


## Health and Safety Policy

Date effective	Policy review date	Approver
19/04/2024	19/04/2025	John Sutton
Version:	4.1	



## **Statement of Intent**

It is the firm policy of Tradeskills 4U (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.

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 legislations and to ensure implementation of this policy.

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

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

Our general intentions are:

- To provide adequate control of the health and safety risks to employees and others arising from our work activities.
- To consult with our employees on matters affecting their health and safety
- To provide and maintain safe premises, plant and equipment.
- To ensure safe handling and use of substances.
- To provide adequate information, instruction, training and / or supervision for employees.
- To conduct regular safety audits to measure performance and identify areas for improvement.
- To maintain safe and healthy working conditions; and
- To review and revise this policy at regular intervals.

## **Organisational / Individual Responsibilities**

### **Operating Structure**

Overall and Final Responsibilities for Health and Safety: Stacey Anderson

### **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 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 online health & safety management system, Safety Cloud.

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 Branch Managers**

To ensure they lead and 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 assessment.

To ensure that they maintain responsibility for health, 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 that suitable plan and equipment is provided and maintained and conforms to all relevant statutory provisions.
- To ensure that the tools and equipment used are suitable for 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.
- 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 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 to operate equipment 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 injury 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 Centre Manager 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.**

### **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.

Citation LTD provide 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 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 Managing Director 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 it can be read by employees, or it 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.

### **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 Managing 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. This is done by completing the relevant accident or near miss form within the 'Accidents and Ill Health' module. This should be completed as soon as is reasonably practical after the incident.

Upon completion of the form, Citation 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 (RIDDOR) 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. Citation will aid with major accident investigations and recommend remedial action where required. Citation 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 area, 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 a 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 in order to prevent disturbance of the material and subsequently to prevent damage to any asbestos which may result in the release of fibres.

- Where asbestos containing materials are found, a log will be kept for the site which shows the type and location of the asbestos. This information is shared with contractors and 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 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 policies via the Safety Cloud website and can raise concerns at any time with their manager.

### **Data Protection and Record Keeping**

It is Company policy to maintain a record keeping system, regardless of description, which provides protection for the privacy of all employees, where personal data is stored.

### **Dealing with Pandemics - Including COVID-19**

Where unprecedented situations, such as the Coronavirus Pandemic, 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, 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 e-learning.
8. Provide information (to our staff, customers and visitors) by displaying the 'Staying COVID-19 Secure' poster in 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 efficiency of control measures in line with new guidance issued.

### **Disciplinary Procedure**

Where there are issues of non-compliance of 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.

The Employees attention will be drawn to a situation, which is causing concern in order to give the employee the opportunity 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'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 noncompliance 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.

- 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, instructions 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 provided but the Company will be displayed in a proper manner 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 habitual users, with 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 on a periodic basis.

All drivers are issued with a Company driving policy in the form of a Driver's Handbook.

Drivers' complete health questionnaires prior to 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 road-worthy condition.

### **Electrical Safety**

The Company will comply with the Electricity at Work Regulations 1989, with regard to 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 on a regular basis and a sticker affixed. The fixed electrical installation will be checked on a 5-yearly interval by a competent electrician.

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 the 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 personal 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 of 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 fire in accordance with the Regulatory Reform (Fire Safety) Order 2005.

The Company premises are equipped with appropriate firefighting 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 firefighting 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.

### **Fire and Emergency Evacuation Procedure**

In the event of fire or sounding of the alarm, or in any other emergency situation (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 to ensure employee familiarity with emergency evacuation procedures.

Where required, delegated staff will be provided with Fire Warden training. This may be provided through a face-to-face course or via Safety Cloud e-learning.

### **First Aid Arrangements**

The Company acknowledges that first aid can save lives and prevent minor injuries 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 / eye wash 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.

### **Gas Safety**

Gas boilers and all associated flues and fittings are subject to an annual service by a GAS SAFE registered engineer. A suitable report shall be maintained following such works and remedial actions carried out wherever required.

Employees are not permitted to interfere with gas supplies or associated attachments under any circumstances.

### **Hand Tools**

The safe use of hand tools is the responsibility of both the employer, for the supply of the safe tools, and the employee for the safe use and maintenance of them.

All tools should be inspected before use of each occasion to check for faults and damage. Any damaged tools should not be used and will be replaced.

### **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.

TS4U have a non COSHH policy. The only COSHH on site is managed by the contract cleaners who lock all chemicals away after use and provide their own COSHH Register.

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 the protective clothing/footwear/glove/masks/eye protection as identified within the COSHH assessment.
- To clean any spillage/soiling of such substances in accordance with the COSHH assessment.
- To report any incidents or injuries to their manager.

### **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 risk of slip & trip incidents 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 exit must be kept clear and free from obstructions at all times.
- If water is spilt on the floor, it should be cleaned up immediately to avoid slipping. If a wet area of flooring must be left, appropriate barricades and/or signage should be used to warn persons of the slippery surface.
- 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 jut out into the walking area.

Any concerns regarding cleanliness or hygiene should be reported to the 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. A handbook knowledge quiz is completed by staff once the information has been read. This is used to ensure that key information points within the handbook have been understood.

