)
<i>Intelligence Sharing on Security Risks</i>	None (0 pts)	Shares Information When Needed (2 pts)	Proactive, Structured Sharing Network (3 pts)
<i>Incident Reporting Practices</i>	Ad-Hoc Reporting (1 pt)	Structured Reporting Process (2 pts)	Integrated Real-Time Reporting (3 pts)
<i>Emergency Planning Coordination</i>	Basic Awareness (1 pt)	Participates in Planning (2 pts)	Fully Integrated Joint Response Plan (3 pts)
<i>Participation in Joint Security Exercises</i>	None (0 pts)	Occasional Drills or Crime Prevention Meetings (2 pts)	Active Participation in Joint Drills (3 pts)
<i>Support for Community Policing/Crime Reduction</i>	None (0 pts)	Basic Awareness & Support (2 pts)	Active Member in Business Crime Partnerships (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

7. Public Awareness & Communication

Benchmark Criteria:

- **Bronze:** The applicant provides **basic security information to staff, customers, or the public**, such as **visible emergency contact details, safety signage, and awareness posters**.
 - **Silver:** The applicant has **structured public safety communication**, including **multi-channel security alerts, staff briefings, and engagement with local safety initiatives**.
 - **Gold:** The applicant actively **engages the public with real-time security updates, digital safety platforms, community engagement campaigns, and interactive security education programs**.
-

Assessment Checklist:

7.1 The applicant provides **clear and visible emergency contact information**, including how to report security incidents.

7.2 **Public-facing safety messages** (e.g., signage, posters, announcements) are displayed where necessary.

7.3 **Regular security updates** are provided to staff, customers, or stakeholders through meetings, newsletters, or digital platforms.

7.4 The applicant **uses digital communication channels** (e.g., email, apps, social media) to share security alerts or public safety information.

7.5 **Customer and staff safety education initiatives** are conducted, such as **safety briefings, online awareness content, or in-person sessions**.

7.6 The applicant participates in **community or business-led safety campaigns**, supporting public security awareness efforts.

7.7 **Crisis communication plans** are in place, ensuring that in case of an emergency, the public and stakeholders receive timely and accurate information.

7.8 The applicant offers **an accessible, easy-to-use system for reporting security concerns**, allowing staff or the public to flag safety issues.

Evidence Required:

- **Copies of emergency contact lists and public safety signage.**
- **Examples of security-related newsletters, emails, or announcements.**
- **Screenshots or links to digital security updates (e.g., website, social media, SMS alerts).**
- **Training records or documentation of safety briefings.**
- **Reports from participation in community safety campaigns.**
- **Crisis communication policy or emergency messaging procedures.**
- **Records of public security concerns raised and how they were addressed.**

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
<i>Emergency Contact Information Available</i>	Visible but Basic (1 pt)	Clear & Well-Distributed (2 pts)	Integrated into Security Alerts (3 pts)
<i>Public-Facing Safety Messaging</i>	Limited (1 pt)	Regularly Updated & Maintained (2 pts)	Digital & Interactive Messaging (3 pts)
<i>Regular Security Updates</i>	Ad-Hoc or Occasional (1 pt)	Scheduled Updates & Briefings (2 pts)	Multi-Channel Digital & In-Person Alerts (3 pts)
<i>Use of Digital Security Communication</i>	None (0 pts)	Basic Online/Social Media Posts (2 pts)	Real-Time Alerts & Safety Apps (3 pts)
<i>Safety Education Initiatives</i>	Basic Awareness (1 pt)	Structured Training & Materials (2 pts)	Interactive Public Engagement & Workshops (3 pts)
<i>Participation in Safety Campaigns</i>	None (0 pts)	Occasional Participation (2 pts)	Active Lead in Security Initiatives (3 pts)
<i>Crisis Communication Plan</i>	Basic Messaging Framework (1 pt)	Detailed Plan with Responsibilities (2 pts)	Integrated Crisis Response System (3 pts)
<i>Public or Staff Reporting System for Safety Concerns</i>	None (0 pts)	Limited or Internal Only (2 pts)	Open, Structured, and Well-Promoted (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

Wellbeing Accreditation Criteria

This document outlines the assessment criteria for the Wellbeing category of the accreditation scheme. Organizations must provide evidence for each criterion to qualify for bronze, silver, or gold certification.

