



MANAGED SERVICES GROUP

HEALTH & SAFETY POLICY

EBM; Our Values

We are:

Positive and enjoy what we do

Professional at all times

Flexible and open to change

Passionate about the service we deliver

And above all team players

January 2021

Next review date: January 2022

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Section 1: The Policy

1.1 Introduction

The Directors of EBM Managed Services (hereinafter referred to as 'the Company') place great importance on, and are committed to, ensuring the health and safety of all employees and other persons who may be affected by the work activities of the Company. This policy document has been prepared in accordance with the requirements of Section 2(3) of the Health and Safety at Work etc. Act 1974 and other relevant legislation, and is issued for the direction, guidance and information of all employees, suppliers, contractors, customers and members of the public who may be affected by the work activities of the Company. The objectives, aims and targets of the policy are based on the following principles:- "ALL INJURIES CAN BE PREVENTED" and "ALL ACCIDENTAL LOSSES CAN BE CONTROLLED". This policy document applies to the following sites, premises or areas of the business: -

166 Enterprise Court, Eastways Industrial Estate, Witham, Essex. CM8 3YS

This policy document also applies to employees working on Company business on other premises, sites or situations.

1.2 Health and Safety Policy Statement

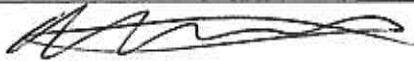
This is the Health and Safety Policy Statement of EBM Managed Services (hereinafter referred to as 'the Company') as required under Section 2(3) of the Health and Safety at Work etc. Act 1974.

It is the general policy of the Company to ensure the health, safety and welfare at work of employees, contractors, visitors and members of the general public who may be affected by its work activities.

Furthermore the Company will endeavour to comply with its legal duties, responsibilities and obligations under the relevant health and safety legislation, together with any relevant codes of practice and guidance notes issued by the Health and Safety Executive (HSE).

The Company will attempt to achieve these objectives by:-

- (1) Providing and maintaining a working environment that is, so far as is reasonably practicable, safe and without risks to health, and complies with all relevant legal requirements.
- (2) Providing and maintaining suitable and satisfactory facilities and arrangements for the welfare at work of employees.
- (3) Providing and maintaining, so far as is reasonably practicable, premises and other places of work that are safe and without risks to health, including safe means of access and exit.
- (4) Ensuring, so far as is reasonably practicable, that plant, machinery, equipment or appliances for the time being on the company premises, or otherwise used by employees, are safe and without risks to health.
- (5) Providing such information, instruction, training and supervision as is necessary to ensure, so far as reasonably practicable, the health and safety at work of employees.
- (6) Ensuring that the use, handling, storage and transport of articles and substances are, so far as is reasonably practicable, safe and without risks to health.
- (7) Consulting with employees on a regular basis regarding matters of health and safety.
- (8) Identifying all reasonably foreseeable hazards and assessing the associated risks with a view to eliminating, reducing or controlling them.
- (9) Reviewing and up-dating of this policy on a regular basis.
- (10) Ensuring that all employees have access to a copy of this policy.

Signed :	
Name :	M BAILEY
Title :	DIRECTOR
Date :	14.1.2021

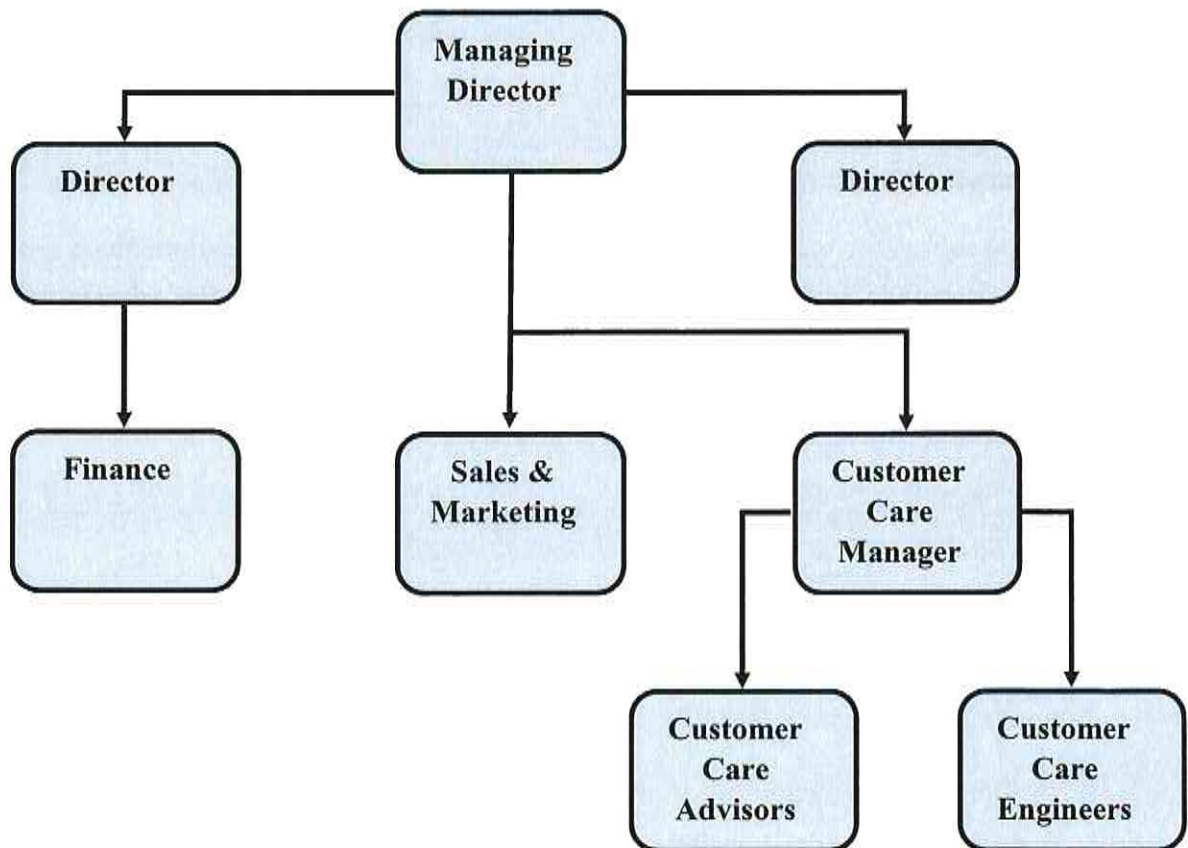
Section 2: Company Organisation

2.1 Introduction

All persons within the Company must be aware of the lines of communication and levels of responsibility that exist to ensure that health and safety matters are dealt with effectively and efficiently.

The management structure shown relates specifically to health and safety issues and not necessarily to other management functions.


2.2 Company Organisation



2.3 Responsibilities of the Managing Director

In order to ensure that health and safety is effectively managed within the Company the Managing Director shall:

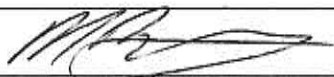
- (1) Be responsible for ensuring the establishment of an effective Health and Safety Policy within the Company and for publicly supporting all persons carrying out the policy and its objectives.
- (2) Ensure the periodic review and appraisal of the effectiveness of the policy and ensure that any necessary changes are made.
- (3) Ensure that a strategy plan is prepared for the continual management of health and safety as part of the business objectives of the Company, including a system for the regular monitoring, review and development of the plan.
- (4) Ensure the appointment of suitable and adequate 'competent persons', as required under the Management of Health and Safety at Work Regulations 1999, together with the provision of the necessary finance, materials and other assistance to enable the effective carrying out of the associated functions and requirements.
- (5) With the assistance of the competent person/s, measure, appraise and where necessary, correct the company's safety performance.
- (6) Ensure that the Company Health and Safety Policy and the programme of implementation is understood at all levels through the commitment of adequate training sources to that programme.
- (7) Ensure that responsibility for health and safety is properly assigned and accepted at all levels and that these areas of responsibility are periodically reviewed.
- (8) Ensure that suitable and adequate risk assessments are carried out in accordance with current legislation.
- (9) Ensure that systems are in place to provide adequate levels of safety, organisation and welfare/first aid facilities on all sites.
- (10) Attend safety committee meetings or arrange for a senior manager to act on his/her behalf.
- (11) Personally undertake health and safety training and, where necessary, periodically review and update his/her level of awareness of health and safety.

Name:	
Sign:	M. GRACEY
Date :	14-1-2021

2.4 Responsibilities of Directors

In order to ensure that health and safety is effectively managed within the Company the Directors shall:

- (1) Ensure the establishment of an effective Health and Safety Policy within the Company and publicly support all persons carrying out the policy and its objectives.
- (2) Ensure the periodic review and appraisal of the effectiveness of the policy and ensure that any necessary changes are made.
- (3) Ensure that a strategy plan is prepared for the continual management of health and safety as part of the business objectives of the Company, including a system for the regular monitoring, review and development of the plan.
- (4) Ensure the appointment of suitable and adequate 'competent persons', as required under the Management of Health and Safety at Work Regulations 1999, together with the provision of the necessary finance, materials and other assistance to enable the effective carrying out of the associated functions and requirements.
- (5) With the assistance of the competent person/s, measure, appraise and where necessary, correct the company's safety performance.
- (6) Ensure that the Company Health and Safety Policy and the programme of implementation is understood at all levels through the commitment of adequate training sources to that programme.
- (7) Ensure that responsibility for Health and Safety is properly assigned and accepted at all levels and that these areas of responsibility are periodically reviewed.
- (8) Ensure that suitable and adequate risk assessments are carried out in accordance with current legislation.
- (9) Ensure that systems are in place to provide adequate levels of safety, organisation and welfare/first aid facilities on all sites.
- (10) Attend safety committee meetings or arrange for a senior manager to act on his/her behalf.
- (11) Personally undertake health and safety training and, where necessary, periodically review and update his/her level of awareness of health and safety.

Name :		Name :	
Sign :	<i>M Bailey</i>	Sign :	
Date:	14.1.2021	Date :	

2.5 Responsibilities of Managers / Supervisors


The Managers and Supervisors within the Company shall:

- (1) Familiarise themselves with the Company Health and Safety Policy and their responsibilities under the relevant health and safety legislation.
- (2) In conjunction with the Safety Co-ordinator/s, identify all risks to health and safety within their department or section and take suitable and adequate measures to eliminate, reduce or control those risks.
- (3) Ensure that employees and other persons within their department or section are provided with suitable and adequate information, instruction and training for the tasks they are required to perform.
- (4) Ensure that all employees in their department or section are fully aware of the procedures in the case of fire or other emergency.
- (5) Ensure that all employees in their department or section know the whereabouts of first aid facilities and the names of first aiders.
- (6) Ensure that safe practices in their department or section are continually developed to ensure maximum safety for all under employees and other persons.
- (7) Ensure that adequate supervision is provided or available at all times, particularly where young or inexperienced workers are concerned.
- (8) Carry out the investigation of all accidents, promptly, to discover the causes and take immediate action to eliminate a recurrence.
- (9) Complete accident report forms for their department or section for all accidents involving injury, damage to company property or lost time.
- (10) Ensure that any required safety equipment / safety devices are always used, properly adjusted and maintained.
- (11) Ensure that all defects in their department or section are promptly recorded and rectified. Where the defect involves the safety of machinery / office equipment, that it is immobilised until repaired.
- (12) Ensure that any relevant targets set by the Company are made known to employees and that achievements of targets are identified.

