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# Health and Safety Policy & Guidance

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## INTRODUCTION

This policy statement relates to Instructus (“*the Company*”) overall approach and policy to the management of health and safety at work. This policy is also adopted by Instructus’ subsidiary company, CQM Training and Consultancy Ltd.

This handbook contains the health and safety information you require to comply with our Health and Safety Policy. If you have any queries regarding the contents, please do not hesitate to ask.

The Company takes its responsibility for health and safety very seriously and is committed to a programme of progressive improvement that requires input from all its employees. If you see anything during your work that gives rise to a concern, you are positively encouraged to report it to your line manager.

The Company acknowledges that it is the duty of Board to take all necessary steps to ensure that all equipment is maintained in a safe condition and that the Company’s premises are free of defect that may affect the health of those using them.

It is, therefore, the Board of Trustees’ policy to comply with all statutory requirements concerning Health and Safety, both in practice and spirit. However, it is the duty of all employees and other users of the Company’s premises to take all necessary precautions to protect themselves and others from injury, which may arise from their actions, and everyone is to abstain from any act of endangering others.

### Aims Of The Policy

The aims of this policy statement are to set down the broad approach which Instructus will take towards the management of health and safety in the workplace and at home. These include:

- Reinforcing the Company’s commitment to the provision of a healthy and safe environment for all its employees
- Setting down a framework for risk assessment
- Reminding all employees contractors and other persons acting on behalf of the company of their responsibilities in terms of health and safety at work issues
- Providing advice, information and training relating to all aspects of health and safety to all subsidiaries and individual employees

Safety is everyone’s responsibility and that includes you.

## HEALTH AND SAFETY POLICY STATEMENT

The management of Instructus recognises that it has a legal duty of care towards protecting the health and safety of our employees and others who may be affected by the company's activities, and that managing health and safety is a business critical function.

The main responsibility for health and safety lies with the Board of Trustees.

The Chief Executive will be responsible for the overall management of health & safety at operational level.

To comply with its statutory and common law duties, the company have arranged insurance against liability for death, injury and/or disease suffered by any of our employees arising out of and in the course of employment, if caused by negligence and/or breach of statutory duty on the part of the Company.

The company employees agree, as part of their contract of employment, to comply with our individual duties under both the Health and Safety at Work, etc. Act 1974, and the Management of Health and Safety at Work Regulations 1999 and will co-operate with the us to enable it to fulfil our health and safety duties under the Act.

In accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, the company have a system for reporting accidents, diseases and dangerous occurrences to the Health and Safety Executive in addition to its statutory duty to provide an Accident reporting system.

The company will comply with its duties towards employees under the Health and Safety at Work, etc. Act 1974, and the Management of Health and Safety at Work Regulations 1999, so far as is reasonably practicable, in order to:

discharge its responsibilities, the management will:

- bring this Policy Statement to the attention of all employees
- carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- communicate and consult with our employees on matters affecting their health and safety
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- encourage staff to identify and report hazards so that we can all contribute towards improving safety
- ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- maintain our premises, provide and maintain safe plant and equipment
- only engage contractors who are able to demonstrate due regard to health & safety matters
- provide adequate resources to control the health and safety risks arising from our work activities
- provide adequate training and ensure that all employees are competent to do their tasks
- provide an organisational structure that defines the responsibilities for health and safety
- provide information, instruction and supervision for employees
- regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement.

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all employees.

**Signed:**

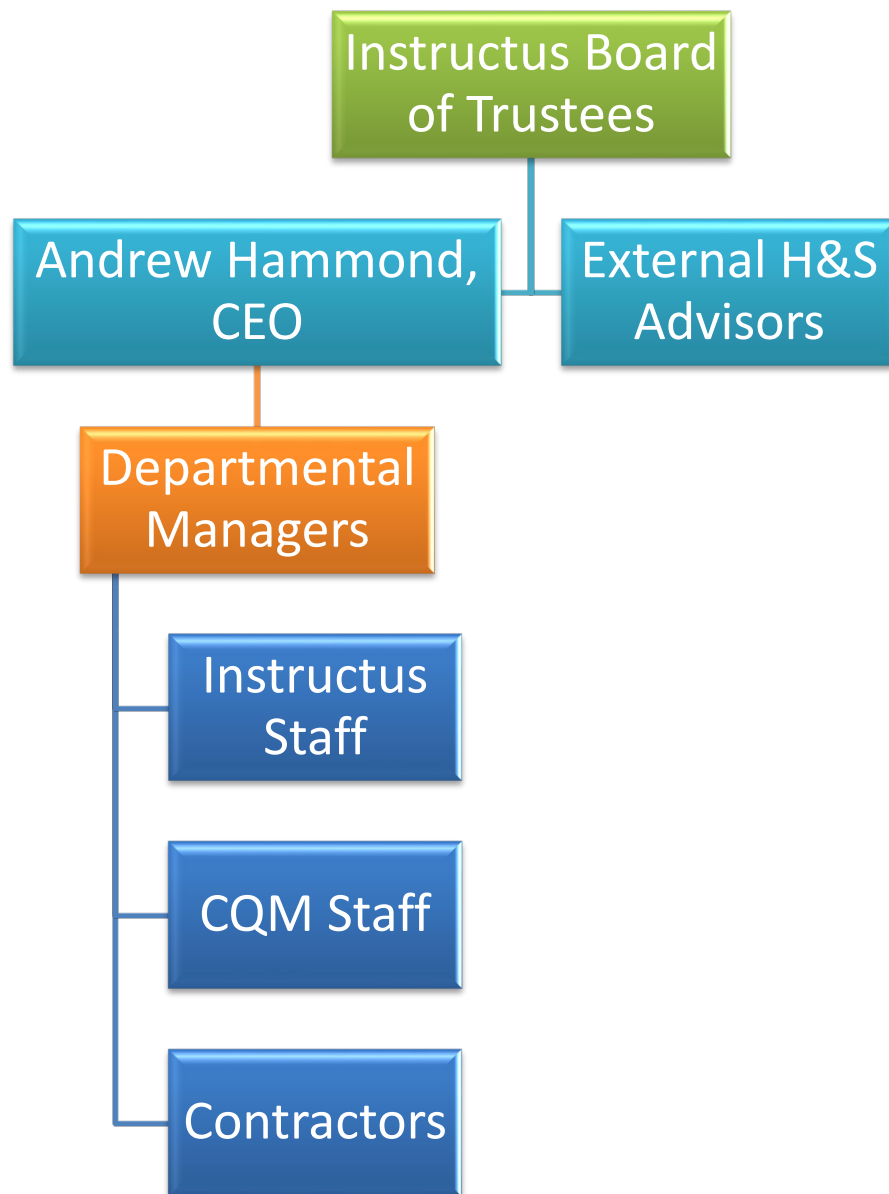


**Name:** Andrew Hammond

**Dated:** 08/09/2023

**Position:** Chief Executive

## Instructus Health & Safety Organisational Chart



## RESPONSIBILITIES AND RULES

### Board of Trustees

The Board of Trustees has ultimate responsibility for ensuring that the Company fulfils its legal responsibilities, that policy objectives are achieved, and that effective systems and mechanisms are in place for the achievement of the policies concerned with health, safety, welfare and environmental protection. In order to support them with this the Board will receive quarterly updates on the Health and Safety plan and whether incidents or accidents have occurred.

