



Health and Safety Manual

Version 3

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Section 1 – Compliance and Policy Statements

1.1 Document Control

Document Control Record			
Date of Issue	Version Number	Reason for Re-issue	Person Amending
21 June 2022	001	Original issue of document	P Flemming
June 2024	002	Two-year review	E Stanway and P Flemming
Sept 2025	003	Change to location of northern office and job title for HR & Operations Manager to HR Manager	E Stanway

1.2 Health and Safety Compliance

Aspire Scientific Ltd (The company) recognises its statutory obligations to maintain standards of safety for all its employees in every aspect of their work in relation to buildings, equipment and workplaces, and for continually ensuring that these obligations are fulfilled.

The company also acknowledges its obligations to members of the public, contractors, and visitors to our premises, and will ensure that measures will be taken to maintain their health and safety.

The company has obligations under The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) Amended 2013 to notify and report to the relevant enforcing authorities over seven-day injuries, specified injuries, occupational diseases, dangerous occurrences and all deaths.

The company is aware of its obligations and ensures that all implemented procedures and any future implementations are in compliance with:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Health and Safety Consultation with Employees Regulations 1996
- Health and Safety (Display Screen Equipment) Regulations 1992
- The Data Protection act 2018
- Electricity at Work Regulations 1989
- Regulatory Reform (Fire Safety) Order 2005
- The Health and Safety (First-Aid) Regulations 1981
- Workplace Health, Safety and Welfare Regulations 1992
- Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- Manual Handling Operations Regulations 1992 as amended 2002
- Safety Signs and Signals Regulations 1996
- Provision and Use of Work Equipment Regulations 1998 (PuWER)
- The Control of Asbestos Regulations 2012
- Control of Substances Hazardous to Health Regulations 2002
- Smoke-free (Premises and Enforcement) Regulations 2006
- Personal Protective Equipment at Work (Amendment) Regulations 2022
- Environmental Protection Act 1990
- Electrical Equipment (Safety) Regulations 1994

1.3 Terminology

Accident – an unexpected event resulting in injury.

Near Miss - an unexpected event which could have resulted in injury but didn't, only by a fortunate break in the chain of events.

Over Seven Day injuries - Injuries that lead to the injured party being away from work, or unable to perform their normal work duties, for more than seven consecutive days (not counting the day of the accident but including weekends and rest days).

Specified Injuries – Reportable 'Specified injuries' are:

- 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
 - 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
 - requires resuscitation or admittance to hospital for more than 24 hours

Dangerous Occurrences - Dangerous occurrences are classified near-miss events which must be reported to the authorities. These occurrences include:

- Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment
- Explosion, collapse or bursting of any closed vessel or associated pipe work
- Electrical short circuit or overload causing fire or explosion
- Accidental release of a biological agent likely to cause severe human illness
- Malfunction of breathing apparatus while in use or during testing before use
- Collapse or partial collapse of a scaffold over five metres high

Occupational Diseases – These include the following:

- 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.

Further guidance on [occupational diseases](#) is available.

Specific guidance is also available for:

- [occupational cancers; and](#)
- [diseases associated with biological agents.](#)

Competence - having sufficient training and experience or knowledge and other qualities to enable persons to perform the duties required of them.

Contractor – A tradesman undertaking work on behalf of the company or undertaking work on company premises.

DSE User - HSE define a “user” as someone who uses a computer for “continuous spells of an hour or more at a time” on a “more or less daily” basis or someone who uses a computer for “a short period (under an hour) of time but intensely within that period”.

Housekeeping - Effective housekeeping can eliminate some workplace hazards and help get a job done safely and properly. Poor housekeeping can frequently contribute to accidents by hiding hazards that cause injuries. If the sight of paper, debris, clutter and spills is accepted as normal, then other more serious health and safety hazards may be taken for granted.

Housekeeping is not just cleanliness. It includes keeping work areas neat and orderly; maintaining halls and floors free of slip and trip hazards; and removing of waste materials (e.g., paper, cardboard) and other fire hazards from work areas. It also requires paying attention to important details such as the layout of the whole workplace, aisle marking, the adequacy of storage facilities, and maintenance. Good housekeeping is also a basic part of accident and fire prevention.

Young Person - A person under the age of eighteen years but over sixteen years is deemed high risk due to their possible lack of maturity, knowledge and experience. Such as: work experience students or young employees.

Note: Young people under the age of sixteen are classed as children and should be classed as visitors and be accompanied at all times, with suitable parental supervision.

Disabled Persons – A disabled person is deemed high risk as their disability may create additional hazards to their working environment. E.g. Persons with mobility problems, limited eyesight or limited hearing.

New and Expectant Mothers – A new or expectant mother is deemed high risk due to the changes their bodies go through during pregnancy and the potential harm that the unborn child could be exposed to through the mothers’ work.

Lone Working - is defined as ‘Having neither visual nor audible communication with someone who can summon assistance in the event of an accident, illness or other emergency, in circumstances where the lone worker is exposed to significantly greater risks during their work activities than would be the case if accompanied.’

Manual Handling - is defined as ‘The movement of an item or object by the use of bodily force, i.e. pushing, pulling, lifting and carrying.’

Risk Assessment - a systematic general examination of work practices to identify hazards, evaluate the risk that may arise from these hazards, and decide on suitable measures to eliminate or control those risks.

Risk - expresses the likelihood that the harm from a particular hazard is realised. The extent of risk covers the people who might be affected by a risk and therefore reflects both the likelihood that harm will be caused and its severity.

Hazard - something with the potential to cause harm. (This can include substances or machines, methods of work and other aspects of work organisation).

Harm - health and safety law is concerned with protecting people from harm and is only concerned with harm to property or the environment if that entails a risk of harm to people. Harm to people includes death, bodily injury and damage to physical or mental health.

Safe System of Work - a collection of control measures that are put in place once hazards have been identified. These control measures ensure that the risk level is reduced before work activities can take place. The Safe System of Work is normally devised following the risk assessment process for high-risk tasks.

Home Working - A home worker is an employee who carries out the majority of their work from home or is based from home, instead of a company site. This arrangement usually involves an agreement to work at home for a set number of days a week or month. It does not apply to those employees who may have the facility to work at home on an ad-hoc basis.

Contractors – A contractor is not employed by the company but is undertaking higher risk work such as maintenance.

Site Visitors – A site visitor who visits the company sites and will be accompanied at all times.

Construction Work – Carrying out any building, civil engineering or engineering construction work, and includes the installation, commissioning, maintenance, repair or removal of mechanical, electrical, gas compressed air, hydraulic, telecommunications, computer or similar services which are normally fixed within or to a structure.

Principal Contractor - principal contractors appointed by the client to coordinate the construction phase of a project where it involves more than one contractor.

Designer - Designers are those, who as part of a business, prepare or modify designs for a building, product or system relating to construction work.

Principal Designers - Designers appointed by the client in projects involving more than one contractor. They can be an organisation or an individual with sufficient knowledge, experience and ability to carry out the role.

Stress -The Health & Safety Executive has defined stress as ‘The reaction people have to excessive pressures or other types of demands placed on them. It arises when they worry that they cannot cope.’ Stress occurs when the pressures on a person exceed their ability to deal with them.

Confined Space - A confined space is defined as any chamber, tank, silo, vat, pit, trench, pipe, sewer, flue, well, excavation or other similar space in which, by virtue of its enclosed nature, there arises a reasonably foreseeable risk.

Workplace Vehicles - Workplace transportation is defined as any vehicle with the ability to move, this definition does not just consider vehicles with engines but all types of transportation.

Additional vehicles defined as Workplace Transport are as follows:

- Company Cars
- Forklift, Reach and any other kind of lift truck
- Pallet and Pump Trucks
- Trolleys
- Vans
- Van Mounted MEWP

Noise - Noise is defined as 'unwanted sound' it is measured in decibels. Specialist equipment will be required to measure noise levels, but a basic rule is 'if people cannot have a conversation two metres apart without raising their voices, then there may be a noise problem'.

Noise control is split into two levels 80dB and 85dB, under 80dB the employer does not need to take any action:

Action level 1 - 80dB - At this level the employer must warn the employees that there is a noise hazard. Ear protection at this level is optional.

Action level 2 - 85dB - At this level the employer must now enforce the wearing of ear protection.

The employer must also introduce engineering controls to reduce the noise level or exposure below 85dbs.

	Health and Safety Policy Statement		
Version No.	002	Reference No.	1.4

Aspire Scientific Ltd (the company) is committed to providing a safe and healthy working environment for its employees and others who may be affected by its work activities.

The Directors of the company are responsible for the development of health and safety policies and procedures and will ensure appropriate resources are available for their effective implementation. However, all management and employees are required to co-operate to maintain the health and safety of the workplace, by observing and maintaining the safety standards as laid down in this Policy. It is the legal duty of every employee, whilst at work, to take reasonable care of the health and safety of themselves and of others who may be affected by their acts or omissions. They must co-operate with the company in any duty imposed upon it by any relevant legislation.

To ensure the company meets its responsibilities, it will provide as far as it is reasonably practicable:

- A) Appropriate training and instruction to enable employees to perform their work safely and efficiently.
- B) All necessary safety devices, instruction, supervision and personal protective equipment as required by any relevant legislation.
- C) A constant and continuing review of health and safety matters applicable to the activities of the company, in particular by consulting and involving all employees.
- D) Contact with relevant health and safety bodies to ensure up to date knowledge on legislation, codes of practice and guidance is available.
- E) Suitable risk assessments of premises and the tasks carried out within them and elsewhere on behalf of the company.
- F) A formal yearly documented review of Health and Safety matters.
- G) Review of all incidents and accidents to ensure corrective action is undertaken to prevent reoccurrence.

This policy requires that clearly defined standards are produced, and that consultation, monitoring and auditing procedures are in place and are being used to ensure operations meet the required Health and Safety standards. This policy will be implemented by every manager throughout the company and must be brought to the attention of every employee by their manager.

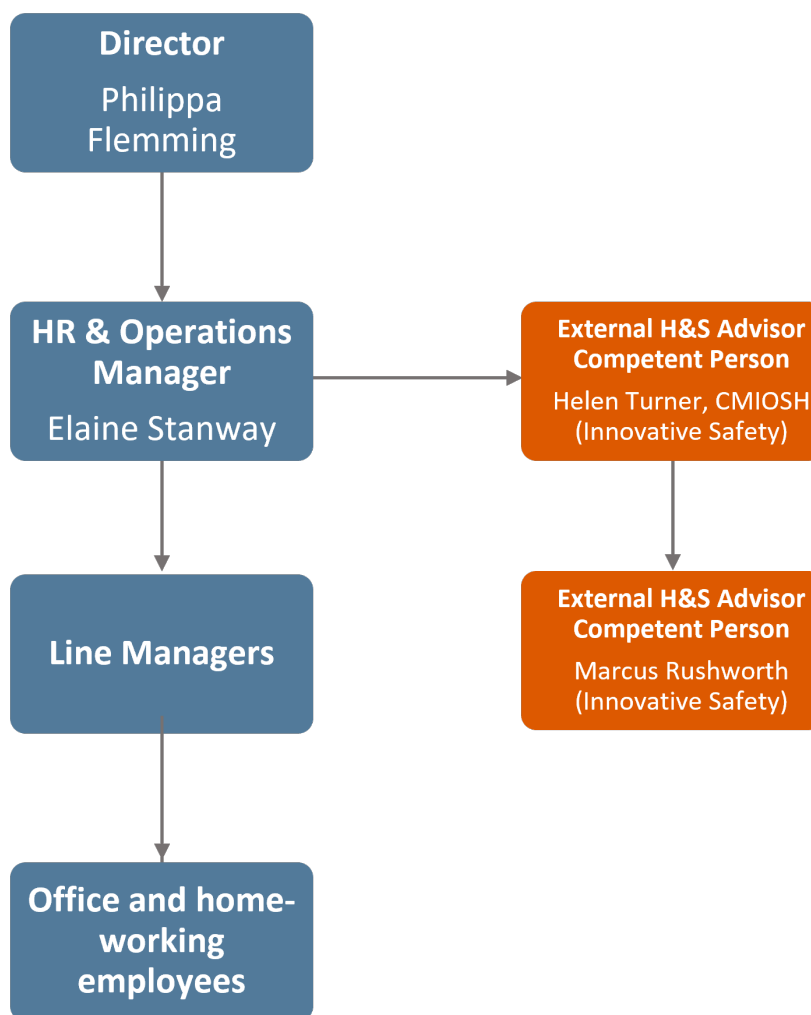
This policy has the full support and commitment of the Directors and will be regularly monitored to ensure the objectives are achieved. It will be reviewed and, if necessary, revised in the light of legislative or organisational change.

