

HEALTH AND SAFETY POLICY HANDBOOK



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Table of Contents

<u>HEALTH AND SAFETY AT SANAWAY WASHROOM SERVICES</u>	4
<u>HEALTH AND SAFETY POLICY STATEMENT</u>	5
<u>ORGANISATION FOR HEALTH AND SAFETY</u>	6
<u>HEALTH AND SAFETY LEGAL RESPONSIBILITIES</u>	7
<u>ACCIDENT REPORTING (INCLUDING REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCE REGULATIONS (RIDDOR))</u>	10
<u>FIRST AID</u>	12
<u>FIRE SAFETY</u>	14
<u>HEALTH AND SAFETY RISK ASSESSMENTS</u>	16
<u>METHOD STATEMENTS</u>	18
<u>HOMEWORKING</u>	19
<u>NEW AND EXPECTANT MOTHERS</u>	20
<u>CHILDREN AND YOUNG PERSONS</u>	22
<u>WORKING ENVIRONMENT</u>	23
<u>MANAGING WORKPLACE TEMPERATURE</u>	26
<u>WELLBEING</u>	27
<u>HEALTH SURVEILLANCE</u>	28
<u>INFORMATION AND TRAINING</u>	29
<u>CONSULTATION WITH EMPLOYEES</u>	30
<u>LONE WORKING</u>	31
<u>WORK-RELATED TRAVELLING</u>	32
<u>WASTE HANDLING AND COLLECTION</u>	34
<u>PROVISION AND USE OF WORK EQUIPMENT</u>	35
<u>ELECTRICAL SAFETY</u>	35
<u>MANUAL HANDLING</u>	37
<u>WORKING AT HEIGHT</u>	39
<u>PERSONAL PROTECTIVE EQUIPMENT</u>	41

<u>CONTROLLING EXPOSURE TO ASBESTOS</u>	42
<u>CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)</u>	43
<u>DISPLAY SCREEN EQUIPMENT (DSE)</u>	45
EYESIGHT TESTING	46
<u>SAFETY SIGNS AND SIGNALS</u>	48
<u>SAFEGUARDING</u>	49
<u>DIVERSITY AND INCLUSION</u>	50

Health and safety at Sanaway Washroom Services

The Company recognises that it has both legal and moral responsibilities to ensure the health and safety of its employees and others who may be affected by its operations. Creating a safe and healthy workplace for our people is a key objective of Sanaway Washroom Services, so far as is reasonably practicable.

A safe workplace includes not only our own premises but also any other working environment our employees are required to visit as part of their duties.

By working together to protect the health, safety and wellbeing of all those affected by our acts or omissions, we can continue to build a company we are proud of.

Our Health and Safety Policy Statement demonstrates our commitment to managing health and safety. Our approach is both balanced and realistic, with the objective of maintaining continuous improvement. Where risks cannot be eliminated, they will be effectively managed to ensure that exposure to hazards is controlled, so far as is reasonably practicable.

These policies and procedures provide essential health and safety information for everyone employed by Sanaway Washroom Services. The guidance covers all health and safety aspects of the business and vary in relevance depending on the employee's work location and activities.

Health and Safety Policy Statement

This Health and Safety Policy aims to provide and maintain a healthy and safe workplace by ensuring that a safe system of work and safe working environment are in place for all employees of Sanaway Washroom Services.

The Company will ensure that the working environment and provision of equipment is safe, and that all employees receive suitable and sufficient information, instruction and training to safeguard their health and safety.

The Company recognises its duty, so far as is reasonably practicable, to consult with employees and to prevent workplace accidents and cases of work-related ill health.

All employees have a responsibility to work safely and to ensure that their acts or omissions do not cause harm to themselves or others in the workplace. Employees are encouraged to raise any health and safety concerns to the directors.

The Company also recognises its duty of care towards others, including visitors and contractors. These persons will be provided with appropriate information to ensure their health and safety. In addition, their activities will be managed to prevent harm to themselves or to our employees.

Overall responsibility for health and safety of Sanaway Washroom Services is held by the director:

Patrick Martin

His role is to ensure that the Policy is effectively implemented and maintained so that the Company keeps within the requirements of the Health and Safety at Work etc. Act 1974. He will ensure sufficient resources are available to manage the Policy's effective implementation.

This Policy will be subject to an annual review or when there are any significant changes.

Signed:



Patrick Martin
Director

January 2026

Organisation for health and safety

The overall responsibility for health and safety rests at director level. However, it is the responsibility of every employee to co-operate in providing and maintaining a safe place of work.

This part of the policy allocates responsibilities to senior management to provide a clear understanding of individuals' areas of accountability in controlling factors that could lead to ill health, injury or loss.

The directors are required to provide clear direction and accept responsibility to create a positive attitude and culture towards health and safety.

The following positions have been identified as having key responsibilities for the implementation of our health and safety arrangements:

Director: Patrick Martin

Director: Graham Key

Health and safety legal responsibilities

Employer responsibilities

In accordance with the Health and Safety at Work etc. Act 1974, the Company will:

- Provide adequate control of the health and safety risks arising from the work activities.
- Consult with employees on matters affecting their health and safety.
- Provide and maintain plant, equipment and safe systems of work.
- Ensure safe use, handling, storage and transport of substances.
- Provide information, instruction and supervision for employees.
- Ensure all employees are competent to do their tasks and to give them adequate training.
- Prevent accidents and cases of work-related ill health.
- Maintain safe and healthy working conditions.
- Provide a safe working environment for our employees and others who enter the workplace including safe access and egress, with adequate welfare facilities.
- Ensure health and safety inspections are periodically carried out to identify risks and ensure that appropriate precautions remain in place.
- Review and revise this Policy as necessary at regular intervals particularly if there is a change in legislation or working practices.

The Company also recognise that a breach of health and safety legislation constitutes a criminal offence. As a result, an enforcing authority may take criminal action against the Company. This can result in legal penalties including fines and/or imprisonment.

Employee responsibilities

The Health and Safety at Work etc. Act 1974 places legal duties on all employees.

These are:

- To take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions at work.
- To co-operate with the Company and anyone else, to help everyone meet their health and safety legal obligations.
- Not to deliberately interfere with or misuse any item provided in the interest of health, safety and welfare.
- Immediately report any potential health and safety risk (including any perceived risk of serious and imminent danger).

Employees are reminded that a breach of health and safety legislation by an individual constitutes a criminal offence and action may be taken by an Enforcing Authority against an individual. Such action can result in penalties, eg. fines and/or imprisonment.

Specific responsibilities

Overall responsibility for health and safety at Sanaway Washroom Services is held by the:

Director: Patrick Martin

He will ensure sufficient resources are available to enable the Policy and arrangements to be implemented effectively.

The Company will fulfil its legal obligations under the Health and Safety at Work etc. Act 1974. Health and safety duties may be delegated to others including employees who will provide support to meet the required responsibilities.

Duties for ensuring this Policy is put into practice include:

- Identifying the hazards present within the workplace and it's work activities.
- Ensuring risk assessments are completed and any actions are implemented.
- Ensuring a healthy and safe working environment.
- Ensuring that work equipment is maintained and safe for use.
- Ensuring that hazardous substances are assessed, and any actions are implemented.
- Ensuring that work which is considered to present a serious or imminent risk of injury to employees or others is stopped immediately.
- Liaising with the Enforcing Authorities as and when required.
- Identifying any training needs.
- Developing and implementing safe systems of work.
- Identifying any faulty work equipment and removing it immediately until repaired or replaced.
- Overseeing the maintenance of the workplace and buildings.
- Overseeing fire and emergency management.
- Ensuring waste is managed.
- Ensuring accidents and near miss incidents are reported and investigated.
- Ensuring that any ill-health situations that are caused by work activities are reported and investigated.

In accordance with the Management of Health and Safety at Work Regulations competent advice to assist the Company with the implementation and provision of health and safety requirements is provided by:

Caroline Graham, Chartered Health and Safety Consultant

Contractors

In the event that the Company uses contractors, these will be controlled so that they work in a safe manner and not cause any risk to anyone including visitors on the premises.