To achieve the Company's overall objectives, the Board of Trustees will delegate to the Chief Executive, responsibility for the overall management of health & safety at operational level.

### Chief Executive

The Chief Executive will ensure that Company policies are reviewed as appropriate in order to ensure continuing compliance with current legislation and any changes in the law. To these ends, the Chief Executive will ensure the allocation of the resources necessary to maintain sound and efficient health and safety arrangements.

The Chief Executive will ensure the appointment of one or more health & safety advisors to assist the Company in undertaking the measures it needs to take to comply with the requirements and prohibitions imposed upon it by or under the relevant statutory provisions.

In particular, the Chief Executive is responsible for implementing and monitoring health & safety procedures within the Company and ensuring that:

- A suitable Health & Safety Policy is in place
- The Health & Safety Policy is regularly reviewed and updated as necessary in accordance with statutory requirements and current good practice
- This policy is implemented and communicated to all necessary personnel
- Adequate resources are made available to achieve the company's health & safety objectives
- Adequate welfare facilities are provided, maintained and cleaned
- A health and safety notice board is established at the premises and managed on a regular basis to display:
  - A Health & Safety at Work poster
  - A valid Certificate of Employer Liability
  - A copy of the Health & Safety statement signed by the Chief Executive
  - The names of the company's first aiders
  - The location of the first aid box and the process to report an accident
  - A copy of the fire evacuation procedures and location of the assembly point.

The Chief Executive will:

- Advise on, co-ordinate, conduct and monitor health and safety training as required
- Report all accidents to the Board of Trustees
- Report all reportable accidents and incidents to the Health and Safety Executive in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Promote responsible attitudes towards health and safety throughout the company
- Ensure that an effective Health and Safety System of working is actioned/recorded and maintained throughout the company

The **Chief Executive** will also ensure that suitable arrangements are in place for the health and safety of all employees, and that the organisations' health & safety policies, procedures and practices are reviewed regularly to ensure that they remain adequate.

### Health & Safety Advisors

The Company will appoint one or more Health & Safety Advisors to assist in undertaking the measures required to comply with the requirements and prohibitions imposed by or under the relevant statutory provisions.

The Health & Safety Advisors will work with the Chief Executive to keep them up to date with any health and safety matters applicable to the operations of the company.

The Health & Safety Advisors will be responsible for:

- Ensuring the company is aware of statutory obligations and recommended Codes of Practice
- Advising the company regarding health & safety policies, both for existing activities and new activities
- Advising how the organisation can promote a positive health & safety culture and secure the effective implementation of the Health & Safety Policy
- Reviewing and updating as necessary health & safety Policies, procedures and documentation
- Guiding and supporting managers in the identification of risks and the implementation and monitoring of suitable control measures
- Providing appropriate advice and support to the company to ensure that suitable and sufficient fire risk assessments are carried out at all applicable premises in accordance with the Regulatory Reform (Fire safety) Order 2005 and that adequate fire safety precautions are implemented
- Advising management of their responsibilities for accident prevention and avoidance of health hazards
- Carrying out premises and activity inspections and advise the company of any identified unsafe circumstances or breaches of relevant legislation

## Managers

Managers will be responsible for implementing the company Health & Safety Policy within their area(s) of responsibility and ensuring that adequate procedures are in place to meet with the company's health & safety objectives.

In particular, Managers are responsible for ensuring that, within their area(s) of responsibility:

- A responsible attitude towards health & safety is promoted
- The Health & Safety Policy is implemented and communicated to all necessary personnel
- Routes of communication are provided and maintained within their departments to facilitate the effective exchange of health and safety information through all levels of the organisation as appropriate
- Suitable and sufficient risk assessments are carried out for all tasks & activities, and that those risk assessments are reviewed periodically or when circumstances change
- Share all risk assessments with the Chief Executive
- Ensure that staff are aware of risk assessments and keep in a central location that is easily accessible by all
- Safe methods of working are developed and implemented
- Fire precautions and emergency procedures are implemented and communicated to all employees and other necessary personnel
- All contractors are competent to carry out the applicable works, are provided with adequate information regarding any risks at the premises, and that they are adequately monitored and controlled whilst working at the premises
- All hazardous substances are identified, assessed and the appropriate precautions implemented
- All work equipment is fit for purpose and that all risks associated with work equipment, activities and processes have been assessed
- Induction training is provided to all employees upon commencing work for the company
- All employees are provided with training, instruction and supervision appropriate to their role and responsibilities
- Inspections are carried out at suitable intervals to ensure that workplaces remain, as far as reasonably practicable, safe and without risks to the safety and health of employees, visitors, clients, contractors, and other persons who may be affected by the company's activities
- All necessary personal protective equipment is provided, maintained and replaced as necessary
- All accidents and dangerous occurrences are recorded and reported to the Chief Executive and the Board

## Employee Responsibilities

It is the responsibility of all employees to co-operate in the implementation of this Health and Safety Policy within their areas of influence. All employees have a legal duty to ensure their own safety and the safety of others (for example, colleagues, visitors, contractors) under the Health and Safety at Work etc Act 1974.

Employees must therefore:



- take reasonable care of their own safety
- take reasonable care of the safety of others affected by their actions
- observe the safety rules
- comply with the Health and Safety Policy
- conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- dress sensibly and safely for their particular working environment or occupation
- conduct themselves in an orderly manner in the workplace and refrain from any antics or pranks
- use all safety equipment and/or protective clothing as directed
- avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- maintain all equipment in good condition and report defects to their supervisor
- report any safety hazard or malfunction of any item of equipment to their supervisor
- report all accidents to their supervisor whether an injury is sustained or not
- attend as requested any health and safety training course
- observe all laid down procedures for processes, materials and substances used
- observe the fire evacuation procedure and the position of all fire equipment and fire exit routes

### Learners

The company has a duty of care for the learner that we work with (which include apprentices). Delivery usually takes place on the employer's premises and the following will apply:

- Health and Safety vetting will take place prior to undertaking training and on an annual basis
- The Health and Safety policy of the employer will be adopted whilst on that site
- A safe learning environment will be provided and maintained, whilst learning is under the supervision of our employees, including the reporting of incidents and accidents.