2.6 Responsibilities of the Safety Co-ordinator/s

In order to ensure that health and safety is effectively managed within the Company the Safety Co-ordinator/s shall:

- (1) Be responsible for overseeing the implementation, application, monitoring and review of this policy across the areas of his/her responsibility.
- (2) Ensure that there is a system of management of health and safety in place whereby all relevant hazards are identified and that the associated risks are, so far as is reasonably practicable, eliminated, reduced or controlled.
- (3) Establish and maintain systems of communication in respect of health and safety for all areas of his/her responsibility.
- (4) Periodically inspect all areas of his/her responsibility to ensure that health and safety is being effectively managed.
- (5) Periodically report to the Managing Director or other relevant line manager, on all aspects of health and safety as it affects the company's operations.
- (6) Ensure that the Company management/employees are kept up to date with current health and safety legislation and best practice.
- (7) Ensure that the quality of health and safety training is of a high standard and is achieving the purpose for which it is intended.
- (8) Ensure that regular emergency procedures and drills are carried out at all company premises.
- (9) Produce safe systems of work for all activities that may constitute a risk to the health and safety of employees and/or other persons.
- (10) Evaluate the documentation and outcomes of accident/incident investigations and conduct additional investigations, as and when required or when considered necessary.
- (11) Organise, attend and supply information and material for safety committee meetings, as and when required.
- (12) Liaise with employees on all matters concerning health and safety at work to the benefit of all employees and the Company.

Name:	M Bailey
Signed :	
Date :	14-1-2021
Title :	Director

2.7 Responsibilities of Employees

In order to ensure that health and safety management within the Company is effectively implemented and carried out all employees shall:

- (1) Familiarise themselves with and conform to the Company Health and Safety Policy at all times.
- (2) Conform to all relevant company rules and regulations made in the interest of health, safety or welfare.
- (3) Not misuse any equipment issued in the interest of health, safety or welfare, e.g. goggles, hearing protection, protective clothing, etc.
- (4) Ensure that accidents and incidents are reported promptly and fully to the appropriate person, manager or supervisor.
- (5) Keep all work areas clean and tidy.
- (6) Comply with any instructions issued by their manager or supervisor.
- (7) Comply with any instruction issued by a Principle Contractor or his representative at construction sites.
- (8) Where charged with supervising trainees, ensure they are capable of undertaking any task required of them, and to instruct them in general health and safety matters applicable to the task or trade.
- (9) Comply with the legal obligations required by section 7 and 8 of the Health and Safety at Work etc Act 1974 and Regulation 14 of the Management of Health and Safety at Work Regulations 1999, as follows:

Section 7 of the Health and Safety at Work Act requires every employee while at work:

- (a) To take reasonable care of his/her own health and safety and that of other persons that may be affected by his/her acts or omissions; and
- (b) To co-operate with his/her employers and others to comply with health and safety legal requirements.

Section 8 of the Health and Safety at Work Act requires employees not to misuse anything provided in the interests of health, safety or welfare.

Regulation 14 of the Management of Health and Safety at Work Regulations 1999 requires that:

- (a) Every employee shall use any machinery, equipment, dangerous substance, transport equipment, means of production or safety device in accordance with any training or instruction provided.
- (b) Every employee shall inform his employer or person responsible for health and safety of any situation which represents a serious and immediate danger or any shortcomings in the arrangements for health and safety.

Failure to comply with health and safety legal requirements can lead to prosecution.

Further information is available from the Health and Safety Poster - 'Health and Safety Law - What you should know', or the equivalent HSE leaflet.

2.8 Responsibilities of Visitors and Contractors

Visitors

In order to ensure that health and safety management within the Company is effectively implemented and carried out all visitors shall:

- (1) Report to the Company reception upon arrival and leaving.
- (2) Comply with the Company Health and Safety Policy and any relevant rules and procedures.
- (3) Report immediately any injuries or damage incurred by them to the Company.

Contractors

In order to ensure that health and safety management within the Company is effectively implemented and carried out all contractors and their employees shall:

- (1) Comply with the Company Health and Safety Policy and any relevant rules and procedures.
- (2) Comply with all relevant legal requirements, codes of practice and guidance relating to their operations and work activities.
- (3) Ensure that their own company's health and safety policy and relevant safe working procedures are made available before any work commences and during the period of the work.
- (4) Ensure that any plant or equipment brought onto the company's premises is in a safe condition and is maintained in accordance with any relevant regulations or codes of practice.
- (5) Ensure that they do not alter or misuse anything provided for their use or interfere with any plant or equipment on the site, unless authorised by the Company.
- (6) Provide information and assessments of noise levels and other risks arising from plant, equipment or operations brought onto the company's premises.
- (7) Report to the Company reception upon arrival and leaving.
- (8) Report immediately any accidents or incidents resulting in injury or damage to the Company.

Section 3: General Arrangements

3.1 Introduction

This section defines the standards, rules and procedures of the health and safety related issues and areas of risk that apply to the company's work activities.

It is the responsibility of all employees to observe these rules and procedures and to conduct themselves and carry out their work in a safe and reasonable manner.

Failure to comply with the following arrangements could render employees liable to disciplinary procedure or criminal prosecution.

The Company recognises that it is not possible to prepare in written form every safety rule that applies to the work activities and to employees as circumstances may vary depending upon the nature of work.

The detailed arrangements for controlling accidental loss, specific procedures and information may also be set down in a safety manual.

Each department may also be required to develop procedures in relation to the specific work activities and tasks that are carried out.

All tasks will require the persons in control to apply 'planning' and 'monitoring' to the activities.

PLANNING: Prior to commencement of work, the person in control of any task, must determine which of these arrangements apply, and ensure that the appropriate materials, equipment and procedures are available to enable them to be implemented.

MONITORING: It is essential that the persons in control of any task ensure that the standards are maintained throughout the life of that task, therefore requiring standards to be monitored on a continual day to day basis.

It should also be noted that any statutory references and guidance information referred to in the arrangements is not to be considered as an exhaustive list but merely a guide. Additional requirements may apply depending on local circumstances and conditions.

3.2 Risk Management

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that all significant risks arising from work activities are adequately managed.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999, other applicable legislation and guidance notes (HSG 65) issued by the Health and Safety Executive.

In particular, the following rules and procedures will be applied in relation to this area or work activity:

- (1) The Company will institute a programme of hazard identification and risk assessment of all its activities in order to eliminate, reduce or control, so far as is reasonably practicable, any harm or danger to employees or other affected persons.
- (2) All risk assessments will be fully documented and recorded.
- (3) All risk assessments will be reviewed annually.
- (4) All risk assessments will be monitored on a regular basis at a frequency determined by, and stated within, the assessment.
- (5) All relevant employees or other persons will be informed of the significant findings of risk assessments that relate to their work activities or otherwise affect them.

DEFINITIONS

Hazard

A "hazard" is something that has the potential to cause harm.

Risk

"Risk" is the likelihood of the harm being realised. The risk, therefore, reflects both the likelihood that harm will occur and its severity. It will generally be recorded as insignificant, low, medium or high.

Control Measures

Where work activities, items or areas with significant risks are identified the risk assessment will contain details of the measures that must be applied or actions that must be taken in order to eliminate, reduce or control the risks in question and therefore allow the activity etc to be carried out safely.

These required measures or actions are referred to as 'control measures'.

Hierarchy of Control Measures

The following principles will be applied to adopting control measures:

- Avoiding the risks altogether
- Evaluating the risks which cannot be avoided
- Combating risks at source
- Adapting the work to the individual
- Adapting to technical progress
- Replacing the dangerous with the non-dangerous or less dangerous
- Developing a coherent overall prevention policy
- Giving collective protective measures priority over individual protective measures
- Giving appropriate instructions to employees

Review and Revision

The risk assessments must be kept up-to-date and be reviewed and modified, where necessary. If changes take place which mean that the current risk assessment is no longer valid or that it can be improved, the assessment must be reviewed. In all cases, risk assessments will be reviewed on a regular annual basis.

Health Surveillance

Health surveillance may be required in order to detect adverse health effects to employees at an early stage. Examples may include:

- Where there is an identifiable disease or adverse health condition related to the work activity
- Where there is a reasonable likelihood that the disease or condition may occur under the particular conditions of work
- Where surveillance is likely to further the protection of the health of employees.

Record Keeping

All significant findings of risk assessments and subsequent monitoring must be recorded. The records must include:

- The significant hazards identified in the assessment - those which might pose serious risk to workers or others who might be affected by the work activity if they were not properly controlled
- The levels of risk associated with the hazards
- The existing or required control measures
- The people who may be affected by the risks or hazards, including any groups of employees who are at special risk
- Decisions taken as a result of the assessment

Information and Training

All employees will be provided with relevant information regarding the risks to their health and safety as identified by the assessment, including information on the required control measures. Any additional training necessary in the use of safety equipment, personal protective equipment and clothing which may be introduced as a result of the risk assessment must also be provided.

Employees involved in conducting risk assessments will be given appropriate training and any additional information applicable to the particular working environment or activities that they may be assessing.

Appropriate information will also be provided to non-employees regarding the results of risk assessments and subsequent control methods that may affect them.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

.....

3.3 Safe Systems of Work and Working Procedures

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that safe systems of work and/or safe working procedures are developed, understood and followed.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999, other applicable legislation and guidance notes issued by the Health and Safety Executive.

In particular, the considerations that will be applied in relation to the preparation and development of safe systems of work and safe working procedures will include:

- The work or tasks being carried out
- The associated potential hazards
- Any existing instructions or procedures
- Who is doing the work
- The skills and abilities of the people
- The level of control and supervision required
- The tools or equipment that are required
- The personal protective equipment required
- The associated training requirements
- Other activities being carried out concurrently
- Communication requirements
- Emergency planning issues
- Monitoring requirements
- Review and updating requirements

The following rules and procedures will be followed in relation to this area:

- (1) All safe systems of work and safe working procedures will be developed by the relevant manager / supervisor in conjunction with the Safety Co-ordinator.
- (2) All safe systems of work and safe working procedures will be documented in an approved format.
- (3) All safe systems of work and safe working procedures will be brought to the attention of all employees and other persons that they affect.
- (4) Regular monitoring of compliance with, and the effectiveness of, all safe systems of work and safe working procedures will be carried out.
- (5) All safe systems of work and safe working procedures will be reviewed and amended, where necessary, on an annual basis or when significant changes in the activities or other matters to which they relate occur.
- (6) All safe systems of work and safe working procedures will be reviewed and amended, where necessary, following an accident or incident arising from the related activities, or when the results of monitoring reveals problems of compliance or effectiveness.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

.....

3.4 First Aid

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring the provision of adequate numbers of trained first aiders and adequate first aid equipment and facilities.

The Company will endeavour to provide and maintain suitable and adequate first aid facilities and to comply with the relevant legal requirements, as contained within the Health and Safety (First Aid) Regulations 1981 (Amended), and with the specific Approved Code of Practice (L74) issued by the Health and Safety Executive (HSE).

In particular, the following rules and procedures will be applied in relation to this area:

- (1) The Company will ensure that adequate and appropriate equipment, facilities and personnel are provided at all workplaces to enable first aid to be given to employees and other persons if they are injured or become ill at work.
- (2) The level of provision of first aid facilities at each workplace will be determined by an assessment of the particular circumstances and risks involved.
- (3) When carrying out an assessment to determine the level of provision of first aid facilities the factors that will be considered will include:
 - Any significant risks present as identified within a risk assessment
 - Any specific risks present e.g. hazardous substances, dangerous machinery
 - Areas where different levels of risk have been identified
 - Records of accidents or ill health
 - Numbers of employees
 - Employees with special problems or disabilities
 - Special site location issues
 - Shiftwork or out-of-hours working
 - Employees who travel or work alone
 - Employees on sites occupied by other employers
 - Work experience trainees
 - Access by members of the public
- (4) Suitable and sufficient first aid boxes will be provided in all workplaces and work situations.
- (5) All first aid boxes will be stocked in accordance with the outcomes of the first aid assessment. Where no significant risks or other factors are revealed by the assessment, boxes will contain a minimum stock of the items recommended by HSE guidance.
- (6) First aid boxes will be located in conveniently accessible positions in workplaces and these locations will be clearly marked.
- (7) The company will ensure the appointment of suitable and adequate appointed persons and first aiders for every workplace.
- (8) The numbers of appointed persons and first aiders in each workplace will be determined by the first aid risk assessment and in accordance with HSE guidance.
- (9) A list of current first aiders and appointed persons will be displayed on all company notice boards or otherwise brought to the attention of employees.