Additionally, the controls must also protect the contractor from any risk that may arise as a result of the Company's working activities.

Before any contractor conducts work at either the premises or elsewhere on behalf of the Company, the contractor must produce or complete the following:

- A copy of their current Employer and Public liability insurance.
- Confirmation of their competency where applicable for the work to be carried out.
- A method statement for the task they are to carry out.
- Copies of risk assessments for the work activities.
- Any additional information and instruction which may affect the health and safety of those involved.

Before any contractor commences work on the premises, the Company will:

- Ensure that they are informed of the accident reporting and recording procedures.
- Ensure they are made aware of the emergency and evacuation procedures.

Accident reporting (including Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR))

Reporting accidents is not only a legal requirement but also an important way of monitoring the effectiveness of the Company's safety policies and procedures.

All accidents and incidents are reported using the Company accident form available in the online portal. The form is to be completed either by the injured person (minor injuries), the first aider or the person reporting the incident should an injury render an employee unable to report themselves.

The directors are responsible for retaining the completed record forms and will ensure that they are kept confidential and secure.

Any non-employee who is involved in any accident on the Company premises must report the incident immediately to the person responsible for his or her presence on the premises. All injuries, however minor, must be reported on an accident form. Visitors and contractors should also notify their own employer where applicable.

Injuries and incidents which occur whilst carrying out work duties away from the premises must be reported to the occupier of the premises as soon as possible after the event.

Completed accident forms will be retained for three years from the date of entry.

In the event of an incident and where appropriate, the area will be made safe (eg. using barriers, warning notices, etc) to safeguard others in the vicinity.

Accident forms will be reviewed by the directors. This review will form part of an incident investigation in order to help prevent a re-occurrence.

Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)

In accordance with the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations, work-related accidents, diseases and dangerous occurrence must be reported to the Enforcing Authorities. The method of reporting is through the Incident Contact Centre (ICC). Work-related is defined as 'out of or in connection with work.'

There is a comprehensive list of reportable incidents within the Regulations. Most notable are:

- **Fatalities** –These must be reported by the quickest method possible, usually by telephone, as soon as possible.
- **Specified Injuries** – This includes fractures, amputations, loss or reduction of sight, crush injuries causing damage to the brain or major organs, burning or scalding, scalping, loss of consciousness caused by head injury or asphyxia and any other injury arising from work in a confined space.
- **Injuries that cause the employee to be incapacitated for more than seven (7) days** (not counting the day on which the accident happened). Incapacitation means that the worker is absent or is unable to do work that they would reasonably be expected to do as part of their normal work.
- **Injuries to non-workers** which result in them being taken directly to hospital for treatment.

- **Occupational Diseases.**
- **Carcinogens, Mutagens and Biological Agents.**
- **Dangerous Occurrences.**

Should an employee sustain injuries that lead them to being incapacitated for more than seven consecutive days, as a result of a work-related accident or injury (not counting the accident but including weekends and rest days), this will be reported under RIDDOR. The report must be made within 15 days of the accident.

The director will notify the health and safety consultant of any work-related accidents, who will assist with reporting all related accidents under RIDDOR.

Should an employee be incapacitated for more than three consecutive days a record of the accident must be kept. An accident report form can be used for this purpose.

The requirement to report under RIDDOR will include the completion of the appropriate online report form at www.hse.gov/riddor within the specified time frames (10 days of the accident or 15 days if absent for more than seven consecutive days as a result of a work-related accident/injury).

A telephone service for reporting **fatal and accidents resulting in specified injuries only** is also available: Call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

First aid

The Company will ensure adequate and appropriate first aid equipment, facilities and personnel are provided to ensure employees receive immediate attention if they are injured or taken ill at work.

In accordance with the legislation, a risk assessment will cover the first aid needs of the Company and its work activities and enable the numbers of trained first aiders and equipment to be identified.

In order to ensure that the Company has first aid cover at all times individuals will be nominated as a First Aider.

First aiders will be required to attend an approved first aid at work course and are required to:

- Attend calls for first aid assistance.
- Ensure their own safety at all times.
- Provide assistance which is in accordance with their 'Emergency First Aid at Work' training.
- Be aware of the limits of their competency and when to call for an ambulance or other assistance.
- Ensure that the condition of the casualty does not deteriorate as far as reasonably practicable by implementing their first aid training.
- Refer the patient onto hospital or to their own GP (as appropriate) if they feel that further treatment is required.
- Keep first aid boxes fully stocked and ensure that all items are within the expiry date.
- Ensure an accident report is completed and retained securely.
- In the case of a work experience student being injured or becoming unwell, the relevant college must be informed as soon as possible (in addition to completing an accident report).

The Company will ensure:

- Consideration will be given for cover during annual leave, sickness etc.
- A first aider is available on the premises at all times.
- First aid arrangements for lone workers.
- Signage is displayed within the workplace that identifies the names of trained first aiders and the location of first aid equipment.
- Regular monitoring of the contents of first aid kits and replenishment of stock.
- Initial and refresher training of first aiders.
- Correct disposal arrangements for contaminated waste.
- A fully stocked first aid kit is provided in Company vehicles.
- Transport to hospital, GP or home.
- Provision of portable first aid kits for those who are required to travel for work.

Transport to hospital, GP or home

Casualties should not be transported to hospital, their GP or home by employees in their own vehicles. Where an ambulance is not required, a taxi should be arranged, or someone known to the casualty collects them. First aiders are not expected to accompany a casualty to hospital, their GP or home.

Allergies, prescription medication and pain relief

The Health and Safety Executive (HSE) recommend that tablets and medicines should not be kept in first aid boxes in the workplace. First aid at work does not include giving tablets or medicines to treat illness. The only exception to this is where aspirin is used when giving first aid to a casualty with a suspected heart attack, in accordance with currently accepted first-aid practice.

Some employees may carry their own medication that has been prescribed by a doctor (eg an inhaler for asthma). If an individual needs to take their own prescribed medication, the first aider's role is generally limited to providing assistance and contacting the emergency services as appropriate. However, this does not apply to the administration of prescription only medication for the purpose of saving life in an emergency for example administering adrenaline for intramuscular use in anaphylaxis. Where there may be a need for first aiders to provide this assistance additional training will be provided.

Blood borne viruses (BBV)

The risk of being infected with a BBV while handling waste or carrying out first aid duties is generally low and there have been no recorded cases of HIV or HBV being passed on during mouth-to-mouth resuscitation. The following guidance should be followed if there is any risk of exposure:

- Cover any cuts or grazes on your skin with a waterproof dressing.
- Wear suitable disposable gloves when dealing with blood or body fluids.
- Use suitable eye protection and a disposable plastic apron where splashing is possible. Ensure an eyewash is also available.
- Use face shields for mouth-to-mouth resuscitation where first aiders have been trained to use them.
- Ensure a spill kit is available for clearing up any bodily fluids.
- Ensure contaminated areas are cleaned promptly.
- Handle sharps carefully if there is a risk they are contaminated. Use puncture resistant gloves.
- Dispose correctly all sharps/clinical waste in secure containers.
- Wash your hands after each procedure.

Any contamination with blood or bodily fluids must be reported to the directors.

Fire safety

Under the Regulatory Reform (Fire Safety) Order and the Management of Health and Safety at Work Regulations the Company is required to undertake a specific risk assessment of the risks posed by fire covering the site and working activities.

Based on the findings of the fire risk assessment any required actions will be implemented, and the risk assessment will be reviewed at least annually or sooner, if there are any significant changes.

The Company is committed to co-operating with fire safety arrangements managed by the landlord at the Chobham site and will also ensure fire safety compliance at Basingstoke.

This commitment includes:

- Complying with practice fire evacuations.
- Displaying fire safety notices for safe evacuation.
- Communicating fire safety arrangements to employees (including how to raise the alarm and fire assembly point).
- Maintaining fire extinguishers which include annual inspection by a competent person.
- Maintaining good housekeeping.