Scoring System & Award Levels

Each category is scored based on the level of implementation and quality of measures beyond statutory requirements. The scoring is weighted as follows:

<i>Implementation Level</i>	<i>Score</i>
<i>Not Present</i>	0 pts
<i>Basic (Meets statutory requirements)</i>	1 pt
<i>Comprehensive (Exceeds minimum standards)</i>	2 pts
<i>Advanced (Best practices & innovation)</i>	3 pts

Award Level Thresholds

<i>Award Level</i>	<i>Minimum Overall Score (%)</i>
<i>Bronze</i>	50%
<i>Silver</i>	75%
<i>Gold</i>	90%

Organizations must meet the bronze level in all categories before being eligible for Silver or Gold.

1. Physical & Mental Wellbeing Support

Benchmark Criteria:

- **Bronze:** The applicant has basic wellbeing measures, such as health and wellbeing information, access to first aid, and clear policies supporting mental and physical health.
- **Silver:** The applicant provides structured wellbeing initiatives, including mental health first aiders, employee assistance programs, and designated quiet/rest areas.
- **Gold:** The applicant actively promotes a holistic wellbeing culture, featuring specialized wellbeing services, proactive health programs, and integrated mental and physical health support networks.

Assessment Checklist:

1.1 The applicant has a documented wellbeing policy outlining physical and mental health support measures.

1.2 Employees and visitors have access to basic wellbeing information, including guidance on stress management, healthy living, and available support services.

1.3 Mental Health First Aiders (or designated wellbeing champions) are available, providing initial support and referrals to professional services where needed.

1.4 Employee Assistance Programs (EAPs) or other confidential support services are available to staff.

1.5 Quiet or rest areas are provided for staff or visitors who need time to recover from distress or fatigue.

1.6 The applicant runs regular wellbeing awareness campaigns, such as mental health awareness days, physical activity initiatives, or stress management workshops.

1.7 There is a clear and confidential process for staff or visitors to report wellbeing concerns, ensuring individuals can seek help without fear of stigma.

1.8 The applicant actively promotes work-life balance, such as through flexible working options, wellbeing breaks, or structured stress management programs.

Evidence Required:

- Copy of the wellbeing policy outlining mental and physical health support initiatives.
 - Training records or certification of Mental Health First Aiders.
 - Records of EAP services, counselling availability, or wellbeing initiatives.
 - Photographic or documented proof of rest/quiet spaces.
 - Documentation of wellbeing awareness events, posters, or campaigns.
 - Staff satisfaction surveys or feedback regarding wellbeing support.
-

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
<i>Documented Wellbeing Policy</i>	Exists (1 pt)	Reviewed Annually (2 pts)	Audited & Updated for Best Practices (3 pts)
<i>Access to Wellbeing Information</i>	Basic Posters/Guidance (1 pt)	Regularly Updated Resources (2 pts)	Digital & Personalized Wellbeing Support (3 pts)

<i>Mental Health First Aiders or Champions</i>	None (0 pts)	Available (2 pts)	Professionally Trained & Regularly Engaged (3 pts)
<i>Employee Assistance Programs (EAPs)</i>	None (0 pts)	Basic Support Services Available (2 pts)	Structured & Proactive Wellbeing Support (3 pts)
<i>Rest & Quiet Areas</i>	Minimal or None (0 pts)	Basic Space Available (2 pts)	Wellbeing Rooms or Multi-Use Relaxation Areas (3 pts)
<i>Wellbeing Awareness Campaigns</i>	None (0 pts)	Periodic Initiatives (2 pts)	Regular, Well-Promoted Wellbeing Events (3 pts)
<i>Confidential Wellbeing Reporting Process</i>	Informal (1 pt)	Structured & Accessible (2 pts)	Fully Integrated & Anonymized Support System (3 pts)
<i>Work-Life Balance & Stress Management</i>	Basic Awareness (1 pt)	Structured Support Initiatives (2 pts)	Proactive Culture of Work-Life Balance (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

2. Inclusivity & Accessibility

Benchmark Criteria:

- **Bronze:** The applicant ensures basic inclusivity and accessibility, including compliance with legal accessibility requirements, clear anti-discrimination policies, and basic accommodations for diverse needs.
- **Silver:** The applicant has structured inclusivity initiatives, such as staff training on diversity and inclusion, improved physical accessibility, and active recruitment or service provision for underrepresented groups.
- **Gold:** The applicant demonstrates a leading commitment to inclusivity and accessibility, featuring universal design principles, proactive engagement with marginalized communities, and continuous improvement of accessibility measures.