Director: Philippa Flemming

Date: 15/03/2024

Section 2 - Organisation and Responsibilities

2.1 Health & Safety Management Structure



2.2 Organisation and Responsibilities - Director

The Director has overall and final accountability for Health, Safety & Environmental issues at the company.

It is the Director's responsibility to:

1. Demonstrate leadership and management commitment to the health and safety policies, and aspire to set and meet standards beyond compliance obligations.
2. Ensure the policies and related procedures are implemented fully throughout the company.
3. Ensure the policies and related procedures are regularly reviewed and developed where appropriate.
4. Ensure adequate resources are provided to implement the policies and related procedures.

2.3 Organisation and Responsibilities – HR Manager

The HR Manager is responsible for:

1. Implementing Aspire Scientific Ltd procedures, instructions and rules.
2. Assisting with the risk assessments and the implementation of suitable control measures.

3. Assisting with the assessment and control of health risks in relation to Hazardous Substances (COSHH), with guidance from the External H&S Advisers as required.
4. Co-ordinating fire arrangements (i.e. Drills, Maintenance or Equipment, Training etc.) and implement controls as documented in the Fire Risk Assessment.
5. Ensuring all accidents and incidents are investigated and reported to the Directors/External Health & Safety Adviser, whether injury is sustained or not, and where required, carrying out RIDDOR reports when necessary.
6. Ensuring that any job specific health and safety training for personnel is identified and arranged.
7. Ensuring that personnel under their control have a health and safety induction which should include as a minimum:
 - a) First Aid procedures
 - b) Fire and Emergency procedures
 - c) Introduction to the Aspire Scientific Ltd Health and Safety Management System
8. Reviewing health and safety matters and performance with employees on a regular basis.
9. Ensuring that all tools and equipment are inspected and maintained on a regular basis and that pre-purchase checks are undertaken.
10. Ensuring the necessary monitoring is being carried out to ensure the company meets legal compliance and strives for best practice. External H&S Adviser will be summoned for assistance as required.
11. Monitoring and reviewing the company risk assessment file.
12. Ensuring the policies and related procedures are implemented fully throughout the company.

2.4 Organisation and Responsibilities – External Health & Safety Adviser

The External Adviser is responsible for:

1. Advising the company on Health and Safety issues - business wide.
2. Documenting a formal review of Health and Safety issues, yearly.
3. Ensuring the Director, Managers and Employees are aware of their responsibilities under Health, Safety and Environmental Legislation and in line with this policy.
4. Ensuring that the Director, Managers and Employees have sufficient competence to discharge their duties.
5. Undertaking the necessary auditing to ensure the company meets legal compliance and strives for best practice.

2.5 Organisation and Responsibilities - Line Managers

Managers are responsible for:

1. Implementing the company procedures, instructions and rules.

2. Ensuring all personnel under their control fully conform to all written or verbal instruction, to ensure their personal safety and the safety of others.
3. Ensuring all personnel under their control receive sufficient induction, information, training and competence to enable them to fulfil their roles within the company in a safe manner; to include first aid, fire and emergency procedures and personal Health & Safety responsibilities.
4. Ensuring that all employees are aware that they are directly responsible for all tools and equipment they have been issued, and that such equipment is inspected and maintained on a regular basis.
5. Ensuring that the necessary monitoring is undertaken to ensure the company meets legal compliance and strives for best practice.
6. Ensuring accident reports are completed for all workplace related accidents or illnesses and the HR Manager is informed.

2.6 Organisation and Responsibilities – Employees

All employees are responsible for:

1. Following the company procedures, instructions and rules with regards to health, safety and environmental issues.
2. Reporting any safety hazard within their work area or malfunction of any item of equipment, to the HR Manager.
3. Not to bring into the office, or use any unauthorised equipment.
4. Avoiding improvisations of any form which could create a risk to their personal safety and to the safety of others.
5. Using only those items of equipment or machinery in which they have been instructed and authorised to use.
6. Inspecting and maintaining equipment in good safe condition.
7. Reporting all accidents and near misses to their manager, whether injury is sustained or not.
8. Attending, as requested, any training course designed to increase awareness of health, safety and environmental issues.
9. Familiarising themselves with the names and locations of first aid personnel and appointed persons as well as the positions of first aid kits within the offices.
10. Informing management of any possible breaches of health and safety legislation.

Health and Safety at Work etc Act 1974

In addition to these responsibilities, the Health and Safety at Work Act 1974 places legal duties on all employees. These are:

- a) To take reasonable care of the health and safety of himself and of other persons who may be affected by his acts or omissions at work.

- b) To co-operate with his employer to enable him to comply with any duties or requirements imposed on him.
- c) No person shall intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in pursuance of the relevant statutory provisions.

The Management of Health and Safety at Work Regulations 1999

The Management of Health and Safety at Work Regulations 1999 places specific duties on employees to:

- a) Use any machinery, equipment, dangerous substances or safety devices provided to him by his employer in accordance with any training or instructions provided by the employer in compliance with any statutory provisions.
- b) Inform the employer in writing, of any work situation which may represent serious and imminent danger to health and safety.
- c) Inform the employer in writing, of any matter which may represent a shortcoming in the employers' arrangement for health and safety.

Section 3 – Health and Safety Arrangements

3.1 Accident and Near Miss Reporting Procedures

Any accident or near miss that occurs on company premises or to our employees, sub-contractors or any person affected by our activities must be reported through the procedure outlined below. An accident form must be completed for all accidents and near miss accidents. This includes:

- Those which occur during an employee's employment, whether or not they are on our premises at the time.
- Those which occur on Social Events arranged by the company, whether or not they are on our premises at the time.
- Those involving non-employees which occur whilst on our premises.
- Reports of occupational ill health that require first aid or medical assistance whilst at work or occur during their employment, whether or not they are on our premises at the time.
- Those involving contractors or sub-consultants employed directly by the company.

Following an accident, it is the responsibility of the injured person (or witness to the near miss) to complete the accident form immediately (this may be done by the HR Manager, witness, first aider or line manager where the injured person is unable to do so). The injured party (or other acting on their behalf) must inform their line manager. The HR Manager is responsible for ensuring the accident report is completed for appropriate action and investigation. Investigation paperwork will be added to the injured parties HR file for retention.

- All accidents and near misses must be reported using the approved accident forms.
- The accident book is held by the HR Manager. Once completed, forms will be held securely in line with Data Protection.
- It is the responsibility of Management to undertake immediate action to make the area safe.
- The injured persons line manager will monitor the injured party and notify the External Health & Safety Adviser if absence occurs due to the accident or near miss.
- The External Health & Safety Adviser should be notified of all accidents and near misses or in cases of ill health.

Accident and Near Miss Form - It is the responsibility of the HR Manager to ensure that approved accident forms are accessible at each site.

Accident and Near Miss Investigation - The External Health & Safety Adviser is responsible for ensuring that accident and near miss investigations are undertaken.

The HR Manager is responsible for reporting accidents, near misses and occupational ill health to the authorities upon receipt of information and as required. To do this efficiently the injured party's line manager must inform the External Health & Safety Adviser as soon as possible if absence is taken which is believed to be attributable to the accident or near miss. Guidance on situations which require notification to the authorities is listed below, further detail is provided in section 1.

Over Seven Day injuries must be reported to the enforcing authorities as a RIDDOR incident. The report must be made online within 15 days of the accident.

Specified injuries arising out of or in connection with work must be reported without delay through the Incident Contact Centre 0345 300 9923 and reported online within 10 days.

Diseases - Certain listed occupational diseases must be reported upon receipt of a written medical diagnosis and the sufferer has been doing the work activities listed.

<https://www.legislation.gov.uk/uksi/2013/1471/contents/made>

Dangerous Occurrences are classified near-miss events which must be reported to the authorities. A full list of reportable dangerous occurrences can be found on the HSE website. <http://www.hse.gov.uk/riddor/what-must-i-report.htm>

Deaths arising out of or in connection with work must be reported without delay through the Incident Contact Centre 0345 300 9923 and reported online within 10 days.

Injuries to Members of the Public must be reported to the authorities where a member of the public or person who is not at work has died, or they are taken away from the scene of an accident to hospital for treatment.

3.2 Advice and Consultancy

Management of Health and Safety at Work Regulations 1999 requires the employer: -

1. To appoint one or more competent persons to assist them in complying with relevant statutory provisions.
2. To ensure that they have sufficient time to carry out their duties and are given information on employees, consultants and any other persons working in his undertaking.

The model the company have implemented sees the Director as the primary controller of health and safety with technical support provided by the External Health & Safety Adviser. The External Health & Safety Adviser is concerned mainly with the management of health and safety as an integral feature of the business operation and is involved with policy issues such as the preparation and revision of the Company statement of health and safety, the measurement of individual unit safety performance, company systems for accident reporting, recording and investigation, and their formal documentation.

The formulation of policy and procedures with regard to environmental working conditions, occupational health and hygiene, and health and safety training at all levels, fall within their brief, together with liaison with enforcement agencies. The External Health & Safety Adviser may advise company legal specialists and insurance departments on matters of direct concern.

The "competent person" to assist the Company in respect of all the activities undertaken is the HR Manager; who is supported technically by the External Health & Safety Adviser.

The External Health & Safety Adviser service is currently provided by:

Helen Turner CMIOSH
Innovative Safety Solutions Ltd (Director)
Tel: 0151 420 5465
Email: Helen@innovativesafety.co.uk

With further support provided by employed and contracted consultants:

Marcus Rushworth
Innovative Safety Solutions Ltd (Employed Consultant covering the North)
Tel: 07850 967 791
Email: Marcus@innovativesafety.co.uk

Peter McAlister
Innovative Safety Solutions Ltd (Contracted Consultant covering the South)
Tel: 07793 935 765
Email: Petermc@innovativesafety.co.uk

Contact Details for Enforcing Authorities:

Health and Safety Executive
www.hse.gov.uk/contact

Environmental Health
 Visit your local council website
 and search for 'Environmental Health'

3.3 Consultation and Communication with Employees

The following requirements apply to all company sites, employees and persons under the control of the company.

The company has a legal obligation to consult with employees on matters to do with health and safety at work, including:

- Any change which may substantially affect their health and safety at work, for example, procedures, equipment or ways of working.
- The employer's arrangements for getting competent people to help the company satisfy health and safety laws.
- The information that employees must be given on the likely risks and dangers arising from their work, measures to reduce or get rid of these risks and what they should do if they have to deal with a risk or danger.
- The health and safety consequences of introducing new technology.

Methods of Communication - Communication with employees on matters involving health and safety at work, may involve inclusion of Health and Safety in company meetings and/or e-mail communication.

Where appropriate or where required, training will be provided to enable the company employees to dispense their legal duties.

3.4 Auditing and Monitoring

The Director, with guidance from the External Health & Safety Adviser will continuously monitor circumstances within the company's activities and generally in the light of changing legislation or HSE guidance and may from time to time recommend alterations or additions, as necessary.

In order to ensure that the management system is implemented effectively, and all procedures are carried out in the manner intended, the health and safety performance of each area of the company will be audited and reviewed in accordance with current health and safety legislation and the procedures contained in this manual.

The External Health & Safety Adviser will carry out regular health and safety inspections to verify compliance with the operational aspects of the policy and other health and safety arrangements and operating procedures. The External Health & Safety Adviser will conduct a full audit of the Management System annually and collate the relevant Health and Safety data for submission to the Director.