- (10) All appointed persons and first aiders will receive suitable and sufficient training in accordance with HSE guidance and will receive appropriate refresher training as and when required.
- (11) The duties of appointed persons and first aiders will be as indicated below:

Duties of First Aiders

- (1) To ensure the first aid facilities are available and boxes are stocked according to the issued instructions.
- (2) To maintain records in all of the cases that they treat.
- (3) To inform the Safety Co-ordinator of any matter relating to the provision of first aid that they deem necessary.
- (4) To carry out the duties of an Appointed Person as appropriate.
- (5) To maintain a current first aid certificate.

Duties of Appointed Persons

- (1) To take charge of situations where someone is injured or falls ill.
- (2) To ensure a first aider is summoned (if available).
- (3) To call an ambulance and/or other emergency service.
- (4) To give any emergency first aid treatment to the level for which they have been trained.

Trained First Aiders are:

..... RICHARD TYTHERLEIGH

..... LEON BUNN

.....

Trained Appointed Persons are:

..... RICHARD TYTHERLEIGH

..... LEON BUNN

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

.....

3.5 Accident Reporting and Investigation

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledge that this includes ensuring that all accidents and incidents are reported and investigated.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) and the Management of Health and Safety at Work Regulations 1999, and with the specific guidance (INDG453) issued by the Health and Safety Executive.

In particular, the following rules and procedures will be applied in relation to this area:

- (1) All employees are required to report all accidents to their manager as soon as possible.
- (2) For these purposes an accident is defined as any unplanned event which may give rise to injury, ill health, property or plant damage or any other potential loss, including near misses.
- (3) All accidents involving injury must be recorded in the accident book or equivalent form of recording. This record can be made by the relevant first aider, injured person or other suitable person e.g. manager, colleague or other appointed person.
- (4) All accidents must be recorded by the appropriate manager on the Accident Report Form.
- (5) The completed accident report form must be forwarded to the Safety Co-ordinator for further analysis or investigation.
- (6) All accidents must be investigated by the appropriate manager and recorded on the Accident Investigation Form.
- (7) If the accident or incident is reportable under RIDDOR the required notification procedures as detailed below must be followed by the nominated person/s within the company.
- (8) The Safety Co-ordinator will be responsible for analysis and possible further investigation of all accidents and for the production of accident statistics and reports.
- (9) Where an accident investigation reveals matters that are required to be implemented in order to prevent a recurrence, the required action must be taken immediately by the appropriate manager.
- (10) Where an investigation reveals that immediate action is required to prevent a recurrence, but circumstances dictate that it is not possible or feasible, any required interim measures to ensure the safety of the persons affected must be taken (e.g. disconnection of equipment).

What is reportable under RIDDOR?

Death or "Specified" Injury

When an accident involves the following:

- An employee, or a self-employed person working on the company's premises is killed or suffers a "specified" injury (including as a result of physical violence); or
- A non-employee such as a member of the public is killed or taken to hospital from the site of the accident;

The relevant enforcing authority or Incident Contact Centre must be notified without delay (e.g. by telephone or by submitting an online form, available on the HSE website).

Reportable "Specified" Injuries

These include:

- fractures, other than to fingers, thumbs and toes;
- amputations;
- any injury likely to lead to permanent loss of sight or reduction in sight;
- any crush injury to the head or torso causing damage to the brain or internal organs;
- serious burns (including scalding) which: covers more than 10% of the body, or causes significant damage to the eyes, respiratory system or other vital organs;
- any scalping requiring hospital treatment;
- any loss of consciousness caused by head injury or asphyxia;
- any other injury arising from working in an enclosed space which:
 - leads to hypothermia or heat-induced illness or
 - requires resuscitation or admittance to hospital for more than 24 hours.

Over-seven-day Injuries

If there is an accident connected with work (including an act of physical violence) and an employee, or a self-employed person working on the company's premises, suffers an over-seven-day injury an online accident report form (F2508) must be completed on the HSE website.

An over-seven-day injury is one which is not major but results in the injured person being away from work or unable to do the full range of his/her normal duties for more than seven days (including any days he/she wouldn't normally be expected to work such as weekends, rest days or holidays) and not counting the day of the injury itself.

Reportable Dangerous Occurrences

If any type of incident that is classed as a dangerous occurrence must be reported immediately (e.g. by telephone) to the relevant enforcing authority and an online form completed on the HSE website.

There are 27 different categories of reportable dangerous occurrences including:

- collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- plant or equipment coming into contact with overhead power lines;
- accidental release of any substance which could cause injury to any person.

The full list of dangerous occurrences can be found in Schedule 2 of the Regulations and on the HSE website.

Reportable Occupational Diseases

If an employee reports diagnosis of an occupational disease, where it is likely to have been caused or made worse by their work, a report of the diagnosis must be sent using Form F2508A to the relevant enforcing authority without delay.

These diseases include:

- carpal tunnel syndrome;
- severe cramp of the hand or forearm;
- occupational dermatitis;
- hand-arm vibration syndrome;
- occupational asthma;
- tendonitis or tenosynovitis of the hand or forearm;
- any occupational cancer;
- any disease attributed to an occupational exposure to a biological agent.

The full list of reportable diseases, and the work activities they are related to, can be found in Regulation 8 of RIDDOR 2013 and on the HSE website.

HSE Incident Contact Centre Details

- Internet: www.riddor.gov.uk or www.hse.gov.uk/riddor
- Telephone: 0845 300 9923 (Monday to Friday 8.30am to 5.00pm) (For fatal and major injuries only) - Out of hours telephone contact number: 0151 922 9235

The appointed person/s for reporting accidents/incidents under RIDDOR will be:

..... RICHARD TYHERLEIGH

The person/s within the company with responsibility for implementing and monitoring the rules and procedures in this area will be:

..... RICHARD TYHERLEIGH

3.6 Fire Safety and Other Emergencies

The company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that procedures are developed and followed in respect of fire and other emergencies.

The company will endeavour to control the associated risks and to comply with the legal requirements relating to fire safety and other emergencies, as contained within the Regulatory Reform (Fire Safety Order) 2005 and the Management of Health and Safety at Work Regulations 1999, and with the specific guidance notes issued by the Health and Safety Executive and Fire Authority.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

The company will take such general fire precautions as will ensure, so far as is reasonably practicable, the safety of all employees and other persons that may be affected by its activities.

Risk assessments will be completed for all premises occupied by the Company for the purpose of identifying the general fire precautions required to be implemented.

The significant findings of the assessments and details of any groups of persons identified as being especially at risk will be recorded and brought to the attention of relevant employees and other affected persons.

All relevant risk assessments will be subject to periodic monitoring and review at a frequency prescribed by the assessment or when they are no longer valid or significant changes have occurred.

Where dangerous substances may be present in or on premises, the risk assessment will take account of any relevant special hazards with a view to eliminating or reducing the risks so far as is reasonably practicable.

All premises will be equipped with appropriate fire-fighting equipment and with fire detectors and alarms where considered to be necessary, as determined by the risk assessment.

All non-automatic fire-fighting equipment will be easily accessible, simple to use, and their location will be indicated by signs.

Suitable and sufficient emergency routes and exits will be designated for all company premises and selected in order for employees and any other persons to evacuate as quickly as possible.

All emergency routes and exits will lead to a place of safety and will be indicated by signs.

All emergency exits and the routes to emergency exits from premises must be kept clear at all times.

All emergency exit doors will open in the direction of escape and allow easy and immediate opening.

All emergency exit doors must remain unlocked and unfastened at all required times.

All emergency exits and routes requiring illumination will be provided with suitable emergency lighting.

All fire alarms will be maintained in efficient working order, good repair, serviced at required intervals and tested at regular intervals, as determined by the risk assessment. A suitable record of such tests will be kept and maintained.

Fire drills / emergency evacuations will take place at required intervals. A suitable record of such drills shall be kept and maintained.

All employees will be provided with suitable and sufficient instruction and training on the appropriate precautions and actions required to be taken by them in case of fire or other emergencies. This training will be provided at induction and repeated periodically and/or when required.

All visitors to company premises, including contractors, will be provided with suitable information and will be required to record their details in a register, including times of arrival and leaving.

The company will appoint one or more suitable 'Competent Persons' for every premises, who will be responsible for ensuring that all preventative and protective measures for fire and other emergencies are in place. All such appointees will be provided with adequate information, training and other resources in order to carry out his/her role and duties effectively.

The company will appoint a sufficient number of fire marshals at every premises in order to implement and manage the emergency evacuation procedures. Duties of fire marshals will be as detailed below.

The company will prepare and publish a Fire / Emergency Plan for all company premises as detailed below.

Fire / Emergency Plan

Any person discovering a fire shall raise the alarm and then notify the fire marshal or appropriate manager / supervisor.

The fire marshal or manager / supervisor shall ensure that the relevant emergency services are phoned giving the following information:

- Name of person making call
- Site address
- Telephone number
- Nature of incident (if known)

The fire marshal shall remove the visitors book / staff register and vacate the premises by the nearest available exit.

All personnel should vacate the premises calmly and quickly by the nearest available emergency exit and assemble at their nominated point.

Once at the assembly point employees must report to the fire marshal who will conduct a roll call to establish complete evacuation or any missing persons.

Duties of Fire Marshals

Appointed fire marshals will ensure that:

All fire exits and fire escapes are kept clear at all times.

Fire doors are unlocked during working hours or other periods of occupancy.

Fire-fighting equipment is sited correctly.

Fire-fighting equipment has been checked and serviced in accordance with requirements.

Fire-fighting equipment used or found to be defective is reported immediately.

An up-to-date list of personnel is maintained.

All personnel are made aware of the fire / emergency plan and the action required in the event of a fire or other emergency.

Fire drills are carried out at suitable intervals after obtaining authorisation from management.

Fire and emergency records are maintained.

Competent Persons for fire and other emergencies are:

..... MICK BAILEY, RICHARD TITHERLEIGH

Appointed Fire Marshals are:

..... MARK BAILEY

..... LUCY THOMPSON

.....

The person/s within the company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

.....

3.7 Manual Handling

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes dealing with the risk of injuries and other problems associated with manual handling.

The main injuries associated with manual handling include:

- Musculoskeletal disorders (MSDs) e.g. back strain, slipped discs
- Hernias
- Lacerations, crushing of hands or fingers
- Repetitive strain injuries e.g. tenosynovitis
- Bruised or broken toes or feet
- Various sprains and strains.

The Company will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within the Manual Handling Operations Regulations 1992 (as amended), and with the specific guidance notes (INDG 143) and (L23) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company will, wherever possible or feasible, avoid the need for potentially hazardous manual handling by providing mechanical means or other working systems.
- (2) Where it is not possible or feasible to avoid potentially hazardous manual handling suitable and sufficient risk assessments of the tasks involved will be carried out with a view to reducing the risk of injury by the implementation of control measures.
- (3) All manual handling assessments will be designed to look at all of the following areas:
 - The tasks involved
 - The individual capacities required
 - The loads involved
 - The working environment involved
 - Other factors (PPE)
- (4) Suitable records will be kept of all manual handling assessments, which will be brought to the attention of all relevant employees.
- (5) Suitable and sufficient instruction, training and supervision will be provided in the correct handling and lifting techniques to all employees involved in manual handling tasks.
- (6) Suitable and sufficient required personal protective equipment will be provided to all employees involved in manual handling.
- (7) Employees will not be required to lift or move any loads that are beyond their individual capabilities.

