

Citation

Health and Safety Policy

Setting out our general approach and commitment together with the arrangements we have put in place for managing health and safety.



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REVIEW DATA

Initial Production

| Name | Role/Department | RACI | Approval Date |
|----------|--------------------------------------|------|---------------|
| N Ward | Southall Associates Ltd (Consultant) | R | 12/08/2019 |
| S Rapley | Enfield Safety | AC | 12/08/2019 |

R = Responsible for document production;

A = Accountable;

C = Consulted;

I = Informed

Change History

| Version | Date | Details of Change | Author / Company |
|---------|----------|--|--------------------|
| 1.0 | | Original Document | |
| 2.0 | 12/08/19 | Reviewed | N Ward (Southalls) |
| 2.1 | 09/10/19 | Statement of intent revised in line with ISO requirements | N Ward (Southalls) |
| 3.0 | 12/08/20 | 'Dealing with Unprecedented Situations such as Pandemics – e.g. COVID-19' added to policy. 'Provision and Use of Work Equipment' updated. | N Ward (Southalls) |
| 4.0 | 02/07/21 | Forklift Truck updated | N Ward (Southalls) |
| 5.0 | 12/08/22 | Reviewed. Change to Citation policy | N Ward (Citation) |
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| | | | |

HEALTH AND SAFETY POLICY

Dated - August 2022

Statement of Intent

Signed

It is the firm policy of **Enfield Safety** (hereinafter referred to as the Company) to take all reasonable steps to ensure the safety, health and welfare at work of all its employees and any others who may be affected by its undertaking, in accordance with current legislation.



.....
Ross Stacey, Enfield Safety

This policy applies to the Company and its three subsidiaries:

- Tilgear - based on-site with Enfield Safety
- Access Systems - trading as Uniquip based on-site with Enfield Safety

The Company will provide such information, instruction and training as is necessary to ensure that all its employees are aware of their own duties and responsibilities under relevant legislation and to ensure implementation of this policy.

Risks assessments will be undertaken/reviewed on a regular basis to ensure the identification of all significant hazards and corrective action required to reduce the risk to an acceptable level.

Sufficient resources will be provided to meet the requirements of Health and Safety legislation.

Enfield Safety is Committed to:

- Providing safe and healthy working conditions for the prevention of work-related injury or ill health
- To provide and maintain safe premises, plant and work equipment;
- Setting objectives through the framework of internal management meetings, regular safety audits to measure performance and identify areas for improvement.
- Fulfilling legal requirements, statutory duties and other applicable, and relevant, compliance obligations
- Elimination of hazards and reduction of risks to employees and others arising from our work activities
- Continually improve our safety management systems and supporting controls
- Consultation and participation of workers, and relevant interested parties on matters affecting their health & safety
- Communication of safety requirements to relevant parties by providing information, instruction, training and/or supervision
- To ensure safe handling and use of substances
- To review and revise this policy at regular intervals.

ORGANISATIONAL / INDIVIDUAL RESPONSIBILITIES

Operating Structure

[Enfield Safety to supply current management structure]

Overall and Final Responsibility for Health and Safety

Ross Stacey, Enfield Safety

Responsibilities of the Director(s)

To ensure that the Health and Safety Policy is implemented across the business.

To ensure adequate resources are provided to allow the organisation's safety policy and risk assessments to be effective.

To appoint competent persons to assist in enabling the Company to meet the requirements of health and safety law, as defined by The Management of Health and Safety at Work Regulations 1999.

To appoint competent Manager(s) who are responsible for the day-to-day management of health and safety at individual sites.

To positively promote health and safety in all activities undertaken by the Company.

To actively engage in the assessment of risk in the work activities being undertaken and to understand, initiate and monitor the effectiveness of the implementation of the control measures.

To ensure that all proposed changes to plant, equipment or premises are fully assessed for health and safety impact prior to change or purchase.

To make available to staff, health and safety information within the health and safety file.

To monitor accidents and near misses, to investigate and implement appropriate and timely control measures and report accidents to their management.

Take appropriate action when statutory and/or Company standards are breached.

Responsibilities of the Manager(s)

To ensure they lead and that they positively promote health and safety in their own undertaking and in all activities undertaken within the Company.

To actively engage in the assessment of risk in the work activities being undertaken and ensure staff implement the control measures identified by risk assessments.

To ensure that they maintain responsibility for the health and safety and welfare of employees, customers and visitors on a day-to-day basis through supervision.

To conduct routine site safety audits.

To ensure that all employees receive adequate information, instruction, training and supervision.

To ensure that all health and safety risks arising from the work activity or within the Company are investigated and actioned ensuring that appropriate action is taken to rectify unsafe systems or actions.

To make health and safety information within the health and safety file available to staff and any information of risks to which they are exposed.

To monitor incidents and near misses within their area of control, to investigate and implement appropriate and timely control measures and to report incidents to their management.

- To ensure the provision of suitable safety equipment and PPE.
- To ensure that suitable plant and equipment is provided and maintained and conforms to all relevant statutory provisions.
- To ensure that tools and equipment used are suitable for the purpose and comply with all relevant statutory provisions.
- To ensure first aid, fire fighting and any other relevant emergency equipment is provided and readily available and to ensure a sufficient number of suitable individuals are nominated and trained to deal with emergencies.