The HR Manager will ensure that the necessary monthly monitoring is undertaken to ensure the Health & Safety Management System is being implemented and issues highlighted to the Health and Safety Manager to ensure necessary action is undertaken.

Corrective Actions - Corrective actions required following monitoring, risk assessment or accident investigation will be entered onto the Corrective Action Register, the External Health & Safety

Adviser is responsible for the control and review of this register. The Corrective Action Register will be issued quarterly by the External Health & Safety Adviser to the HR Manager.

The External Health & Safety Adviser will issue a Non-Conformance Report to the Health & Safety Manager and the Director, where there is perceived to be a situation of a serious nature which would potentially endanger life. These non-conformance reports will usually be issued after the company has been given sufficient time to rectify the issue.

Employee Participation - All levels of employment will be approached when audits and inspections are being carried out. An essential part of the monitoring process is that all employees report any hazard experience or observation that may contribute towards the overall improvement of the company's safety performance, they are actively encouraged to do so.

3.5 Control of Contractors

The following requirements apply to all the company sites, employees and persons under the control of the company.

It is the intention of the company to ensure the highest standards of health and safety in all areas in which we operate. All contractors shall conduct their activities in such a way that conditions and methods of work are safe with respect to their own employees, employees of the company, other contractors working in the area, visitors and members of the public.

To ensure the standards are met and maintained the following control mechanisms have been put in place at various stages:

1. Pre-qualification Questionnaire
2. Documentation request
3. On-Site induction
4. Monitoring

It is the responsibility of the manager in charge of the works to ensure that this procedure is followed safely and correctly.

Where any construction work is being undertaken the principals of CDM (Construction (Design and Management) Regulations 2015) must be applied, it is the responsibility of the HR Manager to ensure these principals are followed.

See Templates & Forms for Contractor Site Induction Checklist and Contractor Safety Questionnaire.

Part of the process for the appointment of any Contractor is the completion of a Pre-Qualification Questionnaire (PQQ). The Questionnaire must be completed in its entirety, including the provision of any requested documentation.

The documentation required will provide the basis of a safe system of work. The following documents are examples of what might be required.

- Training Records
- Risk Assessments
- Method Statements
- Equipment Test Certificates
- Insurance documents

On-Site Induction - To ensure the contractor is fully conversant with the Company site procedures they and their employees **must** be given a site induction. The induction **must** be carried out by a competent person, such as the Responsible Manager, who has an understanding of the tasks that will be carried out and the hazards which may be present. Advice and guidance can be obtained from the External Health & Safety Adviser.

Monitoring - To ensure the contractor is working in a safe manner and in accordance with the company procedures regular checks must be carried out. These checks will be carried out by the Manager in charge of the works. Advice and guidance can be obtained from the External Health & Safety Adviser.

High risk works will be undertaken using the Permit to Work process, the External Health & Safety Adviser should be contacted at this stage.

The External Health & Safety Adviser is responsible for:

- Ensuring all questionnaires are vetted and approved by competent persons.
- Providing support and guidance.

The HR Manager is responsible for:

- Ensuring all contractors' activities are appropriately monitored and work is carried out in a safe manner.
- Following these procedures when employing the services of external contractors.
- Ensuring only suitable contractors are used.
- Ensuring that all applicable contractors have an on-site induction before any work activities commence.

3.6 Display Screen Equipment

The External Health & Safety Adviser is responsible for:

- Ensuring appropriate site audits are undertaken to ensure that DSE Assessments are being completed for identified users and advise management of any necessary remedial action required.
- Undertaking higher level or specific ergonomic assessments upon request.

Line managers are responsible for:

- Ensuring all new employees in their area of responsibility have a DSE Assessment carried out upon commencement of work activities, as appropriate.

The HR Manager is responsible for:

- Ensuring all DSE users in their area of responsibility have read and understood the HSE publication 'Working with Display Screen Equipment' (INDG36).
- Undertaking a DSE Assessment (using the HSE DSE Workstation Checklist) on all DSE users in the company.
- Ensuring if a DSE assessment indicates a higher-level assessment or specific ergonomic assessment is required then the External Health & Safety Adviser is approached to conduct this without undue delay.
- Ensuring adequate records are retained.

Employees are responsible for:

- Reading the HSE publication 'Working with Display Screen Equipment' (INDG36).

- Avoiding risks associated with DSE once they have read the HSE Guidance.
- Having regular eye tests. Costs of eye tests may be reclaimed using the employee's Health Cash Plan, private health insurance, or via expense claim if an employee is not a member of either health policy.
- Taking regular breaks from DSE work. A short (1-2 minutes) break every 20 minutes if working solidly without interruption is sufficient.

See Templates & Forms - Display Screen Equipment Assessment Form.

3.6.1 Eye Test Procedure

The Health and Safety DSE Regulations apply to employees who habitually use DSE as a large proportion of their everyday job with the objective of removing or reducing the risks.

Habitual users of DSE in the office environment should undergo regular eyesight tests and should reclaim the cost of the eyesight test from the company-provided Health Cash Plan, the private medical insurance policy, or via expense claim if an employee is not a member of either health policy. In addition, costs for spectacles required for DSE use should also be reclaimed from the company-provided Health Cash Plan (up to a total for test and spectacles of £110 per year); or from the private medical insurance provider (who will reimburse the full cost of a sight test, and then 80% of cost of spectacles up to £200 per year).

3.7 Electrical Safety

Under no circumstances should a person use any electrical items if they have any doubts as to its safety.

The Directors and HR Manager are responsible for ensuring the safety of:

- Distribution facilities e.g. isolators, circuit breakers, fuse boxes, socket outlets etc. up to the service itself.
- All permanent and emergency lighting.
- Fire alarm systems.
- All plant concerned with building services.

The HR Manager is responsible for ensuring the following tests are undertaken in both offices:

- 5-year Fixed Wire, and
- Portable Appliance Testing (PAT) of electrical apparatus.

The HR Manager is also responsible for arranging any necessary Portable Appliance Testing (PAT) of company-provided equipment used in company offices, ensuring employees complete visual electrical checks annually, and providing employees with relevant guidance to enable this. And for ensuring only suitably trained employees or maintenance contractors approved by the HR Manager or Director are allowed to take the casings off electrical equipment such as computers and printers. Employees must not be allowed to 'fiddle', 'poke' or 'prod' through casings, switches etc.

Only certified electricians/engineers are permitted to access and maintain electrical switchboards and other associated devices such as, fuse boxes, internal workings of plug sockets, emergency lighting units and fire alarm systems – this is not an exhaustive list.

Managers overseeing works in the offices are responsible for:

- Ensuring that only competent persons undertake work involving electricity, and adequate safe systems of work are employed.

Employees are responsible for:

- Ensuring electrical apparatus, wiring, plugs etc. within their areas are in good condition and that live electrical parts are not exposed, and for ensuring that any defects are reported to the Director.
- Not bringing personal electrical equipment into the office without the written approval of the Directors so that it may be inspected and tested.
- Using workplace electrical equipment according to the manufacturers' instructions.
- Not attempting to mend or work on faulty electrical equipment.
- Complying with electrical safety requirements on site.

3.8 Permit to Work

A permit-to-work should be used in conjunction with other safety checks like risk assessments, method statements etc. to form a safe system of work. A permit-to-work is a control document, think of it as a key to a door, without the key you cannot open the door. The same theory applies to the permit to work; without it you should not be able to carry out the job.

A permit must be raised for cases of Site Closure, this will ensure that all necessary precautions have been taken to ensure the site is safe for occupation.

Permits are issued for set periods of time as conditions such as weather or manpower could change. Once the time limit has been exceeded the permit is closed off and the work should stop.

The permit should be displayed in the area where the work is being carried out to show that authorisation has been given to the employees.

If whilst the work is being carried out new hazards arise then the permit must be cancelled, and the work stopped so the risk levels and controls can be reassessed.

The permit-to-work system should be fully documented, outlining:

- How the task is to be carried out
- The jobs it can be used for
- The responsibilities and training of those involved

Contractors are responsible for providing their own permits. The HR Manager with assistance from the External Health & Safety Adviser is responsible for reviewing permits prior to the commencement of work. The HR Manager with assistance from the External Health & Safety Adviser is responsible for managing the system and for authorising and raising permits.

Activities Requiring Permits - Before any of the work activities listed below can be carried out on a company site a work permit must be issued by the HR Manager. In addition to this list, permits may be required as indicated by the findings of Risk Assessments.

Work	Regulation	Guidance
Entry into Confined Spaces	Confined Spaces Regulations 1997	IND(G) 258
Electrical Working on LIVE conductors	Electricity at Work Regulations 1989	HS(G)85
Working on Equipment/Machinery	Provision and Use of Work Equipment Regulations 1996	
High Risk Working at Height	Working at Height Regulations 2005	IND(G) 284
Hot works	Management of Health and Safety at Work Regulations 1999	None
Pressure system work	Pressure Systems Safety Regulations 2000	IND (G) 261
Disabling the Fire Alarm	Regulatory reform (Fire Safety) Order 2005	IND (G) 268
Using the MEWP	Working at Height Regulations 2005	IND (G) 284
Scaffold	Working at Height Regulations 2005	IND (G) 284
Site Closure	Management of Health and Safety at Work Regulations 1999	None

The HR Manager with assistance from the External Health & Safety Adviser are responsible for:

- Issuing permits to work. To do this safely they need to ensure that the permit user is competent to carry out the tasks.
- Closing permits down once they have expired.
- Checking employee and contractor competence.
- Monitoring 'live' permits to ensure compliance.

See Templates & Forms - Permit to Work Form.

3.9 Fire Safety

All employees, and persons who use the Company's premises, are responsible for ensuring that they understand the fire procedures.

Evacuations are to be practised and the details recorded on a fire evacuation drill record and forwarded to the External Health & Safety Adviser.

The HR Manager is responsible for ensuring that:

- Firefighting equipment is maintained to meet Health and Safety legislative standards.
- Weekly checks of escape routes and fire extinguishers are undertaken and recorded.
- Weekly checking of smoke alarms.
- A record is maintained detailing alarm checks, fire drills and other inspections in accordance with the requirements of the fire risk assessment.

- Emergency evacuation drills are undertaken and recorded at least annually.
- Organising fire awareness training for all employees.
- Ensuring all employees are supplied with, and have read the fire emergency procedures.

The Director is responsible for ensuring:

- Implementation of the Fire procedures throughout all the Company sites.
- That a fire risk assessment is carried out for each site and is up to date.

The External Health & Safety Adviser is responsible for:

- Monitoring the effectiveness of fire evacuations and making recommendations for improvement.
- Preparation of Personal Emergency Evacuation Plans upon notification by the Company.
- Ensuring the Director and HR Manager undertake their responsibilities in relation to Health and Safety.

Employees are responsible for:

- Having a full understanding of the fire procedures to follow in the event of an emergency.
- Keeping the working environment free from obstructions and fire hazards.
- Ensuring visitors sign in and out of the building and ensuring their welfare in an evacuation.
- Participating in orderly evacuation.
- Ensuring all on site staff and/or visitors are safely evacuated or accounted for in the event of fire emergency.
- On hearing the Fire Alarm:
 - Note the time.
 - Leave the building and report to the Assembly Area.
 - Call the fire brigade by calling 999.
 - Liaise with site management regarding the nature of the emergency.
 - Report the full situation to the Fire Brigade upon their arrival.
 - *Fire drills only* - note the time the last employee reached the Assembly Area. This will be used to calculate the actual evacuation time.
 - Re-enter the building when given clearance by the Fire Brigade.
 - Provide detail to the HR Manager for recording in the Fire Log Book and ensure that a fire evacuation drill record is completed and filed in the fire log. The HR Manager must send a copy to the External Health & Safety Adviser.