Assessment Checklist:

2.1 The applicant has a documented inclusivity and accessibility policy, outlining commitments to equality, diversity, and inclusion (EDI).

2.2 The environment is physically accessible to individuals with disabilities, including ramps, elevators, accessible toilets, and appropriate signage.

2.3 Staff receive training on inclusivity and unconscious bias, ensuring respectful interactions with all customers, visitors, and colleagues.

2.4 Reasonable accommodations are provided for employees and customers with disabilities or specific needs.

2.5 Information and communication are accessible, with options such as braille, large print, hearing loops, or digital accessibility tools.

2.6 The applicant engages in inclusive hiring practices, ensuring diverse representation in recruitment and employment.

2.7 The organization supports cultural, religious, and gender inclusivity, with policies allowing for reasonable accommodations related to attire, holidays, and personal identity.

2.8 The applicant promotes community engagement initiatives to support diverse groups, including collaborations with disability organizations, minority advocacy groups, or social inclusion programs.

Evidence Required:

- Copy of the inclusivity and accessibility policy outlining commitments to diversity and accommodation.
 - Records of staff training on diversity, inclusivity, and unconscious bias.
 - Documentation or photographic proof of physical accessibility features.
 - Reports on reasonable accommodations provided for staff/customers.
 - Samples of accessible communication methods (e.g., braille menus, digital accessibility features).
 - Recruitment policies demonstrating inclusive hiring efforts.
 - Records of community engagement or partnerships with inclusivity-focused organizations.
-

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
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<i>Documented Inclusivity & Accessibility Policy</i>	Exists (1 pt)	Reviewed Annually (2 pts)	Audited & Updated for Best Practices (3 pts)
<i>Physical Accessibility</i>	Meets Legal Minimum (1 pt)	Actively Improved Accessibility (2 pts)	Universal Design Principles Applied (3 pts)
<i>Staff Training on Inclusivity</i>	Basic Awareness (1 pt)	Regular Inclusivity Training (2 pts)	Ongoing Staff Development on Inclusion (3 pts)
<i>Reasonable Accommodations Provided</i>	Ad-Hoc or Limited (1 pt)	Structured & Consistently Applied (2 pts)	Proactively Offered & Continuously Improved (3 pts)
<i>Accessible Information & Communication</i>	Limited Availability (1 pt)	Available for Key Services (2 pts)	Comprehensive Multi-Format Accessibility (3 pts)
<i>Inclusive Hiring & Employment Practices</i>	Basic Compliance (1 pt)	Actively Recruiting Diverse Talent (2 pts)	Inclusive Leadership & Measurable Diversity Goals (3 pts)
<i>Support for Cultural & Religious Inclusivity</i>	Basic Awareness (1 pt)	Structured Policies in Place (2 pts)	Fully Embedded & Publicly Promoted Inclusivity (3 pts)
<i>Community Engagement in Inclusivity</i>	None (0 pts)	Occasional Partnership/Support (2 pts)	Active Leadership in Inclusivity Initiatives (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

3. Customer Experience & Care

Benchmark Criteria:

- **Bronze:** The applicant has basic customer service standards, ensuring staff are trained in respectful communication, and complaints or concerns are addressed in a structured manner.
- **Silver:** The applicant provides enhanced customer care initiatives, such as formalized customer service training, proactive complaint resolution, and accessibility-focused service improvements.

- **Gold: The applicant demonstrates excellence in customer experience, featuring advanced customer service policies, real-time feedback integration, and proactive support for vulnerable individuals or those in distress.**
-

Assessment Checklist:

3.1 The applicant has a documented customer service policy, outlining expectations for staff interactions with customers, visitors, and stakeholders.

3.2 Customer service training is provided to all staff, covering effective communication, empathy, and managing difficult interactions.

3.3 A clear complaints and feedback process is in place, allowing customers to report issues and receive timely responses.

3.4 Customer interactions are monitored and reviewed, ensuring consistency in service quality and identifying areas for improvement.

3.5 Proactive customer assistance measures are in place, such as staff available for guidance, clear signage, and accessibility accommodations.

3.6 Staff are trained to recognize and assist vulnerable individuals, including those experiencing distress, mental health challenges, or disabilities.

3.7 A real-time feedback system (e.g., customer surveys, digital review platforms, or direct feedback mechanisms) is available for continuous improvement.

3.8 Customer wellbeing initiatives (e.g., stress-free service zones, quiet hours, or sensory-friendly environments) are offered where applicable.