To liaise with the nominated competent health and safety advisor as required and to ensure that any suggestions made to improve health and safety are considered and implemented or reported where appropriate.

Responsibilities of Supervisors

To ensure they lead and that they positively promote health and safety in their own undertaking and in all activities undertaken within the Company.

To actively engage in the assessment of risk in the work activities being undertaken and ensure staff implement the control measures identified by risk assessments.

To ensure that they maintain responsibility for the health and safety and welfare of employees, customers and visitors on a day-to-day basis through supervision.

To conduct routine site safety audits.

To ensure that all employees receive adequate information, instruction,

To ensure that all health and safety risks arising from the work activity or within the Company are investigated and actioned ensuring that appropriate action is taken to rectify unsafe systems or actions.

To make health and safety information within the health and safety file available to staff and any information of risks to which they are exposed.

To monitor incidents and near misses within their area of control, to investigate and implement appropriate and timely control measures and to report incidents to their management.

- To ensure that suitable plant and equipment is provided and maintained and conforms to all relevant statutory provisions.
- To ensure that tools and equipment used are suitable for the purpose and comply with all relevant statutory provisions.
- To ensure first aid, fire fighting and any other relevant emergency equipment is provided and readily available and to ensure a sufficient number of suitable individuals are nominated and trained to deal with emergencies.

To liaise with the nominated competent health and safety advisor as required and to ensure that any suggestions made to improve health and safety are considered and implemented or reported where appropriate.

Responsibilities of Employees

To achieve and maintain high standards of health and safety within the Company, all employees shall, in accordance with sections 7 and 8 of the Health and Safety at Work etc Act 1974 and Regulation 14 of the Management of Health and Safety at Work 1999:

- Take reasonable care of their own health and safety and that of others and observe fully any safety rules and abide by the safety policy at all times.
- Neither intentionally, nor recklessly interfere with nor misuse anything provided to safeguard health and safety and will avoid any improvising that may lead to unnecessary risks.
- Not operate machinery that they are not competent or authorised to use and to ensure they use the correct tools and equipment for the job and use any safety equipment and protective clothing provided.
- Keep tools and equipment in good condition.
- Co-operate with management on matters of health and safety.
- Report all accidents, incidents or dangerous occurrences to their Manager whether an injury has been sustained or not.
- Attend any training designed to further health and safety.

- Be aware of any fire or emergency procedures.
- Work to the highest possible standards of safety with regard to service users.
- Wear personal protective equipment whenever instructed to do so or in circumstances that require its use.
- Report to their supervisor immediately, any defects in plant or equipment, or any obvious health risks.

Non – compliance with health and safety policy or procedures may result in disciplinary action, which if appropriate can lead to dismissal.

Responsibility of Contractors.

All contractors will be expected to comply with this Health and Safety Policy of Enfield Safety and must submit their own Health and Safety Policy to Enfield Safety for verification.

All Contractors have a responsibility to:

- Ensure that work is carried out in accordance with relevant statutory provisions and take into account the safety of others.
- Ensure that plant and equipment brought into a work area is in a safe and good working condition, fitted with guards and safety devices with any certification available for checking. All employees must be adequately trained in the use of such equipment and where appropriate have available certificates of competence.
- Ensure that any injury sustained or damage caused by contractors employees is reported immediately.
- Ensure that welfare facilities are provided at all sites as well as fire extinguishers and first aid personnel by the arrangements with Contractors. In many situations there will be co-operation and coordination of activities with the Principle Contractor who will make suitable provisions.
- Provide suitable fire extinguishers are in place when undertaking hot works.

Competent Person

To assist with the ongoing health and safety of employees and to ensure compliance with Regulation 7 of The Management of Health and Safety at Work Regulations 1999 the Company engages the services of Citation Ltd.

Southall Associates Ltd provides the following:

- Assist the Company in formulating the policy and procedures required to comply with the Act

- Assist the Company to identify the risks and hazards which are associated with the Companies work activities.
- Assist the Company to produce the appropriate risk assessments and safe systems of work required as a result of the Companies work activities.
- Monitor the effectiveness of the Companies health and safety management systems by:
 - Site audits.
 - Monitoring accident and incident statistics and investigating accidents and incidents.

ARRANGEMENTS FOR IMPLEMENTATION

Employer's Liability Insurance

The Director(s) of the Company is responsible for insuring the activities of the organisation. The company will at all times, have a valid employer's liability insurance policy for at least £5 million.

Insurance certificates shall either be displayed at the office in an area where they can be read by employees or, they may be made available electronically to employees through the Safety Cloud system.

There is no legal requirement to keep copies of out-of-date certificates, however, as far as is possible, a complete record of the Companies employer's liability insurance will be kept.

Safety Cloud

Safety Cloud is a web-based system that provides a modern approach to Health and Safety. Safety Cloud is a well-honed system, designed to record and store accident information and, to produce hold and manage, risk assessments, clear due diligence trails and policy documentation.

Safety Cloud monitors all work equipment and advises of impending checks.

All employee training can be managed through Safety Cloud including the provision of e-learning tutorials.

Risk Assessment

In line with the duty placed upon them by the Management of Health and Safety at Work Regulations 1999, the Company will ensure that risk assessments are carried out for all work activities which pose a risk to employees and others. The principle 5 steps to risk assessment will be followed.