The manager in charge (the highest ranking person on-site at the time of the fire) is responsible for:

- Ensuring that the office is safely evacuated in the event of an emergency.
- Ensuring fire exits and corridors remain clear of combustible material and trip hazards at all times.
- Ensuring they are aware of and understand all duties as per any Personal Emergency Evacuation Plans in their area.
- Carrying out a fast but thorough physical check (provided circumstances permit), of all offices, store rooms, meeting rooms, computer room and toilets to ensure complete evacuation of personnel. Do not endanger your own life to complete the check; abort if necessary.
- On completing the check, leave the building and report to the Assembly Area, confirming completion of your area check or otherwise.
- Assisting in the control of employees at the assembly point.

3.9.1 Fire Evacuation Procedures

Action on discovery of a fire

- Use nearest red fire call point to trigger the alarm.
- Call the fire brigade by dialling 999.
- Contain the fire by closing doors and windows where possible when safe to do so.
- Evacuate the building by the nearest safe exit.
- If you suspect there is a fire on the other side of a door, do not open it.
- Do not stop or return to collect any personal belongings.
- Report to the designated assembly point outside your nearest safe exit.

If the fire alarm sounds

- Terminate any telephone calls immediately.
- Ensure all doors and windows are closed if safe to do so and evacuate the building immediately in a calm manner and proceed to the nearest assembly point.
- Assist disabled employees if required as per any Personal Emergency Evacuation Plans.
- If you suspect there is a fire on the other side of a door, do not open it.
- Do not stop or return to collect any personal belongings.
- If you are a manager in charge, check that the area is clear (including offices, storerooms, and toilets), evacuate the building by the nearest safe exit and proceed to the Assembly Area.
- Do not re-enter the building until the Fire Brigade or a manager in charge (test only) has given clearance to do.

See Templates and Forms for Fire Evacuation Drill Record & Fire Log Template.

3.10 First Aid

The company will ensure that there is adequate provision for first aid should employees sustain injury or become ill at work, including those travelling or working away from our premises.

The following requirements apply to all company sites, employees and persons under the control of the company. The company will ensure sufficient resource is provided as detailed in the first aid risk assessment.

First Aid Assessment – The External Health & Safety Adviser will assess risks to employees and recommend appropriate first-aid provision to deal with the risks, taking into account the number of people employed, the size of the establishment, the location of the premises and the hazards and risks involved in our activities. First aid provision will be reassessed annually, or whenever there is a relevant change in the workforce or the hazards to which they are exposed.

The company will ensure that all visitors and contractors on our premises have access to sufficient first-aid provision and trained aid.

First Aiders - First aiders and appointed persons will be provided in accordance with the findings of the risk assessment to deliver medical treatment to injured persons, to comfort and sustain them until the arrival of emergency services.

First aiders and appointed persons will be provided with accredited training, sufficient for them to carry out their role successfully. Re-qualification and refresher training will also be given as and when required.

Employees who carry out large amounts of travelling as part of their job role will be provided with a travel first aid kit and basic first aid guidance.

First Aid Kits - First aid boxes are coloured green and marked with a white cross. Individual kits are located in the kitchen of Stanford office, and in the labelled cupboard in the suite at 111 Piccadilly.

The HR Manager is responsible for checking the contents of first aid boxes on a regular basis. Each kit must contain the following quantities of first aid materials, as a minimum.

1	Guidance card.
20	Individually wrapped sterile adhesive dressing (assorted sizes).
2	Sterile eye pads with attachment.
6	Individually wrapped triangular bandages.
6	Medium sized individually wrapped sterile non medicated wound dressings (approx. 10cm x 9cm).
2	Large sterile individually wrapped sterile non medicated eye pad dressing (approx. 13cm x 9cm).
3	Extra-large sterile individually wrapped sterile non-medicated wound dressing (approx. 28cm x 17.5cm).
900ml	Sterile water or sterile normal saline if tap water not readily available. Note: Disposable sterile containers must not be re-used once the sterile seal is broken. Eye baths, eye cups or refillable containers must not be used.
Box	Disposable gloves CE Biological agents
1pack	Alcohol based wipes
1	Face shield

3.11 Housekeeping

All employees and contractors are responsible for ensuring that housekeeping at all company sites is maintained at a high standard. All areas should be kept tidy and free from hazards to health and safety. Any hazard or potential hazard must be rectified.

Stairwells

No stairwells are in direct control of the company at either office location, however, all employees should take care when using site stairwells such as the stairwell at Manchester (in the event of lifts not working). All employees are asked to be mindful of creating obstructions on these routes, and to report any issue directly to the HR Manager. Any concerns will be escalated to the Landlord as required.

Pathways, Gangways and Exits

- Pathways, gangways, and exits must be kept clear at all times.
- Instances of obstructions must be cleared immediately.
- Access must be available for emergency vehicles at all times.

Floors

- Floors are to be kept free from slipping or tripping hazards, e.g. loose carpet, holes, cables, raised electrical outlet boxes, etc. Any instances must be cleared immediately.

Storage at Height

- There should be no storage above 6ft unless in an authorised area. The storage of items on top of high cupboards is not recommended.

Safe Stacking and Storage:

- All items must be stacked and stored safely with attention paid to local instructions.

Cleanliness:

- Managers must ensure all working areas are kept clean and tidy.
- All employees must maintain a clean and orderly workplace at all times.
- Waste from bins is removed on at least a weekly basis.

Spillages:

- Any spillage is to be cleaned up immediately using appropriate cleaning materials.
- The spill site should not be left unattended unless a wet floor sign has been put in place. Inform any colleagues in the near area that a spill has occurred, so that one of them can wait nearby to warn others whilst a sign is obtained from the cleaner's cupboard.
- It must be ensured that the spill site is fully clean and dry and left in a non-slippery state before removing any wet floor signage.

High Risk Areas, such as IT Suites, Distributions Boards and Server Rooms

- Due to the risk level within these rooms, they must be kept clear of combustible waste at all times.

Home Workers

The company asks that employees working from home maintain their work area as they would at the office and in-line with company policy. All areas should be kept tidy and free from hazards to health and safety. Any hazard or potential hazard must be rectified. The ultimate responsibility for ensuring housekeeping is of a good and safe standard falls with the home worker.

3.12 High-Risk Personnel (Disabled Persons, Young Persons and New & Expectant Mothers)

For high-risk groups other than Young Persons, the primary responsibility for a high-risk person belongs to the individual; he or she must make their employer, normally their line manager aware of their condition. Once aware of the situation, the line manager must ensure that the individual's health and safety is accounted for.

The HR Manager (once informed) will carry out the necessary assessments. Further guidance can be sought from the External Health & Safety Adviser.

The following control measures have been implemented to manage additional risk posed by a person's age and health status.

- Initial risk assessment of individuals' job and work environment.
- Regular monitoring and support.
- Preparation of personal emergency evacuation plans (as necessary).

Young Persons Checklist Template and New and Expectant Mothers Assessment Form – See Templates & Forms.

3.12.1 Visitors

The Management of Health and Safety at Work Regulation 1999 lay down the requirement for employers to consider the risk posed to and the protection of visitors by reason of their lack of knowledge and familiarity.

To ensure compliance with these regulations the following control measures are to be put in place:

- Visitors should be included and considered on workplace risk assessments and workplace procedures as necessary.
- Visitors are to be accompanied at all times.
- Should visitors need to be un-accompanied then a full induction must be given.
- The host is responsible for their visitor's safety at all times with special consideration to be given at times of emergency.

Guidance can be sought from the External Health & Safety Adviser who will monitor this procedure to ensure it is being complied with.

3.13 Lone Working, Off-Site Working and Lone Travel

It is likely that some of the job activities currently performed by the Company will have some degree of lone working associated with them.

Instances exist in all sectors and include those who

- Work alone at a fixed premises/site
- Work separately from other people on the same premises/site or outside normal working hours

Information regarding the legislation and what Directors, line managers and employees must do in order to comply, is given in this section.

All line managers and employees undertaking lone working, off site working or lone travel must read the relevant notes in this procedure and the HSE publication Working Alone (INDG73) these documents explain the specific issues associated with lone working and the risks to employee's health & safety.

The HR Manager with assistance from The External Health & Safety Adviser is responsible for:

- Undertaking risk assessments encompassing lone working activities and ensuring that any necessary remedial action is being managed.

- Ensuring accident / incident data related to lone working is monitored and that findings are incorporated into subsequent revisions of guidance notes / training information supplied to employees.

The HR Manager and line managers are responsible for:

- Ensuring all employees undertaking lone working, off site working or lone travel receive a copy of this procedure and the [HSE Publication INDG73](#) which give general guidance regarding the risks associated with lone working and how to minimise them.
- Ensuring the External Health & Safety Adviser has sufficient information to carry out risk assessments of all work activities which involve lone working.
- Ensuring risk control measures identified by risk assessment are implemented to reduce risks to acceptable levels.
- Defining a suitable Safe System of Work where concern has been raised; this should be done following discussion with the External Health & Safety Adviser.
- Ensuring all instances of violence / potential violence, injury and incident resulting from or whilst lone working or off-site conducting activities are reported to the External Health & Safety Adviser.

Employees are responsible for:

- Following all Safe Systems of Work implemented by their line manager.
- Reporting any defects which may contribute to an increased risk of harm resulting from lone working or off-site activities.
- Reporting all instances of violence / potential violence, injury and incident resulting from or whilst lone working or off-site activities to their line manager.
- Quitting any situation where they feel their Safety is compromised and informing the HR Manager who will provide a Safe System of Work before re-commencement.

3.13.1 Lone Workers – Off Premises/Off-Site

Off premises/off-site lone workers face the same hazards at work as anyone else, but there is a greater risk of these hazards causing harm as they may not have anyone to help or support them if things go wrong. An off premises/off-site lone worker is 'someone who works by themselves without close or direct supervision'.

They exist in all sectors and include those who:

- Work at home
- Work away from a fixed premises/site
- Work carrying out lone travel
- Volunteers carrying out work on their own, for charities or voluntary organisations

The company is responsible for the health, safety, and welfare at work of all your workers, and this applies to any contractors, volunteers, or self-employed people. These responsibilities cannot be transferred to any other person, including to those people who work alone. It will often be safe to work alone. However, the law, the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations, requires us to think about and deal with any health and safety risks before people can do so.

All Management including the Directors and the HR Manager are responsible for:

- Ensuring all employees undertaking off premises/off-site working or lone travel receive a copy of this procedure and the HSE Publication INDG73 which give general guidance regarding the risks associated with lone working and how to minimise them.

- Involving workers when considering potential risks and measures to control them.
- Undertaking risk assessments taking account of normal work and foreseeable emergencies such as fire, equipment failure, illness, and accidents to identify risk, developing management procedures to control identified risk by thinking about who will be involved, where the work will happen, what triggers might be more of an impact for off premises/off-site lone workers and reviewing risk assessments periodically, updating them after any significant changes, such as new employees, processes, or equipment.
- Providing instruction, training, and supervision considering how experienced the worker is in their role and in working alone off premises/off-site.
- Providing any health surveillance identified in the risk assessment.
- Ensuring if an off premises/off-site lone worker's first language is not English that suitable arrangements are in place to provide clear communications, especially in an emergency and that these have been received and understood.
- Ensuring where a risk assessment indicates that some off premises/off-site lone workers should carry first aid equipment and/or may need first aid training (including how to administer first aid to themselves) they have adequate training in and access to first aid facilities.
- The safety and health of employees who work from home providing supervision, education, training, implementing enough control measures to protect them and accepting liability for accident or injury as for any other employee.
- Keeping in touch to monitor off premises/off-site lone workers.
- Reporting accidents suffered by employees, including violent incidents, under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations – RIDDOR. (This is separate from the duty to record all accidents in the accident book).
- Ensuring where employees may be required to use dynamic risk assessments for off premises/off-site lone working situations this is not a substitute for a comprehensive risk assessment, and they have received training on how to make that assessment.

3.14 Manual Handling

It is likely that some of the activities currently performed in the company, will have some degree of manual handling associated with them.

No person should attempt or should be asked to lift a weight that is too heavy for them. If the activity involves twisting while holding the load, repetitive lifting, handling of loads over HSE Guidance, or lowering or carrying over a long distance, then the risk of injury increases and hence a risk assessment is required.