- (8) Employees will be encouraged to seek assistance when lifting or moving loads from other employees when required.
- (9) The selection of persons to carry out manual handling or lifting tasks will be based on the training given and physical capability, etc.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

..... M. Bailey

3.8 Slips and Trips

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes controlling the risks of slips and trips accidents at work.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and the Workplace (Health, Safety and Welfare) Regulations 1992, and with the specific Approved Codes of Practice (L24) and guidance notes (HSG 155) (INDG 225) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) All risk assessments must consider the hazards that could result in slips and trips and, where identified, measures must be taken to eliminate, reduce or control the risks involved.
- (2) The selection of floor surfaces must include consideration of the slip resistant qualities and general suitability to the areas in question and the activities or processes carried out.
- (3) Measures should be taken to prevent floors from getting wet or contaminated from work activities or processes. Keep water or contaminants away from walkways.
- (4) Spillage procedures must ensure the rapid clean up of any spillages or contamination by designated personnel without further endangering employees and other persons. Where floors are greasy a suitable cleaning agent must be used.
- (5) Where necessary suitable warning signs and barriers must be erected during the removal of spillages.
- (6) Steps and slopes on floors must have good foot and hand holds and have no sudden changes of level.
- (7) Adequate levels of lighting must be provided and maintained in all areas and walkways.
- (8) Where necessary suitable footwear will be provided for employees, taking into account the conditions, the work and the individual.
- (9) Trailing leads must be avoided in all working areas and walkways.
- (10) All accidents and incidents involving slips and trips must be recorded and investigated fully, with consideration being given to the underlying causes and required improvements to prevent a recurrence.
- (11) When carrying out risk assessments, account must be given to access to areas by members of the public and possible vulnerable groups (e.g. disabled).
- (12) Suitable and adequate information, instruction and training must be provided to all employees regarding the avoidance of slips and trips accidents and in spillage removal and prevention.

- (13) Employees must report all spillages immediately to their manager / supervisor together with any building defects or other problems that are causing floors to be wet, slippery or uneven.
- (14) All maintenance work resulting in wet, slippery or uneven floors must be carried out as soon as possible, with barriers and warning signs being erected as a temporary measure.
- (15) All areas must be kept clear of rubbish and other obstructions likely to cause slips and trips.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

.....M Bailey.....

3.9 Stress

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes preventing employees from suffering from the adverse effects of stress caused by, or arising out of, workplace activities.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999, other applicable legislation, and guidance notes (HSG218) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company will undertake an assessment of the significant risks relating to work related stress faced by employees. The assessment will be based around the HSE developed 'Management Standards for Work-related Stress' as follows:
 - Demands – such as workload, work patterns and work environment
 - Control – how much say the person has in the way they do their work
 - Support - the level of encouragement and resources provided by the organisation, management and colleagues
 - Relationships – covering issues such as bullying and harassment
 - Role – whether individuals understand their role in the organisation and whether the organisation ensures that the person does not have conflicting roles
 - Change – how organisational change is managed and communicated in the organisation
- (2) Management and employees at all levels will be encouraged to take work related stress seriously. It must not be accepted as “part of the job”.
- (3) Management and employees will receive information, instruction and training to assist them in recognising situations which are adversely stressful or symptoms of stress in individuals.
- (4) The Company will adopt suitable measures to minimise exposure to work related stress, including procedures for dealing with absence from work due to stress and when returning to work after a prolonged absence.
- (5) The Company will implement and monitor a system for the reporting and investigation of any incidents of work related stress.
- (6) The Company will ensure that all staff at risk from work related stress receive adequate training in the measures required to minimise the risk to themselves.
- (7) If a member of staff or other relevant person is placed in an unduly stressful situation arising from their employment, the Company undertakes to implement any reasonably practicable measures to prevent recurrence and overcome the harmful effects of any work-related stress.
- (8) Where work related stress is as a direct result of harassment, intimidation, abuse or violence the Company will fully investigate the feasibility of taking legal and/or disciplinary proceedings against any perpetrators as appropriate.
- (9) While this policy provides a framework for managing work related stress within the Company, circumstances may dictate that the response to a particular situation requires some modification of this procedure.
- (10) Employees are required and encouraged to report to their manager / supervisor any incidents of work related stress regardless of the circumstances.

Definition of Stress

Work related stress (WRS) is normally defined as “the adverse reaction people have to excessive pressures or other types of demands placed on them”.

This makes an important distinction between beneficial effects of reasonable pressure and challenge (which can be stimulating and motivating) and work-related stress, which is the natural but distressing reaction to demands or “pressures” that the person perceives they cannot cope with at a given time.

Possible Causes of Stress

The Company recognises that there are certain situations, which increase the risks of work related stress. The following list is not exhaustive and risk assessments may identify others.

- (i) Over or under loaded work patterns
- (ii) Inadequate training to carry out tasks
- (iii) Environmental conditions creating difficult working conditions, e.g. high noise levels, poor ventilation, inappropriate humidity, temperature, lighting or hygiene
- (iv) Potentially violent situations and /or lone working.
- (v) Staff returning after long-term absence
- (vi) Lack of consultation with employees.
- (vii) Inadequate communication between management and employees
- (viii) Long working hours
- (ix) Repetitive un-stimulating work
- (x) Lack of control on how work is carried out
- (xi) Lack of management support in times of crisis
- (xii) Significant change within the organisation
- (xiii) New technologies
- (xiv) New ways of working
- (xv) Frequent minor changes within an organisation
- (xvi) Conflict between personnel
- (xvii) Ambiguity in job roles
- (xviii) Limited new staff induction or role change
- (xix) Lack of breaks and annual leave

Possible Control Measures for Stress

Appropriate control measures to eliminate or manage significant risk may include:

- (i) Monitoring staff work patterns and making adjustments to ensure a reasonable work rate can be achieved.
- (ii) Checking training requirements during annual appraisals and encouraging staff to make known other training needs during the year.
- (iii) Monitoring environmental conditions e.g. thermometers, hydrometers etc to check environmental conditions and providing humidifiers or similar as required.
- (iv) Ensuring that all potential violent and lone working situations are assessed.
- (v) Requiring that all staff returning after absence are interviewed by personnel and/or their own section. During which time their job may be assessed for special return to work conditions e.g. part time working/reduced hours etc.
- (vi) Consultation with staff whenever working conditions are changed by face-to-face verbal meetings as well as paper documentation.
- (vii) Regular and frequent staff meetings between staff and management and an open-door policy to discuss problems.
- (viii) Reassessment of jobs where excessive hours are worked on a frequent basis.
- (ix) Effective communications between staff and management together with consultation on how work should be carried out.
- (x) Management to be aware of staffing issues and how in times of crisis communications may become a problem and ensure that this does not happen.
- (xi) Recognition that change can be viewed as both a positive as well as a negative aspect and ensuring that staff are informed of all changes and how it will affect them personally.
- (xii) Ensuring that adequate training is always provided when new technologies are used, discussing with staff which types of technologies are being investigated and seeking advice from staff in other organisations currently using the technology regarding problems they have experienced.
- (xiii) Ensuring that new working patterns need to take account of the work force who are going to work them, including ensuring that the hours can be physically worked e.g. working parent with small children/school runs etc.
- (xiv) Recognising that frequent change can be as stressful as major change, ensuring that, wherever possible, staff are made aware of what is going to happen before it happens and keeping them informed on why changes are taking place.
- (xv) When dealing with staffing conflicts ensuring that staff feel appreciated and that workloads are not creating the conflicts. If the problems are between management and staff considering the possibility of offering the employees a different line manager and move them to a similar post.

- (xvi) Ensuring that any ambiguity in job role is quickly dealt with and amending job descriptions accordingly.
- (xvii) Induction of all new staff into the company/organisation or department.
- (xviii) Encouraging staff to take regular breaks. Supervisors and line managers to monitor those not taking their lunch break and annual leave on a regular basis and inquiring for the reasons for this.

Responsibilities of Managers and Supervisors

Managers and Supervisors shall ensure that before any employee, contractor or other person, is instructed to perform any task which exposes them to the risk of work related stress:

- (i) The risk to which the person may be exposed is assessed.
- (ii) The essential measures required to manage any significant risks identified are implemented (including agreed systems of communication for obtaining rapid appropriate assistance).
- (iii) Anyone identified as being at risk is given adequate information and training on how to recognise the signs of work related stress and how to avoid or walk away from situations which may be difficult for them to handle.
- (iv) That a written record of the risks identified together with the control measures taken is maintained.
- (v) All incidents of work related stress are reported and adequately investigated or acted upon.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

..... RICHARD TYTHELLER
.....

3.10 Electrical Safety

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring the provision, use and maintenance of safe electrical installations and equipment.

The main hazards associated with electricity include:

- Shock
- Burns
- Arcing
- Fires
- Explosions
- Secondary injuries (e.g. falls from height following shock)

The Company will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within the Electricity at Work Regulations 1989 and with the specific guidance (HSG 85/107/236 and HSR 25) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

Fixed Electrical Installations

- (1) All fixed installations and systems will meet the required standard (e.g. BS 7671).
- (2) All fixed installations will be maintained in a safe condition.
- (3) All fixed installations will be routinely inspected.
- (4) Adequate socket-outlets will be provided to avoid overloading or the excessive use of extension leads.
- (5) Employees are required to report any defective electrical installations or systems.

Portable Electrical Equipment

- (1) All portable electrical equipment will be safe and suitable for the particular work in which it is used.
- (2) All portable electrical equipment will be maintained in a safe condition.
- (3) All portable electrical equipment will be subject to a system of visual inspection and testing.
- (4) All portable electrical equipment brought on to Company premises by employees (e.g. heaters, fans etc.) and contractors must be tested before use.
- (5) Employees are required to report any defective equipment and to remove from service if considered to be detrimental to safe usage.

Information and Training

- (1) Adequate training and information will be provided to all employees regarding the safe use of electrical equipment.
- (2) All employees will be provided with copies of risk assessments and safe working procedures that are relevant to electrical installations, systems and equipment in their area or work activities.
- (3) The Company will only permit suitably competent persons to carry out any work on electrical installations, systems and equipment.
- (4) All contractors will be informed of, and comply with, the Company's Health and Safety policy and any relevant risk assessments or safe working procedures.

Record Keeping

The following records will be retained and updated as appropriate:

- (1) A register of all portable electrical equipment on the Company premises.
- (2) Safety information provided to and by contractors.
- (3) All information relating to individual competence and training of persons who are authorised to inspect electrical installations or equipment.
- (4) Details of inspections and tests conducted on fixed installations, portable electrical equipment and personal protective equipment. These records must show the date of the test, the name of the tester, the scheduled date of the next test and details of any repairs or modifications carried out.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

.....M. Bailey.....

3.11 Display Screen Equipment

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring the safe use of display screen equipment (DSE).

The main health problems associated with the use of display screen equipment include:

- Aches and pains in the hands, wrists, arms, neck, shoulders or back
- Eyestrain or similar visual problems
- Headaches
- Stress and fatigue
- Skin irritation or rashes

The Company will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within The Health and Safety (Display Screen Equipment) (DSE) Regulations 1992 (as amended), and with the specific guidance (L26) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company will carry out an analysis of every work station in order to assess and reduce the risks involved.
- (2) Assessments will take place on the introduction of new DSE or on the movement or change of location of DSE.
- (3) Assessments may be carried out by the individual user using the appropriate self-assessment format in conjunction with adequate information, instruction and training.
- (4) Assessments will be reviewed on a regular basis and appropriate records will be kept.
- (5) Matters to be taken into account during the assessment will include:
 - The whole workstation including equipment, furniture and the working environment
 - The job or tasks involved
 - Any special needs of individual employees
- (6) Where the assessments reveal equipment or other issues that do not meet the minimum legal requirements, appropriate action will be taken to rectify such matters.
- (7) The Company will pay the reasonable costs of providing users with spectacles required for DSE use, where found to be necessary by the tests.
- (8) All DSE users will be provided with suitable and sufficient information, instruction and training regarding the safe use of workstations and the availability of eye and eyesight tests.
- (9) Job rotation/breaks will be arranged if required in consultation with the appropriate manager / supervisor.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

..... M. Brumby

3.12 Hazardous Substances

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that all significant risks associated with the use, storage, sale or transport of hazardous substances are assessed and adequately controlled.