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 informed of 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.

### **Legionella**

Legionnaires' disease is a potentially fatal form of pneumonia that causes flu like symptoms. Infection is caused by breathing in small droplets of water contaminated by the naturally occurring bacteria.

The Company is committed to managing the risks associated with legionella to comply with the terms of ACoP L8. Where sites are leased to the Company then this duty may be shared with the landlord. Day to day responsibility for legionella management to comply with ACoP L8 is the senior person on site.

The Company will complete a Legionella risk assessment, if necessary, deemed on risk and implement a management system where appropriate to control the risk. This includes water temperature checks, flushing of showers and the regular cleaning of shower heads and tanks. Records of checks are held on site.

### **Lifting Operations and Lifting Equipment**

Lifting operations will be undertaken under the control of a competent person.

All lifting equipment used 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 or after long periods without operation.

### **Lone Working**

Lone working should only be undertaken if absolutely necessary. Prior to 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 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.

### **Managing Contractors**

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

Prior to appointment, contractors undertaking high risk works (e.g. work at height, steel erection, demolition) will be requested to provide a risk assessment and 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.
- How the task will be safely carried out step-by step.

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

Prior to the commencement of higher hazard works, a permit to work system must be implemented and recorded.

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 prior to 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 & Lifting**

The Company will take all reasonable steps to reduce and avoid hazardous manual handling activities where this is practical and reasonable.

Where a higher level of risk is identified for manual handling tasks, the Company is committed to undertaking a suitable manual handling 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.

The staff health and safety handbook provide employees with information about the basic rules for manual handling activities and handling techniques to remember.

### **Precautions:**

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

The load to be lifted or moved must be inspected for sharp edges, splinters 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 which is too heavy to manage comfortably. They should follow any manual handling instructions found on product packaging, for example, two-man lift.

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.

### **Monitoring and Inspection**

We will undertake regular inspections and checks to monitor health and safety standards and ensure a healthy and safe workplace. Citation Ltd 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) at each site. The Manager will conduct this check on the Safety Cloud system and should report findings of the inspections to the Managing Director as required. The Manager or other senior members of the management team will also carry out occasional health and safety spot checks.

This policy will be reviewed to reflect changes in 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 process that could affect the health of the child.

Job roles will be adjusted where the risk to the pregnant worker / nursing mother are 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 impact of working with hazardous chemicals.

If all control measures that are reasonably practicable have been taken and a 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.



## **Permits to Work**

Where 'higher hazard' work is to be undertaken, (such as hot work, work at height, work on asbestos, electrical work, alterations to or overhaul of plant or machinery where mechanical, toxic or electrical hazards may arise, etc.), a permit to work system should first be implemented.

This form should be completed by the person requesting the works at the time of the order / prior to work commencing. A copy of the form must be handed to the contractor.

Should a permit-to-work be required, it will be issued by a person nominated as being competent by the Company. This person is to ensure that all the requisites of the permit have been considered and controls implemented before work commences and before the permit is authorised. Once works are complete the nominated person is to 'sign off' the permit as a confirmation that the area is safe.

## **Pressure Systems**

All pressure systems shall be regularly maintained.

A periodic inspection and test shall be undertaken for all pressure systems by a competent engineer in accordance with the insurance schedule and relevant regulations.

Written schemes of examination and records of inspection shall be maintained on Safety Cloud.

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

## **Personal Protective Equipment (PPE)**

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.

Some examples of PPE used by staff include, but are not limited to: Protective footwear, gloves, high visibility clothing (vests / jackets), hard hats (with and without chin straps, dust masks and safety glasses.

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 and is expected to be kept in a good condition by the employee using it.

## **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 wellbeing 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 clearly marked with health and safety warnings where appropriate.

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

The Managing Director shall be the point of reference for queries regarding equipment maintenance and testing. They will also identify all equipment that requires testing and to ensure that appropriate servicing/maintenance of equipment is carried out, to record the maintenance checks.

## **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 and clearly visibly condition.

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 involve the operation of vehicles.

The main problems include collisions with pedestrians and between vehicles.

The Company will take all reasonable steps to segregate the risk of vehicle and pedestrians by providing clear parking bays, customer parking signage and pedestrian walkways in high traffic areas.

Parking of vehicles into the loading bay is assisted by a trained banksman if required.

## **Smoking & Vaping**

Smoking and vaping are not permitted anywhere in Company buildings or Company vehicles. They are only permitted in designated areas. Some branches are 'smoke free' where smoking can only be conducted off the premises.

## **Temperature in the Workplace**

Temperatures in the workplace are covered by the Workplace (Health, Safety and Welfare) Regulations 1992, which place a legal obligation on employers to provide a 'reasonable' temperature in the workplace. As a maximum temperature figure cannot be given as contributing factors other than air temperature which determine thermal comfort, i.e. radiant temperature, humidity and air velocity become more significant and the interplay between them more complex as temperatures rise.

## **Violence and Aggression**

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

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.

## **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 a 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 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 put in place. A fixed means of access with 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 use of ladders are provided for staff to follow within the staff handbook. Aeroplane style steps with upper guardrails 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 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 rest room 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 is 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.