The assessment should examine the factors in order to arrive at eliminating the risk. Mechanical means of handling should be used wherever possible and practical, otherwise consideration should be given to solutions such as breaking down the load or distributing the weight between more than one person.

If the ultimate solution does involve lifting loads, there is a correct way to lift them. In summary, the following procedure should be adopted:

Safe Lifting Technique

1. Think before lifting/handling.
2. Keep the load close to the waist.
3. Adopt a stable position.
4. Get a good hold.
5. Start in a good position.
6. Don't flex the back any further while lifting.
7. Avoid twisting the back or leaning sideways.
8. Keep the head up when handling.

9. Move smoothly.
10. Don't lift or handle more than can be easily managed.
11. Put down, then adjust.

Lifting Equipment - Lifting equipment is usually classified into one of two categories: lifting appliances (the machines and devices which perform the lifting operations) or lifting gear (the equipment used to connect the load to the lifting appliance). Safe loading limits must be clearly marked on each piece of equipment and steps taken to ensure that those limits are not exceeded.

All line managers and employees undertaking manual handling have a legal responsibility to read this and other relevant guidance - these documents explain the specific issues associated with manual handling and the risks to employee's health & safety.

The HR Manager, with the support of External Health and Safety Consultant, is responsible for:

- Undertaking of appropriate audits to ensure that manual handling risk assessments (as part of Office Welfare risk assessments) are being completed for manual handling activities and, give advice to management regarding any necessary remedial action required.
- Undertaking manual handling risk assessments covering all manual handling work activities, which pose a significant risk to health and/or safety.
- Monitoring of accident / incident data related to manual handling and to ensure the incorporation of findings into subsequent revisions of any guidance / training information supplied to employees.

Line managers are responsible for:

- Ensuring that all employees who undertake Manual Handling receive these procedures and the HSE Leaflet Getting to Grips with Manual Handling INDG143, which give general instruction regarding the risks associated with manual handling and how to minimise them.
- Ensuring that all employees required to carry out manual handling on a regular basis are identified and appropriately trained.
- Ensuring that risk control measures identified by risk assessments are implemented to reduce risk to acceptable levels.

Employees are responsible for:

- Not trying to lift any item they feel uncomfortable with, the HR Manager must be informed in these instances.
- Only carrying out high risk manual handling if they are trained to do so.
- Informing their employer, usually their line manager, if they have any historic or new health conditions which may affect their ability to undertake manual handling activities.
- Following all Safe Systems of Work implemented by the Company, using appropriate mechanical aids and Personnel Protective Equipment where required.
- Reporting any issues which may contribute to an increased risk of harm resulting from manual handling activities.

3.15 Risk Assessment and Safe Systems of Work

The Company aims to control the health and safety hazards and risks to its employees and other persons affected by its activities by carrying out risk assessments. The provision of Safe Systems of Work is part of the employer's legal duty of care.

The time and effort spent on an assessment and safe system of work should be in approximate proportion to the nature and degree of risk.

The Directors and the HR Manager are responsible for:

- Ensuring risk assessments and safe systems of work are carried out for all processes.
- Ensuring that assessments and safe systems of work are reviewed annually or more frequently if there is reason to suspect they are no longer valid, there has been a significant change in the process, or following an accident or near miss.
- Informing the External Health & Safety Adviser where new risk assessments or safe systems of work are needed.
- Entering corrective actions onto the register and managing actions until implemented.

The HR Manager and line managers are responsible for:

- Ensuring that all employees under their control understand the findings of risk assessments (perhaps by way of Safe Systems of Work) that have been carried out for their work area and tasks.
- Ensuring that all employees under their control read and follow all safe systems of work developed for their tasks.
- Amending the company Template Risk Assessment to ensure it suitably reflects the undertakings and premise to which they are assigned; a copy of the completed assessment should be forwarded to the External Health & Safety Adviser; and for authorising and approving this Risk Assessment as appropriate.

Employees are responsible for:

- Ensuring that they understand the findings of risk assessments that relate to their work area and tasks.
- Following all safety procedures, controls and safe systems of work required by risk assessments carried out on their work environment or equipment.
- Reporting any new hazards, they come across in their work environment or equipment.

See Templates and forms: Risk Assessment Form and Safe System of Work Template.

3.16 Safety Signs

The following requirements apply to all the company sites, employees and persons under the control of the company. There are four categories of safety signs:

Prohibition – Red Sign

These signs mean, “You must not do”. They are usually a red circle on a white background with a diagonal bar across.

Examples of prohibition signs include:

- no smoking
- no entry

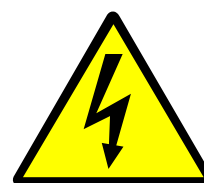


Warning / Caution – Yellow Sign

These alert people to a specific hazard. They have a yellow background with a triangular border and a symbol and/or lettering in black.

Examples of warning signs include:

- danger
- warning
- caution
- high voltage
- uneven floor
- slippery surface



Mandatory – Blue Sign

These mean, “You must do”. They are usually a white symbol on a blue background.

Examples of mandatory signs include:

- keep clear
- PPE must be worn



Information – Green Sign

These signs simply provide information; they are usually a green rectangular sign with white lettering and/or symbols.

Examples of instruction signs include:

- fire exit
- first aid
- drinking water



The HR Manager is responsible for:

- Undertaking site safety tours each quarter to ensure that all signage is necessary, correct and in good order.
- Arranging for the replacement or repositioning of ineffective or defective signage.

Employees are responsible for:

- Complying with all safety signs.
- Reporting any defects or observations which may contribute to an unsafe act or condition.

3.17 Training

It is the Companies policy to provide the necessary training, instruction and information to enable employees to work safely, not only to meet its legislative commitments, but also to meet good industry practice.

Induction Training - Health & safety is covered in induction training for all employees, including temporary and part time employees. The line manager is responsible for ensuring it is undertaken.

Management Training - All line managers with employee responsibility will be provided with information pertaining to their duties under the H&S Management System.

Training Needs and Arrangements - The identification of Health & Safety related training needs is carried out by the External Health & Safety Adviser in partnership with appropriate Management.

It is probable that specific training or information is required in respect of:

- Fire Wardens
- First Aid
- Manual Handling
- DSE Assessors

Specific job-related training is detailed on the Company Training Matrix. The HR Manager is responsible for arranging appropriate training.

The HR Manager will ensure a suitable mechanism for refresher training is in place.

The HR Manager is responsible for ensuring health and safety training records are maintained.

Training records such as certificates, proof of learning and/or delegate registers will be kept in individual Staff Files.

Training Records - Retaining training records regarding Health and Safety in all subjects is important, but it is particularly so when dealing with specific hazard training like DSE or Manual Handling. This is because records provide positive proof that the company have dispensed its statutory obligation regarding training.

The External Health & Safety Advisor is responsible for ensuring health and safety training records are maintained.

Training records such as certificates, proof of learning and/or delegate registers will be kept in individual files.

Induction Training Checklist – See Templates & Forms

3.18 Home Working

Employers Duties - Once it has been established that the employee meets the definition criteria as a home worker. It is the duty of the employee's line manager to confirm that the employee's home environment is safe before home working commences. This is achieved by the line manager issuing a Home Working Assessment Checklist and providing the home worker with advice regarding safe working practices from the HSE guidance. The HR Manager must approve the checklist. Where there is concern the line manager should liaise with the HR Manager.

The employee is asked to provide a suitable and compliant work area. Where a suitable desk and chair is not available, this will be supplied by company on request. On completion of the aforementioned assessment, the company will provide any specialist ergonomic equipment required. This may involve recommendations from the HR Manager.

Employee Duties

- Employees must complete a Home Working Assessment Checklist and must accordingly identify a suitable location at home. The room needs to provide the employee with an adequate surface to work on, space and lighting.

- The employee is expected to use all equipment in the correct manner and take reasonable care of it.
- For fire safety purposes the employee must ensure that there is no buildup of combustible waste.
- Employees must report all work-related accidents, incidents or near misses to the HR Manager.

Homework Assessment Checklist – See Templates & Forms.

3.19 Welfare

The following requirements apply to all the company sites, employees and persons under the control of the company.

Temperature - The Workplace (Health, Safety and Welfare) Regulations 1992 require a reasonable temperature during working hours in all workplaces. The approved code of practice gives a sedentary minimum temperature of 16°C; if work involves physical effort, then a temperature of 13°C is acceptable. The company will do its best to achieve a minimum temperature of 19°C in office environments and 16°C in non-office areas. There is no approved maximum temperature, but in buildings with air conditioning, the company will endeavour to maintain a temperature below 24°C.

Ventilation - The company shall ensure all their places of work are adequately ventilated with clean, fresh air. Where there is a significant hazard from dust, fumes or vapours, local exhaust ventilation (LEV) shall be installed, used, and monitored.

Humidity - Humidity is the amount of moisture in the air. It is controlled within the workplace by the use of heat and ventilation. Lack of humidity can cause dry, red eyes, sore throats, and lethargy. The company will endeavour to maintain a humidity level between 40% – 65% within office environments.

Lighting - The Workplace (Health, Safety and Welfare) Regulations 1992 require that each workplace shall have suitable and sufficient lighting. The company will endeavour to supply and maintain lighting sufficient to the work being undertaken. On occasions where glare from windows causes particular problems for DSE users, reference should be made to the DSE section of the procedures.

Toilet Facilities - The company shall ensure all their places of work have adequate toilet facilities for both male and female employees, visitors, contractors and disabled persons.

Drinking Water - The Workplace (Health, Safety and Welfare) Regulations 1992 lay down the requirement for employers to provide “an adequate supply of wholesome drinking water for persons within the workplace”. The company will endeavour to obtain drinking water from a public or private water supply by means of a tap on a pipe connected directly to the water main. Alternatively, drinking water may be derived from a water cooler, tap on a pipe connected directly to a storage cistern which the company will ensure complies with the requirements of the UK Water Bylaws. Any cistern, tank or vessel used as a supply will be well covered, kept clean, tested and disinfected as necessary.

The following control measures have been put in place:

- Regular temperature testing of all water outlets within the office space, ensuring that cold feeds deliver water at a temperature below 20°C and hot water feeds above 50°C.
- For any boilers or tanks that may be situated in offices, professional inspection and maintenance will be carried out annually. This is carried out by a competent engineer on an annual basis, or sooner if an issue arises.

The Director is responsible for ensuring that these control measures are carried out and monitoring the test results to ensure that guidelines are being met.

3.20 Work Equipment

The following requirements apply to all company sites, employees and persons under the control of the company.

The HR Manager is responsible for ensuring that:

- All work equipment users have the appropriate training before the working task commences.
- Employees have the correct equipment for the tasks they are expected to perform.
- Work equipment is maintained and fit for purpose; statutory inspections are undertaken when necessary.

The External Health & Safety Adviser is responsible for ensuring that:

- Risk assessments include work equipment as appropriate.

Work Equipment Users are responsible for:

- Using any work equipment in a safe manner in accordance with information, instruction and training
- Reporting any issues, problems or health effects discovered whilst using work equipment.

3.21 Asbestos Management

The following requirements apply to company premises, employees and persons under company control.

The Control of Asbestos Regulations 2012 requires employers to 'manage' the asbestos in their buildings.

The HR Manager with guidance from the External Health & Safety Adviser is responsible for:

- Ensuring, where maintenance works are undertaken, that employees have sufficient asbestos awareness to obtain immediate specialist assistance if asbestos is suspected.
- Taking all appropriate steps to comply with asbestos related legislation, approved codes of practice and standards. Support will be given by the HR Manager.
- Ensuring the replacement, removal, sealing and major work to Asbestos Containing Materials (ACM) is carried out by licensed contractors.
- Ensuring all such work is carried out in accordance with legal requirements and HSE codes of practice.
- Ensuring air sampling/clearance certificates are provided.
- Informing any contractor who may be carrying out maintenance or refurbishment works where ACM is known to be present.
- Ensuring contractors do not carry out work on ACM without a Permit to Work, a risk assessment must also be carried out by a competent person and a safe method of work determined.