Hazardous substances could include:

- Substances used directly during work activities (e.g. adhesives, paints, cleaning agents)
- Substances generated during work activities (e.g. fumes, vapours, gases)
- Naturally occurring substances (e.g. grain dust)
- Biological agents (e.g. bacteria and other micro-organisms)

The health effects of exposure to chemicals and other hazardous substances could include:

- Skin irritation or dermatitis
- Asthma or other allergic responses
- Loss of consciousness
- Bacterial infections
- Cancer

The Company will endeavour to comply with the relevant legal requirements, as contained within the Control of Substances Hazardous to Health Regulations 2002 (COSHH) and the Classification, Labelling and Packaging of Chemicals (CLP) Regulations 2015, and with the associated specific Approved Codes of Practice (HSG 193) and guidance notes issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) An up-to-date register of all chemicals and other hazardous substances used, stored, sold or transported by the Company will be maintained together with the latest relevant manufacturer's safety data sheets.
- (2) All new products will initially undergo a process of approval, using the relevant technical information and data sheets, before inclusion in the approved product range.
- (3) COSHH assessments will be completed and recorded for all chemicals and other hazardous substances used, stored, sold or transported by the Company.
- (4) All processes and activities will be designed and operated to minimise the emission, release and spread of substances hazardous to health.
- (5) When developing control measures account will be taken of all relevant routes of exposure (e.g. inhalation, skin absorption or ingestion).
- (6) Exposure will be controlled by measures that are proportionate to the particular health risks involved.
- (7) The most effective and reliable control options will be chosen which minimise the escape and spread of substances hazardous to health.

- (8) Where adequate control of exposure cannot be achieved by other means, suitable personal protective equipment will be provided, in combination with other control measures.
- (9) All elements of control measures will be monitored and reviewed regularly for their continuing effectiveness.
- (10) All employees will be provided with suitable and adequate information, instruction and training on the hazards and risks from the substances with which they work and the use of control measures developed to minimise the risks, including the use of required personal protective equipment.
- (11) When developing and introducing control measures care will be taken to ensure that it does not increase the overall risk to health and safety.
- (12) Suitable health surveillance will be arranged for any employee who may be exposed to any substance for which there is a disease associated with that substance (e.g. asthma, dermatitis or cancers) and where it is possible to detect the disease or any adverse health effect, and therefore reduce the risk of further harm.

General Precautions

The following general precautions apply to the use, handling and transporting of chemicals and other hazardous substances:

- Products must never be allowed to come into contact with the eyes, skin or mucous membrane.
- Personal protective equipment and clothing must be worn, if required.
- Always observe good industrial hygiene practices.
- Do not swallow materials or use in areas where food is being consumed.
- Inhalation of chemical vapours or dust should be avoided.
- Adequate ventilation must be provided.
- Suitable respiratory protection must be worn, if required.
- Facilities for the washing and cleansing of the skin must be made available with the necessary cleaners and barrier creams.
- Store all products in ventilated areas away from extremes of temperatures and environment.
- Clean up spillages instantly and dispose of waste using suitable containers.
- Except for transport in closed packages, materials must only be handled by authorised personnel.
- Ensure the correct equipment for handling the products is made available.
- Any person using or handling chemicals and other hazardous substances who shows symptoms which may possibly have been caused by exposure to the product should immediately be removed from the area and medical advice sought. Reference should always be made to the relevant COSHH assessment and hazard data sheet.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

.....
M. Bentley

3.13 Personal Protective Equipment

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes the provision, use and maintenance of personal protective equipment (PPE).

The Company will endeavour to provide and maintain such personal protective equipment as required or deemed necessary and to comply with the relevant legal requirements, as contained within the Personal Protective Equipment (PPE) at Work Regulations 2002, and with the specific guidance (L25), issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company acknowledges that, as a means of hazard elimination, the use of PPE is the last consideration.
- (2) Where it has been established that PPE is the only means, or is required to supplement other control measures, the Company will ensure that adequate supplies of suitable PPE are available and maintained.
- (3) Each department will maintain a list of all tasks requiring PPE and specify the standard of the PPE required.
- (4) Registers of PPE will be kept, including details of any inspection, maintenance or replacement requirements and relevant records.
- (5) Where appropriate, all PPE will conform to the applicable British Standard, and/or the relevant 'Certificates of Approval' issued by the Health and Safety Executive or will be required to have the appropriate CE marking.
- (6) Where required, suitable and sufficient storage accommodation will be provided for PPE when not in use.
- (7) All employees required to wear PPE will receive suitable and adequate information, instruction and training in its use, maintenance, cleaning and storage, and the relevant risks it will avoid or limit.
- (8) All employees required to wear PPE must use it in accordance with the training and instructions provided.
- (9) All employees must report any defects to PPE or loss to their manager / supervisor.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

..... M. Bancy

3.14 Machinery and Equipment

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that all machinery and equipment is maintained in a safe condition and used in a safe manner.

The main hazards associated with machinery and equipment include:

- Entanglement
- Trapping (e.g. shearing, drawing in, and crushing) - Impact
- Contact (e.g. friction, abrasion, cutting, stabbing, puncture and burns)
- Ejected materials or particles
- Dust and fumes
- Ergonomic issues
- Electricity
- Fire
- Noise

The Company will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within the Provision and Use of Work Equipment Regulations 1998 (PUWER 98) and the Supply of Machinery (Safety) Regulations 2008 (as amended), and with the specific guidance (L22) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company will, as far as is reasonably practicable, ensure that all equipment is suitable for the intended use or tasks.
- (2) All equipment will comply with the relevant British Standard and is CE marked, where appropriate.
- (3) All dangerous parts of machinery will be suitably and adequately guarded.
- (4) All equipment will be maintained in efficient order and in good repair.
- (5) Regular inspections of all equipment will be carried out by competent persons and suitable records kept, including prior to it being put into service. The frequency of inspections will be determined by the risk assessment or in line with legal requirements, manufacturers' instructions or other recommended guidance.
- (6) All equipment will be maintained in efficient order and in good repair.
- (7) Any defective equipment where there is an increased risk of injury will be taken out of operation and not used until the necessary repairs have been completed to render it safe to use.
- (8) Employees are required to report any defective equipment immediately to the appropriate manager / supervisor.
- (9) Employees are required to only use equipment for the purpose or operations for which it is suitable or intended.
- (10) Every employee who uses equipment will receive suitable and adequate information, instruction, training and supervision.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

.....M Bailey.....

3.15 Noise at Work

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes preventing damage to the hearing of persons exposed to high levels of noise at work.

The main problems associated with occupational noise include:

- Noise induced hearing loss
- Temporary and permanent threshold shift
- Tinnitus
- Stress
- Injuries arising from distracted attention

The Company will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within the Noise at Work Regulations 2005 and with the specific guidance note (L108) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company will generally attempt to reduce exposure to noise at work and the consequential risk of hearing damage as far as is reasonably practicable by means other than ear defenders.
- (2) If a noise problem is suspected, a suitable and sufficient noise assessment will be carried out by a suitably competent person to determine the appropriate level, type and duration of noise exposure and the corresponding course of action. Suitable records of all such assessments will be kept and reviews carried out at appropriate intervals.
- (3) Measures taken in respect of noise exposure will be dependent upon the outcomes of the assessment and in accordance with comparisons against the legal action levels as follows:
 - Lower Exposure Action Values - daily or weekly personal noise exposure of 80dB(A) or a peak sound exposure of 135dB(C) or 112 pascals.
 - Upper Exposure Action Values - daily or weekly personal noise exposure of 85dB(A) or a peak sound pressure of 137dB(C) or 140 pascals.
 - Exposure Limit Value - daily or weekly personal noise exposure of 87dB(A) or a peak sound pressure of 140dB(C) or 200 pascals, after taking into account the protection given by any personal hearing protectors provided.
- (4) Where the noise exposure to employees is at or above a lower exposure action value but below an upper exposure action value, suitable personal hearing protectors will be made available to relevant employees upon request.
- (5) Where the noise exposure is at or above an upper exposure action value 'Hearing Protection Zones' will be demarcated and suitable signs displayed.
- (6) Suitable personal hearing protectors must be provided and must be worn by all persons who enter a hearing protection zone.

- (7) Adequate information, instruction and training will be provided to all employees with a noise exposure at or above a lower exposure action value regarding the risks to their hearing; availability of personal hearing protectors; defects reporting systems; their own duties and health surveillance issues.
- (8) All personal hearing protectors and other equipment will be maintained and repaired as necessary.
- (9) All employees will be required to use personal hearing protectors and other noise reduction equipment, where deemed necessary, and to report any defects to the appropriate manager/supervisor.
- (10) Where a noise risk assessment reveals that there is a risk to the health of employees who are exposed to noise, suitable health surveillance will be provided to the employees in question.
- (11) Health surveillance will normally take the form of regular hearing tests (audiometric testing) and will generally apply to all employees who are regularly exposed to noise at or above an upper exposure action value.
- (12) Where as a result of health surveillance an employee is found to have identifiable hearing damage arrangements will be made for the employee to be examined by a doctor or other suitably qualified medical specialist.
- (13) Where a doctor or other suitably qualified medical specialist considers that the hearing damage suffered by an employee is likely to be the result of exposure to workplace noise, the employee will be informed accordingly and other measures will be considered, including the review of relevant risk assessments and the health of other employees similarly exposed, together with consideration being given to assigning the employee to alternative work where there is no risk of further noise exposure.
- (14) Where persons other than employees are exposed to noise, similar measures will be taken to the above in respect to ensuring their protection from adverse noise levels other than the provision of health surveillance and general information, instruction and training.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

.....M. Bancay.....

3.16 Information, Instruction and Training

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring a competent workforce through the provision of suitable and adequate information, instruction and training.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and other applicable legislation and guidance notes issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company will not require any employee to perform any work activity or task unless he/she has received suitable and adequate information, instruction and training, or is working under the supervision of a trained and competent employee.
- (2) The Company acknowledges the importance of providing information, instruction and training to all new staff as soon as is practicable after commencement of employment.
- (3) The Company recognises that instruction and training may also be necessary for existing employees to act as a reminder and to accommodate any changes in their work practices or environment.
- (4) The Company accepts the responsibility of ensuring that all temporary employees are also given basic health and safety information, instruction and training appropriate to their work activities and environment.
- (5) The training needs for all employees (or groups of employees) and their related work activities will be evaluated and the results of the evaluation will form the basis of a training matrix.
- (6) Training need's assessments will be reviewed periodically and the training matrix updated as required.
- (7) Records will be kept of all training provided to employees and any relevant outcomes.

TRAINING ARRANGEMENTS

In order to safeguard the health and safety of employees, so far as is reasonably practicable, the following general provisions for training have been recognised:

Induction Training

Health and safety induction training for new employees will take place on the first day of employment, but where this is not possible it will commence as soon as practicable after joining.

It will include:

- Presentation of the Company health and safety policy and how it affects employees
- Accident reporting procedures
- Fire prevention and emergency evacuation procedures
- General safety rules and procedures
- First aid facilities
- Specific safety systems and procedures
- Identification of particular hazards which exist at the workplace
- Health and safety legislation appropriate to the organisation and the employee's obligations
- How to obtain advice or report any concerns regarding health and safety practices
- Identity of responsible person(s), first-aiders, fire warden etc.
- Welfare provisions.

New Managers and Supervisors

New employees of a managerial or supervisory level will receive training regarding their responsibilities, including:

- The relevant procedures and policies which require implementation
- Sources that are available to them if they require specialist assistance or if they need to obtain further or professional advice
- Procedures are in place for addressing any problems which may arise.

Job Specific Training

Detailed and specific departmental health and safety training will be provided to all new employees to supplement their general induction training and will include:

- The relevant work activities / processes
- The work environment
- The work equipment
- Any particular risk(s) associated with their department work activity and/or processes.