## Health and Safety Rules

### General

- It is the duty of all employees to co-operate with management in fulfilling our legal obligations in relation to health and safety
- Employees must not intentionally or recklessly interfere with anything provided in the interests of health, safety or welfare
- Employees are required to notify to management of any unsafe activity, item or situation

### Working Practices

- Employees must not operate any item of equipment unless they have been trained and authorised
- Employees must make full and proper use of all equipment protection measures
- Employees must not clean any moving item of plant or equipment
- Employees must not make any repairs or carry out maintenance work of any description unless authorised to do so
- Employees must use all substances, chemicals, liquids etc, in accordance with all written instructions
- Employees must not smoke except in prescribed areas

### Hazard / Warning Signs and Notices

- Employees must comply with all hazard/warning signs and notices displayed on the premises

### Working Conditions / Environment

- Employees must make proper use of all equipment and facilities provided to control working conditions/ environment
- Employees must keep stairways, passageways and work areas clear and in a clean and tidy condition
- Employees must dispose of all rubbish, scrap and waste materials within the working area, using the facilities provided
- Employees must clear up any spillage or liquids within the work area in the prescribed manner
- Employees must deposit all waste materials and substances at the correct disposal points and in the prescribed manner.

### Protective Clothing and Equipment

- Employees must use all items of protective clothing/equipment provided as instructed
- Employees must store and maintain protective clothing/equipment in the approved manner
- Employees must report any damage, loss, fault or unsuitability of protective clothing/equipment to their supervisor

### Fire Precautions

- Employees must comply with all laid down emergency procedures
- Employees must not obstruct any fire escape route, fire equipment or fire doors
- Employees must not misuse any firefighting equipment provided
- Employees must report any use of firefighting equipment to their supervisor

### Accidents

- Employees must seek medical treatment for work related injuries they receive by contacting a designated first aider. Upon returning from treatment, they must report the incident to their line manager
- Employees must ensure that any accident or injury treatment is properly recorded on the Company's Accident Reporting system
- Employees must notify their line manager of any incident in which damage is caused to property

### Health

- Employees must report to their line manager any medical condition or medication which could affect the safety of themselves or others
- Employees must co-operate with the management on the implementation of the medical and occupational health provisions

## Rules Covering Gross Misconduct

An employee will be liable to summary dismissal if they are found to have acted in any of the following ways:

- a serious or wilful breach of Safety Rules
- unauthorised removal or interference with any guard or protective device
- unauthorised operation of any item of equipment
- unauthorised removal of any item of first aid equipment
- wilful damage to, misuse of or interference with any item provided in the interests of Health and Safety or welfare at work
- unauthorised removal or defacing of any label, sign or warning device
- horseplay or practical jokes which could cause accidents
- making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence
- misuse of any item of equipment, utensil, fitting/ fixture, vehicle or electrical equipment
- deliberately disobeying an authorised instruction.

## ARRANGEMENTS FOR HEALTH AND SAFETY

### Accident, Incident and Ill-Health Recording, Reporting and Investigation

An **accident** is an unplanned event that causes injury to persons, damage to property or a combination of both.

A **near miss/incident** is an unplanned event that does not cause injury or damage but could do so.

A **work-related illness** is a prescribed illness that is obtained by an employee through the course of work or from a non-employee as a result of activities carried out by the Company.

### Reporting

All accidents resulting in personal injury must be recorded on the Company's Accident reporting system. The Accident / Incident & Near Miss Reporting & Investigation form is available in breatheHR under Company Documents. Please also refer to the Accident / Incident & Near Miss Reporting & Investigation process flow chart which is also available on breatheHR.

Incidents and work related ill-health need to be reported directly to your line manager.

### Communication and Consultation

We have established effective lines of communication so as to involve and consult our employees.

These may include:

- individual conversations
- notice boards
- internal publications
- staff meetings
- Health and Safety meetings



In addition, the Company will display the 'Health and Safety Law – What You Need To Know' poster in a prominent position.

The Company will consult with you and provide information on any changes that may affect your health and safety, including:

- changes in procedures, equipment or ways of working
- the dangers and risks arising from their work activities, the measures taken to eliminate or reduce these risks and what action to take if they have to deal with them
- the planning of health and safety training
- the health and safety consequences of introducing new technology

The Company recognises that consultation is a two-way process and expects constructive feedback from our employees.

## Contractors

When working on the Company premises it is considered that contractors are joint occupiers for that period and therefore, we have both joint liabilities in “common areas”. In order to meet the Companies legal obligations with regard to contractors we will ensure that prior to engaging any contractor they are competent and that any works are carried out safely.

Similarly, we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract.

If you observe contractors who appear to be working unsafely then you should report this immediately to a manager. We will investigate and where necessary stop any work until resolved.

## Disabled Persons

The Company will give full and proper consideration to the needs of disabled employees and visitors. To achieve this, the Company will:

- treat all disabled employees and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation’s facilities
- ensure that risk assessments are undertaken of the special needs of the disabled and carry out reasonable adjustments to the premises and/or employment arrangements
- encourage employees with special needs to suggest any premises or task improvements to their managers
- discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity
- in an emergency evacuation, ensure suitable plans are in place which will assist disabled people to leave the premises swiftly

## Display Screen Equipment

All reasonable steps will be taken by the Company to secure the health and safety of employees who work with display screen equipment.

To achieve this objective the company will carry out an assessment of each user’s workstation and implement necessary measures to remedy any risks found as a result of the assessment.

## Eye Tests and Corrective Appliances

We will arrange for the provision of free eye tests when requested and at regular intervals thereafter or where a visual problem is experienced, at no cost to the employee. Where employees require corrective appliances specifically for use with display screen equipment, we will contribute to the supply of corrective appliances up to current cost limits.

Please refer to our **Employee Benefits Policy** which can be found under Company Documents in BreatheHR, for further details.

## Training

Employees working with display screen equipment (DSE) should comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided.

## Health

Employees should inform their line manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with DSE. In addition, they should also report to their line manager any discomfort or health concern believed to be associated with the use of DSE. Any health information will be treated confidentially.