Evidence Required:

- **Copy of the customer service policy outlining service expectations and response protocols.**
 - **Records of customer service training sessions.**
 - **Documentation of complaint resolution procedures and logs.**
 - **Customer service review reports or mystery shopper evaluations.**
 - **Photographic or documented evidence of accessibility and proactive customer assistance measures.**
 - **Feedback system records, including survey results or digital reviews.**
 - **Documentation of special customer wellbeing initiatives.**
-

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
<i>Documented Customer Service Policy</i>	Exists (1 pt)	Reviewed Annually (2 pts)	Audited & Updated for Best Practices (3 pts)
<i>Customer Service Training</i>	Basic Training Provided (1 pt)	Formalized & Regular Training (2 pts)	Advanced Roleplay/Scenario-Based Training (3 pts)
<i>Complaints & Feedback Process</i>	Exists but Limited (1 pt)	Structured with Timely Responses (2 pts)	Fully Integrated with Proactive Issue Resolution (3 pts)
<i>Monitoring of Customer Interactions</i>	Ad-Hoc or Internal Only (1 pt)	Regularly Reviewed (2 pts)	Proactive & Customer-Focused Analysis (3 pts)
<i>Proactive Customer Assistance</i>	Basic Signage & Guidance (1 pt)	Staff Proactively Assist Customers (2 pts)	Dedicated Service Team for Customer Support (3 pts)
<i>Support for Vulnerable Individuals</i>	Basic Awareness (1 pt)	Structured Support & Assistance (2 pts)	Specialized Training & Dedicated Help Services (3 pts)
<i>Real-Time Feedback System</i>	None (0 pts)	Basic Survey or Feedback Mechanism (2 pts)	Advanced Digital & Multi-Channel Feedback (3 pts)
<i>Customer Wellbeing Initiatives</i>	None (0 pts)	Occasional Initiatives (2 pts)	Comprehensive & Regularly Implemented (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

4. Workplace Culture & Staff Welfare

Benchmark Criteria:

- **Bronze:** The applicant provides a safe and respectful workplace, ensuring compliance with basic labour rights, anti-harassment policies, and staff wellbeing awareness.
- **Silver:** The applicant has structured workplace welfare programs, including employee engagement initiatives, proactive mental health support, and fair work-life balance policies.

- **Gold:** The applicant fosters a model workplace culture, featuring leadership commitment to wellbeing, continuous professional development, and a structured system for employee voice and feedback.
-

Assessment Checklist:

4.1 The applicant has a documented workplace culture and staff welfare policy, outlining commitments to employee wellbeing, engagement, and fair treatment.

4.2 Staff wellbeing programs (e.g., wellness workshops, physical activity initiatives, or flexible working arrangements) are available to employees.

4.3 A clear anti-harassment and anti-bullying policy is in place, with reporting mechanisms to ensure a respectful workplace.

4.4 Regular employee feedback mechanisms (e.g., anonymous surveys, town halls, or staff forums) are in place to encourage open communication.

4.5 Work-life balance initiatives are encouraged, such as remote working options, flexible hours, or reasonable workloads.

4.6 The applicant offers structured professional development opportunities, including career growth pathways, training programs, or mentoring.

4.7 Staff recognition and reward programs (e.g., employee of the month, wellbeing awards, or performance bonuses) are implemented.

4.8 Diversity, equality, and inclusion (DEI) efforts are actively promoted, ensuring equal opportunities for all employees.

Evidence Required:

- Copy of the workplace culture and staff welfare policy.
 - Records of employee wellbeing initiatives and participation data.
 - Documentation of anti-harassment policies and complaint resolution mechanisms.
 - Staff feedback surveys and engagement reports.
 - Work-life balance policies and flexible work arrangements.
 - Training and professional development records.
 - Records of staff recognition programs.
 - Diversity and inclusion reports or hiring policies.
-