Risk assessments will be periodically reviewed to ensure that they remain effective and relevant to our work activities. All risk assessments relating to the Company activities are held on the Safety Cloud. We recognise that health and safety standards are moving targets and we aim to continually improve.

Where the assessor is unable to minimise the risk to an acceptable level, the findings of the risk assessment will be reported to the Director of the Company.

Accident / Injury Reporting Procedures

The Company, through the implementation of this policy, is committed to preventing accidents and incidents of ill-health to all persons affected by its undertaking. Although every effort will be made to prevent accidents at work, procedures are in place for the recording, reporting and investigation of any such occurrences.

All accidents, incidents and near misses that occur during the Company's activities will be reported/ recorded on the Safety Cloud System by the relevant first aider or Manager, by completing the relevant accident or near miss form underneath the accidents and ill health module. This should be completed as soon as is reasonably practicable after the incident.

Upon completion of the form, Southalls will receive an email notifying them of the accident. They will then advise the Company on any further action required, for example, if an accident is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

The Company is committed to investigating all accidents and incidents and believes that this forms a fundamental part of improving safe working practices and raising awareness. Southalls will aid with major accident investigations and recommend remedial action where required.

Southalls report reportable accidents/ occurrences on our behalf once we have notified them.

Alcohol and Drugs

Consumption of alcohol or non-medically prescribed drugs is not permitted on the premises, nor must employees be under their influence when reporting for work because of the adverse effects that they can have on conduct and machinery/equipment operation.

Personnel who have been prescribed drugs or have any other medical condition that may affect their ability to work safely must inform their manager immediately.

Any employees thought to be under the influence of alcohol or drugs will be removed from the premises and may face disciplinary action.

Asbestos

No work should be carried out which is likely to expose employees to asbestos. To meet the requirements of the Control of Asbestos Regulations 2012 and manage the risk from asbestos the Company will:

- Find out if there is asbestos present in buildings or work areas, the amount and condition it is in;
- Presume materials contain asbestos unless there is strong evidence that they do not;
- Assess the risk from the material;
- If it is suspected that material being worked on, or found on site, is likely to be asbestos, work should stop and the supervisor informed immediately.
- If asbestos materials are discovered, the company will ensure that the work area is protected to prevent disturbance of the material and subsequently to prevent damage to any asbestos which may result in the release of fibres.
- The Company will arrange (or pass to the principal contractor to arrange) a competent person / specialist analysis to assess the material to confirm if it is asbestos, confirming the material and condition and whether it requires removal or it can be left undisturbed.
- If the materials remain undisturbed, then there is a requirement of the management to introduce a system and manage the identified asbestos. A log will then be kept for the site of the type and location which is recorded and provided for contractors. This information should be communicated to all employees.

No installation, maintenance or repair work will be undertaken until it has been established that Asbestos materials are not present.

Furthermore, if an employee does identify any material which they believe has the potential to contain asbestos he/she will adopt the following procedure:

- Cease work immediately.
- Identify the material found to their Manager.
- Under no circumstances attempt to remove the material.

Once the above procedures have been executed, management will seek professional advice as to whether the material may contain asbestos / consult their asbestos register. If further suspicion remains, work will not resume in the area until a survey has been conducted by a qualified asbestos surveyor and the area is deemed safe to continue work. Any removal of asbestos will always be undertaken following the relevant HSE guidance.

Consultation with Employees

In accordance with the Safety Representative and Safety Committee Regulations 1977 and the Health and Safety (Consultation with Employees)

Regulations 1996, it is the intention of the Company to promote a culture whereby employees are encouraged to bring to the attention of their Manager and ultimately the Director(s) any issues relating to safety. Should employees wish to form a safety committee this would be facilitated.

We acknowledge that employee involvement is a vital element in ensuring that all hazards are identified and concerns addressed. All staff will have access to read this and other policy's via the Safety Cloud website and can raise concerns at any time with their Manager.

Dangerous Substances and Explosive Atmospheres

The Company will undertake a risk assessment where a dangerous substance is present in the workplace. The risk assessment will take into account the hazardous properties of the substance from information on the suppliers' Safety Datasheet.

The Company will provide Employees with information, instruction and training on precautions required to use the substance safely as well as the significant findings of the risk assessment and what to do in the event of an accident, incident or emergency.

Data Protection and Record-Keeping

It is company policy to maintain a record-keeping system, regardless of description that protects the privacy of all employees, where personal data is stored.

Dealing with Unprecedented Situations such as Pandemics – e.g. COVID-19

Where unprecedented situations arise, the company will act in the following manner.

1. Follow Government guidance wherever practicable.
2. Undertake a risk assessment for example where trading during COVID-19 and review as necessary. This should cover both branch activities and deliveries.
3. Undertake audits where appropriate to check on compliance with the risk assessment.
4. Where staff return to work following periods of sickness screen them.
5. Provide suitable information for home workers, branch staff and delivery staff.
6. Provide suitable information in key areas such as infection control and social distancing. This will cover guidance on

- shop layout, the layout of rest areas and waiting areas for example.
7. Provide adequate information and instruction for staff for example in the format of posters and elearning.
 8. Provide information (to our staff, customers and visitors) by displaying the *Staying COVID-19 Secure in 2020* poster on all of our sites. These will be displayed in a prominent place.
 9. Provide suitable equipment to continue to operate such as cleaning equipment and PPE.
 10. Review the efficacy of control measures in line with new guidance issued by the Government or other reliable sources such as the World Health Organisation.