Employees are responsible for:

- Reporting any damage to asbestos materials or to materials suspected of containing asbestos immediately to the HR Manager, or Director to ensure specialist assistance is procured.

3.22 Control of Substances Hazardous to Health (COSHH)

The following requirements apply to all the company sites, employees and persons under the control of the company.

The HR Manager with guidance from the External Health & Safety Adviser is responsible for:

- Ensuring all COSHH products on site have been assessed and risk levels reduced by the introduction of control measures.
- Creating and maintaining a COSHH register and ensuring that all COSHH products on site have a Material Safety Data Sheet (MSDS).
- Instigating whatever controls are appropriate and make employees or others who are likely to use or come into contact with the substances aware of the hazards and the precautions to be taken.

Line managers and employees are responsible for:

- Ensuring the HR Manager is aware of all COSHH items.
- The safe usage and storage procedures for each product.
- Reporting any issues or observations that may contribute to an unsafe act or condition.
- Creating and maintaining a COSHH register and ensuring that all COSHH products on site have a Material Safety Data Sheet (MSDS).
- Instigating whatever controls are appropriate and make employees or others who are likely to use or come into contact with the substances aware of the hazards and the precautions to be taken.

Employees are responsible for:

- Complying with all safety guidance and procedures issued for the safe use of any COSHH product.
- Wearing the correct Personal Protective Equipment (PPE) for the product at all times.
- Reporting any issues or observations that may contribute to an unsafe act or condition.

COSHH Assessment - As outlined in the legislation section of this procedure, the company have a legal obligation to assess all COSHH products they use.

Health Monitoring and Surveillance - The use of certain types of chemical, i.e. lead, cobalt etc. require the user to have regular health checks. At present no company employee uses any substances that would require health monitoring or surveillance, but should this change, a specific risk assessment will need to be completed and arrangements made so checks can be carried out.

Material Safety Data Sheets (MSDS)

The CLP Regulation (Classification, labelling and packaging of substances and mixtures) state that a supplier must provide a MSDS giving all necessary information to enable safe use of a substance at work. The sheet must contain the following information:

- **Identification:** for the product and supplier.
- **Hazards:** physical (fire and reactivity) and health.
- **Prevention:** steps you can take to work safely, reduce, or prevent exposure, or in an emergency.

- **Response:** appropriate responses in various situations (e.g., first-aid, fire, accidental release).

Template CoSHH Register for Amendment – See Templates & Forms.

3.23 Dangerous Substances, Explosive Atmospheres and Control of Major Accident Hazards

The following requirements apply to all the company sites, employees and persons under the control of the company.

The Director with assistance from the External Health & Safety Adviser is responsible for:

- Undertaking regular assessment of the Site and our undertakings to define whether conditions apply.
- Where conditions apply ensuring that control measures are in place to comply with regulation.
- Monitoring control measures to ensure they remain appropriate and complied with.

Management is responsible for:

- Ensuring employees under their control comply with control measures.
- Reporting any issues or observations that may contribute to an unsafe act or condition.

Employees are responsible for:

- Complying with all safety guidance and procedures.
- Reporting any issues or observations that may contribute to an unsafe act or condition.

3.24 Storage

The following requirements apply to all the Company sites, employees and persons under the control of the Company. Storage refers to, materials delivered to site awaiting sorting or materials being stored.

The Director with assistance from the External Health & Safety Adviser is responsible for:

- Undertaking regular assessment of the site and our undertakings to define whether conditions apply.
- Where conditions apply ensuring that control measures are in place to comply with regulation.
- Monitoring control measures to ensure they remain appropriate and complied with.
- Ensure any waste is dealt with appropriately and stored in a manner that is not going to cause an incident, accident or injury to employees, visitors or contractors.

Management is responsible for:

- Ensuring employees under their control comply with control measures.
- Reporting any situations, issues or observations that may contribute to an unsafe act or condition.

Employees are responsible for:

- Complying with all safety guidance and procedures.
- Reporting any issues or observations that may contribute to an unsafe act or condition.

3.25 Health Surveillance

A Risk Assessment has been conducted to address any requirements for Occupational Health/Medical Surveillance. When necessary, the External Health & Safety Adviser will refer individuals for regular Health Checks to monitor any health problems at an early stage.

The External Health & Safety Adviser will be in regular consultation with the HR Manager for advice when new processes are being planned, to ensure there are no health risks.

Currently, no routine Health Surveillance is required by the company; this requirement will be regularly reviewed as part of the annual audit.

Any employee who suspects he/she is suffering any ill health symptoms that may be related to their work, must inform their line manager immediately. The HR Manager (with liaison from External Health & Safety Adviser) will refer the individual to an Occupational Health provider. All referrals are treated in confidence.

Likewise, if Management suspect that an employee may be unwell and may be putting themselves or others at risk, they should discuss their concerns with the individual. Employees should also be aware that they have a duty to ensure they do not carry out any work activity if they suspect that their ill health may inhibit their ability to work safely or may put others at risk.

3.26 Workplace Violence

Violence at work has been defined as “any incident in which the person is mentally or physically abused, threatened or assaulted in circumstances relating to their work”. Whilst this definition applies to all employees, some may be at more risk than others. In our workplace, we have identified lone workers as being most at risk.

Employees are responsible for:

- Taking reasonable steps to ensure that they do not place themselves, or others, at risk of harm.
- Co-operating fully with the company in complying with any procedure that is introduced as a measure to protect the safety and wellbeing of our employees and visitors.
- Informing their line manager of any situation which they feel could or has led to violence.

Advice and Counselling

The company recognises that in the event of an employee being a victim of violence, some counselling or other specialist help may be required. It is the company intention to deal with these cases constructively and sympathetically. All requests for help will be treated in the strictest of confidence.

3.27 Stress

The Director is responsible for:

- Promoting a culture of consultation, participation and open communication throughout the company.

The HR Manager is responsible for:

- Ensuring potential stress hazards are identified during the risk assessment process, with guidance from the External Health & Safety Adviser.

- Reporting any concerns regarding workplace stress to the External Health & Safety Adviser or Director.
- Providing line managers with help and support to help identify tasks or structures that may create stress.
- Providing training for all line managers in good management practices.

Management are responsible for:

- Ensuring that bullying & harassment are not tolerated within the company.
- Managing pressures which may affect employees by anticipating likely problems and taking actions to reduce the effects of them.
- Ensuring good communication between management and employees, particularly where there are organisational or procedural changes.
- Ensuring employees are fully trained to carry out their duties.
- Monitoring workloads & working hours to ensure that employees are not overloaded.

Employees are responsible for:

- Raising issues of concern immediately with their line manager.
- Accepting opportunities for support via confidential counselling to employees experiencing stress outside of work.

3.28 Smoking

It is the Company's policy to provide all employees and non-employees with a safe environment in which to work. To comply with the Smoke-free (Premises and Enforcement) Regulations 2006, you must only smoke away from the office buildings. The ban also includes company vehicles as well as applying outside normal business hours, such as evenings and weekends. This policy also applies to vaping.

External areas

In order to portray a professional image to our customers and visitors, smoking and vaping is also prohibited at all entrances to company premises.

3.29 Workplace Vehicles

The External Health & Safety Adviser is responsible for:

- Issuing guidance and information regarding the safe use of workplace transportation.
- Investigating any accidents involving workplace transportation.
- Ensuring users have car insurance suitable for business use, and a current driving licence.

Users are responsible for:

- Driving and operating any workplace vehicle with due care and attention.
- Visually checking the vehicle to ensure it is in working order.
- Following procedures and controls designed to reduce risks associated with workplace transport.
- Informing their line manager of any situation which they feel is dangerous or could cause harm.

General recommendations and guidance

Continuous periods of driving should be no longer than two hours maximum. If you feel tired, pull over in a safe place and have a rest. Coffee and fresh air may also help.

Most accidents involving workplace vehicles are caused by a lack of attention so be aware of the following factors:

- Time spent driving.
- Early/late starts and finishes.
- Rest periods (a break every two hours is recommended).
- Adverse weather conditions (snow, fog and heavy rain reduce vision which will then require greater concentration).
- Reduced reaction time due to driver being under the influence of alcohol or drugs.
- Trying to use equipment (mobile phone, computer etc) whilst driving.

Some simple changes can solve most of the issues above:

- Travel on public transport if possible.
- Scheduling travelling times when traffic will be lighter.
- Do not drive when tired.
- Avoid driving in adverse weather conditions.
- Never drive under the influence of alcohol or drugs (be aware that alcohol generally takes at least 12 hours to leave the system so caution should be shown when driving early following drinking the previous night).
- Never operate a mobile phone whilst driving.

Breakdowns

- If your vehicle is in a place of danger (hard shoulder of the motorway or impeding traffic), switch your hazard warning lights on and leave the vehicle. Move to a safe place on a verge, away from the vehicle if possible.

3.30 Personal Protective Equipment (PPE)

Where provision of PPE is necessary, it will be chosen in conjunction with the employees that will be using it. This will enable the company to ensure that we obtain the most suitable PPE for our employee's needs and do not waste money on equipment that is uncomfortable, unsuitable or which is a poor fit.

The External Health & Safety Adviser is responsible for monitoring the effectiveness of this procedure and ensuring it is appropriately implemented.

The HR Manager is responsible for:

- Ensuring there is a sufficient stock of PPE to cover foreseeable hazards.
- Identifying the need for PPE through the risk assessment of current or new work process.
- Ensuring employees are issued with the correct PPE for the hazard.

Line managers are responsible for:

- Ensuring employees use or wear PPE correctly when required.

Employees are responsible for:

- Where a need for PPE has been identified, all employees are expected to use it whilst working with a particular process or in a certain area, as instructed.
- Using and maintaining any PPE issued to them in accordance with the manufacturer's instructions. If any defects are found, they should be reported to the relevant manager as soon as possible.

Employee training

Where necessary, the company will provide instruction and information to employees on how to use and look after the PPE. This will include how to obtain it and the process for reporting any suspected defects.

3.31 Alcohol and Drug Abuse

The company is aware that some employees may choose to take alcohol or non-prescription drugs recreationally; this can lead to potential Health and Safety issues. This procedure sets out the company's position on alcohol and drug abuse in the workplace.

Alcohol and Health and Safety

Whilst the consumption of alcohol is an integral part of many employees' lifestyle, its presence in the workplace is often not appropriate. Not only can a small amount affect work performance, but it can also compromise the individual's safety and that of others. Common side effects include a loss of concentration, impaired judgement, loss of co-ordination and a lack of manual dexterity.

Drug use and Health and Safety

Many drugs have side effects that not only affect an individual's health but may also compromise their safety and that of others. Although the affects vary depending on the drug used, common side effects can include a loss of body co-ordination, forgetfulness, confusion and paranoia.

Prohibition on Alcohol or Drugs

For the reasons listed above, employees are not allowed to bring alcohol or illegal drugs onto company premises at any time. This extends to external areas as well as internal.

Due to the risks involved, employees engaged in any role may not consume any alcohol during the working day (even away from the premises) or take any illegal drugs.

Disciplinary Actions

If an employee comes to work whilst under the influence of alcohol or illegal drugs, this will result in disciplinary action being taken. The company retains the right to summarily dismiss on the grounds of gross misconduct.

Advice and counselling

We recognise that there may be circumstances when an employee has an alcohol or drug related problem that requires specialist help. Therefore, it is our intention to deal with these cases sympathetically.

In the event that any employee is diagnosed as having a problem, we will treat it as a health matter. However, this does not necessarily mean that the individual concerned will be excused from any consequences of their conduct that would otherwise merit disciplinary action being taken.

If a programme of counselling is sought and the individual employee subsequently reverts back to his/her previous level of dependency, we retain the right to treat any resulting decline in performance and or breach of policy as a disciplinary matter.

All requests for help will be treated in the strictest of confidence. The storing of written information will become necessary and will be carried out in accordance with the requirements of the Data Protection Act 2018.