## Electricity

All reasonable steps will be taken to secure the health and safety of employees who use, operate or maintain electrical equipment.

Employees must:

- visually check electrical equipment for damage before use
- report any defects found to their line manager
- not use defective electrical equipment
- not carry out any repair to any electrical item unless qualified to do so



- switch off non-essential equipment from the mains when left unattended for long periods
- not bring any electrical item onto the company premises until it has been tested and a record of such a test has been included in the appropriate record
- not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage
- not carry out any live working unless authorised to do so under a permit-to-work

## Fire

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.



































The Company does not require persons to attempt to extinguish a fire, but extinguishing action may be taken if it is safe to do so. Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points.






















Re-entry of the building is strictly prohibited until the fire brigade officer, or a senior person present declares it is safe to do so.

Employees are encouraged to report any concerns regarding fire procedures so the organisation can investigate and take remedial action if necessary.

## Fire Extinguisher Chart

Only fire blankets, water, foam and CO2 are currently present on our sites. Other types of extinguishers will be added to this chart if they are required on site.

Fire Extinguisher Chart								
Extinguisher		Class of Fire						Special Notes
Colour	Type	 Solids	 Flammable Liquids	 Flammable Gases	 Flammable Metals	 Electrical Contact	 Cooking Oils & Fats	
 Red	Water	 Yes	 No	 No	 No	 No	 No	Dangerous if used on 'liquid fires' or live electricity.
 Cream	Foam	 Yes	 Yes	 No	 No	 No	 No	Not practical for home use.
 Canary Yellow	Wet Chemical	 Yes	 No	 No	 No	 No	 Yes	Cooking Oils & Fats
 Blue	Dry Powder	 Yes	 Yes	 Yes	 No	 Yes	 No	Safe use up to 1000v.

 Blue	L2 Powder	 No	 No	 No	 Yes	 No	 No	Earlier M28 model may not work on all metals
 Black	Carbon Dioxide (CO2)	 No	 Yes	 No	 No	 Yes	 No	Safe on high and low voltages.
 White	Dry Water Mist	 Yes	 Yes	 Yes	 No	 Yes	 Yes	Safe to use on up to 35kV

## Fire and Emergency Evacuation

### IF YOU DISCOVER A FIRE:

**Operate the nearest fire alarm call point.**



IF IT IS SAFE TO DO SO AND IF YOU HAVE AUTHORISATION AND APPROPRIATE TRAINING, attack the fire with the firefighting equipment provided Always

ensure there is a safe exit route before attempting to extinguish any fire.

Leave the building immediately if you cannot control the fire or your escape route is threatened.

### ON HEARING THE ALARM:

The fire alarm sound is a **Bell**



**Immediately vacate the premises by the nearest available exit**

Close all windows and doors behind you

**Go to assembly point**



Report to the person in charge of your assembly point The assembly point is located:

**Next to the bicycle shelter by unit 2**



**DO NOT RE-ENTER THE BUILDING TO COLLECT PERSONAL BELONGINGS.**

**DO NOT RE-ENTER THE BUILDING UNTIL TOLD TO DO SO BY THE FIRE WARDEN**

**DO NOT USE LIFT UNLESS AUTHORISED TO DO SO**

## Visitors

All visitors should be escorted to the assembly point by their host.

It is important that they do not leave the area before notifying the senior person present.

## Liaising With Emergency Services

The senior person present will meet and liaise with the emergency services and any other interested parties, giving them pertinent information related to the emergency situation, such as location and details of emergency, location and presence of hazardous and flammable materials, head count statistics, etc.

## First Aid

We are committed to providing sufficient provision for first aid to deal with accidents and injuries that arise at work. To achieve this objective, we will appoint and train a suitable number of first aid personnel to cover all work patterns and communicate their identities to all staff.

If you are interested in becoming part a first aider or appointed person, please inform your line manager.

Should you require first aid treatment, please contact your nominated first aider/appointed person. Please ensure all accidents have been recorded accordingly.



## First Aid supplies

A first aid box will be provided and should be kept stocked. If you use any of the contents, please inform the persons responsible for the contents. Portable first aid kits will be available for staff members required to work away from the normal workplace, where access to facilities may be restricted.

## Mental Health First Aiders

The Company has also appointed mental health first aiders. They will be identified on the signage for physical first aiders.

## Gas Safety

The Company will ensure that all gas installations and equipment is tested, inspected and maintained by competent persons in accordance with the Gas Safety (Installation and Use) Regulations 1998 and other relevant legislation and standards.

The Company will ensure that only appropriately qualified and competent engineers install, adjust, maintain, repair and service gas installations, and that evidence of such competence is obtained and stored by the Company.

## Health, Safety and Welfare

The Company is committed to providing suitable health, safety and welfare facilities in line with current legislation, in particular the provision of:

- adequate maintenance of workplace and equipment
- appropriate ventilation, temperature control and lighting
- suitable cleanliness and housekeeping standards
- adequate workspace allocation
- properly designed workstations
- well maintained traffic routes and floors
- suitable glazing
- safe access and egress (well-maintained exits and entrances)
- appropriate sanitary and washing facilities
- plentiful drinking water supply and cups
- seating with an incorporated back rest
- facilities for rest periods, hot drinks and meals preparation
- appropriate first aid provision
- appropriate emergency, fire and evacuation equipment and procedures



The Company recognises its duty to make a suitable and sufficient assessment of the workplace to the health and safety of their employees. This includes supporting employees who may need reasonable adjustments made to their workplace environment in order to sustain their attendance at work.

The Company recognises these responsibilities are required for any work whether on a remote work site, at their usual workplace or head office.

## Home Working

Home workers are subject to the same health and safety requirements as workers based on Company premises and their health and safety will be managed accordingly.

If you are a home worker, then you will be required to complete an assessment annually to review any requirements identified.

The assessment will review (but not limited to), equipment supplied, electrical testing, training, interaction with colleagues, communication.

## Training

All home workers will be fully trained in the tasks that they are employed to do and the equipment they will be using.

## Infection Control

For some work activities, employees may be at risk of infection or of spreading infection. The Company aims to prevent the spread of infection through work-based activities by adopting suitable control measures.

Employees must:

- follow any procedures set out and good hygiene practices
- wear personal protective equipment (PPE) as directed.

## Vaccination

Employees at risk of infection will where possible be offered vaccinations without charge. Please contact your line manager to make arrangements.