Records will be kept on both premises detailing safety equipment, testing, servicing and training.

Emergency exits and escape routes will be kept clear at all times and checked at regular intervals. All employees will ensure the workplace remains tidy and walkways free from obstruction.

As part of the induction programme, each employee (and visitors where appropriate) will be briefed on the evacuation route(s), the method of raising the alarm, and the location of the assembly point.

Company fire procedure

If you discover a fire or a fire is suspected:

- Raise the alarm by the recognised method.
- Only tackle the fire if trained to do so, with the equipment provided, ensuring your exit is clear at all times and without taking personal risks.
- Call the emergency services immediately by telephone and inform the operator the location and nature of incident.
- Evacuate the premises by the nearest available exit.
- Meet at the agreed assembly point.
- Inform the fire marshals/senior fire officer of any missing persons.
- Do not stop to collect personal belongings.
- Do not re-enter the building until the senior fire officer advises that it is safe to do so.

Employee responsibilities

Employees are required to:

- Ensure that they are familiar with the procedure for raising the alarm; escape routes and fire exits; and the assembly point at each location where they work or visit.
- Raise the alarm on discovery of a fire.
- Report any concerns regarding fire safety to management, so that any shortfalls can be investigated, and remedial action taken.
- Receive basic training in the action to take in the event of fire.
- Follow instructions and training in relation to fire safety in the workplace.
- Co-operate with management to help with fire prevention in the workplace.
- Accept individual responsibility to take reasonable care for the health and safety of themselves and for any other person who may be affected by their acts or omissions.
- Periodically participate in practice fire evacuations.
- Adhere to the “No Smoking” policy, within any building.
- Maintain good housekeeping and ensure fire escape routes and fire exits do not become blocked.

Other premises

Employees working on client's premises are required to ensure that they are familiar with the fire and emergency procedures related to where they are working, including how to raise the alarm, escape routes and fire exits for the building.

In the event of an emergency, employees must raise the alarm following the instructions provided, leave the building by the nearest available exit, and assemble at the designated assembly point. The employee must ensure that the directors are alerted of the incident.

Personal emergency evacuation plans (PEEP)

A PEEP is a bespoke evacuation plan for employees who may not be able to reach an ultimate place of safety unaided, or within a satisfactory period of time in the event of an emergency. PEEPs may be required for those with mobility impairments, sight/hearing impairments, certain health conditions, etc.

A temporary PEEP may be required for employees with any short-term injuries, eg. broken leg, a temporary medical condition or those in the later stages of pregnancy.

When establishing if a PEEP is required, it's important to identify if the employee can evacuate the building unaided, in a prompt manner during an emergency.

It is the responsibility of the employee to notify the directors of any conditions which may require a PEEP to be put in place.

Health and safety risk assessments

The Management of Health and Safety at Work Regulations require the Company to carry out 'suitable and sufficient' risk assessments to ensure that any significant risk arising from its undertaking are assessed and either removed or reduced so far as is reasonably practicable.

This Policy provides guidance on the overall risk assessment process. It outlines the arrangements for identifying, evaluating, and reducing risks by completion of suitable and sufficient risk assessments.

This document applies to all employees, visitors, in some circumstances members of the public, other individuals performing functions in relation to the Company, such as agency workers and contractors, who may be exposed to the risk of harm, loss or damage arising out of the activities undertaken by the Company.

Risk assessments involve identifying hazards in the workplace and either eliminating or reducing the risks by adding precautions or control measures. By completing risk assessments, the work activities and the working environment will be a safer and healthier workplace.

The findings from the risk assessments will be shared with all employees through training and who are required to confirm in writing their attendance and level of understanding. The effectiveness of any actions resulting from the findings of the risk assessments will be monitored. Any deficiencies which are identified will be reported to the person completing the risk assessments.

All risk assessments will be reviewed annually as a minimum or sooner if there is any significant change which affects the validity of the risk assessment.

Types of risk assessments

There are a variety of different risk assessments required under separate health and safety legislation including:

General risk assessment which is a general examination of the workplace and working environment as required by The Management of Health and Safety at Work Regulations.

Control of substances hazardous to health (COSHH) which is an assessment relating to the use of hazardous chemicals and substances in the workplace.

Display screen equipment (DSE) an assessment examining those employees which use DSE including computers and laptops as a significant part of their normal work (daily for continuous periods of an hour or more).

Manual handling involving employees who are required to undertake any moving or handling task, which involves the potential risk of injury.

Working at height assesses those employees who are required to undertake any form of working at height using equipment such as ladders and step ladders.

Ad hoc assessments for high-risk groups such as disabled workers, new and expectant mothers, young workers.

Assessment process

- Identify all hazards with a potential to cause harm to employees and others who may be affected by the tasks and activities.
- Evaluate the probability and severity of potential injury or damage.
- Analyse the options for eliminating, reducing, or controlling the identified risks and then take the appropriate action.
- Review the assessments periodically and particularly where they may no longer be valid or where there has been a significant change in the work activities or processes.

Example hazards and controls

Hazard	Example control measures
Manual handling	Mechanical aids, getting assistance, breaking loads into smaller units, information and training on safe lifting.
Hazardous substances	Substitution for less hazardous alternatives, ventilation, good hygiene, personal protective equipment, training.
Ladders	Avoid working at height, correct type of ladder/stepladders, planned preventative maintenance, training.
Electricity	Fuses, earthing, inspection and testing of systems and appliances.
Fire	Detection/warning systems, fire drills, extinguishers, signage, suitable storage facilities for substances and goods, fire retardant furniture and fittings, training.
Stress	Reduce/increase workload, more control over work, work suitable for the individual, avoidance of monotonous repetitive work.
Work environment	Good lighting, ventilation, effective layout of area, heaters/coolers, drinking water.
Lone working	Safe working procedures including means of raising the alarm, mobile phone, panic alarms, buddy systems, door entry security system.

Method statements

A method statement sets out how a particular process will be carried out. It is commonly used to describe how tasks will be carried out safely and will detail the possible dangers and risks associated with a project. Risk assessment findings will be incorporated into the method statement and this information will be shared with all employees as appropriate.

Following the completion of a risk assessment the Company may feel it necessary to also compile a method statement to describe how the task will be completed safely. This will include:

- Working systems and methods of control to be used.
- Arrangements for access.
- Arrangements for the safety of members of the public.
- Work equipment to be used including signage.
- Procedures to ensure compliance with legal requirements under, for instance, the Noise at Work Regulations, Control of Asbestos Regulations and Construction (Health, Safety and Welfare) Regulations.
- Personal protective equipment.
- Emergency procedures.
- Any specific training needs.

Homeworking

It is the position of the Company that the primary/contractual place of work is located at:

Unit C1-B6
Fairoaks Airport
Chertsey Road
Chobham
GU24 6HU

Employees should note that there is no right to work at home and that they are normally required to be present at their place of work.

There may be exceptional circumstances and prior approval will need to be granted by the directors following completion of a formal flexible working request.

There is no contractual right to home working, however in some cases it cannot be avoided (ie. Covid lock down restrictions) in such cases, employees who are authorised to work from home should complete a temporary homeworking self-assessment to ensure safe working practices are in place.

New and expectant mothers

The Company recognises its health and safety responsibilities for new and expectant mothers.

Employees are required to notify the Company of the pregnancy as soon as possible in order to implement effective measures and avoid any risks to the expectant mother.

The Company will:

- Carry out an individual risk assessment of their work activities and working environment to determine any risks to them and their unborn child.
- Ensure that all practical measures are taken to minimise exposure to chemicals, substances, dusts and other potentially harmful agents.
- Where significant risks are identified which cannot be avoided or controlled then the Company will:
 - Temporarily adjust the employee's working conditions and/or hours of work.
 - If that's not possible the Company will offer suitable alternative work if available.
 - Or if that is not feasible, suspend the employee from work on paid leave for as long as necessary, to protect the health and safety of both the expectant mother and unborn child.
- Arrange for frequent rest breaks to be taken by the new or expectant mother.