Continuation in present role

For reasons of Health and Safety of the individual, or of others that may be at risk, we reserve the right to transfer any individual undergoing treatment for dependency out of a safety critical role. In doing so, the needs of the individual will be considered and wherever possible, a suitable alternative post sought. Where an individual's job role is found to be contributing to a problem, then the company will take all reasonable steps to deal with it.

3.32 Fatigue Management

As part of our overall health and safety policy, the company recognises that fatigue is a major health and safety risk. We are fully committed to managing and mitigating fatigue risks, ensuring employees receive enough rest to perform their duties safely. This procedure applies to all operations undertaken on behalf of the company and includes driving on company business.

The Director with support from the External Health & Safety Adviser is responsible for:

- Ensuring that the risk of fatigue is appropriately risk assessed and appropriate controls are implemented.
- Ensuring that working time and shift patterns are monitored and maximum working time is not exceeded.
- Providing sufficient information to operatives in relation to the Working Time Directive and the company policy.

Line managers are responsible for:

- Ensuring that working time is monitored and maximum working time is not exceeded.
- Reporting to the Director any issues brought to them by employees.

Employees are responsible for:

- Reporting to their manager any incidents which may be attributable to fatigue and/or any issues or concerns relating to fatigue.
- Reporting to their manager any health condition and or medication which may affect their ability to undertake work safely.

3.33 Infectious Diseases

The company has developed this procedure on minimising the risk of infectious diseases spreading in the workplace through effective prevention and management.

The procedure seeks to ensure that employees are aware of the issues relating to infectious diseases at work and provides guidelines for managers and others on minimising the risk of employees contracting diseases through work and on dealing with infections if contracted.

Infectious diseases can be airborne (for example, meningitis or TB), blood borne (for example, hepatitis) and faecal-oral borne (for example, gastroenteritis).

The Director is responsible for:

- Maintaining a healthy and safe working environment.
- Minimising the risk of employees contracting an infectious disease from colleagues, customers, or clients.
- Promote awareness and understanding of the issues and concerns relating to the transmission of infectious diseases in the workplace, including risks associated with more serious infections such as measles and mumps.
- Providing authoritative information on the nature and spread of common infectious diseases, including how to identify the symptoms and signs and the procedures to be followed in the event of individual illness or an outbreak affecting a significant number of employees.
- Deciding that it is appropriate to offer, and meet the costs of, vaccinations/immunisations as part of its wellbeing policy including, for example, an autumn influenza immunisation programme.
- Prior to any immunisation programme, the company will raise awareness of the potential seriousness of the infection, the business case for controlling it, and the role of immunisation in preventing infectious diseases in the workplace.
- Developing routine procedures for hygiene control, considering professional guidelines and advice from statutory bodies, such as the Department of Health and the Health Protection Agency.
- Raising employees' awareness of the standards of hygiene procedures through education, training materials and induction sessions.

Management are responsible for:

- Employees with infectious diseases will not be excluded from work, nor have their duties restricted, as long as they are physically and mentally fit for work and their continued attendance in the workplace does not present a significant risk of disease transmission to other employees, customers or clients.
- The decision as to whether an employee with an infection should stay away from the offices will consider:
 - how the infection is transmitted and the ease of transmission.
 - the typical duration of the infection.
 - the potential harm that the infection can cause to other employees, customers or clients.
- In the event of a disease outbreak affecting a significant number of employees, a working group of managers and other designated individuals will be formed to monitor and coordinate activities to control the outbreak, develop work rules, including exclusions/restrictions from work and the reassignment of duties.
- Managers, occupational health, and other designated individuals must ensure that personal data, including information about individuals' health, is handled in accordance with data protection policy.

Employees are responsible for:

- Minimising the risk of disease transmission to work colleagues, customers and clients and performing good hygiene control measures, using personal protective equipment, where provided.
- Using personal protective equipment appropriately to minimise the risk of work-related infection and cleaning their hands immediately after removing items such as facemasks.
- Adopting effective hand hygiene practices and sterilising shared kitchen utensils where appropriate.

3.34 Mental Health

The Health and Safety of our customers, visitors, and employees (staff, freelancers or contractors) is our priority. We recognise that a supportive, positive culture for mental wellbeing is important for everyone, and should therefore be applied across the company.

Management are responsible for

- Promoting good mental health and wellbeing of all employees through effective communication of our policies and best practice.
- Increasing the awareness of our workforce regarding issues associated with mental health, wellbeing and stress and ways to deal with issues when they arise.
- Listening to our employees and providing support to anyone experiencing mental ill-health, whilst preventing discrimination.
- Offering flexible working arrangements, where practicable.
- Providing information and guidance to all employees to raise awareness of everyday contributory factors, such as stress and excessive workload which may undermine good mental health.
- Ensuring that line managers are aware of their obligations to promote a good working environment as defined by this, and other, policies.
- Providing proactive support for individual employees who are experiencing mental ill-health, inside or outside the workplace, in a positive manner.
- Establishing good two-way communication particularly in times of change, and in relation to expectations, particularly in relation to workload / targets / deadlines, and ensuring they are achievable.
- Giving employees the opportunity to influence how they do their jobs, scope to vary their working conditions and opportunities to develop and utilise their skills.
- Managing conflict effectively and in a timely manner.
- Monitoring working hours and ensuring adequate rest breaks and holidays are taken.
- Proactively making employees aware of third-party organisations that might be able to provide information, advice and support.
- Encouraging employees to seek appropriate help through the NHS or other organisation.
- Offering continued employment where practicable, subject to appropriate adaptations to the role.
- Identifying and remediating any factors within the workplace that are contributing negatively to mental health and wellbeing.
- Dealing with all related issues in a sensitive, non-judgemental, confidential manner, respecting the employee as an individual.

Management and employees are responsible for

- Implementing a 'return to work plan' with the employee, in the event that an employee has had a period of absence due to mental ill-health, to provide them the best opportunity to return to work as soon as possible.
- Making it clear to all employees that bullying, harassment and discrimination is not acceptable in any form.

3.35 English as a Second Language (ESL)

The company recognises that all its employees should be treated fairly and considerately; as detailed in the Equality Act 2010. We have a responsibility to ensure all our employees are safe and that language ability is not a barrier to a clear understanding of H&S responsibilities.

Management are responsible for

- Ensuring that any ESL employees will receive understandable information on the risks to health and safety and relevant precautions.
- Ensuring that employees roles and responsibilities are fully understood and that line managers have the skills and support necessary to manage ESL employees.

In order to understand an ESL employee's level of English, at the commencement of employment we will request either:

- A copy of their English Certificate.
- Completion of an online English assessment (for example, from the British Council: <https://learnenglish.britishcouncil.org/online-english-level-test>).

Management and employees are responsible for:

- Employees who do not achieve the A2 grade or above must discuss with their line manager how they can best be supported to access H&S information and clarification of health and safety understanding of the employee will be sought prior to work commencing.
- Employees can request further support in accessing H&S information at any time.
- Methods of communication support will depend on the employee's circumstances and the work to be undertaken.
- Interventions that may be relied upon are shown below:
 - Providing verbal communication and instruction rather than written documentation.
 - Translating written documentation to meet the basic statutory requirements.

3.36 Food Safety

The Director is responsible for:

- Ensuring equipment supplied (i.e. kettle, microwave) are safe and of appropriate standard.
- Ensuring adequate cleaning of area is arranged.

Employees are responsible for:

- Using facilities in a safe and responsible manner.
- Ensuring they clean after themselves, including removing food products stored in the fridge.

3.37 Pest Control

A pest is any animal or plant which has a harmful effect on humans, their food or their living conditions. Pests include animals which can carry disease-causing micro-organisms and parasites; attack and eat vegetable and cereal crops; damage stored food; attack and eat farm and station animals; damage clothing; damage buildings; and bite people.

The Director is responsible for ensuring that:

- All pest control is undertaken by licenses/approved contractors.
- Reporting all sightings/unusual sightings of pests, or signs of pests, to the designated contractor.

Employees are responsible for:

- Ensuring all sightings / unusual sightings of pests, or signs of pests, are reported to the HR Manager.
- Avoiding contact with pest control measures.

3.38 Waste and Recycling

All waste shall be collected by a designated service provider and shall be segregated where practicable and placed into containers and bags that are of a good condition. This shall be done frequently to avoid there being a build-up of waste which could in turn become hazardous.

All waste shall be stored in a designated area within the company premises.

Section 4 – Guidance

4.1 Portable Appliance Testing Guidance

Portable Appliance Testing (PAT) has been developed as a convenient and complete method of testing electrical appliances to ensure that they are safe. The correct maintenance schedule and test results ensure you to comply with your legal obligations.

Below is a guide to PAT as laid out in the code of practice for 'In Service Inspection and Testing of Electrical Equipment as compiled by the Institute of Electrical Engineers (IEE).

The IEE Code of Practice states, those carrying out the inspection and testing must be competent to undertake the inspection and, where appropriate, testing of electrical equipment and appliances having due regard of their own safety and that of others. The tester must have an understanding of the modes of electrical, mechanical or thermal damage to electrical equipment and appliances and their flexes which may be encountered in any environment.

Training must include the identification of equipment and appliance types to determine the test procedures and be able to recommend the frequency of inspection and testing. Persons testing must be familiar with the test equipment used and in particular their limitations and restrictions so as to achieve repeatable results without damaging the appliance through testing.

Types Of Equipment

Although the term used for testing is PAT, it is not only your "portable" appliances which are required to be tested as laid out in the code of practice.

Portable appliance - An appliance of less than 18kg in mass that is intended to be moved whilst in operation or an appliance which can easily be moved from one place to another, e.g. vacuum cleaner, toaster, food mixer, etc.

Movable equipment - This equipment is either 18 kg or less in mass and not fixed, or equipment with wheels, castors or other means to facilitate movement by the operator as required to perform its intended use.

Handheld equipment or appliances - This is portable equipment intended to be held in the hand during normal use, e.g. hair dryer soldering iron.

Stationary equipment or appliances - This equipment has a mass exceeding 18kg and is not provided with a carrying handle, e.g. refrigerator, washing machines.

Fixed equipment or appliances - Equipment or appliance which is fastened to a support or otherwise secured in a specific location. Many of these appliances are mainly fed from a hard wired cable directly into a fused spur unit, e.g. bathroom hand driers etc.

Information technology equipment - Information technology equipment includes electrical business equipment such as computers and mains powered telecommunications equipment, and other electronic equipment, such as printers, photocopiers, fax machines and monitors but to name a few.

Frequency Of Testing

The code of practice suggests testing frequencies based upon the type of equipment, the class of equipment and the location or type of business in which the equipment is used. They have based their frequencies upon factors such as:

Environment - If equipment is installed in an environment where it may suffer damage such as on a construction site then the frequencies of testing would be more often than in an office for example where equipment is not subjected to the elements.

Users - If the users report damage as and when it becomes evident, hazards will be avoided. Conversely, if equipment is likely to receive unreported abuse, more frequent inspection and testing is required.

Equipment construction - The safety of a Class 1 appliance is dependent upon a connection with earth of the electrical installation. If the flexible cable is damaged, the connection with earth can be lost. Safety of Class 2 equipment is not dependent upon the fixed electrical installation as Class 2 equipment does not require an earth connection for the purpose of appliance safety.

The equipment type - Appliances which are handheld are more likely to be damaged than fixed appliances. If they are Class 1, the risk of danger is increased, as the safety is dependent upon the continuity of the protective conductor from the plug to the appliance.

Testing procedure

In-service testing involves:

- Preliminary visual inspection
- Earth continuity tests (for Class 1 equipment)
- Insulation testing (which may sometimes be substituted by touch current measurement)
- Functional checks

Visual inspections - Formal visual inspections should only be carried out by persons competent to do so. The results of the inspection must be recorded. The following must be considered when carrying out the inspection. Once the visual inspection has been successfully passed, the electrical testing procedure can take place. All automatic portable appliance testing equipment follows this procedure.