Total Possible Points: 15

Checklist Item	Bronze	Silver	Gold
<i>Documented Workplace Culture & Welfare Policy</i>	Exists (1 pt)	Reviewed Annually (2 pts)	Audited & Updated for Best Practices (3 pts)
<i>Employee Wellbeing Programs</i>	Basic Awareness (1 pt)	Structured Initiatives (2 pts)	Comprehensive Wellbeing Strategy (3 pts)
<i>Anti-Harassment & Respect Policy</i>	Exists (1 pt)	Structured Complaint Process (2 pts)	Active Prevention & Training (3 pts)
<i>Employee Feedback Mechanisms</i>	Ad-Hoc or Internal Only (1 pt)	Structured Surveys & Town Halls (2 pts)	Proactive Engagement & Response to Feedback (3 pts)
<i>Work-Life Balance Initiatives</i>	Basic Flexibility (1 pt)	Formalized Policy (2 pts)	Leadership Commitment & Structured Balance (3 pts)
<i>Professional Development & Career Growth</i>	Limited (1 pt)	Regular Training & Career Support (2 pts)	Advanced Development Plans & Mentorship (3 pts)
<i>Staff Recognition & Rewards</i>	Occasional Recognition (1 pt)	Structured Recognition Program (2 pts)	Comprehensive Awards & Incentives (3 pts)
<i>Diversity, Equality & Inclusion (DEI)</i>	Basic Awareness (1 pt)	Structured DEI Policies (2 pts)	Advanced DEI Culture & Inclusive Leadership (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

5. Community Engagement & Social Responsibility

Benchmark Criteria:

- **Bronze:** The applicant participates in basic community engagement, such as local events, fundraising, or small-scale corporate social responsibility (CSR) efforts.
- **Silver:** The applicant has structured community engagement programs, including long-term partnerships with local charities, sustainability initiatives, and organized volunteer efforts.
- **Gold:** The applicant demonstrates leadership in community engagement, featuring widespread impact projects, dedicated CSR policies, and active involvement in public wellbeing initiatives.

Assessment Checklist:

5.1 The applicant has a documented community engagement and social responsibility policy, outlining their commitment to local and societal wellbeing.

5.2 The applicant actively supports local charities, nonprofits, or social initiatives, either through donations, sponsorships, or direct participation.

5.3 Employees are encouraged to engage in volunteer programs, with structured support such as volunteer days or community service incentives.

5.4 The applicant participates in local business or civic initiatives, such as networking groups, partnerships with schools, or skills-sharing programs.

5.5 The applicant supports environmental or sustainability efforts (e.g., reducing waste, green energy initiatives, reforestation projects).

5.6 There is a clear public commitment to ethical business practices, including fair trade, ethical sourcing, and responsible business conduct.

5.7 The applicant organizes or supports community events, awareness campaigns, or educational initiatives.

5.8 Social impact is measured and reported, with clear tracking of engagement, outcomes, and improvements over time.

Evidence Required:

- Copy of the community engagement and social responsibility policy.
 - Records of donations, sponsorships, or partnerships with community initiatives.
 - Volunteer program documentation, including participation data.
 - Proof of involvement in local business or civic initiatives.
 - Reports on sustainability or environmental efforts.
 - Statements on ethical business commitments (e.g., fair trade sourcing policies).
 - Documentation of community event participation or organization.
 - Impact reports tracking social responsibility efforts and outcomes.
-

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
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<i>Documented Community Engagement & CSR Policy</i>	Exists (1 pt)	Reviewed Annually (2 pts)	Audited & Updated for Best Practices (3 pts)
<i>Support for Charities & Social Initiatives</i>	Basic Donations (1 pt)	Structured Support (2 pts)	Long-Term Partnerships (3 pts)
<i>Employee Volunteer Engagement</i>	Encouraged but Informal (1 pt)	Structured Volunteer Support (2 pts)	Fully Integrated Volunteer Programs (3 pts)
<i>Participation in Local Business or Civic Initiatives</i>	Occasional (1 pt)	Structured Involvement (2 pts)	Leadership & Governance Participation (3 pts)
<i>Environmental & Sustainability Efforts</i>	Limited (1 pt)	Active Green Initiatives (2 pts)	Leading Sustainability Commitments (3 pts)
<i>Ethical Business Practices</i>	Basic Awareness (1 pt)	Documented Ethical Policies (2 pts)	Full Transparency & Ethical Sourcing (3 pts)
<i>Community Events & Awareness Campaigns</i>	Limited or Occasional (1 pt)	Regular & Structured Involvement (2 pts)	Leadership in Community Initiatives (3 pts)
<i>Measurable Social Impact</i>	No Measurement (0 pts)	Informal Tracking (2 pts)	Regular Social Impact Reporting (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

6. Environmental Wellbeing & Sustainability

Benchmark Criteria:

- **Bronze:** The applicant meets basic environmental compliance standards, ensuring waste management, recycling availability, and energy efficiency awareness.
- **Silver:** The applicant has structured environmental initiatives, such as carbon reduction efforts, green procurement, and sustainable business operations.
- **Gold:** The applicant demonstrates leadership in sustainability, featuring full integration of environmental best practices, renewable energy use, and a commitment to continuous improvement.