## Training and Information

Training and information will be provided to all employees who are identified from the risk assessment as being potentially exposed to infections. Training will be given for any tasks they are employed to do, the equipment they will be using and any safe procedures to adopt.

## Staff Illness and Reporting

It is important to remember that infection can also be passed onto people from other employees. You should notify your line manager if you develop any infectious disease that may affect work or people around you, for example:

- skin infections or exposed areas of infestation
- severe respiratory infection (e.g. pneumonia, TB)
- severe diarrhoea
- jaundice
- hepatitis
- chicken pox, measles, mumps, rubella
- norovirus
- gastroenteritis
- COVID-19

Managers will need to discuss with the individual suitable controls. In some cases, employees may need to be referred to an Occupational Doctor or their GP for advice.

You should also report any illness or disease which has been contracted through work. In some circumstances if you contract a disease whilst at work, this is reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). Certain diseases including Leptospirosis, Hepatitis, TB, and Tetanus are specifically required to be reported.

## Confidentiality

Confidentiality will be maintained at all times in relation to an employee who is known to have any infectious

disease.

No health information will be disclosed without the written consent of the employee concerned and any breach of such confidentiality, either inside or outside the organisation, will be regarded as a disciplinary offence and may result in disciplinary action.

### **Pandemics and Epidemics**

When notified that the country is experiencing a pandemic or epidemic, the Company will aim to prevent the spread of infection through work-based activities by adopting suitable control measures.

Employees must:

- assist the Company with implementing measures specified by government agencies, including adopting alternative methods of working such as home working where needed
- use any required personal protective equipment (PPE) as instructed
- ensure that they inform the Company about any relevant changes to their medical circumstances
- adopt good hygiene practices.

### **Lone Working**

Lone workers are defined as those who work alone without close or direct supervision. Examples of Lone Working activities within the Company include:

- Employees visiting or inspecting occupied and unoccupied premises
- Employees opening or closing premises at the start and end of the working day
- Employees working outside normal hours e.g. evenings and weekends
- Mobile workers, and those working away from their normal location

Where reasonably practicable, measures will be taken to avoid Lone Working through the organisation of work routines and practices.

Where it is not possible to avoid Lone Working, the risks to employees will be assessed, and suitable arrangements will be put in place to minimise the risks.

### **Manual Handling**

To prevent injuries and long term ill-health from manual handling the Company will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the Company will carry out an assessment to determine what control measures are required to reduce the risk to an acceptable level. In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

### **Information and Training**

Adequate information and training will be provided to employees carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution.

### **Health**

No employee will be required to lift any item that they do not feel confident of doing without risking personal injury.

Employees who have a medical condition that may prevent them undertaking a task should notify their line manager beforehand. Should you become injured whilst handling anything then this must be reported to your line manager so it can be suitably investigated.

### **New and Expectant Mothers**

The Company recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant mothers and there may be occasions when, due to their condition, different and/or additional measures will be necessary.

Should you become pregnant or are returning to work after having a baby, then you are requested to notify your line manager at the earliest possible opportunity so a risk assessment can be carried out.

Any necessary control measures will be implemented and reviewed regularly. Where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary, providing suitable alternative work or suspension with pay.

New or expectant mothers should inform their line manager of any changes which may affect the risk assessment including any medical conditions, incidents etc.

## Risk Assessment

Risk Assessment involves identifying the hazards present in the workplace or arising out of any work activity and evaluating the extent of the risks involved to employees and others, taking into account existing precautions and their effectiveness. The Company will arrange for competent people to carry out risk assessments of all activities, substances, equipment, plant or working conditions likely to give rise to a significant risk of injury or ill health.

Employees will be advised as to the results of the risk assessment process and the additional control measures to be implemented to reduce risk to an acceptable level.

Employees are expected to support the risk assessment process and adopt any changed controls implemented to reduce risk to an acceptable level.

## Smoking & Vaping

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

It is the policy of the Company that all of its workplaces are smoke-free and that all employees have a right to work in a smoke-free environment.

Smoking is prohibited throughout the entire workplace, and this includes the use of all artificial smoking aids (electronic or otherwise) with no exceptions. This policy applies to all employees, customers and visitors.



## Implementation

All employees are obliged to adhere to and facilitate the implementation of the policy.

The Company will ensure that all employees and contractors are aware of the policy on smoking. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

Appropriate 'no smoking' signs will be clearly displayed at or near the entrances to the premises. Signs will also be displayed in company vehicles that are covered by the law.

## 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”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Stress at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly demanding work colleagues. As a reasonable Company, we try to ensure that you are in a pleasant working environment and that you are as free from stress as possible.

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns with their line manager or through the Company's grievance procedure. If deemed appropriate, the Company will provide access to confidential counselling for employees affected by stress caused either by work or external factors

Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the employee concerned, efforts shall be made to reassign that person to other work for which the risks are assessed as tolerable.

## Training

Training in health and safety is a legal requirement and also helps create competent employees at all levels within the Company to enable them to make a far more effective contribution to health and safety, whether as individuals, teams or groups.

All new employees will receive **new employee induction training via the eLearning portal**. Thereafter all employees will be required to complete the mandatory training allocated to them annually.

Such training will cover:

Accident reporting, Anti-Bribery, Bullying & Harassment, Cyber Security Awareness, Display Screen Equipment, Driver Awareness, Equality, Diversity & Inclusion, Fire Awareness, GPR UK, Health & Safety for Homeworkers

Lone Worker Safety, Manual Handling, Modern Slavery, Unconscious Bias, Whistleblowing.

All new employees will be made aware of the fire procedures, warning systems, actions to be taken on receiving warning, locations of exits/escape routes, evacuation and assembly procedures, first aid/injury reporting procedures, names of first aiders/appointed persons, instruction on any prohibition areas (i.e. no smoking), issue of protective clothing/equipment and its use, instruction under COSHH, mandatory protection areas, thorough instruction applicable to their particular duties at work etc and their particular office.

Training needs will be reviewed as a result of job changes, promotion, new activities or new technology, following an accident/incident and performance appraisal.

Records of training will be kept for all employees.

Employees must:

- participate in the induction training activities they have been required to attend or carry out
- work according to the contents of any training they receive
- ask for clarification of any points they do not fully understand
- not operate hazardous plant or equipment, use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed

## **Violence to Staff**

The Company recognises that in certain situations violent behaviour towards staff may occur and therefore will take all reasonable measures to protect staff from violence and aggression.