Disciplinary Procedure

Where there are issues of non-compliance with Health and Safety Regulations or unsafe practice, the company will investigate them. The directors will collate any information. This will be reviewed and the appropriate corrective action taken to ensure that there are controls implemented and the employees are made aware of any situations which are causing concern. If the problems persist, the company will apply further measures to ensure the Health, Safety and Welfare of employees and others who may be affected by the actions of those who are not complying with the health and Safety Regulations.

Employee's attention will be drawn to a situation, which is causing concern to allow the employee to explain and to improve a position. If subsequently, the problems persist, then furthermore stringent measures may be necessary.

Where the company is dissatisfied with an employee or Contractor's performance on Health and Safety grounds they will arrange a formal interview, where the employee can be accompanied by a fellow employee or trade representative. After considering the details, an appropriate action, (verbal warning, written warning, suspension or dismissal) will be taken. Records of disciplinary actions will be maintained by the Company and made available for any appeals or legal actions arising from the issues of non-compliance with health and Safety legislation.

The following contraventions will result in the offending individual being suspended from work pending an inquiry, which will be overseen by the Directors.

- Failure by Supervisors to notify and explain to operatives over whom they have charge, the controls in force for projects and associated risks and the procedures established for their protection and safety.

- Working in a manner where safety management controls and requirements are disregarded, to such an extent that the activity or action is considered life-threatening to the individual, colleagues or third parties.
- Malicious misuse of or damage to any items which have been provided to assist in maintaining Health, Safety or Welfare standards including Personal Protective Equipment, First Aid provisions and facilities; welfare facilities; safety notices, instruction or signs; consumption of or being under the influence of, alcohol or other substance during the course of employment.

Display of Statutory Information

All statutory notices are provided but the company will be displayed, properly, in places that are appropriate and easily accessible to all employees concerned.

Display Screen Equipment

The Company will assess and control health risks from exposure to display screen equipment in accordance with the Health and Safety (Display Screen Equipment) Regulations 1992.

A suitable and sufficient analysis of workstations and environment will be undertaken for all employees defined as users, with the provision of training/instruction regarding ergonomics and safe working practices provided by the Safety Cloud e-learning module.

Employees classified as habitual display screen equipment users are entitled to free eye tests, and vision correction appliances where these are needed for work with display screen equipment.

Driving on Company Business

Driving is restricted to employees with a valid current driving licence for the category of vehicle to be driven. The validity of employee driving licences will be checked by the Company periodically.

Drivers complete health questionnaires before driving vehicles on company business to ascertain medical fitness.

Drivers are responsible for conducting daily vehicle pre-use safety checks and ensuring maximum safe working or permitted loads are not exceeded and that loads are adequately secured.

Drivers are responsible for ensuring that any vehicle that is used for work purposes is taxed, appropriately insured, serviced and maintained in a roadworthy condition.

Electrical Safety

The Company will comply with the Electricity at Work Regulations 1989, regarding electric shock, socket outlets and plug tops, switches, conduits and cables etc.

Any portable appliances which are not double insulated shall be maintained and tested regularly and a sticker affixed. The fixed electrical installation will be checked on a 5-yearly interval

All employees must complete a visual inspection of electrical equipment before use. Employees shall not attempt to repair or modify any electrical item except with prior written approval. Where faults occur, they shall be reported for action to be taken.

Company management will ensure that there is adequate supervision of the requirements of the electrical equipment and will keep records of maintenance and testing results.

Only trained or qualified staff are permitted to work with electrical equipment. Work on electrical equipment will not be allowed before the equipment has been properly isolated and disconnected from the source of supply.

Employees at Special Risk

The Company recognises that some workers may from time to time be at increased risk of injury or ill-health resulting from work activities. All employees must advise their manager if they become aware of any change in their circumstances which could result in them being at increased risk. This could include medical conditions, permanent or temporary disability, taking medication and pregnancy.

As an equal opportunities employer, the Company would ensure that they make reasonable adjustments to their employment arrangements or premises, in order not to place disabled people at a substantial disadvantage compared with non-disabled people.

Environmental

It is the policy of the Company to help protect the environment in which we operate. The management will seek, so far as is reasonably practicable, to minimise the company's effects on the environment by:

- Taking environmental issues into account when planning and conducting business activities.
- Complying with regulatory requirements and working with regulatory bodies.
- Providing environmentally friendly products where possible and informing customers and suppliers of our policy and aims.

- Seeking to control and reduce energy consumption, water usage, waste, noise, dust, light emissions and traffic movement.
- Seeking to continually improve the company's performance in the above areas.

Fire Safety

The Company will assess and control the risks from a fire in accordance with the Regulatory Reform (Fire Safety) Order 2005.

Premises are equipped with appropriate fire fighting equipment, fire detection and fire warning systems that are suitable and sufficient for the features of the premises, the activity carried out and the hazards present. Emergency routes and exits are maintained in good working order and unobstructed.

The Company will ensure that arrangements are in place to ensure that all fire fighting equipment is regularly maintained. Suitable records of such maintenance should be kept.