Assessment Checklist:

- 6.1 The applicant has a documented environmental and sustainability policy, outlining commitments to reducing environmental impact.**
 - 6.2 Waste reduction and recycling programs are in place, including clear guidance on responsible waste disposal.**
 - 6.3 The applicant has taken steps to reduce energy consumption, such as using LED lighting, smart energy controls, or energy-efficient appliances.**
 - 6.4 Water conservation measures are in place, such as low-flow fixtures, leak detection systems, or rainwater collection initiatives.**
 - 6.5 Sustainable procurement policies prioritize ethical sourcing, recyclable packaging, or environmentally friendly materials.**
 - 6.6 The applicant actively participates in environmental improvement initiatives, such as tree planting, local cleanup projects, or biodiversity efforts.**
 - 6.7 Carbon footprint reduction strategies are in place, including transport policies (e.g., cycle-to-work programs, electric vehicle incentives, public transport promotion).**
 - 6.8 The applicant monitors and reports on environmental impact metrics, tracking improvements in energy, water, and waste management.**
-

Evidence Required:

- Copy of the environmental and sustainability policy.
 - Records of waste reduction and recycling efforts.
 - Documentation of energy efficiency improvements or consumption data.
 - Water conservation initiatives and monitoring reports.
 - Procurement policies prioritizing sustainable sourcing.
 - Reports from environmental projects or improvement initiatives.
 - Documentation of carbon reduction strategies and transport policies.
 - Environmental impact reports tracking key sustainability metrics.
-

Total Possible Points: 15

<i>Checklist Item</i>	<i>Bronze</i>	<i>Silver</i>	<i>Gold</i>
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<i>Documented Environmental & Sustainability Policy</i>	Exists (1 pt)	Reviewed Annually (2 pts)	Audited & Updated for Best Practices (3 pts)
<i>Waste Reduction & Recycling Programs</i>	Basic Recycling Available (1 pt)	Structured Waste Reduction Plan (2 pts)	Zero-Waste Strategy & Full Circular Economy (3 pts)
<i>Energy Efficiency Measures</i>	Limited Efforts (1 pt)	Proactive Reduction Programs (2 pts)	Leading Smart Energy Management (3 pts)
<i>Water Conservation Initiatives</i>	Minimal (1 pt)	Implemented and Tracked (2 pts)	Industry-Leading Water Efficiency (3 pts)
<i>Sustainable Procurement Policies</i>	Limited or Ad-Hoc (1 pt)	Documented Policy (2 pts)	Fully Integrated Sustainable Sourcing (3 pts)
<i>Participation in Environmental Initiatives</i>	Occasional (1 pt)	Regular Programs (2 pts)	Leading or Organizing Sustainability Efforts (3 pts)
<i>Carbon Footprint Reduction Strategies</i>	Basic Awareness (1 pt)	Implemented Plans (2 pts)	Carbon Neutral or Net-Zero Commitment (3 pts)
<i>Environmental Impact Tracking & Reporting</i>	No Tracking (0 pts)	Informal Monitoring (2 pts)	Comprehensive Annual Sustainability Report (3 pts)

Bronze: 8+ points

Silver: 12+ points

Gold: 14+ points

How to Apply for Bluezone Accreditation

Whether you're a public-facing organisation, a business district, a workplace, or a community venue, applying for Bluezone Accreditation is a structured, supportive process that helps you understand your current position—and improve it over time.

This section outlines the step-by-step process for applying, what to expect, and how to prepare.

6.1 Who Can Apply?

Bluezone Accreditation is open to:

- Individual organisations (e.g. care homes, retail centres, offices, schools)
- Shared spaces (e.g. business parks, industrial estates, community hubs)
- Multi-site organisations or networks applying as a group.

Applicants must:

- Operate in the UK or Europe
 - Meet minimum legal standards in safety, security, and wellbeing.
 - Be willing to provide verifiable evidence of compliance and best practice.
-

6.2 The Application Process

Step	Description
1. Expression of Interest	Submit a short online form to register your intent to apply. Our team will advise on the next steps.
2. Application Pack	Receive the full standards guide, scoring matrix, and evidence checklist for all three categories.
3. Evidence Submission	Provide documentation to support your self-assessment (e.g. policies, photos, training logs, incident reports).
4. Assessor Review	An independent assessor will review your submission, request clarifications, and prepare a provisional score.