- Earth bond test (Class 1 equipment only):
Readings should be less than $0.1 + R$ Ohms (where R is the resistance of the cable), tested at a current of 1.5 times the rating of the fuse and no greater than 25A for a period of between 5 and 20 seconds or with a short-circuit test current within the range 20mA to 200mA.
- Insulation resistance test (may be substituted for the touch current method)
The applied test voltage recommended is 500 Vdc.
Class 1 heating equipment greater than 3kW 0.3M Ohms.
Class 1 All other equipment 1M Ohms.
Class 2 Equipment 2M Ohms.
Class 3 Equipment 250k Ohms.
- Touch current method
Class 1 Handheld Appliances 0.75mA.
Other Class 1 Appliances 3.5mA.
Class 2 Appliances 0.25mA.

Record keeping - Records of tests along with test results should be kept throughout the working life of an appliance. Without such records, duty holders cannot be certain that the inspection and testing has actually been carried out. If an unfortunate incident should occur, then records of test results could prove that you had done all "as far as is reasonably practical" in preventing danger.

Records should include:

- A register of all equipment.
- A record of formal visual inspections and tests.
- A repair register.
- A register of faulty equipment.

Labelling - On successful completion of tests a label should be attached to the appliance indicating:

- Appliance number.
- Whether the unit has passed or failed.
- Test date.
- Next test due date.
- Tester's identity.

4.2 Risk Assessment and Method Statement (RAMS) Guidance

The company is aware of its obligations and undertakes to implement procedures to ensure compliance with:

- Management of Health and Safety at Work Regulations 1999
- Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended).

The company aims to control the health and safety hazards and risks to its employees and other persons affected by its activities by carrying out adequate and sufficient risk assessments and producing RAMS when required under Section 3 of the Management of Health and Safety at Work Regulations 1999.

The External Health and Safety Adviser is responsible for:

- Reviewing high level RAMS annually or more frequently if there is reason to suspect they are no longer valid, or there has been a significant change in the process.
- Giving guidance on the completion of new RAMS and risk assessments
- Providing RAMS training and risk assessment training for appropriate personnel.
- Undertaking regular site visits to monitor the production of and appropriateness of RAMS/risk assessments.

The HR Manager is responsible for:

- Identifying risk assessment requirements and carrying out with the assistance of the external health and safety adviser.
- Ensuring RAMS are carried out for all processes that require them
- Ensuring that RAMS are requested from contractors employed by the company.
- Ensuring that all employees under their control read and understand RAMS/risk assessments that have been carried out for their work area and tasks. It is not sufficient for an employee merely to be aware that an assessment exists.

Employees are responsible for:

- Following all safety procedures and controls required by RAMS carried out on their work environment or equipment.
- Reporting any new hazards they come across in their work environment or equipment.

The time and effort spent on a RAMS should be in approximate proportion to the nature and degree of risk. It is unnecessary to produce extensive paperwork to show the limited extent of unlikely or inconsequential events.

RAMS Process

In order to simplify the identification of areas, tasks or work operations that may require a risk assessment, a two-step approach should be adopted.

Step 1 complete "Hazard Observation Tour"

This is a practical process used to identify the hazards within a defined area. All hazards that are identified on the tour of the work area should be recorded, ready to be transferred to the "Risk Assessment" form.

Step 2 complete "Risk Assessment" form.

This is the main record that will be kept in the Health & Safety file. Hazards identified when carrying out the "Hazard Observation Tour" should now be entered into this form. Operatives must be notified of Risk Assessment outcomes.

The decisions are based on the likelihood of occurrence which is then multiplied by the severity.

Severity Likelihood	Intolerable (5)	Significant (4)	Moderate (3)	Slight (2)	Negligible (1)	R i s k
Very likely (5)	High (25)	High (20)	High (15)	High (10)	Medium (5)	
Probable (4)	High (20)	High (16)	High (12)	Medium (8)	Low (4)	
Possible (3)	High (15)	High (12)	Medium (9)	Medium (6)	Low (3)	
Remote (2)	High (10)	Medium (8)	Medium (6)	Low (4)	Low (2)	
Improbable (1)	Medium (5)	Low (4)	Low (3)	Low (2)	Low (1)	

Low risk (1 – 4): The risk is acceptable as it is probably small or trivial. Monitor to ensure controls are maintained.

Medium risk (5– 9): The risks are considered significant. The task should not be started until control measures have been introduced to reduce the risk to an acceptable level. The task must be monitored to ensure the control measures are suitable.

High risk (10 – 25): The risks are considered intolerable. On no account should the work be started or continued with until the risk has been reduced to an acceptable and manageable level. If the risks cannot be reduced to manageable level, then the task must not be attempted.

4.3 Asbestos Management Guidance

Some key points from The Control of Asbestos Regulations 2012:

- Work with firmly bonded materials in good condition such as asbestos cement, plastic, resin, textiles will not normally be notified.
- One person carrying out non licensed work must not exceed one hour or if more than one person total time spent must not exceed two hours or short duration work is likely to disturb or destroy materials.
- For licensed work as defined, only licensed contractors will carry out any work on asbestos on all company sites.
- The HSE must be notified before commencing work (within 14 days) that requires a licence or notifiable non licensed work this can only be done using the online notification form.
- The Control of Asbestos Regulations 2012 require that exposure to asbestos be prevented or reduced to the lowest level reasonably practicable and are designed to protect anyone at risk from work with asbestos. The Regulation set 'control limits'
- The Control Limit is a maximum exposure limit (MEL) i.e. a concentration of asbestos in air to which employees must not be exposed without wearing respiratory protective equipment. Control Limits for Asbestos as defined is 0.1 fibres/ml of air averaged over any continuous 4 hours.

4.4 Electrical Isolation

Under no circumstances should a person use any electrical items if they have any doubts as to its safety.

Isolation means the disconnecting of cables or apparatus from the source of supply in an emergency or when maintenance is to be carried out and safeguards instituted to prevent the supply being remade whilst the apparatus is being worked on.

Should it be necessary for an isolating switch to be remote from the apparatus, fuses should be drawn when the switch is in the 'off' position or if the switch is lockable, it should be locked off. The key or fuses should then be retained by the operator directly concerned. Appropriate notices should be displayed so that all persons may be aware of the situation.

The Manager is responsible for ensuring that this procedure is followed and that only competent persons i.e., certified contractors are involved in this type of work.

Employees are responsible for complying with electrical safety requirements on site.

4.5 Lone Working – Meeting Guidance

If you have been asked to attend a meeting on your own with someone you have not met previously, ensure meeting locations are always arranged in advance, with proper consideration being given to their suitability. Wherever possible, we would recommend that a meeting place be in a well occupied area, with well-lit parking available.

Before the meeting:

- Google the address, establish the type of building it is (industrial; office; domestic). You should not attend any domestic location. For all others, decide if you are comfortable attending the address provided.
- The address of your meeting should be saved on your calendar

- Think about asking a work colleague to call you 10 minutes into the meeting to check that you are ok and feel comfortable with them. Have a predetermined code word ready in case you want to summon help.

On arrival at the meeting:

- You are under no obligation to stay at the location if it feels unsafe. You can leave at any time. If this is the case, you should contact your manager as soon as possible.
- If you feel unsafe, and unable to leave, you should contact the emergency services (999).

4.6 Display Screen Equipment Guidance

Compared with many jobs, using a display screen and keyboard is a safe activity. Some users do experience headaches, fatigue and aches and pains, but in most cases, these can be eliminated by making improvements to the work organisation, software, hardware or furniture, or by simply rearranging the workplace.

The Health & Safety (Display Screen Equipment) Regulations 1992 require employers to make assessments of the risks to Health and Safety, and the suitability for the job of display screen workstations and give the user health and safety information and appropriate training.

The company's aim is to provide a high standard of workplaces, display screen equipment (DSE) and software, and to eliminate any risks to health and safety. Risk assessments of workstations will be carried out on an ongoing basis. The assessment of your work procedures and your workstation will be carried out with you. If this has not already taken place it will be done as soon as is practicable. The HR Manager will discuss it with you and will keep a record of the assessment for you to refer to at any time.

Risks Associated with the use of DSE

Eyesight - There is no evidence that Cathode Ray Tube (CRT) displays cause eye or eyesight damage, or make existing eye conditions worse. Temporary visual fatigue can be a problem in poor display screen installations, or where the user has an uncorrected or inadequately corrected visual defect. Visual fatigue may lead to a range of symptoms such as red or sore eyes, and headaches, and reduced productivity.

Upper limbs - Pain and discomfort in the neck, shoulders, arms, wrists or hands may occur in display screen installations where posture is poor or the job design is inappropriate. A very small proportion of the most intensive users may be at risk of chronic upper limb disorders which could result in loss of function and permanent disability. The risk of these more serious conditions can be reduced to negligible levels by careful workplace design and work organisation.

Fatigue and stress - Inadequate equipment, workplace conditions, software or job design and poor work organisation can lead to unnecessary physical and mental fatigue and stress. These can usually be reduced by careful design and organisation of the workplace and the task, and by appropriate user information, training, consultation and involvement.

Radiation - Radiation emission from Display Screen Equipment is well below recognised exposure limits. The UK National Radiological Protection Board (NRPB) and similar bodies in other countries have concluded that CRT display radiation emissions do not put users or others at risk.

Pregnant women - Reliable studies have not found a link between miscarriages or birth defects and display screen use. The NRPB have concluded that unborn children are not at risk from CRT

display radiation emissions. The UK Health and Safety Executive do not consider that pregnant women, or those planning children, need stop working with DSE.

Health and Safety Training and Instruction

In accordance with the company policy, and to comply with the regulations, all display screen users will receive health and safety training and/or instruction. The assessment will indicate what training you require, if any, and the Operations Manager will tell you about the arrangements for ensuring that you receive appropriate training with a minimum of delay.

After training you should:-

- Be able to identify potential health & safety problems at workstations;
- Understand how they might lead to harm, stress or fatigue;
- Know how to minimise the risk by adopting an appropriate posture, and varying your activity periodically;
- Know how to adjust the equipment, furniture etc. at the workstation you use to obtain the most suitable conditions;
- Know what you need to do to keep your workstation and equipment in good condition.

Eye Tests

Habitual users of DSE in the office environment should undergo regular eyesight tests and should reclaim the cost of the eyesight test from the company-provided Health Cash Plan, the private medical insurance policy, or via expense claim if an employee is not a member of either health policy. In addition, costs for spectacles required for DSE use should also be reclaimed from the company-provided Health Cash Plan (up to a total for test and spectacles of £110 per year); or from the private medical insurance provider (who will reimburse the full cost of a sight test, and then 80% of cost of spectacles up to £200 per year).

Should an optometrist's report confirm that the employee requires spectacles for DSE use, the health policies will reimburse costs of purchase up to a specified limit (as above).

What You Must Do

As with all jobs, there are a number of things you can do to keep yourself safe and healthy, and to reduce fatigue and stress. For example:-

- If you experience any problems, headaches, eyestrain, muscular aches or pains, tell your line manager, who will discuss your problem with you and arrange to have your working practices and workstation checked and/or re-assessed if necessary.
- Tell your line manager if you find the system or software difficult to use or understand, if you feel it is user-unfriendly, or if the screen display is confusing or deficient in some way.
- Adjust the brightness and contrast of your display screen until the screen is easy to read and move it so that there are no distracting reflections in the screen. If you cannot do this, tell the HR Manager. Make sure your screen is kept clean.
- Break up long jobs by doing other non-screen work from time to time, or by taking a break from your desk. If you feel that the work on the screen and keyboard is making you uncomfortable, tell your line manager.
- Adjust your chair properly and adopt a comfortable working position. Sit well back on the seat. The lower part of your back should be well supported and there should be no uncomfortable pressure underneath your thighs. Your legs should fit comfortably underneath your desk with your feet flat on the floor, or on a footrest if this is more

comfortable. Your lower arms (wrist to elbow) should be approximately horizontal when you are using the keyboard, and your wrists should not be bent excessively. The screen should be at approximately arm's length. If you have not been shown how to adjust your chair or how to obtain a comfortable posture, ask the HR Manager for advice.