The risk assessment may identify that other assessments are required for a new or expectant mother, such as display screen equipment, working at height and/or manual handling. Where additional risk assessments are required, these will be reviewed regularly as the pregnancy progresses.

There may also be a requirement to prepare a personal emergency evacuation plan (PEEP) during the later stages of pregnancy, should mobility become affected and impact the safe evacuation of the expectant mother in the event of an emergency.

The risk assessment will identify key factors which will need to be addressed when managing the risks affecting new and expectant mothers. These factors include:

- Exposure to physical agents such as vibration, noise, temperature extremes, poor or prolonged working postures and repetitive movement. All of which are to be avoided or minimized.
- Moving and handling activities. The employee's ability to carry out these activities will be regularly monitored and should be avoided at all possible.
- Exposure to harmful substances (COSHH) are to be controlled or in certain circumstances avoided. Substances displaying the following will be avoided or at least reduced to the lowest level possible:
 - Possible risk of irreversible effects.
 - May cause cancer.
 - May cause heritable genetic damage.
 - May cause harm to the unborn child.

- May cause harm to breast fed babies.
- COSHH assessments and safety data sheets will be shared with any new or expectant mothers.
- Risk controls will be established for any expectant mother who may be exposed to any potentially violent or aggressive behavior from members of the public.

All controls will be monitored and will be adjusted if required as the pregnancy progresses or if no longer considered valid. New and expectant mothers are required to inform the Company should they consider that a review of the controls is considered necessary.

The Company, in accordance with the Workplace (Health, Safety and Welfare) Regulations will provide suitable rest facilities/private space (which can be an unoccupied office, or an area used for meetings that can be discreetly screened) for employees who are pregnant or breast feeding. These facilities will be suitably located (eg. near to toilets where possible); with suitable seating provided and the provision of a fridge or cool area to allow expressed milk to be stored. The Company will discuss specific requirements with the employee when arrangements are put in place.

Children and young persons

The Management of Health and Safety at Work Regulations defines a young person as someone who is over the legal school leaving age of 16 years but has not reached the age of 18 years.

Specific consideration should also be given to children and young people who attend the premises on a work experience placement. The Company will ensure, so far as is reasonably practicable, those in these age groups are not placed in a working environment where there are significant risks to their health and safety.

Due to of their lack of experience, maturity, and lack of awareness it is essential that they are supervised at all times until they gain the required experience, maturity and awareness of the risks.

A specific risk assessment will be prepared for any child or young person working for the Company or on a work placement.

Any young person will be provided with the required information, instruction, training and supervision. They will also be provided with a mentor (a responsible employee), who has accepted the responsibility of overseeing the child or young person.

Young persons will not be allowed to:

- Undertake any manual handling tasks without training and supervision.
- Operate machinery ie. shredders without training and supervision.
- Spend excessive time at a workstation without taking adequate breaks.

The young person must:

- Carry out all reasonable instructions given to them by their mentor.
- Refrain from horseplay or practical jokes.
- Report any thing that they feel unsure or unsafe about.

Working environment

The Workplace Health, Safety and Welfare Regulations require that employees are provided with a safe place to work with adequate welfare facilities.

The Company will also ensure that the premises including fixtures, fittings and plant on the premises do not present a health and safety risk to visitors and contractors who may come into contact with the business activities and premises.

Workplace inspections to identify problems and omissions will be carried out on a regular basis. When a problem is identified, a responsible person and timescale for repair/implementation will be set.

Access and egress

Access and egress refer to the means of entry and exit to a workplace or work area. Routes that provide access and egress will be controlled, safe, suitably constructed, kept free of obstructions, and well maintained.

When access and egress arrangements are not properly maintained serious injury can result from hazards such as fires, slips and trips, contact with moving vehicles and unauthorised entry into hazardous work areas.

Egress routes which are required to be used in an emergency will be clearly marked, well lit, unobstructed, and well maintained. Equipment must not be placed in these areas and any damage identified to traffic routes and access and egress areas must be reported and repaired promptly. Any holes should be repaired, covered, or guarded.

When working on other sites, the environment will be closely monitored to ensure that the Company does not hinder the safe access/egress of personnel in the vicinity. Where safe access and egress is restricted or obstructed, this must be reported to ensure that appropriate remedial action is taken.

Housekeeping

Poor standards of housekeeping are a common cause of injury and damage at work and can create possible fire hazards. Unsatisfactory housekeeping is often the result of poor working practices, lack of direct supervision and/or organisational deficiencies within the workplace.

The Company will ensure risk assessments/inspections identify poor housekeeping standards and introduce control measures as appropriate including steps for the maintenance, cleaning, and repair of the premises.

Organisation of traffic routes

The Workplace (Health, Safety & Welfare) Regulations require every workplace to be organised in such a way that pedestrians and vehicles can circulate in a safe manner.

Therefore, the Company will ensure that where movement of vehicles and pedestrians are operating in the same area, a safe system of work is followed.

Lighting

The Company will ensure that adequate lighting is provided to enable employees to work safely and comfortably. Work will be carried out by natural light wherever possible, and precautions will be taken to avoid excessive glare.

Supplementary lighting will be provided as required, and a maintenance programme established for the cleaning and replacement of lights and windows.

Slips, trips and falls

Slips, trips and falls are the most common cause of injury at work and can also lead to other types of serious accidents such as falls from height.

In order to maintain a safe workplace (whether on the Company premises or working off site) good housekeeping is essential. All employees are required to ensure that the workplace and work equipment is kept in a clean and tidy condition. Items and equipment must not be left on the floor and cabling must be tucked or routed away from traffic route.

Where temporary trailing cables cannot be avoided the use of warning signage will be put in place.

All floor coverings will be maintained and kept in good condition, free from slipping and tripping hazards.

Falling objects

Materials and objects should be stored and stacked in such a way that they are not likely to fall and cause injury. Any shelving should be secured, of adequate strength and regularly maintained. Storage equipment such as shelves should be of adequate strength and stability having regard to the loads placed on it.

Smoking and vaping

Smoking and vaping are not allowed in any workplace, Company vehicle or entrance where smoke can enter the premises. This also applies where smoke can enter the building through a window.

For those who require to smoke on Company premises a designated smoking area will be identified, together with a safe method for cigarette disposal. Suitable no smoking signage will also be displayed.

When working or visiting a client's site, employees are required to adhere to either the site rules regarding smoking or otherwise follow the above instructions.

Waste

The accumulation and handling of waste can create the following hazards:

- Build-up of combustible material presenting a fire hazard.
- Health hazard due to possible vermin infestation.
- Poor housekeeping can present a tripping hazard.
- Exposure to biological hazards during first aid treatment or removal of clinical/sanitary waste from client sites.

The Company will:

- Identify all waste that has the potential to be removed from the premises.
- Arrange for appropriate waste disposal companies to remove waste from the premises safely.
- Provide suitable waste collection receptables dependent upon the waste to be disposed of, and where relevant label or sign the containers to easily identify the disposal of waste.
- Ensure that any chemical waste or unknown substances are stored in their original containers until an unauthorised waste disposal company can remove them from the premises.
- Maintain any copies of waste transfer notes on site for a minimum of two years for future reference.
- Provide information and training to employees as required including when removing waste from client sites.

Managing workplace temperature

The Workplace (Health, Safety and Welfare) Regulations require employers to provide a 'reasonable' temperature in the workplace. The minimum temperature should normally be at least 16 degrees Celsius. If the work involves rigorous physical effort, the temperature should be at least 13 degrees Celsius. However, these temperatures are not absolute requirements, and therefore the employer is required to determine what reasonable comfort will be in particular circumstances.

Employers are required to ensure:

- The temperature must be kept at a comfortable level.
- Provision of clean and fresh air.
- Use of heating or cooling methods (using fans, opening windows, using radiators) where a comfortable temperature cannot be maintained easily throughout each workroom.

Guidance on managing cold environments

- Provision of PPE where appropriate.
- Access to facilities for warming up and access to hot drinks.

