



**Spotless Midlands Ltd trading as Spotless
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Health and Safety Policy

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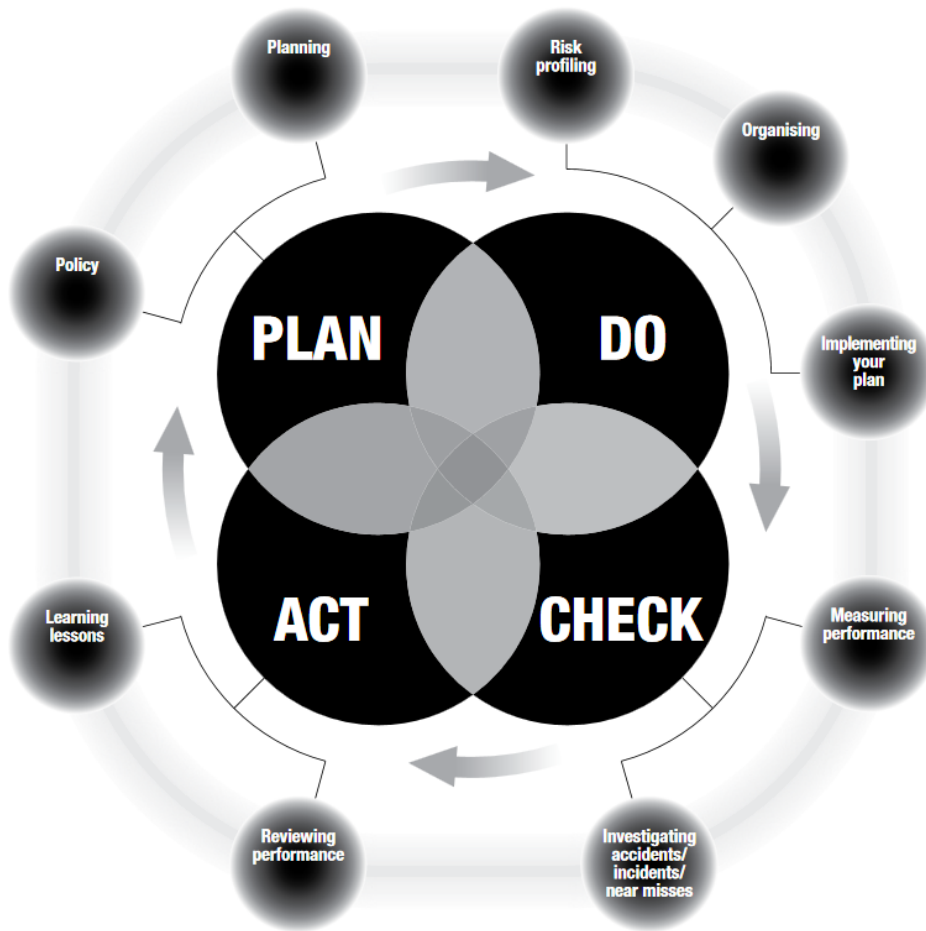
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1) Health and Safety Management System -Plan, Do, Check, Act



Plan, Do, Check, Act	Conventional Health and Safety Management	Process Safety
Plan	Determine your policy / Plan for implementation	Define and communicate acceptable performance and resources needed
Do	Profile risks / Organise for health and safety/Implement your plan	Identify and assess risks/Identify controls/Record and maintain process safety knowledge Implement and manage control measures
Check	Measure performance (Monitor before events, investigate after events)	Measure and review performance / Learn from measurements and findings of investigations
Act	Review performance / Act on lessons learned	

2) Health and Safety Policy Statement

It is the policy of Spotless Midlands Ltd that all operations carried out by the company are in accordance with the requirements of the Health and Safety at Work Act 1974, both in the spirit of the act and its legal obligations.

A successful health and safety policy and management system will help the business to grow and flourish by:

- Reducing Injuries and Ill Health
- Protecting the Environment
- Reducing Unnecessary Losses and Liabilities

Spotless Midlands Ltd recognise that Occupational Health and Safety forms an integral part of the company's business performance. It is incorporated into all the company's activities, from the initial planning to the final completion of operations in accordance with current Health and Safety Legislation and relevant Codes of Practice.

Peter Hill is responsible for Health & Safety matters and will oversee and take responsibility for all matters related to Health and Safety within the company. Peter (as MD of the business) is personally committed to ensuring that health and safety is always considered and well executed at all times. To achieve this, Spotless Midlands Ltd have recruited the services of Gaskell Safety Ltd to:

- Act as a Competent Advisor
- Ensure the Company Achieves the Minimum Level of Legal Requirement Whilst Always Striving for Better
- Offer Health and Safety Information and Advice as Required
- Prepare Documentation including:
 - Policies
- Provide Training Services as Required

It is the responsibility of the company to ensure that all employees are inducted to the business and work to the safety standards set by them. Records will be kept of induction and training for all persons employed in the business.

It will also be the responsibility of Spotless Midlands Ltd to ensure that all persons working on behalf of the company as a sub-contractor, work to the same or better standards. Most accidents and ill health result from failing in the management controls and are not necessarily the fault of individuals. It is our intention to ensure a robust safety system to prevent such accidents from occurring.

Spotless Midlands Ltd recognise that its employees are the most important asset to the company. It therefore provides arrangements which enable employees to raise issues relative to their and other's health and safety whilst at work.