Function Specific Training

It is recognised there are certain functions or responsibilities carried out by some employees that require specific training. These include:

- First aiders
- Appointed persons for first aid
- Fire wardens

Existing Employees

Further training will be provided, if necessary, to existing employees if:

- They transfer to a different department
- They take on new responsibilities
- They are exposed to new or increased risks
- There is a significant change in the work equipment, environment or systems of work in use.

Temporary Employees

Temporary employees will be provided with general health and safety instructions (eg emergency procedures, safety rules etc.) in addition to any specific instruction relevant to the department or work activities.

Approved Training Courses and Providers

The Company will develop a list of approved training courses and providers which may include the following courses:

- Manual Handling
- COSHH Awareness
- Risk Assessment Awareness
- Emergency at Work First Aid
- Appointed Persons First Aid
- Fire Safety Awareness
- Use of Fire Extinguishers
- NVQs Levels 3,4 and 5 in Occupational Health and Safety

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

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3.17 Consultation

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this policy cannot be achieved without the co-operation and commitment of employees at all levels, requiring the development and maintenance of effective means of consultation.

The Company will endeavour to promote consultation and to comply with the relevant legal requirements, as contained within the Safety Representatives and Safety Committees Regulations 1977 and the Health and Safety (Consultation with Employees) Regulations 1996 and with the associated guidance issued by the Health and Safety Executive.

Regular consultation and discussions with employees on health and safety matters is therefore given high priority in order to gain their continued support and co-operation.

In particular the following rules and procedures will be applied in relation to this area:

- (1) All employees at all levels within the Company are encouraged to participate in safety meetings led by their manager / supervisor.
- (2) Employees and/or their representatives are encouraged to raise concerns about health, safety and welfare matters with their manager / supervisor and will receive positive feedback on any issues raised. Any unresolved issues can be raised at the next safety meeting and / or with the Safety Co-ordinator.
- (3) Suitable and adequate training and other information or resources will be provided for all safety representatives in order to allow them to take a full and effective part in consultations.
- (4) Employees and/or their representatives will be consulted on all matters that affect their health, safety and welfare, including relevant changes in procedures, equipment and working methods or the introduction of new technology. The feedback arising from such consultation will be considered before any decisions are made.
- (5) Employees and/or their representatives will be kept informed of risks associated with work activities and the measures required to be taken to control those risks, including copies of relevant risk assessments and safe systems of work or working procedures.
- (6) The Company may form a Health and Safety Committee with the following terms of reference and constitution:

Health and Safety Committee

The membership of the Health and Safety Committee will be subject to the agreement of the management and the respective employee representatives.

However, the committee shall include a senior managerial representative nominated by the Managing Director in order to ensure that there is adequate authority present to make decisions and with knowledge and expertise to provide accurate information to the committee on such matters as company policy, technical matters etc.

The meetings will be held on a quarterly basis, unless the Committee decides it would be beneficial to change this frequency to a more regular basis.

Each member of the Committee will receive a copy of the minutes and a copy will be placed on all health and safety notice boards or brought to the attention of all employees using other alternative means of communication.

The terms of reference of the Committee will include:

- The review of any accident reports
- Examination of safety audit and inspection reports
- Consideration of reports by safety representatives
- Consideration of reports by enforcement officers
- Development and monitoring of safety rules and safe working procedures - Monitoring of the adequacy of health and safety communication systems.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

..... M. Bailey

3.18 Environmental and Waste Management

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that its activities do not have an adverse effect on the local and general environment.

The Company will endeavour to control such adverse effects on the environment and to comply with the legal requirements and duty of care imposed by the Environmental Protection Act 2010.

In particular the following rules and procedures will be applied in relation to this area:

- (1) The Company will control and reduce the amount of packaging used within its business activities.
- (2) The Company will implement measures to minimise the amount of waste materials arising from its business activities.
- (3) The Company will implement measures to minimise the amount of paper and similar products used within its business activities.
- (4) The Company will control emissions to the atmosphere to the levels set by legal requirements.
- (5) The Company will control liquid discharge to within limits set by the Environment Agency.
- (6) The Company will implement measures to prevent the escape of waste from its business activities.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

..... M Bailey

3.19 Driver Safety and Security

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that the risks and other problems associated with the driving of vehicles operating on company business is adequately controlled.

The hazards and problems associated with driving include:

- Fatigue due to excessive driving hours
- Distractions during driving
- Driving without care or attention
- Driving without a valid licence or insurance
- Driving when disqualified or under the influence of alcohol or drugs
- Exceeding speed limits due to unreasonable demands
- Loading and unloading of vehicles
- Failing to report accidents or offences
- Driving in adverse weather conditions
- Unsafe conditions of vehicles
- Overloading or unsafe loading of vehicles
- Theft from vehicles and associated violence

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999, and guidance notes issued by the Health and Safety Executive and other relevant bodies.

In particular the following rules and procedures will be applied in relation to this area or work activity:

- (1) Only authorised personnel are allowed to drive company vehicles.
- (2) Company vehicles will only be available to employees who hold a current and valid driving licence.
- (3) Any conviction for driving offences, driving licence endorsements and any fines incurred by employees who drive on company business must be reported immediately.
- (4) Any employee who is considered to be acting carelessly or recklessly in the use of vehicles driven on company business will be subject to disciplinary action.
- (5) Any accident or incident involving a vehicle driven during the course of company business must be reported immediately, regardless of fault.
- (6) Where the holding of a licence is an essential requirement of a job, an employee being prosecuted or convicted of a driving offence which results in disqualification for any period, this should result in the employee's dismissal.
- (7) Company drivers must avoid the consumption of alcohol or drugs prior to or during the course of driving, infringement of which could result in the employee's dismissal.
- (8) Unauthorised passengers must not be carried in vehicles during the course of company business.
- (9) Company vehicles be not be used for personal gain or pleasure without permission.

- (10) All vehicles must be serviced in accordance with the company policy and/or manufacturer's recommendations.
- (11) Employees must generally ensure that their vehicle is kept in good condition. This includes keeping it clean and ensuring that the tyre pressures, lights, oil, water etc meet the required standard.
- (12) No vehicle must be driven in an unroadworthy condition. Any defects to company vehicles must be reported immediately.
- (13) All loads on vehicles must be properly secured at all times.
- (14) Drivers must report in by telephone regularly or as otherwise required. Where it is not possible to complete the required assignments for any reason, the appropriate manager / supervisor must be contacted and kept fully informed of the situation.
- (15) Statutory regulations and company rules regarding the recording of mileage, journeys undertaken and accrued driving hours etc must be complied with at all times.
- (16) Drivers must not use mobile phones during the course of driving unless suitable hands-free devices are fitted to the vehicle or otherwise available for use.
- (17) Drivers must not eat or drink during the course of driving.
- (18) To ensure compliance with insurance requirements vehicles must always be locked when not in use.
- (19) When driving through built up areas windows must be kept shut and doors locked if possible. All valuables including laptops and briefcases must be located in the boot of the car at all times.
- (20) Valuables must not be left in the vehicles when a vehicle is left overnight.
- (21) Any company driver doing a long journey must plan the trip to ensure the tiredness factor has been considered. If during a trip it is evident that to continue driving would constitute a risk, making a temporary stop or booking overnight accommodation should be considered.
- (22) Any employee using a company vehicle or driving on company business must take with them a mobile phone to ensure emergency help can be obtained.
- (23) Any employee who witnesses theft of, or from, a vehicle must not put them self at risk of violence by attempting to prevent the theft or other similar action.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

.....
M Bailey
.....

3.20 Mobile Phones

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes implementing measures to ensure that health and safety is not compromised by the use of mobile phones, particularly while driving.

The Company will endeavour to comply with the relevant legal requirements, as contained the Management of Health and Safety at Work Regulations 1999, and with the specific guidance issued by the Health and Safety Executive and other relevant bodies.

In particular the following rules and procedures will be applied in relation to this area or work activity:

- (1) Although the scientific evidence is unclear regarding the adverse effects on the health of mobile phone users caused by the emission of radio frequency radiation the Company suggests that employees limit the time spent by them using mobile phones.
- (2) Wherever possible employees should make every effort to use land-line phones rather than mobile phones.
- (3) The Company will provide employees who are regularly required to use mobile phones with hands-free devices, which should be used when receiving or making calls.
- (4) Company employees should, as far as possible, avoid the use of mobile phones when driving in order to avoid the disturbance of their concentration.
- (5) Company employees must never use their mobile phones when driving unless using an approved hands-free device.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

..... M. Bailey

3.21 Visitors and Contractors

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes controlling the safety and work of visitors and contractors when present on Company premises.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and The Construction (Design and Management) Regulations 2015, and with the specific Approve Codes of Practice (L144) and guidance issued or approved by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area or work activity:

- (1) Visitors and contractors will not be permitted on Company premises unless specifically authorised and, where necessary, accompanied at all times by a Company employee.
- (2) All visitors and contractors will be required to comply with the Company Health and Safety Policy (see 'Responsibilities of Visitors and Contractors') and relevant rules and procedures.
- (3) The Company will take all reasonable steps to ensure the health and safety of all visitors and contractors.
- (4) The company will provide all visitors and contractors with such information, instruction and training as required to ensure their health and safety and to assist them in complying with their obligations, including:
 - Safety policy
 - Relevant risk assessments
 - Relevant safe systems of work
 - Emergency response procedures
 - First aid facilities
 - Welfare facilities
- (5) All visitors and contractors must report to the Company reception upon arrival and leaving.
- (6) The Company will take account of the possible presence of visitors and contractors when developing, implementing and practising fire and other emergency procedures.
- (7) All visitors and contractors must report immediately any accidents or incidents resulting in injury or damage to the Company.
- (8) The Company will record all accidents and incidents involving visitors and contractors and comply with their legal reporting requirements under RIDDOR.
- (9) All contractors will be expected to comply with all relevant legal requirements, codes of practice and guidance relating to their operations and work activities.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

.....*M Bailey*.....

3.22 Rules and Disciplinary Procedures

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes prescribing rules that must be followed by all employees and the disciplinary procedures that may be followed when employees breach these rules.

The Company will endeavour to comply with all relevant employment legislation when considering or taking disciplinary action against employees.

This section should be read in conjunction with the Companies Working Procedures and the individuals Terms and Conditions of Employment.

It is every employee's duty to observe the following general rules and to behave in a reasonable way towards management, other employees, suppliers, customers and visitors.

Where the working procedures and general rules are not followed, employees may be liable to disciplinary action, as outlined in the disciplinary procedures.

In particular the following rules and procedures will be applied in relation to this area:

General Rules

- (1) All employees are responsible for the security of any tools and equipment provided. Management reserves the right to charge for replacements where due care is not taken.
- (2) Employees are expected to achieve and maintain a good standard of workmanship and cleanliness, and to show a conscientious approach to the job or to ensure that the detail of the job is to a standard that may reasonably be expected.
- (3) Employees are expected to show the skill or aptitude required for the job, especially where such skills are claimed or implied at the time employment commenced.
- (4) Employees are expected to act wholeheartedly in the interests of the organisation at all times. Any conduct detrimental to its interests or its relations with its customers, suppliers, the general public or damaging to its public image shall be considered to be a breach of the organisation's rules.
- (5) All authorised notices displayed are expected to be read and observed.
- (6) Employees must not perform, arrange or carry out any work or activity which could be considered to be in competition with or which would adversely affect in any way the organisation's interests.
- (7) To ensure maximum efficiency, employees are engaged on the basis that they must be prepared to undertake reasonable duties other than those for which they have been specifically engaged.
- (8) Employees have an obligation to ensure that they conform to the requirements of the Equal Opportunities Policy and must not act in a manner which could be considered to be of an unlawful discriminatory nature against fellow employees, customers or other people with whom they come into contact with, whilst working on company premises and / or behalf of company business.
- (9) The telephone or postal service must not be used for private purposes without prior permission.
- (10) Visitors are not allowed onto the premises at any time without prior authority.