Guidance on managing hot environments

- Access to cool drinking water.
- Removal of personal protective equipment (PPE) when resting to encourage heat loss.

Where heat stress is a particular risk during working activities a heat stress risk assessment will be conducted covering air temperature, humidity and air movement.

Wellbeing

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

The Company recognises that work-related stress can cause ill health and will put in place the necessary controls and support to ensure that employees do not have excessive demands placed on them by their job in order to help reduce the risk of stress.

The Company will identify all workplace stressors and conduct a risk assessment to eliminate or control the risks from stress. The risk assessment will be reviewed regularly.

Any action relating to the prevention of workplace stress will be in consultation with employees. Tools including information and training will be provided.

As stress is also caused by bullying, harassment and violence, the Company is required to provide a working environment which is, so far as is reasonably practicable, free from these influences. However, the Company will expect that all employees, unless notified otherwise, can cope with the normal day-to-day pressures of their job.

The Company cannot be held responsible for stress caused by outside sources such as financial or domestic matters; however, it is recognised that it can impact an employee's attendance and work performance. Employees are therefore encouraged to inform the Company of any problems which are causing concern.

As stress affects people in different ways and can be exacerbated by different triggers, employees must ensure that they report any undue stress arising from work activities, in confidence to the:

Director: Patrick Martin

Health surveillance

Health surveillance is conducted by monitoring for early signs of work-related ill health. Health surveillance is essential if there is an identifiable disease or adverse health effect related to an employees' exposure to a health risk, which a risk assessment has identified as having a reasonable likelihood of occurring.

It requires implementing procedures to achieve this including simple methods (eg. looking for skin damage on hands), technical checks (eg. audiology tests) or more involved medical examinations.

Health surveillance records are required to be kept for forty years.

Associated hazards where a health surveillance programme should be identified include:

- Noise.
- Exposure to vibration.
- Solvents, fumes, dusts, biological agents, and other significant hazardous substances.
- Dermatitis / Asthma risks.
- Asbestos.
- Ionising radiation.

Information and training

The Health and Safety Information for Employees (Amendment) Regulations require information relating to health, safety and welfare to be provided for all employees by means of posters or leaflets and published for the purposes of the regulations by the Health and Safety Executive.

The Company has a legal duty under these regulations to display the approved Health and Safety Law poster in a prominent position in the workplace or to provide each employee with a copy of the approved leaflet.

The Company will provide the necessary information and training to employees so that they can perform their working activities in a safe manner. This will ensure they are protected from hazards and that they do not cause anyone to be harmed by their activities.

Training which will be provided includes:

- Induction training for all new employees.
- Job specific training for all new employees or employees who transfer to other roles.
- Health and safety training for employees who have been given specific health and safety tasks such as first aiders.
- Health and safety training for all employees covering the hazards, risks and controls of the working activities and working environment.
- Additional training and supervision for any young people because of their immaturity and lack of experience.

A combination of inhouse and training and by external training providers will be used.

Any training which is held will be recorded and retained confirming that each employee has understood the content.

Health and safety information and training will include, but is not exhausted to:

- New starter induction training.
- Health and safety awareness.
- Risk and COSHH assessments.
- Manual handling training.
- Lone working procedures.
- Working at height.
- Use of Personal Protective Equipment (PPE) when issued.
- Use of Display Screen Equipment (DSE) where applicable.
- Fire prevention and safe use of fire equipment.

Consultation with employees

The Health and Safety (Consultation with Employees) Regulations cover employees not represented by trade union appointed safety representatives.

These regulations require the employer to consult with employees on matters concerning their health and safety at work. This can be carried out by meetings, toolbox talks, use of the noticeboard and an open-door policy.

The Company takes its responsibilities seriously, and therefore will consult with employees on all health and safety issues that could affect employees including:

- Changes in health and safety policies, procedures or processes.
- Arrangements for appointing or nominating employee/safety representatives.
- Any information that the Company is required to provide under relevant statutory provisions.
- Hazards, risks and their control measures including procedures and safe working practices.
- Planning of health and safety training.
- Any new technologies brought into the workplace and the necessary training requirements with regard to health and safety.

The Company will carry out consultations with employees using the following methods: meetings, toolbox talks and the provision of health and safety information. Evidence of these consultations, including any actions and matters arising will be recorded.

Lone working

The Company has a duty to ensure the safety of lone workers as far as is reasonably practicable.

Lone working definition

Individuals are defined as lone workers when they are on their own, they cannot be seen or heard by another colleague, cannot expect a visit from a colleague for some time and/or where assistance is not readily available when needed. Therefore, lone workers are those who work by themselves without close or direct supervision.

This includes:

- One person working on Company premises.
- One person working separately from others including homeworking.
- One person working outside normal hours.
- When working on client premises.

Anyone who is, or who potentially may be, a lone worker will be required to receive information, instruction and relevant training in respect of all identified hazards, potential risks involved and all associated risks. Some employees may be required to work alone for significant periods of time without direct supervision and in these situations the Company will ensure that adequate support is provided through line management, supervision and any other relevant tools.

Risk assessment

The Company will manage the risks of lone working by:

- Identifying all employees who are lone workers.
- Preparing risk assessments of all lone working activities and establishing the control measures which are required to ensure the risks are reduced/maintained to an acceptable level. The risk assessment will take into account the person, the work equipment and materials, and the environment in relation to lone working. The assessment will also consider emergency arrangements including personal safety and first aid.
- Ensuring there are mechanisms in place to account for and trace the whereabouts of employees who work alone and that these systems are regularly checked.
- Providing related training to ensure employees are aware of the risks and methods in place to help manage those risks.
- Checking that lone workers have no medical conditions which make them unsuitable for working alone.
- Establishing arrangements for supervision and appropriate support in the event of an incident.

Employees are also reminded that they have a legal duty under the Health and Safety at Work etc. Act 1974 to work safely and to co-operate with the Company's procedures.

Work-related travelling

Visiting other premises

There are some basic checks which employees who visit other sites, such as clients' premises, must be aware of to ensure their health and safety:

Upon arrival and where appropriate follow the signing in and out procedures.

It is important that employees ensure that they are aware of the procedures to follow in the event of an emergency including the type of fire alarm, action to take on hearing the alarm, how to raise the alarm, location of emergency exits and assembly point. Often this information is provided when signing in.

If an employee has an accident whilst on the premises, the details should be recorded in the site accident book (where applicable). Additionally, details should also be added on a Company accident report form.

Employees should also ensure they are aware of any significant hazards on the premises and the Company procedures in place which are there to protect them.

Driving on business

All employees who drive on behalf of the Company for work-related purposes must be qualified to drive within the UK and hold a valid driving licence.

Those employees who drive in connection with work are required to present their driving licence to the Company on an annual basis for inspection. The Company must be made aware of any circumstances where penalty points/disqualifications have been given as they occur, rather than annually.

Employees who are classed as occasional business drivers must provide a copy of their driving licence either on an annual basis or at the time of making the request to drive on business.

As well as presenting a copy of the driving licence, evidence of a valid MOT and insurance certificate must also be provided when an employee uses their own vehicle.

Employees who drive on behalf of the Company for work-related purposes must be adequately and appropriately insured and have cover for 'business use' included on the policy.

Employees are responsible for ensuring that they are medically fit to drive, irrespective of whether it's for social, domestic, pleasure purposes or for a work-related activity.

Employees must declare to the Company if they are suffering from any medical condition which might adversely affect their ability to drive safely (eg. Epilepsy, diabetes, a vision impairment).

Where the employee is required to drive on behalf of the Company for work-related purposes, the Company will seek to support employees to ensure that fitness to drive is achieved.

Eye testing is available to all Company drivers to help ensure the minimum vision standards required for safe driving are maintained.

It is a legal requirement that the driver is responsible for ensuring that any vehicle driving on the public highway is safe and fit for use. In the case of employees who use their own private vehicle for work-related purposes, it is their responsibility to ensure that the vehicle has a valid MOT certificate (where applicable), is properly maintained and roadworthy.