Managers are responsible for checking fire safety hardware during monthly site safety audits.

The Company has an emergency plan to follow in the event of fire or sounding of the alarm.

Managers are responsible for giving new employees a basic fire safety induction, covering the risk of fire, control measures in place to protect them and the location of the fire assembly point. Further training on fire awareness will be provided for employees via the fire awareness e-learning module on Safety Cloud.

Emergency Evacuation Procedure

In the event of fire or sounding of the alarm, or in any other emergency (such as a bomb threat), all employees should stop what they are doing and walk to the nearest safe exit leaving all personal belongings behind. All employees should then assemble at the designated assembly point.

Practice fire drills will be conducted on a frequent basis, at least annually, to ensure employee familiarity with emergency evacuation procedures.

First Aid Arrangements

The Company acknowledges that first aid can save lives and prevent minor injuries from becoming major ones. As a minimum all sites will have the provision of a suitably stocked first-aid container, there will be an appointed person to take charge of first-aid arrangements and information will be provided for employees on the first aid arrangements at their location.

Where a risk assessment determines it as necessary, the above minimum provisions will be supplemented by additional provisions.

Managers are responsible for informing employees about accident reporting procedures, introducing them to first aiders and advising them on the location of first aid kits/eyewash stations during their initial induction.

In the event of an accident, a nominated trained first aider will be contacted to administer treatment. If it is deemed necessary an ambulance will be called.

Fork Lift Trucks

All Forklift trucks operated by the company will be maintained in accordance with manufacturers recommendations. They receive an annual service and thorough examination in accordance with the Lifting Operations and Lifting Equipment Regulations 1998. Any lifting attachment and/or accessory will receive thorough examinations every six months.

Where a platform machine is used, this will have received a 6-monthly examination in accordance with the Lifting Operations and Lifting Equipment Regulations 1998. This equipment shall only be used by trained and authorised personnel.

It is the company policy that all Forklift truck drivers adhere to the speed limits of the site. Each operator is responsible for undertaking a daily pre-use check of trucks and reporting any defects to management. In addition, each driver is to ensure that the Safe Working Load of the truck is not exceeded. Forklift trucks will not be used on a public road unless they have been registered with the DVLA and carry a current road fund license, certificate of insurance and MOT is required.

Staff are only permitted to operate a lift truck if they present a certificate of training for the specific type of lift truck and if provided with written authorisation from management. Refresher training is provided at least every 5 years or if deemed necessary, such as after observation of poor practices. Basic rules for lift truck operators are documented in the staff health and safety handbook.

Gas Safety

Gas boilers and all associated flues and fittings are subject to annual service by a GAS SAFE registered engineer. A suitable report shall be maintained following such works. Employees are not permitted to interfere with gas supplies or associated attachments under any circumstance.

Hazardous Substances

The Company will assess and control health risks from exposure to hazardous substances in accordance with the Control of Substances Hazardous to Health Regulations (COSHH) 2002.

All staff exposed to such substances will be instructed in their appropriate use and advised to follow safe usage instructions. Personal protective equipment appropriate to the hazardous substance will be provided and supervisors will ensure usage on a day-to-day basis.

Staff required to use certain substances/chemicals will be required to comply with the following procedures:

- To use substances /chemicals in accordance with the manufacturer's instructions. If in doubt, they should check before use with their manager.
- To use protective clothing, footwear, gloves, masks and/or eye protection as appropriate.
- To clean any spillage/soiling of such substances appropriately.
- To report any accidents/incidents or injuries to their manager.

Health Surveillance

Personnel exposed to known hazardous activities will be subjected to suitable health surveillance in accordance with the associated risk assessments.

Hot Works

Hot works refer to work that involved or produced a naked flame, sparks or similar and which could be a source of ignition if hydrocarbon vapours or flammable substances are present it includes (but is not restricted to):

- The use of abrasive cutting discs when used on either metal or concrete (consideration should be given to the cutting off of any natural stone that may contain ferrous metals.
- Burning or grinding
- Blow lamps
- Hot air guns
- propane torches
- While hot works are being undertaken in a hazardous area, a fire extinguisher and fire watch may be posted. A fire extinguisher will be directly to hand throughout the operation as a minimum requirement.
- A hot works permit should be used where required

Housekeeping

The Company will ensure that standards of cleanliness are maintained in all areas of the site. All floors and traffic routes will be maintained in good repair to reduce the health and safety risk to staff, customers and visitors. Traffic routes and fire escapes will be kept clear of obstructions. It is the responsibility of all staff to ensure the following:

- Materials and equipment must be stored safely and tidily at all times
- Walkways and walking areas and exits must be kept clear and free from obstructions at all times
- If water is spilt on the floor, it should be cleaned immediately to avoid slipping
- Trailing cables should not be left in any walking area
- Where objects are stored in or around a walking area, care must be taken to ensure that no long or sharp edges stick out into the walking area

Any concerns regarding cleanliness/hygiene should be reported to your Manager.

Information, Instruction, Training and Supervision

The Company will provide employees with adequate information, instruction, training and/or supervision to enable them to undertake their duties safely.

A staff health and safety handbook will contain important information for employees regarding any workplace hazards they may be exposed to, and the safe working procedures and control measures they should follow in order to remain safe.