Step	Description
5. Site Verification (<i>if required</i>)	Depending on your award level and scale, a virtual or on-site verification may be scheduled.
6. Moderation Panel	A multi-member review panel verifies scoring integrity and confirms your final award level.
7. Outcome & Feedback	Receive a detailed feedback report and—if successful—your Bluezone award certificate, mark, and QR code.

6.3 What Does the Assessor Look For?

Assessors will be looking for:

- Clear, up-to-date policies and procedures
- Evidence that policies are implemented in practice (e.g. photos, logs, training records)
- Responsiveness to emerging risks (e.g. recent updates following incidents)
- Inclusivity and accessibility for all users
- Staff engagement and awareness of key protocols
- A culture of continuous improvement

6.4 Fees and Timelines

Fees are scaled based on:

- Size of the organisation or site(s)
- Number of locations being accredited
- Award level being sought (Bronze, Silver, Gold)

A pricing guide is available on request. Discounts may apply for multi-site groups, not-for-profits, or existing clients of recognised support providers.

Turnaround time: The pace of certification depends on the speed at which the applicant can prepare and provide the evidence required to meet the standards.

Most applications are processed within 4–8 weeks from submission, depending on complexity and completeness.

6.5 Support During Application

We want organisations to succeed—so support is available at every stage:

- **A dedicated contact for questions or clarification**
 - **Optional pre-assessment reviews (for a small fee)**
 - **Templates and tools available on request**
 - **Access to recognised support partners or trainers if desired (kept separate from assessment team)**
-

6.6 Reassessment and Progression

- **Accreditation lasts for 2 years.**
- **You may apply to upgrade your award level at any time.**
- **Reaccreditation reminders are issued 6 months before expiry.**
- **If your environment changes significantly (e.g. relocation, major incident), a reassessment may be required.**

7. Terms & Conditions of Accreditation

To maintain the integrity, credibility, and trust associated with the Bluezone mark, all applicants and accredited organisations must agree to the following terms and conditions. These terms apply throughout the application, assessment, and accreditation period.

7.1 Use of the Bluezone Mark

Organisations granted accreditation may use the Bluezone mark (Bronze, Silver, or Gold) as follows:

- On premises (e.g. entrance signage, reception areas)
- On websites, email footers, and digital materials.
- In marketing materials, tenders, and promotional documents

Use of the mark is subject to the following conditions:

- It must clearly correspond to the specific location or entity accredited.
- The level (Bronze/Silver/Gold) must not be misrepresented or altered.
- The mark must not be used after accreditation has expired, been suspended, or revoked.

A full Brand Usage Guide will be provided upon accreditation. Misuse may result in withdrawal of the award.

7.2 Transparency and Public Trust

Each accredited organisation will be listed in the public Bluezone register, accessible via our website.

A public-facing summary report will be made available via QR code or link, outlining:

- The award level achieved.
- The areas assessed.
- A summary of key strengths
- The validity period of the award

This feature is designed to build public confidence and support transparent standards.

7.3 Assessment Integrity

- All assessments are conducted by independent, trained assessors.
 - Any attempt to influence or mislead assessors may result in automatic disqualification.
 - Organisations must submit accurate and truthful evidence, with documentation dated and verifiable.
 - All data is managed in accordance with the UK GDPR and Data Protection Act
 - Assessors may conduct random spot-checks or interviews to validate claims.
-

7.4 Accreditation Validity

- Accreditation is valid for 24 months (2 years) from the date of award.
 - Organisations are responsible for applying for renewal or progression before the expiry date.
 - Bluezone reserves the right to conduct interim reviews in cases of:
 - Significant incident or complaint
 - Major changes to the organisation or site
 - Suspected breach of these terms
-

7.5 Suspension or Revocation

Bluezone reserves the right to suspend or revoke accreditation if:

- False or misleading information was submitted.
- The accredited site no longer meets the required standards.
- The Bluezone mark is misused or misrepresented.
- The organisation brings the scheme into disrepute.

An appeals process is available for any decision of revocation or suspension.

7.6 Appeals and Complaints

- Organisations may appeal their assessment outcome within 14 days of receiving results.
- All appeals are reviewed by an independent moderation panel.

- Members of the public may submit complaints regarding accredited organisations, which may trigger a review.
-

7.7 Changes to Terms

Bluezone reserves the right to update these terms as the scheme evolves. All accredited organisations will be notified of any material changes, and continued participation implies acceptance of the revised terms.