We define violence and aggression as:

- actual or threatened physical assaults on employees
- psychological abuse of employees
- verbal abuse which includes shouting, swearing and gestures
- threats against employees

If you are a witness or receive any violence or aggression towards you, then you should report this to your line manager so that this can be recorded and investigated. The Company will support the decision of any employee wishing to press charges against the individual(s) involved. Access to counselling can also be provided where required.

## **Visitors**

In the interest of safety and security, the Company will take the necessary measures to protect employees and visitors from any accidents or incidents that may occur during visiting.

Employees hosting visitors must ensure that:

- they are authorised to enter the premises or are accompanied
- they adhere to applicable health and safety instructions and rules during their visit
- adequate information is passed to ensure their safety including emergency information
- any protective clothing required is provided and worn
- any accidents / incidents involving visitors are reported through the accident reporting arrangements.

Employees aware of people on the premises who may be unauthorised should report these to their line manager for action.

## **Emergency Action**

In the event of the fire alarm sounding, all visitors should be escorted to the assembly point by their host. Visitors should not leave the area before notifying the senior person present.

## **Work Equipment**

The Company will provide a safe working environment in relation to work equipment safety and ensure all employees receive appropriate safety information and training in their work equipment.

Employees must:

- only use work equipment for which they have received information and training for

- not undertake any maintenance work unless competent and authorised to do so
- not interfere with or remove anything which has been provided for safety reasons
- report defects immediately to their manager
- use any personal protective equipment as required.

## Work Related Driving

Work related driving can be defined as any occasion when an employee is required to drive as part of their work. This might include, but is not limited to:

- Driving to Company sites / premises
- Driving to meetings/seminars
- Visiting clients/customers
- Travelling to airports etc. as part of a longer trip

The Company will assess the risks of work-related driving activities and will take measures to reduce the risks. Where necessary, employees will be provided with training, information & instruction regarding work- related driving, and the procedures to be followed.

Employees who drive on behalf of the Company must not:

- Drive under the influence of alcohol or drugs
- Carry hitchhikers or unauthorised persons
- Use a mobile telephone or mobile device whilst driving, this is strictly prohibited
- Drive in a manner that places themselves, other road users or pedestrians at risk
- Drive whilst fatigued

The Company will implement procedures to ensure that all drivers are eligible to drive the relevant vehicle(s); that they hold the relevant licence; that their vehicle has a valid MOT certificate; and that they hold insurance for the use of their vehicle for business purposes.

## Working Time Regulations

The Company expects all employees to abide by the work time regulation. Click [here](#) for further information.

## Young Workers

Whilst precautions taken to protect the health and safety of the workforce as a whole will, in many cases, also protect young persons, there are occasions when different and/or additional measures will be necessary due to their lack of experience, knowledge or absence of awareness of potential risks.

A 'young person' is defined as one who is below the age of 18 years. To ensure the safety of young persons the organisation will:

- carry out risk assessments to cover the activities of young persons
- implement the actions determined by the risk assessment process
- inform the young persons of any risks associated with their work and the control measures taken to protect them
- provide a copy of the risk assessment to the parent/guardian of any young person below the school leaving age
- provide additional appropriate information, instruction, supervision and training, etc as determined by the risk assessment.

## Health and Safety Audits

The Company will arrange health and safety audits as necessary, which will include a systematic examination of the health and safety management of the business and include the following areas:

- Policy
- Organisation
- Arrangements
- Implementation and Monitoring

Health & Safety Audit Reports will include identification of any shortfalls in the company's Policies and procedures, along with recommended actions and timescales.

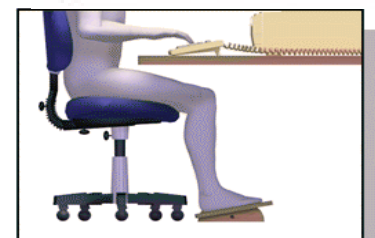
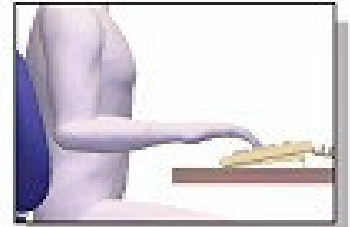
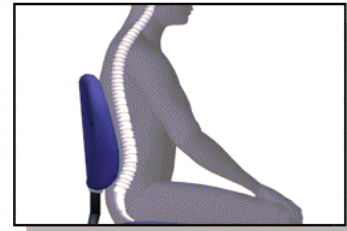
## GUIDANCE

### Display Screen Equipment (DSE)/Visual Display Unit (VDU)

#### Some practical tips:

#### Getting Comfortable

- Adjust your chair and VDU to find the most comfortable position for your work. As a broad guide, your lumbar should be supported by the seat cushion, forearms should be approximately horizontal and your eyes the same height as the top of the VDU
- Make sure you have enough work space to take whatever documents or other equipment you need
- Try different arrangements of keyboard, screen, mouse and documents to find the best arrangement for you. A document holder may help you avoid awkward neck and eye movements
- Arrange your desk and VDU to avoid glare, or bright reflections on the screen. This will be easiest if neither you nor the screen is directly facing windows or bright lights. Adjust curtains or blinds to prevent unwanted light
- Make sure there is space under your desk to move your legs freely. Move any obstacles such as boxes or equipment
- Avoid excess pressure from the edge of your seat on the backs of your legs and knees. A footrest may be helpful, particularly for smaller users



#### Keying in

- Adjust your keyboard to get a good keying position. A space in front of the keyboard is sometimes helpful for resting the hands and wrists when not keying
- Try to keep your wrists straight when keying. Keep a soft touch on the keys and don't overstretch your fingers. Good keyboard technique is important