Written records of training will be maintained, with all new starters given induction training relevant to their duties. Training will include instruction on the safe use of any equipment provided and other information that is relevant to their specific role and responsibilities. Specific training sessions will be arranged if there is a change to health and safety procedures if it is agreed as part of a member of staff's training and development plan or to inform staff of a specific health and safety concern. Any training and development needs should be reported to the relevant Manager.

Staff members have personal logins to Safety Cloud which enables them to view risk assessments relevant to their work and are instructed on any reviews that are relevant to their work area.

Note to employees - If you are required to undertake a task which you feel you are not competent and where your health and safety might be put at undue risk you are required to stop work

and report this immediately so that appropriate remedial steps can be taken.

Lifting Operations and Lifting Equipment

Lifting equipment is maintained in accordance with manufacturer's recommendations. It receives periodic servicing and thorough examinations in accordance with the Lifting Operations and Lifting Equipment Regulations 1998.

All lifting equipment that is hired by the company **MUST** be up to date with all LOLER/Thorough Examinations and certification.

Staff are only permitted to use the lifting equipment where they have been trained and authorised to use it by the Company. Refresher training is provided if deemed necessary after observation of poor practices. Lifting operations will be undertaken under the control of a competent person.

Lone Working

Lone working should only be undertaken if necessary. Before working alone it is Company policy that a third party be informed of the fact that you are working alone. Monitoring of the individual is to be established through an effective form of communication.

If employees are working alone on site after normal working hours they must:

- Inform someone where they are and what time they intend to leave.
- Ensure that entrances are securely shut and ensure that they can get out of another door in case of an emergency without using a key.
- Always be alert when leaving the building and ensure that the door through which they leave is securely locked behind them.
- Phone the police if they are suspicious about someone attempting to enter the building.

Persons working alone must not enter any confined space or undertake hazardous tasks.

Liquid Petroleum Gas (LPG)

LPG cylinder storage on site is in accordance with the LPG Association Code of Practice No. 7. LPG cylinders are stored in a compound/cage, away from combustibles, lift truck/vehicle movements, open drains, openings to buildings and in a well-ventilated area.

Managing Contractors

The competency of contractors is checked before services are engaged. This includes qualifications, insurance, membership of professional bodies and previous experience.

Before the appointment, contractors undertaking high-risk works (e.g. work at height, steel erection, demolition) will be requested to provide a method statement for any work they intend to undertake at the premises. This should include information on:

- Hazards involved in the work.
- Assessment of the risks arising from the hazards identified.
- How the risks will be controlled.

It is the responsibility of the supervisor to ensure that work is carried out in accordance with the method statement.

Employees and contractors will be advised of risks they may be exposed to (e.g. asbestos, live electrics etc) and all site rules they must follow before commencing work.

The Company will undertake regular checks on the contractor's mode of operation and stop any work suspected to pose a risk to either our staff or the contractor.

Manual Handling

The Company will take all reasonable steps to reduce and avoid hazardous manual handling activities where this is practical and reasonable. If this is not possible we are committed to undertaking a suitable risk assessment to identify practical controls that will reduce the risk of injury.

Where employees are required to undertake manual handling duties, training will be provided to cover:

- The principles of good lifting and handling.
- Understanding of how to assess the risks posed by manual handling.
- How to use any mechanical aids provided.

Precautions:

The lifting and moving of objects should always be done by mechanical devices rather than manual handling wherever reasonably practicable. The equipment used should be appropriate for the task at hand.

The load to be lifted or moved must be inspected for sharp edges, slivers and wet or greasy patches.

When lifting or moving a load with sharp or splintered edges gloves must be worn. Gloves should be free from oil, grease or other agents which might impair grip.

The route over which the load is to be lifted or moved should be inspected to ensure that it is free of obstructions or spillage which could cause tripping or spillage.

Employees should not attempt to lift or move a load that is too heavy to manage comfortably.

Where team lifting or moving is necessary one person should act as co-coordinator, giving commands to lift, lower etc.

When lifting an object off the ground employees should assume a squatting position, keeping the back straight. The load should be lifted by straightening the knees, not the back. These steps should be reversed for lowering an object to the ground.

Mobile Phones

The Company considers the use of mobile phones a health and safety issue. Unless a mobile phone is a requirement of your job, you are not permitted to use a mobile phone, other than at recognised break times. If anyone needs to get an urgent message to you they should do this through the main office. Anyone needing to make an urgent call should speak to their Manager

Monitoring and Inspection

We will undertake regular inspections and checks to monitor health and safety standards and ensure a safe and healthy workplace. Southall Associates will undertake 6 monthly site safety audits dependent upon the assessed risk at each site.

Responsibility for carrying out monthly Health and Safety inspections will be delegated to the designated Manager(s). The Manager will conduct this check on the Safety Cloud system and should report findings of the inspections to the Director(s) as required. The manager or other senior members of the management team will also do occasional health and safety spot checks.

This policy will be reviewed to reflect changes in the best practice guidance, techniques and legislation as required and as a minimum once every two years

New and Expectant Mothers

Once the Company have been informed in writing that a worker is pregnant, a risk assessment will be

carried out. The risk assessment will take into account the type of work normally undertaken and also the working environment. Pregnant workers/nursing mothers will not be allowed to come into contact with hazardous substances or processes that could affect the health of the child.