Employees must not drive under the influence of alcohol, drugs, medicines or other substances which are likely to impair judgement or the ability to react quickly and appropriately to road conditions or circumstances.

In accordance with the law, the Company prohibits the use of hand-held mobile phones whilst driving for anything including calls, texting, emails, taking videos or photos, scrolling, or playing games even when the vehicle isn't moving. While mobile phones can be used for hands-free, they will need to be securely fixed. Additionally, the Company will refrain from making contact with employees via their mobile phone when they are known to be driving.

Where employees are required to undertake work-related driving, the schedule of driving, work activities and periods of rest will be mutually agreed and determined, so as not to place any undue stress upon the employee. This will include taking account of:

- Routes selected (types of road and suitability of vehicle).
- Time of travel (early morning, late at night, rush hour).
- Duration of travel and opportunities for rest breaks.
- Distance travelled and expected times of arrival.
- Age and experience of driver.
- Weather conditions.

Company vehicles must be kept in a clean and tidy condition. All Company vehicles are inspected regularly with maintenance agreements in place.

Employees undertaking work-related driving activities and who are involved in road traffic accidents or incidents must report this as soon as possible to the Company. Details of the circumstances (date, time, location persons involved) must be recorded and forwarded as soon as possible. An accident report form must also be completed.

Employees who are using a private vehicle for work-related purposes and are involved in an accident/incident are required to deal with any claims which arise directly with their own insurer. However, the Company should still be notified of the accident/incident for both monitoring purposes and to assist in the identification of any workplace support or adjustments.

Waste handling and collection

A risk assessment approach will be followed to ensure the safety of employees who are required to handle waste through the course of their work.

Where there is a risk of exposure to chemical/biological waste a suitable assessment of the risks will be completed to identify the hazards and establish a safe system of work.

Specific risks can include:

- Manual handling.
- Slips, trips and falls.
- Exposure to chemical waste which may cause dermatitis or poisoning.
- Exposure to biological waste which may cause infection or disease.

The risks will be managed to minimise exposure by:

- Providing appropriate information and training which will include recognising hazardous substances; knowing what to do in the event of a spillage and correct reporting procedures.
- Maintaining good standards of hygiene.
- Using personal protective equipment (PPE) as a last resort.

Needlestick injuries

Certain tasks/environments may increase the risk of needle stick injuries which could result in the transmission of blood borne viruses (BBVs) such as hepatitis B, hepatitis C or the HIV virus.

Should an employee suspect that an injury (cutting or pricking of the skin) has been caused by a needle, blade or other medical instrument which may be contaminated the following guidance is given:

- Encourage the wound to gently bleed, ideally holding it under running water.
- Wash the wound using running water and plenty of soap.
- Don't scrub the wound whilst you are washing it.
- Don't suck the wound.
- Dry the wound and cover it with a waterproof plaster or dressing.
- Seek urgent medical advice as effective medicines to help fight infection are available.

Any incidents must be reported on the accident report form and identified if RIDDOR reportable.

Provision and use of work equipment

The Provision and Use of Work Equipment Regulations (PUWER) requires that all equipment and machinery used for work must be fit for purpose and suitable for the task.

When selecting work equipment, the following must be considered:

- Suitability for the intended use.
- Safe for use, maintained in a safe condition and inspected to ensure it is correctly installed and does not subsequently deteriorate.
- Used by only people who have received adequate information, instruction and training.
- Those who undertake maintenance of equipment are competent to do so.
- Suitable health and safety measures, such as protective devices and controls are in place. These will normally include emergency stop devices, adequate means of isolation from energy sources, clearly visible markings and warning devices.
- Used in accordance with specific requirements.

When providing new work equipment for use at work, the Company will ensure that it conforms with the essential requirements of The Supply of Machinery (Safety) Regulations. This will include:

- It is CE marked or equivalent.
- It comes with a Declaration of Conformity.
- It is provided with instructions in English.
- It is free from obvious defects and that it remains so during its working life.

The Company will also ensure:

- A work equipment specific risk assessment is completed, and the control measures implemented.
- Employees receive training in the use of work equipment.
- The work equipment is maintained, serviced, and inspected as part of a planned maintenance schedule.
- Any faulty equipment is taken out of service/isolated and repaired or replaced.

Electrical safety

Fixed wire testing - The Health and Safety Executive recommend that a competent electrician inspects fixed electrical installations within the premises (fixed wire testing) at least every five years and a certificate of inspection is obtained and kept on file.

Portable appliance testing - All portable electrical equipment is inspected at regular intervals dependent upon the type of equipment and environment it is used in.

Effective maintenance of portable electrical equipment will be achieved by a combination of:

- Checks by the user including signs that it may not be in good condition eg. damage (apart from light scuffing) to the supply cable; damage to the plug or connector; inadequate joints (including taped joints at the cable); the outer sheath of the cable is not secured where it enters the plug, damage to the external casing of the equipment.

- Formal visual inspections known as portable appliance testing completed by an electrically competent person.

The aim of these checks is to determine whether the equipment is fully serviceable or whether remedial action is necessary to make sure it is safe to use.

Any electrical defects must be reported to the directors. Defective electrical equipment will be taken out of service and repaired or replaced.

Manual handling

All manual handling tasks must be avoided where reasonably practicable and where this is not reasonably practicable then the Company will conduct an assessment of the risks, and the findings made available to all employees.

The Manual Handling Operations Regulations state that employers should adopt a hierarchy of control measures:

- To avoid hazardous manual handling operations so far as is reasonably practicable.
- To assess any hazardous manual handling operations that cannot be avoided.
- To reduce the risk of injury so far as is reasonably practicable.

Any deficiencies of the manual handling assessments and controls must be reported by employees to the directors.

For any minor handling activities, responsibility will rest with employees to complete a dynamic assessment of the risks before carrying out the task using the TILE method:

Consider:

- The **T**ask – What you are going to do.
- The **I**ndividual – The persons own capabilities.
- The **L**oad – The weight, size and shape of the load.
- The **E**nvironment – The environment where the task takes place.

Any employee unsure of the risks should seek help.

Manual handling assessments will be reviewed annually or sooner if there is any significant change to affect the validity of the risk assessment.

Training

Bespoke manual handling training, including safe lifting techniques, will be provided as a method of raising awareness and controlling the risks. However, the training provided will be in addition to other measures such as: regularly reviewing safe lifting procedures, monitoring unsafe working conditions and providing effective supervision.

Lifting technique

The HSE guidance for correct lifting is to be followed by employees when undertaking manual handling tasks in order to lift loads safely. The advice given includes:

Manual Handling Six Point Plan



Assess the load and plan the lift.

Ensure you know what you're lifting, where the load will be placed and its weight. Be aware of awkward shapes and or unbalanced loads. Remove any wrapping materials if necessary. Know the limit of your own ability and ask for help if required. Consider resting the load midway on a table or bench to change grip.



Position your feet and adopt a stable position.

Face the direction of travel. Stand over the load with one foot slightly in front of the other.



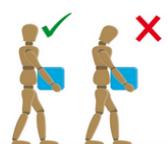
Get a firm grip of the load.

Keep your arms close to your body, ensuring your legs take the weight of the load and not your arms. This may be better than gripping it tightly with hands only. Tuck your chin to your chest. This helps keep your back straight. Avoid stooping.



Keep the load close to the waist.

Use your legs to lift both your upper body and the load ensuring you keep your back straight, keeping the load close to your body. Try and keep the heaviest side of the load next to your body and avoid twisting back or leaning sideways especially when your back is bent.



Keep your head up when carrying.

Look ahead, not down at the load, once it is being held. Move carefully and don't lift or handle more than can be easily managed.



Put down, then adjust.

If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

Working at height

The purpose of The Work at Height Regulations is to prevent death and injury caused by a fall from height.