#### Using a mouse

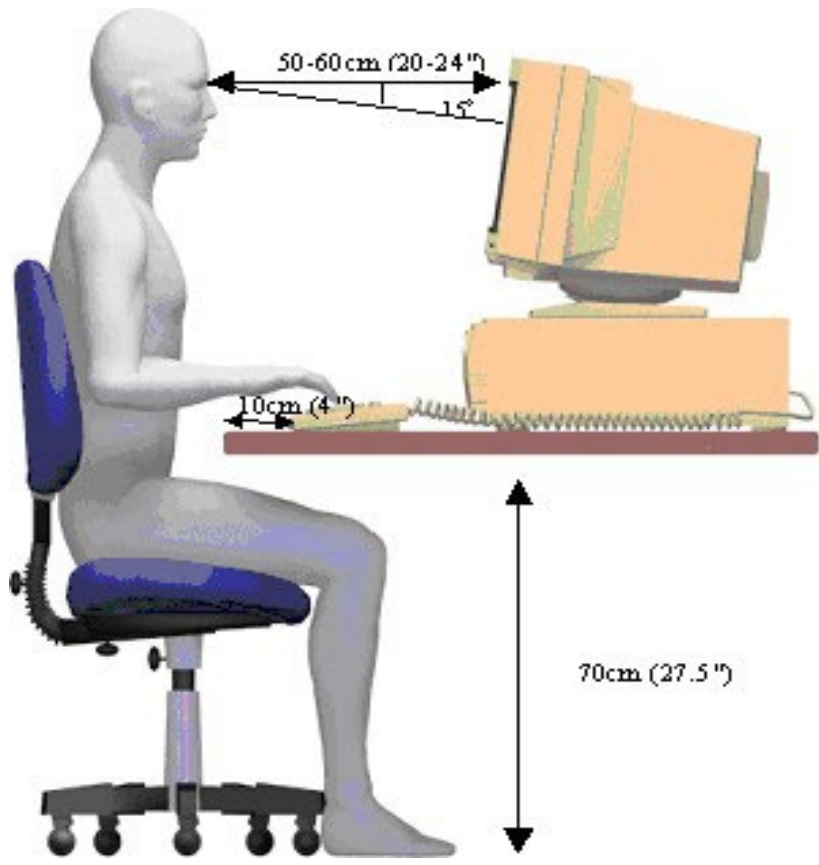
- Position the mouse within easy reach, so it can be used with the wrist straight. Sit upright and close to the desk, so you don't have to work with your mouse arm stretched. Move the keyboard out of the way if it is not being used
- Support your forearm on the desk, and don't grip the mouse too tightly
- Rest your fingers lightly on the buttons and do not press them hard

#### Reading the screen

- Adjust the brightness and contrast controls on the screen to suit lighting conditions in the room
- Make sure the screen surface is clean
- In setting up software, choose options giving text that is large enough to read easily on your screen, when you are sitting in a normal, comfortable working position. Select colours that are easy on the eye (avoid red text on a blue background, or vice-versa)
- Individual characters on the screen should be sharply focused and should not flicker or move. If they do, the VDU may need servicing or adjustment

#### Posture and Breaks

- Don't sit in the same position for long periods. Make sure you change your posture as often as practicable. Some movement is desirable but avoid repeated stretching to reach things you need (if this happens a lot, rearrange your workstation)
- Most jobs provide opportunities to take a break from the screen, e.g. to do filing or photocopying. Make use of them. If there are no such natural breaks in your job, your employer should plan for you to have rest breaks. Frequent short breaks are better than fewer long ones





## Electrical Safety

### What are the hazards?

The main hazards are:

- contact with live parts causing shock / burns (normal mains voltage, 230 volts AC, can kill)
- faults which could cause fires
- fire or explosion where electricity could be the source of ignition in a potentially flammable or explosive atmosphere, e.g. in a spray paint booth.

Ensure that:

- suspect or faulty equipment is taken out of use, labelled 'DO NOT USE' and kept secure until examined by a competent person
- where possible, equipment, tools and power socket-outlets are switched off before plugging in or unplugging
- equipment is switched off and/or unplugged before cleaning or making adjustments.

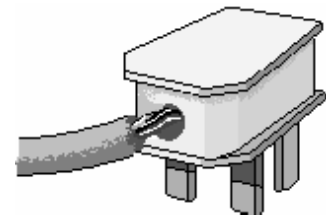
### Visual checks on electrical equipment

1. Inspections and testing of all portable electrical equipment and the fixed electrical installations is the responsibility of the Company, though the responsibility for undertaking visual checks falls to all employees.
2. Around 95% of all faults or damage can be found by visual checks and this will involve checking:

- for damage to the cable covering, such as cuts and abrasions, apart from light scuffing, or non-standard repairs e.g. cable wrapped with electrical tape



- where the cable enters the plug. Internal wires - those covered by the outer sheath may be exposed or the cable may be loose and move within the plug



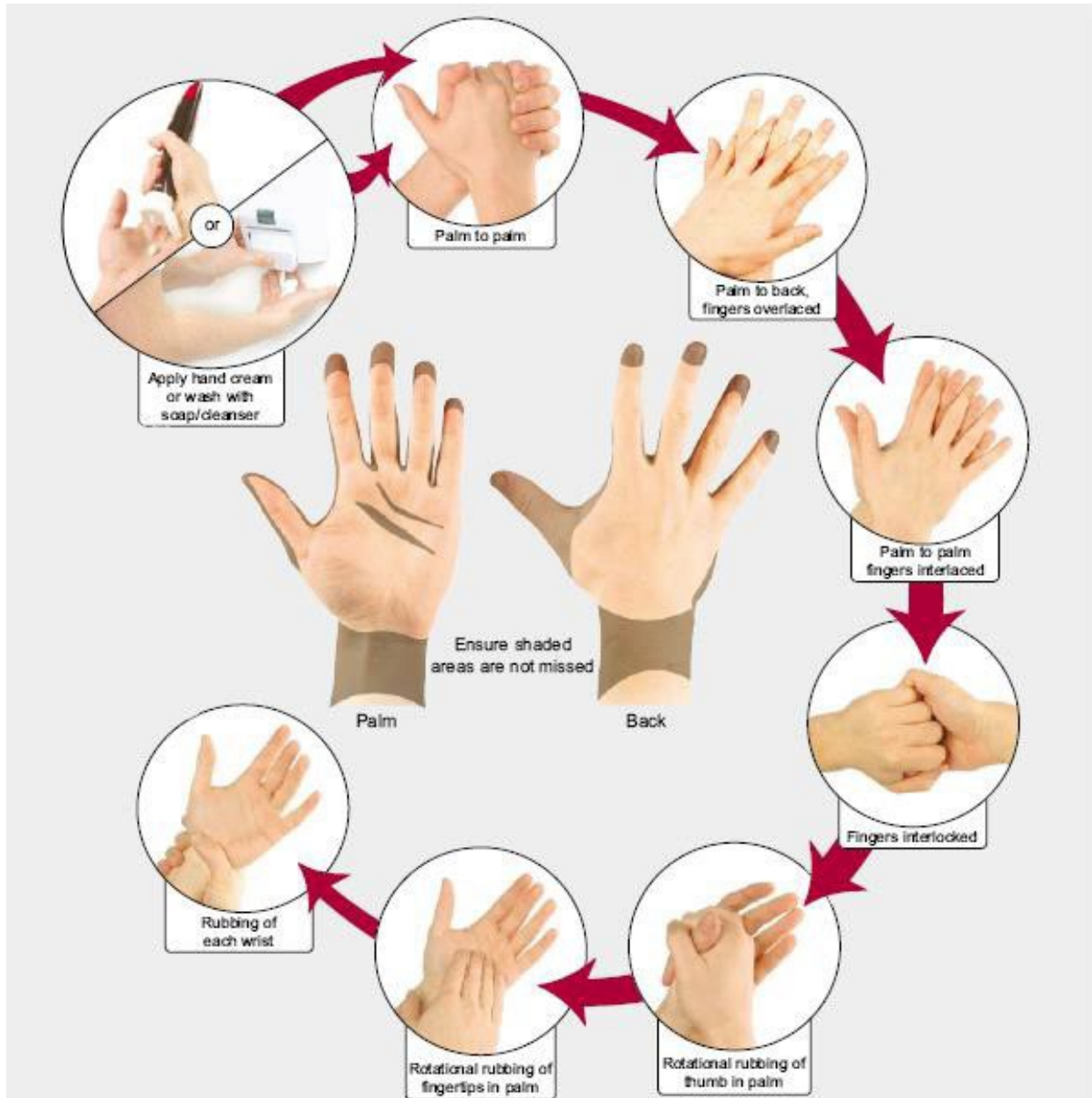
- for damage to the plug, such as the cracked casing, bent pins, evidence of overheating i.e. burn marks or discoloration