Job roles will be adjusted where the risk to the pregnant worker/nursing mother is considered unacceptable. The employee will be entitled to:

- Frequent breaks from standing (seating provision).
- Heavy lifting is prohibited.
- Reduced shifts are provided on demand.
- The employee is offered warm protective clothing if working in cold environments.
- COSHH assessments will be reviewed to assess the impact of working with hazardous chemicals.

If all reasonably practicable control measures have been taken and risk still exists to an expectant or new mother then a hierarchy of steps will be followed:

Step 1.

temporarily adjust her working conditions and/or hours of work or if it is not reasonable to do so or would not avoid the risk:

Step 2.

offer her suitable alternative work if any is available, or if this is not feasible you must:

Step 3.

suspend her from work (give paid leave) for as long as necessary to protect her safety or health or that of her child.

Noise

Where it is suspected that the noise level emitted from machinery, averaged over the course of the working day or working week, exceeds the lower or higher action value levels (80dBA or 85dBA) a noise assessment will be undertaken and any necessary protective measures put in place to reduce the risk of hearing damage.

Hearing protection is provided for those at risk and is subjective depending on working practice i.e. machinery tools or defined by mandatory hearing protection zones defined with signage.

Workers will be instructed in the risks of noise exposure, the controls in place, hearing protection provided and safe working practices.

Health surveillance (hearing checks) is provided for those at risk with results used to review controls and further protect individuals.

Arrangements for the control of workplace noise will be reviewed whenever there is a substantial change in work practice, equipment or exposure e.g. purchase of new machinery, increased use of machinery etc.

Pressure Systems

All boilers and pressure systems shall be regularly maintained.

Periodic inspection and test shall be undertaken of all pressure systems in accordance with the insurance schedule and relevant regulations.

Written schemes of examination and records of inspection shall be maintained.

The Company will provide sufficient information, instruction and training to all those involved in the operation of pressure systems.

Personal Protective Equipment (PPE)

PPE includes safety equipment such as protective footwear, gloves, high visibility vests/jackets and hard hats. The Company acknowledges that PPE forms the last level of protection within the hierarchy of controls, and will ensure all other practicable controls are in place. It is however recognised that PPE is often required to bolster other controls. As such the Company will:

- Assess the risks and the PPE to be issued to ensure it is suitable.
- Maintain, clean and replace PPE as required.
- Provide storage for PPE when it is not being used.
- Give training and instruction to personnel on its use and how to look after it.
- Monitor use and condition of PPE.

Employees will be consulted at the selection stage to ensure equipment is suitable for their needs and to encourage usage. All employees sign a record of issue upon receipt of their PPE. All PPE is provided free of charge.

Provision and Use of Work Equipment

It is the Company policy to comply with the law as set out in the Provision and Use of Work Equipment Regulations 1998. We will endeavour to ensure that all equipment and plant is used in the workplace is safe and suitable for the purpose for which it is

used. New or second-hand equipment must be checked to ensure that it meets health and safety standards before it is purchased.

All workers will be provided with adequate information and training to enable them to use work equipment specific to their job role safely. The use of any work equipment which could pose a risk to the well being of persons in or around the workplace will be restricted to authorised persons.

It is the responsibility of all employees to ensure that any device or equipment they use is in a good and safe condition. Any device or equipment that is defective must be reported to the Manager.

No device or equipment should be used outside of the manufacturer's guidance. Employees are prohibited from using any device or piece of equipment for any purpose other than its intended purpose.

All workers will be provided with such protection as is adequate to protect them from dangers occasioned by the use of work equipment. All work equipment will be marked with health and safety warnings where appropriate.

All devices and equipment must be properly and safely stored when not in use.

The Senior Management Team shall be the point of reference for queries regarding equipment maintenance and testing. They along with delegated Manager identify all equipment that requires testing. It is the responsibility of the delegated Manager to ensure that appropriate servicing/maintenance of equipment is carried out, to record the maintenance checks and inform Senior Management of the findings.

Safety Signs

Where required, suitable and sufficient safety signs shall be posted in accordance with The Health and Safety (Safety Signs and Signals) Regulations 1996.

Signs will be positioned to provide a suitable warning of the work activity being undertaken.

All safety signs shall be maintained in a clean condition and visible.

Safety signs shall be removed when they are no longer required.

Site Traffic Management

One of the most common causes of fatalities and serious injuries at work involves the operation of vehicles, including lorries and forklift trucks.

The main problems include collisions with pedestrians and between vehicles; reversing of vehicles; falls from vehicles and overloading and overturning of vehicles.

The Company will take all reasonable steps to segregate the risk of vehicle-pedestrian collision. Control measures in place are detailed in the 'workplace transport' risk assessment.

Drivers are aware of a pedestrian presence on-site and this is reinforced through the staff health and safety handbook.

Smoking

Smoking is not permitted anywhere inside the company buildings or company vehicles. Smoking is only permitted in the designated smoking areas. Consideration should be given to the smell of cigarettes when tending and speaking to service users.

Storage Systems

Storage systems within the Company consist primarily of fixed pallet racking, shelving, stacked palletised wrapped / banded goods, boxes of products, access systems such as ladders or ramps and small household items.