The Company will ensure:

- Working at height activities are properly planned, supervised and carried out by competent people.
- The right type of equipment for working at height is used.
- Working at height activities are suitably and sufficiently risk assessed.
- Appropriate information and training is provided to employees who use ladders.
- Ladders are stored in a way that does not lead to warping, defects, or reduction in strength.

Risk assessment

When preparing the risk assessment, the following factors will be considered:

- Is there a specific requirement to work at height or can the task be carried out without working at height?
- Is the equipment suitable for the task and does it allow ease of access to the working area?
- Are the employees who will work from height suitably trained to carry out the task and is their level of fitness acceptable?
- Is the equipment used for working at height maintained and in good condition?
- The height involved must be taken into account, including should a fall occur what surface is the employee likely to fall onto or into. Additional means of securing the employee will need to be considered for higher access tasks.
- The surface strength if the employees are required to access other areas whilst working at height.
- If a task involves working outside, then the weather conditions are required to be taken into account and if necessary postponed until the weather enables safe working practices.

Hazards associated with the use of ladders include:

- Failure of the ladder itself, causing persons or equipment to fall.
- Items falling from the ladder.
- Users over-reaching or stretching from the ladder.
- The ladder slipping and falling due to not being correctly secured.
- Faulty equipment.
- Inappropriate use of ladders.
- Manual handling when using ladders.

Risk assessments should determine if a ladder/stepladder is appropriate for the task. They should only be used for short duration tasks (less than 30 minutes), light duty tasks or where more suitable access equipment cannot be used due to existing features of the site.

If the task requires strenuous working, carrying bulky/heavy equipment or likely to take more than 30 minutes then an alternative means of access such as podium steps would be more appropriate.

Prior to use the ladder should be checked to ensure that it is in good condition and fit for purpose. A secure handhold is required at all times, the work should be completed without stretching and the ladder secured to prevent slipping.

A maintenance log should be kept identifying each ladder, together with details of repairs and inspections.

Safe use of stepladders

- Stepladders should be of robust construction and in good condition.
- Any retaining cords or straps must be of equal length and in good condition.
- Any metal braces between the legs must be locked into place.
- Legs of stepladders must be opened fully when in use.
- All legs need to be firmly and squarely placed on a solid level surface.
- The stepladder should be positioned close to the work to prevent over-stretching.
- The stepladder should be placed at right angles to the work if the work could cause sufficient force to make the stepladder unsuitable if used sideways.
- The top tread should not be used unless it has been designed as a platform with a secure handhold.
- When in use, the knees should be kept below the top of the steps for support and stability.
- Only one person should use the stepladder at any one time.
- The stepladder should be placed in a safe location for use or measures taken to prevent the stepladder from being struck by doors, vehicles etc.

Low working at height activities

For any low working at height activities eg. where the use of a portable two step ladder or step stool is required, responsibility will rest with employees to complete a dynamic assessment of the risks before carrying out the task. The following points will need to be considered:

- Is there a specific requirement to work at height or can the task be carried out without working at height?
- Is the equipment suitable for the task and does it allow ease of access to the working area?
- Are employees who will work from height competent to carry out the task and is their level of fitness acceptable?
- Is the equipment used for working at height maintained and in good condition?
- The height involved must be taken into account, including should a fall occur what surface is the individual likely to fall onto or into.

Personal protective equipment

The Company has legal responsibilities concerning the provision of personal protective equipment (PPE).

The Personal Protective Equipment Regulations (PPER) places a duty on every employer to ensure that suitable PPE is provided to employees who may be exposed to a risk to their health and safety while at work. From April 2022 this duty also extends to limb workers who generally have a more casual employment relationship and work under a contract for service. This includes irregular work which may be for more than one organisation; they receive holiday pay, but not other employment rights such as the minimum statutory notice and only carry out work if they choose to. In accordance with the Regulations, the Company recognise that for both employment types there is no difference in the way PPE is provided.

PPE is equipment that will protect the employee/limb worker against health or safety risks at work. It can include items such as:

- Safety footwear to help reduce the risk of slips and trips, protect the feet from impact of heavy objects and spillages from chemicals and substances.
- Gloves to help prevent cuts and abrasions, infection control and keep hands clean if handling chemicals and substances.
- Eye protection to protect the eyes from splashes containing chemicals and substances and provide a barrier from dust, flying dirt or debris.
- Masks to provide a barrier from transmitting dust and bacteria.

PPE will be provided for employees where a risk assessment indicates there is a requirement. The equipment provided will be suitable for the task. If the required PPE for a specific task is not available, the employee must inform the Company promptly and not complete the task until the PPE is provided. Wearing the required PPE is mandatory and it is the responsibility of the individual to ensure that they are aware of which items they must use.

Products which are selected are required to be CE marked or equivalent. The equipment must be comfortable for the user and the correct size and fit. Employees will be consulted during the selection process to ensure it is comfortable and effective.

If more than one item of PPE is worn at the same time, consideration will be given that they can be used together. Instruction and training for employees will be provided including how to use the equipment, why it is needed, when to use it, what its limitations are and the storage requirements.

When PPE is required to protect the user as identified in the risk assessment, this will be supplied at no cost to the employee. Where PPE is required employees/limb workers have a legal obligation to use the equipment provided as required under the Health and Safety at Work etc. Act 1974

Employees are responsible for taking care and storing safely all PPE which is provided. It must be kept clean and in good condition. Any PPE which is lost or faulty must be reported immediately. All PPE issued must be returned upon leaving employment with the Company.

PPE requirements will be reviewed regularly and only used as a last resort when controlling risks.

Controlling exposure to asbestos

The Company is committed to ensuring the effective control and management of risk relating to asbestos containing materials (ACM) in all places where its employees could be at risk. The Company will ensure that, as far as is reasonably practicable, all person(s) will be protected from asbestos fibres.

This will be achieved by consulting with the landlord as appropriate and:

- Using specialist advice as necessary to determine the risk from any potential asbestos identified, along with necessary controls to prevent exposure to employees. This will include an asbestos survey for the premises which will be completed prior to any structural or maintenance work carried out.
- Ensuring routine inspections are undertaken and appropriate signage provided where asbestos**Error! Bookmark not defined.** has been identified or suspected.
- Ensuring suitable information/training is given to all relevant person(s) likely to be affected.
- Ensuring that only specialist contractors are employed to undertake any work with asbestos (repair or removal).
- Ensuring employees are fully conversant with this information and are aware of the location of any risks.

To manage the risk of possible exposure to asbestos containing materials (ACM) at a client site, the Company will:

- Liaise at contract stage with the client to understand any potential asbestos risks.
- Exclude any installation work where asbestos risks have been confirmed by the client.

Whilst working on a client site, should an employee come across any material which may contain ACMs the following procedure must be followed:

- Stop work.
- Report any suspect or damaged ACMs to both the director and client host.
- Evacuate the area and advise the client host and director if they believe they have accidentally damaged or disturbed ACMs during their work.

Control of substances hazardous to health (COSHH)

Working activities involving the use of chemicals and substances are managed by the Control of Substances Hazardous to Health Regulations to ensure their safe use, handling and storage. The aim is to prevent accidents occurring and reduce acute/chronic ill health as a result.

The exceptions to the COSHH Regulations include asbestos, lead and radioactive substances which have their own regulations and requirements.

To control exposure to substances hazardous to health arising out of or in connection with the work activities, COSHH assessments will be completed for all chemicals and substances used by the Company and alternative less harmful products will be introduced wherever possible.

Substances included within COSHH include:

- Chemicals
- Products containing chemicals
- Fumes
- Dusts
- Vapours
- Mists
- Biological agents including blood, bacteria and other micro-organisms

To identify if a product is hazardous, hazard warning symbols will be displayed.

The Company will:

- Identify and list those hazardous substances that are used or stored within Company premises.
- Identify all work activities likely to produce or generate hazardous substances.
- Obtain hazard data sheets from suppliers.
- Identify who may be affected (eg. employees, clients, contractors, public).
- Appoint a competent person to complete and record the COSHH assessments and review the assessment regularly if it is deemed to be no longer valid.
- Prevent exposure by:
 - Providing alternative less harmful products where possible.
 - Changing the process so that a hazardous substance is not required or generated.
 - Using the substance in a safer form.