7.8 Contact and Support

For all enquiries, appeals, or clarification requests:

Bluezone Accreditation Team

Staff Nursing Ltd

3rd Floor Lanyon Building Annex

Jennymount Business Park

14 North Derby Street

Belfast, BT15 3HN

 **028 90 745 481**

 info@staffnursing.co.uk

8. Public Register & QR Code Transparency

One of the core principles behind Bluezone is public trust. Accreditation must not only be earned—it must be visible, verifiable, and understandable to the people it is designed to protect.

To support this, every accredited site is listed on the official Bluezone Public Register, and each award includes a unique QR code linking to a public-facing report.

8.1 The Public Register

All organisations awarded Bluezone accreditation are listed in an online public register hosted at:

👉 www.bluezone-certified.org/register

Each listing includes:

- Organisation name
- Site address or location
- Accreditation level (Bronze, Silver, Gold)
- Validity period
- A direct link to the site's summary report

The register is updated weekly and serves as a trusted source of verification for clients, members of the public, regulators, and procurement bodies.

8.2 The Bluezone QR Code

Each accredited site is issued a unique QR code that links to its summary report. This QR code can be printed on:

- Door/window signage
- Staff ID cards or uniforms
- Marketing materials
- Website footers
- Email signatures
- Visitor lanyards or passes.

When scanned by a mobile device, the QR code takes users to a dedicated public summary page showing:

- The space's award level
 - What areas were assessed?
 - When it was last verified
 - Key highlights of performance
 - Contact information for reporting issues or commendations.
-

8.3 Why This Matters

This system provides:

- Transparency – showing how and why the award was granted.
- Accountability – allowing the public to raise concerns or give feedback.
- Trust – helping staff, visitors, and customers make informed decisions.
- Reputation assurance – demonstrating an organisation's commitment to ongoing standards.

For the first time, organisations can demonstrate their standards not through words alone—but through a verified, recognisable mark backed by public evidence.






9. Support & Resources

While Bluezone Accreditation is independently assessed, we understand that organisations may value support as they prepare for the application process—especially when aiming to achieve higher-level awards or undertaking improvement work.

This section outlines the optional support tools and services available to help organisations build capacity and confidence before or during their accreditation journey.

9.1 Self-Guided Resources

All applicants receive access to the following:

-  **Bluezone Standards Guide** – full breakdown of every assessment area and benchmark
-  **Scoring Matrix & Evidence Checklist** – itemised tables showing how points are awarded
-  **Application Planner** – a practical timeline and document organiser to support busy teams
-  **Branding Guidelines** – for using the Bluezone mark correctly post-accreditation
-  **Public Summary Template** – a sample of what your QR-linked public page will display

These tools are included as standard and available in PDF or editable formats.

9.2 Optional Pre-Assessment Support

Organisations seeking additional guidance can request:

Support Type	Description
Pre-Assessment Review	A one-off review of draft evidence before formal submission (feedback provided within 7 days)
Readiness Check	A short online session with a Bluezone support officer to help identify gaps or “quick wins”
Policy Template Pack	Downloadable templates for key areas such as emergency planning, inclusion, and incident reporting

Support Type	Description
Scoring Diagnostic	A self-assessment scoring tool with sample answers and real-world examples of supporting evidence

These services are optional and designed to help applicants self-correct before the formal review begins. They do not influence the outcome of the official assessment.

9.3 Access to Approved Partners

If you need help implementing changes or developing internal systems, Bluezone can connect you with a network of approved providers offering services such as:

- Staff training (e.g. first aid, safeguarding, mental health)
- Environmental risk assessments
- Policy development and compliance audits
- DEI consultancy and inclusive design advice
- Emergency preparedness and scenario planning

All providers are kept strictly separate from the assessment team to preserve independence. There is no obligation to use external support to apply.



9.4 Ongoing Improvement Tools

Organisations that achieve accreditation (at any level) receive:

- Improvement Tracker – to help prepare for Silver or Gold
- Quarterly newsletter – updates on best practice, legislation, and case studies
- Eligibility alerts – automatic reminders for renewal and progression opportunities
- Annual check-in (optional) – a low-cost pulse review to monitor continued compliance.

These tools are designed to support your organisation in maintaining standards, not just reaching them.

For support requests or to access optional tools:

-  support@bluezone-certified.org
-  www.bluezone-certified.org/support