- (11) Confidential or secret information must not be disclosed at any time, either during or after employment.
- (12) An orderly and courteous manner must be maintained in front of customers.
- (13) It is not permitted to remove material or equipment of any kind from the organisation or any other place of work without prior written permission.
- (14) The organisation's or customers' time, material or equipment must not be used for any unauthorised work.
- (15) Employees must act in accordance with the organisations working procedures.

This list is not exhaustive.

Gross Misconduct

The following acts are examples of Gross Misconduct offences and as such will render employees liable to Summary Dismissal (i.e. dismissal without notice). This list is not exhaustive.

1. Fighting, physical assault or dangerous horseplay.
2. Failure to carry out reasonable and lawful direct instruction given by a supervisor during working hours.
3. Gross insubordination or the use of aggressive behaviour or excessive bad language.
4. Theft, wilful damage or negligence which leads to damage to property belonging to the organisation or other employees.
5. Fraud or any other offence committed against the organisation which would be a breach of the law of the land.
6. Drunkenness and / or drug abuse.
7. Acts of gross negligence or misconduct involving careless or reckless driving.
8. Loss of driving licence on conviction when driving is all or an essential part of the job requirements.
9. Gross immorality.
10. Breach of safety rules and / or actions which seriously endangers the health or safety of another person whilst at work.
11. Deliberately making a false entry in the written records of the organisation.
12. Knowingly giving false information or deliberately omitting relevant information on the job application form.
13. Smoking in designated non-smoking areas.
14. Unlawful breach of the Equality Act 2010.
15. Receipt of bribes to effect the placing of business with a supplier of goods and services.

This list is not exhaustive.

Disciplinary Procedure

Minor faults will be dealt with informally. Where the matter is more serious the following procedures will normally apply.

Purpose and Scope

This procedure is intended to help and encourage all members of staff to achieve and maintain acceptable standards of conduct, attendance and job performance.

Principles

1. No disciplinary action will be taken against any member of staff until the case has been fully investigated.
2. The Employee will be advised in writing of the nature of the complaint and will be given a reasonable opportunity to consider their response to the complaint before any disciplinary hearing.
3. The Employee will be invited to attend a disciplinary hearing and be given an opportunity at that hearing to state their case and call any witnesses before a decision is made.
4. At the disciplinary hearing the Employee will have the right to be accompanied by a work colleague or a Trade Union Representative. This right does not apply to any preliminary investigation.
5. After the disciplinary hearing the Employee will be informed of the disciplinary decision and of any sanction that will be imposed.
6. No Employee will be dismissed for a first breach of discipline other than Gross Misconduct when the sanction will be dismissal without notice or pay in lieu.
7. The Employee will have the right to appeal against any formal disciplinary sanction.
8. Although the procedure below normally envisages two stages of warning before dismissal, if the Employee's alleged misconduct issues are more serious the earlier stages may be missed out.
9. Any formal disciplinary action will be dealt with by a Senior Manager of the Company.

First written warning

If misconduct is found, the Employee will be given a first written warning. Such warning will be recorded and placed on the Employee's file for six months. If there are no further actions of misconduct during the warning period, the warning will be removed from the Employee's file. If there are further actions of misconduct during the warning period, this may lead to a further disciplinary hearing and a further disciplinary sanction being given at the next stage of the procedure. Where the first offence is sufficiently serious, for example because it is having, or is likely to have, a serious harmful effect on the Company it may be justifiable to move directly to a final written warning.

Final written warning

If the misconduct is found to be sufficiently serious or if a further act of misconduct of a similar kind occurs whilst a previous warning is still live a final written warning may be given which will be placed on the Employee's file for 12 months. If there are no further actions of misconduct during the warning period, the warning will be removed from the Employee's file. If there are further actions of misconduct during the warning period, this may lead to a further disciplinary hearing and a disciplinary sanction being given at stage three of the procedure which could result in dismissal.

Dismissal

If an Employee performs an act of misconduct that is regarded as Gross Misconduct or if the Employee performs a similar act of misconduct whilst a final written warning is still live this may instigate a decision at stage three of the Disciplinary Procedure which may result in dismissal. If the Employee is dismissed it will normally be with notice unless the circumstances warrant Gross Misconduct in which case it will be without notice.

Appeal

If an Employee wishes to appeal against any formal disciplinary sanction including dismissal they must write to the Managing Director within 5 working days of the date of the letter sent to them informing them of the decision. They will arrange for the appeal to be heard.

As an appeal outcome, the Managing Director may will make a decision as to whether to uphold or reject the appeal. As a result of the appeal procedure, the warning or sanction issued to the Employee cannot be increased.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

..... R. TYTHELLA
.....

3.23 Lone Working

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes dealing with the risks associated with lone working.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and other applicable legislation, and guidance notes (INDG73) issued by the Health and Safety Executive.

Lone worker is defined as 'persons who work by themselves without close or direct supervision'.

Examples of lone workers would include:

- People who work in isolation in premises or areas of premises
- People who work outside normal working hours (eg security, cleaners, maintenance staff)
- Mobile workers

The following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company believes that there is generally no reason why workers should not work alone subject to the special risks being assessed and control being implemented.
- (2) All lone working activities or situations must therefore be subject to an assessment regarding the special risks involved.
- (3) Where an assessment reveals that a task or job is unsuitable for lone working measures must be taken to ensure that adequate supervision, help or back-up is provided.
- (4) Lone working must not be allowed in respect of tasks involving the use or handling of plant, substances or goods that cannot be carried out safely by one person.
- (5) All lone working activities or situations must have suitable emergency procedures and first aid facilities.
- (6) All lone workers must receive adequate information, instruction and training.
- (7) Assessments for lone working must take into account any possible risks of violence and any special risks to female employees and young persons.
- (8) Suitable and adequate safe working procedures and arrangements must be developed and implemented for all lone working activities or situations. Safe working procedures in respect of lone working may include:
 - Regular voice contact with lone workers
 - Special alarm devices
 - Return to base/home checks
 - Mobile first aid kits

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

.....
M Bailey
.....

3.24 Violence at Work

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes protecting employees from the risk of violence at work.

Work related violence is defined as 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and other applicable legislation, and guidance notes (INDG69) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) An assessment of the risks relating to work related violence faced by employees must be carried out for all relevant work activities or situations.
- (2) Management and employees at all levels will be encouraged to take work related violence seriously. It must not be accepted as "part of the job".
- (3) The Company will adopt suitable measures to minimise exposure of employees to work related violence.
- (4) All employees who could be affected by work related violence must receive adequate and suitable information, instruction and training to assist them in recognising signs of aggression and situations that could result in violence and how to avoid or deal with them.
- (5) The Company will implement and monitor a system for the reporting and investigation of any incidents of work related violence.
- (6) Where work related violence is due to physical violence, mental abuse or threatening behaviour by management or a fellow employee the Company will fully investigate the feasibility of taking legal and/or disciplinary proceedings against any perpetrators as appropriate.
- (7) All employees are required and encouraged to report to their manager / supervisor any incidents of work related violence regardless of the circumstances.
- (8) Employees who have been victims of, or otherwise affected by, work related violence will receive all support, counselling, legal advice or other assistance from the Company as is necessary to assist them in their recovery.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

..... R. Tyndal

3.25 Pregnant Workers

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes dealing with the risks to pregnant employees or those returning after maternity leave.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and the Workplace (Health, Safety and Welfare) Regulations 1992, and guidance (HSG122) issued by the Health and Safety Executive and other relevant bodies.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company recognises that pregnancy is not an illness and that the related health and safety implications can be adequately addressed by health and safety management procedures.
- (2) When carrying out all risk assessments account will be taken of the hazards that could pose a health or safety risk to new and expectant mothers.
- (3) Where hazards that could pose a risk to new or expectant mothers are identified the Company will take appropriate action to remove or reduce the risk, and will inform relevant female employees of childbearing age.
- (4) All expectant mothers must inform the Company in writing of their pregnancy.
- (5) In order to protect the health and safety of an employee and her unborn child it is in the employees' best interests that the Company is informed of the pregnancy as soon as is practicable.
- (6) The Company reserves the right to require expectant mothers to provide written medical evidence of the pregnancy from a qualified doctor.
- (7) Upon receipt of notification from a new or expectant mother the Company will carry out a risk assessment specific to the employee, based on the initial assessment and any medical advice provided by the doctor.
- (8) Following the assessment specific health and safety guidance and instruction will be provided as appropriate. This guidance will usually apply prior to the absence period and, upon her return, whilst she is breast feeding.
- (9) Where there are jobs or tasks that are considered to be unsuitable for expectant mother's due to the serious risk of harm to the mother and/or child the Company will offer suitable alternative work or, where this is not possible, suspend the employee on full pay for as long as is necessary to protect her and her child's health. This action would only be contemplated in extreme circumstances and would be carried out with full and proper consultation.
- (10) The Company reserves the right to request that pregnant employees attend a medical consultation, and, if necessary, allocate work in accordance with medical opinion.
- (11) For these purposes, the Company defines a new or expectant mother as being someone who is pregnant, has given birth within the previous six months, or is breastfeeding.

(12) Anyone who is pregnant and has any concern regarding health and safety at work, because of her pregnancy, must seek advice from her manager / supervisor before undertaking the task about which she has a concern.

Return to Work

- (1) Under health and safety legislation an employee may not return to work having taken less than two weeks maternity leave.
- (2) The Company recognises that career patterns may be different, because some women choose to combine working and having children.
- (3) Women will be given the appropriate assistance and positive encouragement to return to the Company, so that the skills and experience of valuable employees at every level are utilised effectively.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

..... R TYTHELLER / M BAILEY

3.26 Young Persons

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes dealing with the risks to young persons at work.

A young person is defined as 'any person who has not attained the age of 18'.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and the Health and Safety (Training for Employment) Regulations 1990 issued by the Health and Safety Executive and other relevant bodies.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company will ensure that employed young persons are protected from any risks to their health and safety which result from their lack of experience; their absence of awareness of risks or their lack of maturity.
- (2) The Company will not employ a young person to carry out any work which is:
 - Beyond their physical or psychological capacity
 - Involves exposure to harmful chemicals or agents
 - Involves exposure to radiation
 - Involves an increased risk of accidents due to their lack of experience etc - Involves a risk to health from cold, heat, noise or vibration.
- (3) When carrying out or reviewing risk assessments particular account must be taken of the special risks that could be incurred to young persons including:
 - Their inexperience, lack of risk awareness and immaturity
 - The layout of the workplace or workstation
 - The work equipment involved
 - Any harmful chemicals, agents or processes present or used.
 - The organisation of processes and activities
 - The health and safety training provided for young persons
- (4) No young person must be allowed to start work until the appropriate risk assessment has been completed.
- (5) No young person must be allowed to carry out work where the risk assessment identifies a significant risk which cannot be eliminated.
- (6) The hours worked by young persons will also comply with the requirements of the Working Time Regulations, in particular:
 - a limit of eight hours working time a day and 40 hours a week;
 - not to work either between 10pm and 6am or between 11pm and 7am;
 - 12 hours' rest between each working day;
 - two days' weekly rest and a 30-minute in-work rest break when working longer than four and a half hours.

- (7) The above rules and procedures will apply to all students and schoolchildren under 18 years, including those undergoing work experience.
- (8) Where the young person is 16 years or less the parents or guardians will be notified of the outcomes of the risk assessment and details of any safeguards which will be used to safeguard the health and safety of the child.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

..... R TITHERLETT / M BAIN /

3.27 Alcohol, Drugs and Solvents

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this may be jeopardised by those who misuse alcohol, drugs or solvents within the working environment.

The Company will, therefore, take appropriate action to protect all employees' health, safety and welfare, company property and general levels of efficiency and success against substance abuse.