Where the COSHH assessment identifies a possible risk to health, appropriate control measures will be implemented including reducing the risk so far as is reasonably practicable; the provision and training of personal protective equipment used by employees; and where required health surveillance will be put into place.

Employees who are classed as vulnerable including new and expectant mothers will be risk assessed as part of managing their condition.

All chemicals and substances used will be stored in a safe, secure and tidy manner. This includes ensuring chemicals are not left unattended or in unlocked cupboards/unsecured areas.

Safe working procedures must be followed that avoid or minimise contact with harmful chemicals including the risk of leaks and spillages.

Guidance on decanting and dilution of chemicals must be followed, for example only using a labelled secondary container expressly used for that purpose and not using drinking or other vessels intended for employee use.

Chemicals and substances will also be separated according to their hazard classification, eg. chemicals labelled as flammables should be stored in a metal container and separately from products labelled as oxidisers.

Findings and recommendations from the COSHH assessments will be provided to those employees who may come into contact with those substances.

Retention of records

Any health records for the purposes of COSHH must be kept in a suitable form for at least 40 years from the date of last entry. This is required when a long period between exposure and the onset of ill health may occur.

Display screen equipment (DSE)

The Company recognises its responsibilities to support its employees with meeting its legal obligations under the Health and Safety (Display Screen Equipment) Regulations.

The Company will fulfil its legal obligations by:

- Implementing a display screen equipment (DSE) workstation self-assessment approach to ensure all workstations are assessed.
- Acquiring appropriate help and support, when health issues due to DSE use are suspected.
- Ensuring the provision of suitable work equipment.
- Providing information and training for Users.
- Offering eye examination and testing for Users and corrective glasses when identified as required solely and specifically for DSE work.
- Establishing arrangements for regular breaks for Users.

A "User" is defined as an employee who habitually uses displays screen equipment as a significant part of his/her normal work. This will apply to employees who:

Normally use DSE for continuous or near-continuous spells of an hour or more at a time; and they use DSE in this way more or less daily.

Part-time employees will be assessed using the same criteria. For example, if an employee works only two days a week but spends most of that time on DSE work, that person will be considered a User.

Risk factors

The possible risk factors associated with DSE use are mainly those leading to musculoskeletal problems, visual fatigue and stress. The likelihood of experiencing these is mainly related to the frequency, intensity, duration and pace of continuous use of DSE, and can also be linked to other factors such as working routine and the working environment.

Minimum requirements for workstations

The minimum requirements as set out by the Health and Safety (Display Screen Equipment) Regulations are:

- The display screen should have well defined characters of adequate size, stable image, easily adjustable brightness and contrast. The screen should be easily tilted and swiveled with no reflective glare.
- The keyboard should be tiltable and separate from the screen, have sufficient space in front of the keyboard, a matt surface, easy to use, adequate and contrasting symbols on keys.
- The mouse (or other non-keyboard device) should be suitable for the task.
- The work surface should be sufficiently large and low reflecting, and allow a flexible arrangement of equipment and adequate space.
- The work chair should be stable allowing the User easy movement and comfortable position. It should have adjustable height (seat), adjustable height and tilt (seat back). Footrests should be available on request.
- There should be space necessary to allow the User to change positions.

- The lighting should be satisfactory with appropriate contrast between screen and background, and prevention of glare through positioning of artificial lighting.
- Positioning must prevent sources of light, such as windows, from causing distracting reflections on the screen.
- Noise must not cause distraction of attention or disturbance of speech.
- Heat must not be excessive so as to cause discomfort, and an adequate level of humidity should be established and maintained.
- The software systems must be suitable for the task, easy to use, and adaptable to the level of the User's knowledge. No quantitative or qualitative checking facility may be used without the User's knowledge.

Monitoring and review

Workstation assessments shall be repeated/reviewed annually or if significant changes are made to the equipment or furniture. This includes if workstations are relocated, if the nature of the work changes, if there is a substantial increase in the amount of time required to be spent using DSE, a major change to the software used or if the health of the User changes. If significant changes apply to a workstation as outlined above, it must be re-assessed, and actions implemented.

Users should be encouraged to review their assessments on a regular basis in order to act as a reminder of the importance of good practice when using DSE.

Eyesight testing

The Company accepts its responsibility under these regulations, and should any employee have difficulty with their eyesight whilst using DSE for their work, then the Company will pay for an eyesight test. This will confirm if the employee requires corrective glasses to reduce the health risks involved in the use of computer screens.

If corrective glasses are required solely and specifically for DSE use, then the Company will provide a contribution towards the cost of these.

The Company will not pay for any other type of eyewear (eg. bi-focal) if an employee requires these, they must pay the cost difference.

Eye testing is also available to all Company drivers to help ensure the minimum vision standards required for safe driving are maintained.

Provision of information

Users will be provided with detailed information on correct workstation set-up which they are required to follow in conjunction with completing a workstation self-assessment.

Hot desk

Employees who are required to use a hot desk (or share a workstation) should ensure they adjust the workstation equipment so that they can sit comfortably. Employees are not expected to complete an assessment on each occasion when using the workstation, however they should be mindful of the need to observe safe working practices including adjusting the chair and the height of the display screen to a comfortable level.

Homeworking

The Company is committed to ensuring the safety and health of all employees, regardless of their work location. Therefore, those employees who work from home occasionally are reminded to follow the best practice outlined in the DSE Posture Guide and seek clarification when required. Where temporary or permanent homeworking arrangements are put into place a suitable self-assessment will be completed.

Safety signs and signals

The Health and Safety (Safety Signs and Signals) Regulations require employers to provide specific safety signs whenever there is a risk that has not been avoided or controlled by other means, for example by engineering controls and safe systems of work.

Where a safety sign would not help to reduce that risk, or where the risk is not significant, there is no need to provide a sign.

There are specific requirements for the shape, colour and pattern of safety signs.

Any sign must contain a symbol or pictogram and be of a specified colour which clearly defines its meaning.

Supplementary text may also be used to aid understanding, but text-only signs are not permitted.

All safety signs are colour coded and each colour has a meaning, for example:

- White circle with red edging and a diagonal line indicates **PROHIBITED** for example, no smoking.
- Blue signs indicate that it is **MANDATORY** to carry out an action such as the wearing of personal protective equipment.
- A triangular sign with black edging and a yellow background indicates **WARNING** of a hazard and would normally contain a black pictogram.
- Green signs identify or locate safety equipment as well as marking emergency escape routes.

The Company will ensure:

- Signs are maintained and any defective or faded signs will be replaced.
- Unfamiliar signs will be explained to employees to ensure they understand the meaning and actions to be taken in connection with them.

Safeguarding

The Company recognises the moral responsibility to safeguard and promote the welfare of all children and vulnerable adults whilst on any site. This commitment includes making every effort to provide a safe and welcoming environment underpinned by a culture of openness where both children and adults feel safe and secure.

“Child Protection”, is an aspect of safeguarding, but is focused on how the Company responds to children who have been significantly harmed or are at risk of significant harm.

To implement this commitment the Company will ensure that:

- A safeguarding risk assessment is completed to identify areas within the business that require support in safeguarding measures.
- A safer recruitment and safeguarding policy is in place which covers all elements of the business.
- A Safeguarding Lead/Co-Ordinator is appointed who receives relevant specialist safeguarding training commensurate with the role.
- Employees are subject to disclosure and barring service checks where required by their job role.
- A single central register is implemented and maintained for the Company.
- Safeguarding training is provided to all employees that have significant contact with children and vulnerable adults. This will include annual safeguarding refresher training.

Diversity and inclusion

The Health and Safety at Work etc. Act 1974 requires the Company to provide employees with understandable and relevant information on the risks to their health and safety, together with precautions to be taken to avoid those risks.

This information will be provided in a way that accommodates any language difficulties or disabilities. It will be provided in a form that is most suitable and can be understood by everyone.