The integrity of the racking is ensured by the correct installation and maintenance of the racking.

Management conduct routine visual checks on the condition of the racking and record such checks along with any damage and repair necessary.

A safe stocking procedure is contained within the staff health and safety handbook. All staff adhere to 'Maximum Safe Load' notices affixed to racking.

In the event of any damage to racking or if there is any uncertainty about the integrity of racking, Southall Associates will be contacted for advice. Where damage is identified that affects the safety of the racking system, the racking will be offloaded and removed from use until remedial repair work is carried out.

Pallets / wooden bearers are visually inspected before use and on monthly site safety audits to ensure fit for purpose. Any damaged pallets/bearers are removed from use immediately.

There should be no tilting stacks - stacking of irregular shaped and unstable stock is prohibited. Ground surface conditions for stored materials are flat and maintained in good condition.

Stock stored above head height should be banded or shrink-wrapped if necessary for stability.

Materials are stored so that they do not protrude into walkways and become a hazard to passers-by.

Uniforms

All employees will receive uniforms that must be clean and worn during working hours and must be laundered regularly for hygiene maintenance. If a uniform becomes contaminated it should be stored in the appropriate receptacle and the Manager must be notified immediately.

Violence and Aggression

Employees working face to face with members of the public are at greatest risk from violence and aggression. The Company will provide training and support to employees who may be at specific and high risk from threats or violence.

Any employee who feels that they may be at risk from verbal abuse, threats or actual violence should report this to their manager immediately.

Cashing up is conducted out of public view. Transfer of cash to the bank is undertaken by specialist contractors.

CCTV Systems are installed, which cover relevant areas of the premises.

In the event of a member of public/visitor/contractor becoming aggressive, they will be asked to leave the site in a calm and non-threatening way. If the person refuses to leave the police would be called. Staff should not try to physically remove the person or engage in arguments.

Basic skills in identifying the warning signs of violence and aggression and conflict resolution training are provided in the Health and Safety handbook. Employees are not to engage in situations that may risk their own or someone else's safety.

Working at Height

The Work at Height Regulations 2005 require:

- Work at height to be avoided as far as reasonably practicable.
- Where work at height cannot be avoided, provide suitable and sufficient measures to prevent persons falling a distance liable to cause injury.
- Where the risk of falls remains, use work equipment and other measures to minimise the distance and consequences of a fall.

Employees are responsible for using work equipment provided for working at height in the

correct manner and to report any safety hazard, fault or deficiency in the equipment promptly to their Supervisor.

The edge of the mezzanine floor is guarded with perimeter rails to prevent persons from falling from height. Toe-boards / fencing/netting are provided where necessary to prevent goods falling from height. Any opening in the rails for stock transfer is fully risk assessed and safe working procedures are put in place. A fixed means of access with a handrail is provided for safe pedestrian access.

Working at Height - (Ladders / Step Ladders)

All work at height is risk assessed. This includes routine use of ladders. Safety rules for the use of ladders are provided for staff to follow within the staff handbook. Aeroplane style steps with upper guard rails and handrails or A-frame ladders are always used in preference to single section ladders.

Ladders and stepladders should be regularly inspected to ensure they are in good repair and safe condition. This check will be recorded and the ladder marked to indicate the next date after which the ladders should not be used. Defective ladders are labelled and removed from use.

Working at Height - (Scaffolds and Platforms)

Fixed scaffolding (where applicable) must not be altered by anyone other than a competent site scaffolder. If alterations are required the Project Manager / Site Agent or Supervisor must be notified and a new scaffold safety certificate issued if necessary.

Trestles and Batten, Tower or mobile platforms (where applicable) must be erected by a competent person with suitable guardrails and stability bracings fitted to all tower scaffolds. No operative shall be permitted to stay on any mobile or tower scaffold whilst it is being moved.

Working Hours

The Company complies with the EU Working Time Directive by keeping a record of hours worked by our employees.

Workplace Facilities and Welfare

In line with the Workplace (Health, Safety and Welfare) Regulations 1992, the Company is committed to providing a suitable workplace conducive to productivity and the wellbeing of employees. Toilets and washing facilities will be maintained in good repair, suitable for the

number of employees on-site, along with access to a restroom with a potable water supply.

Workplace Stress

The Health and Safety Executive define stress as **the adverse reaction people have to excessive pressure or other types of demand placed on them**. The Company recognises that workplace stress may at times be a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors.

The hazard of workplace stress has been included within the Company risk assessments. This risk assessment has identified key workplace stressors and controls to eliminate stress or control the risks from stress.

The Company ensures that employees are sufficiently trained to discharge their duties. Workloads and work hours are monitored to ensure that employees are not overloaded. Bullying and harassment are not tolerated in the workplace and the Company can, where necessary, provide confidential counselling for employees affected by stress caused by either work or external factors.

Young Workers

Persons under the age of 18 years may be employed (or placed on work experience) but only after a risk assessment has been carried out to identify any potential risk to the young person in the place of work. Factors considered within the assessment are physical strength, possible smaller size, any health issues and any physical and learning difficulties. The assessment also takes into account their inexperience and lack of awareness.

Induction training is provided, and clear instructions on the tasks young people should not be involved in. At all times a young person will be adequately supervised and will be given the appropriate training before being asked to undertake any given task.