- for damage to the sockets, switches, etc. e.g. cracked or broken casing
- that equipment has been used in conditions for which it is not suitable, e.g. a wet or dusty workplace or has damage to the outer cover of the equipment or has obvious loose parts or screws
- cables are routed safely, with the one extension lead used per socket. Where there is a risk of tripping over cables and they cannot be re-routed, cable strips must be fitted.

## Hand Washing

It is important to look after your skin. Wash hands using steps below to remove any contamination from your skin promptly and remember to thoroughly dry your skin after washing. Using moisturising creams can also help to protect your skin.



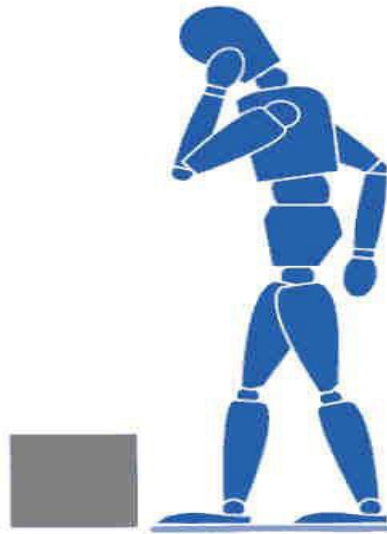
Regularly check your skin for dermatitis. Look for signs of dryness, itching and redness. If you think you may have dermatitis, report it to your line manager.

## Manual Handling

### PRINCIPLES OF GOOD HANDLING TECHNIQUE

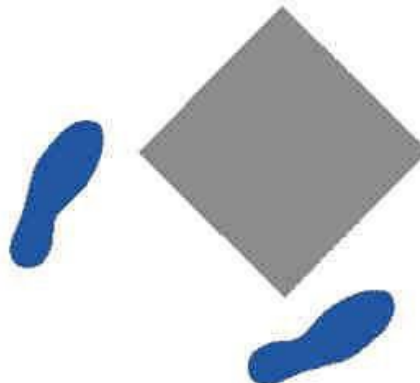
#### 1 Planning

Plan the lift and consider: where the load is to be placed, what are the distances involved, are there any obstructions such as closed doors, is assistance required, and can handling aids or equipment be used?



#### 2 Feet

The feet should be positioned a shoulder width apart, one foot ahead of the other in the direction of the intended movement.



#### 3 Knees

Adopt a good posture for handling with the knees bent (not squat – don't kneel), in order to gain the most effective power from the thigh muscles.

#### 4 Back

The back should be straight (not necessarily vertical, 15 - 20° from vertical is alright) keeping the natural curve of the spine. It may help to tuck in the chin. If necessary, lean forward a little over the load to get a good grip and to keep the centre of gravity over the load.

## 5 Arms

The arms should be close to the body (nearer the centre of gravity) with the shoulders level and facing the same direction as the hips.



## 6 Hands

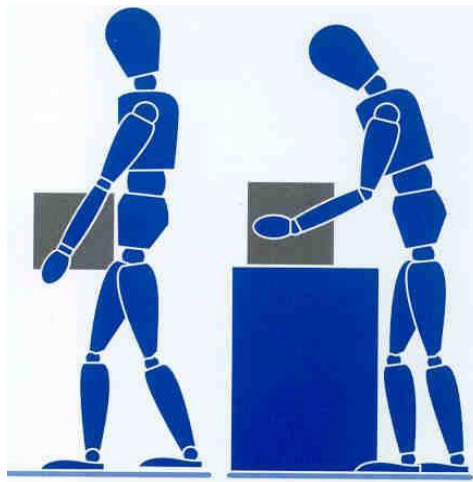
Ensure a firm grip on the load using the roots of the fingers and the palm of the hand. Holding the load this way is also less tiring than keeping the fingers straight.

## 7 Head

Raise the chin out and up as the lift begins, otherwise this results in round shoulders and a curved spine.

## 8 Moving the Load

Keep the load as close to the trunk for as long as possible, and where relevant, keep the heaviest side of the load close to the body. Slide the load towards you if required.



- Lift smoothly
- Move the feet not the trunk when turning to the side i.e. don't twist.
- Put the load down and then slide the load into the required position if necessary.

## 9 Team handling

Handling by two or more people may make possible an operation that is beyond the capability of one person or reduce the risk of injury to a solo handler.



Additional difficulties may arise if team members impede each other's vision or movement, or if the load offers insufficient good handholds. This can occur particularly with compact loads which force the handlers to work close together or where the space available for movement is limited.

When lifting loads at or near floor level is unavoidable, it is preferable to use handling techniques which allow the use of relatively strong leg muscles rather than those of the back, provided the load is small enough to be held close to the trunk. In addition, if the task includes lifting to shoulder height, allow the handlers to change hand grip. Bear in mind however, that such techniques impose heavy forces on the knees and hip joints which must carry both the weight of the load and the weight of the rest of the body.

The closeness of the load to the body can also be influenced by foot placement. The elimination of obstacles which need to be reached over or into will permit the handler's feet to be placed beneath or adjacent to the load before beginning the manual handling operation.