Definitions

Substance abuse is divided into three main categories:

- (a) Alcohol Dependence/Excessive Consumption
- (b) Taking or possession of illegal drugs
- (c) Solvent abuse (inhalation of glues or gases)

Substance dependency is a condition where an employee's consumption of alcohol/drugs/solvents continually or repeatedly interferes with his/her health, attendance or work performance.

Substance intoxication is excessive consumption which may result in irresponsible behaviour, but which is not related to a physical or psychological dependence.

The Company will view each case on its own merits and consider the options of rehabilitation instead of and, or in addition to, disciplinary action.

Arrangements

(a) Alcohol Control

Employees, under normal circumstances, are prohibited from bringing or consuming alcoholic drinks on Company premises or sites. Breach of this rule may result in disciplinary action including dismissal.

(b) Illegal Drugs

The possession or taking of illegal drugs is a criminal offence and as such is viewed seriously by the Company. The possession, use, or sale of illegal drugs on Company premises or sites is strictly prohibited. Breach of this rule may result in disciplinary action, including dismissal.

(c) Solvents

The misuse of solvents on Company premises or sites is strictly prohibited. Breach of this rule may result in disciplinary action including dismissal.

(d) Medication

Many medicines, obtained with or without a prescription, can affect performance at work.

Employees in safety critical posts must therefore inform the pharmacist or doctor of their job before taking any medication. All employees must inform their immediate manager if they need to take any medication which may cause drowsiness, impair reflexes or reaction times. If any employee is using a drug that could cause safety or significant performance problems the Company will make every effort to re-deploy them.

Attendance at work under the influence of any substance including those above, which will impair performance or effect health and safety at work, is considered a disciplinary offence, which may result in dismissal.

Identification

The Company will endeavour to recognise the early signs of substance abuse through the provision of suitable training for employees and management. A combination of the following factors should alert managers that substance misuse may be a factor:

- Lateness and absenteeism
- Poor work performance, output and accuracy
- Unreliability
- Poor relations with colleagues
- Impaired concentration, memory and judgement
- Accidents
- Reports from colleagues or other persons

With Cause Testing

In the event that an employee is suspected of being under the influence of either alcohol or drugs the Company may carry out 'with cause testing' in line with the following rules and procedures:

1. The appropriate manager / supervisor should inform the Safety Co-ordinator that he/she believes an employee is under the influence of either alcohol or drugs.
2. The employee should be approached and asked to accompany the Safety Co-ordinator to an office or other safe area. The manager / supervisor should then be contacted and advised of the situation.
3. The employee should be supervised at all times.
4. The manager/supervisor or Safety Co-ordinator should then contact the approved provider of 'with cause' testing.
5. After the test is completed the employee should be sent home, if necessary accompanied by a member of staff, on paid suspension pending results of the test.

A positive test result may be deemed as gross misconduct and the employee will normally be dismissed, although Management reserves the right to offer a programme of rehabilitation.

With Cause Searching

Searches for drugs and alcohol may be conducted where the Company has reasonable grounds to believe that drugs or alcohol have been brought on to the Company's premises or sites without permission.

Searches may be conducted of individual's personal effects and or their desk/locker and other areas in the workplace under the individual's control, and Company property within their possession.

This will only be done with the individual's permission but withholding consent will be regarded as gross misconduct.

If drugs or alcohol are found or are in the possession of individuals this may also be regarded as gross misconduct and will normally result in dismissal.

Pre-employment Medical Examinations

The pre-employment medical examinations may include testing for both drugs and alcohol.

Random Testing for Drugs and Alcohol

The Company may implement a programme of testing for drugs and alcohol in line with the following rules and procedures:

- (1) Employees will be chosen at random and will be given no prior warning of the test.
- (2) A positive test result for either drugs or alcohol will be deemed as gross misconduct and the employee will normally be dismissed, although Management reserves the right to offer a programme of rehabilitation.
- (3) A positive result for alcohol is defined as 80mg% or above of blood alcohol (or the equivalent) which is the same as would lead to prosecution under the Road Traffic Act.
- (4) The cut off level for drugs is designed to identify levels of drug metabolites in the system which demonstrate active drug use. There is no safe level for drug use.

Record Keeping

Confidential records will be retained to demonstrate that the Company has taken all reasonable and practicable precautions including:

- (1) Precautions to safeguard the health, safety and welfare of the employees. This would include details of training and awareness seminars given to employees.
- (2) Where it has become necessary to discuss a substance abuse issue with an employee written notes will be retained, but the company acknowledges it has an obligation to maintain medical confidentiality.
- (3) Where disciplinary action has been required, the records retained will be in accordance with the Company's Disciplinary Procedure Policy.

Rehabilitation

- (1) Employees who believe they have or may be developing a substance dependency are encouraged to seek confidential advice and support voluntarily from their manager / supervisor or Safety Co-ordinator.
- (2) Employees must seek help from the Company at the earliest opportunity and at any event before being prompted by an impending drugs and/or alcohol test or testing positive for drugs and or alcohol.
- (3) Providing an appropriate programme of treatment is completed and no further positive test results are given the matter will not be treated as a disciplinary issue.

Disciplinary Action

The following will result in disciplinary action being taken up to and including dismissal:

- (1) Failure to undertake either a “with cause” test or a random test
- (2) Failure to undertake or complete a treatment programme provision or a further positive sample following the start of a treatment programme.

Rules and Procedures

The following rules and procedures must be complied with by all employees:

- (1) Do not bring alcohol or illegal drugs onto company premises.
- (2) Do not report for work under the influence of substance abuse (alcohol, drugs or solvent inhalation).
- (3) Request advice from your GP for possible side-effects of prescribed drugs e.g. drowsiness impaired reflexes.
- (4) Do not drive or operate machinery if under the influence of a substance.
- (5) Seek assistance if you believe you have or are developing a substance dependency problem.
- (6) Be alert to substance abuse symptoms and offer support and advice to colleagues if you suspect that they have a problem - it is a misapprehension that “turning a blind eye” will protect them. Your silence may cause them more harm.
- (7) Adhere to the obligations placed upon you under the Health and Safety at Work Act etc. 1974, which requires you to take reasonable care of yourself and others who may be affected by your acts or omissions at work.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

..... R. TYRRELL / M. BARRY

3.28 Smoking at Work

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes controlling the risks associated with smoking at work and exposure to second-hand smoke.

Furthermore the Company fully recognises that exposure to second-hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. It also acknowledges that ventilation or separating smokers and non-smokers within the same air space does not completely prevent potentially dangerous exposure.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and the Workplace (Health, Safety and Welfare) Regulations 1992, and with the specific Approved Codes of Practice (L24) and guidance notes (INDG 63) issued by the Health and Safety Executive.

The Company will also ensure compliance with the Health Act 2006 and regulations made under that Act, namely the Smoke-free (Premises and Enforcement) Regulations 2006 and Smoke-free (Signs) Regulations 2007.

In particular the following rules and procedures will be applied in relation to this area and associated activities:

- (1) The Company does not permit any employees, visitors, customers, contractors and other persons to smoke in any enclosed and substantially enclosed areas situated on company premises.
- (2) The above requirement also applies to any company vehicle or other vehicle operating on company business.
- (3) Appropriate 'no-smoking' signs will be clearly displayed at the entrances to and within the premises, and in all smoke-free vehicles.
- (4) Employees are also strongly discouraged from smoking, particularly during working hours, due to the detrimental effect on their health and the possible increased workload on colleagues who do not smoke.
- (5) The Company will consider providing advice and assistance to smokers regarding how to reduce or give up smoking.
- (6) Local disciplinary procedures will be followed against any member of staff who does not comply with this policy.
- (7) Staff are also advised that failure to comply with smoke-free law may also make them liable to receive a fixed penalty fine and possible criminal prosecution by the local council.
- (8) Employees concerned about the implementation of this policy or any other smoking related issues should report the matter to the appropriate manager / supervisor.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

..... R. T. HARRINGTON / M. BAILEY

3.29 Personal Hygiene

The company recognises that good personal hygiene practice is important in ensuring a safe and healthy place of work in that it reduces the risk of the spread of germs and infection between employees.

It is particularly important that high standards are maintained where employees are exposed to substances or conditions which may be hazardous to health.

The following standards and procedures are therefore required in relation to personal hygiene and the facilities available to assist employees in achieving these standards.

Management responsibilities

Managers should ensure that the following requirements are met:

- (1) Applicants for employment should be screened for pre-existing health conditions which may have been caused or exacerbated by poor personal hygiene (professional medical assistance and advice should be obtained where required).
- (2) Employees should receive sufficient information and instruction in the standards of personal hygiene that are required and the facilities that are available at the workplace to assist in achieving these standards.
- (3) Personal protective equipment should be stocked, issued and maintained in accordance with the policy, and replaced or disposed of at the appropriate time.
- (4) Work conditions and facilities, including washing and sanitary conveniences, should be adequate to enable workers to maintain good standards of personal hygiene.
- (5) Employees should comply with company rules on eating, drinking and smoking at the workplace.
- (6) Potential hygiene problems should be dealt with quickly and effectively, taking into consideration the need for medical confidentiality where this applies.
- (7) The company disciplinary procedure should be used to improve performance for employees persistently displaying poor personal hygiene standards which put at risk the health and safety of themselves or others.

Employee responsibilities

Employees are responsible for ensuring that they maintain good standards of personal hygiene whilst at the workplace and for ensuring compliance with the company's working arrangements for achieving this requirement. Where problems are identified in working arrangements or facilities or with the health and safety of the individual, these must be reported to a responsible person immediately.

Employees must make full and proper use of facilities which are provided to assist in achieving the required standards of personal hygiene. These facilities include:

- (i) washrooms
- (ii) provision of soaps, cleansers, creams
- (iii) personal protective equipment and clothing.

All matters relating to personal hygiene will be handled sympathetically and, where relevant, with medical confidentiality. Employees who deliberately flout the prescribed rules on personal hygiene, which could affect the health of others, will be liable to disciplinary procedures.

3.30 Provision of Welfare Facilities

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring the provision of welfare facilities for employees.

The Company will therefore endeavour to provide suitable and adequate facilities that comply with the relevant legal requirements, as contained within the Workplace (Health, Safety and Welfare) Regulations 1992 and Construction (Design and Management) Regulations 2015, and with the specific Approved Codes of Practice (L24 and L144) issued by the Health and Safety Executive (HSE).

In particular the following facilities will be provided as far as is reasonably practicable at premises provided by the company and at workplaces or sites where company employees are required to work for significant periods of time:

Sanitary conveniences and washing facilities

Suitable and sufficient sanitary conveniences and washing facilities will be provided. They and the rooms containing them will be kept clean, adequately ventilated and lit. Washing facilities will be located close to sanitary conveniences and/or changing facilities and will have running hot and cold or warm water, soap and clean towels or other means of cleaning or drying. Men and women will have separate facilities unless each facility is in a separate room with a lockable door and is for use by only one person at a time.

Drinking water

An adequate supply of high-quality drinking water, with an upward drinking jet or suitable cups, will be provided. Water will be provided in refillable enclosed containers where it cannot be obtained directly from a mains supply. Water containers will be refilled at least daily (unless they are chilled water dispensers where the containers are returned to the supplier for refilling). Bottled water/water dispensing systems may be provided in some circumstances as a secondary source of drinking water. Drinking water will be marked if there is a significant risk of people drinking non-drinking water.

Facilities for rest and to eat meals

Where possible or practicable suitable and sufficient, readily accessible rest facilities will be provided for the use of employees.

Seats will be provided for workers to use during breaks. Rest areas or rooms will be large enough and have sufficient seats with backrests and tables for the number of workers likely to use them at any one time, including suitable access and seating for any disabled employees.

Work areas can be used as rest areas and as eating facilities, provided they are adequately clean and there is a suitable surface on which to place food.

Where provided, eating facilities will include a facility for preparing or obtaining a hot drink. Where hot food cannot be obtained in or reasonably near to the workplace, workers will be provided with a means for heating their own food (e.g. microwave oven).