The completion of any task must not compromise the Health, Safety and Welfare of the workforce. Spotless Midlands Ltd employees must comply with the company's commitment for managing health and safety and take reasonable care of themselves and others who may be affected by their actions.

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.

Documents Ref: SPOT000P001		Uncontrolled Document When Printed	
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Signed for and on behalf of Spotless Midlands Ltd

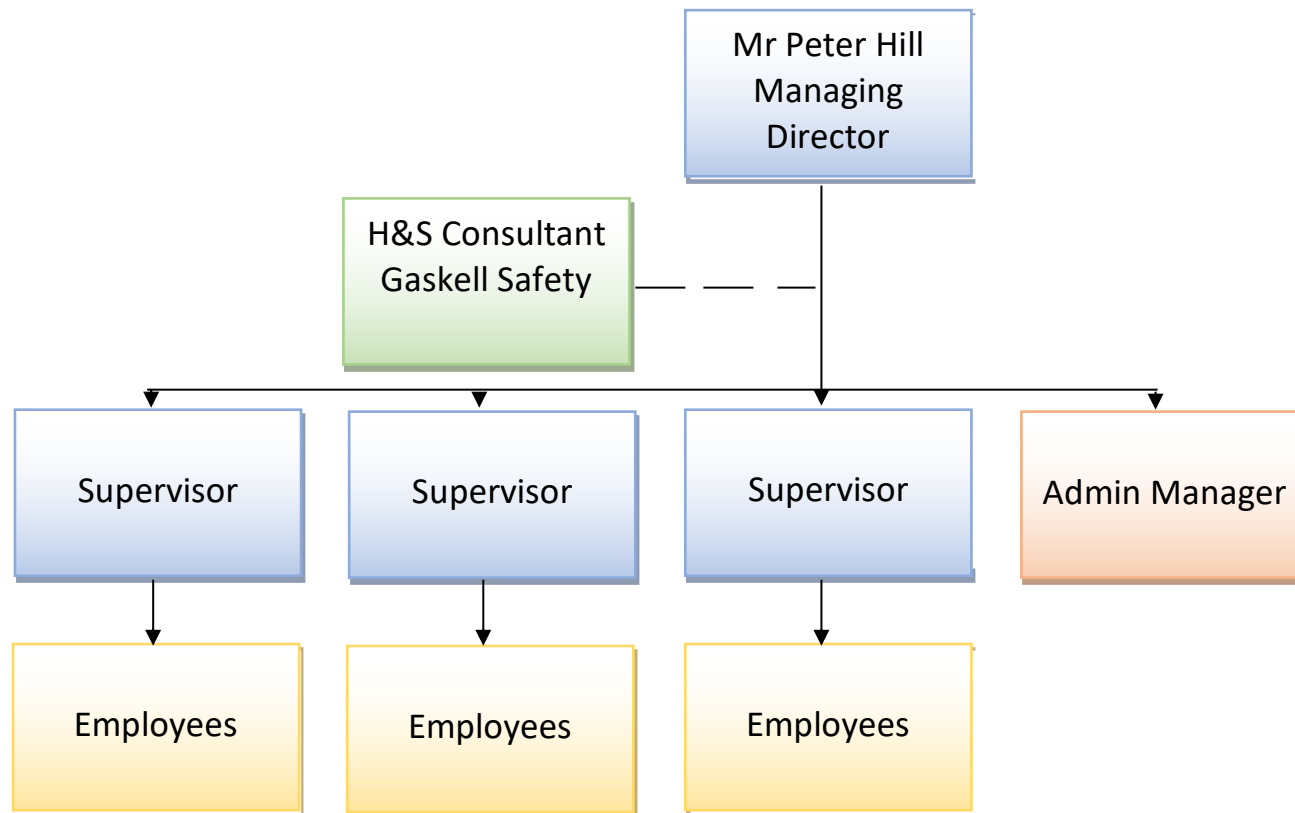
Name: Peter Hill

Signed: 

Dated: 31/03/2026

Position: Managing Director

3) Organisation Chart for the Management of Health and Safety



4) Duties and Responsibilities

4.1 Duties of the Managing Director

The Managing Director is responsible for:

- a) Allocating adequate resources to health and safety issues so that all staff know what is required of them under this policy.
- b) Ensuring he is aware of the current standards with regards to health and safety issues which may affect the Company.
- c) Setting targets and objectives about health and safety and receiving reports on how these objectives are being implemented and achieved.
- d) Continually reaffirming the Company's commitment to health and safety issues through his everyday role within the Company and the interaction with other Company Directors and staff.
- e) Providing a Company statement on any issue of health and safety which requires a formal statement.
- f) Having regular meetings with the directors and senior managers allocated responsibility for health and safety together with the appointed external advisers with a view to reviewing performance in the last period, setting objectives for the next period, and receiving feedback in general on health and safety issues.

4.2 Duties of Other Directors

Other Directors within the Company of Companies are responsible for:

- a) Allocating adequate resources to health and safety issues so that all staff know what is required of them under this policy.
- b) Ensuring they is aware of the current standards with regards to health and safety issues which may affect the Company.
- c) Setting targets and objectives about health and safety and receiving reports on how these objectives are being implemented and achieved.
- d) Continually reaffirm the Company's commitment to health and safety issues through their everyday role within the Company and the interaction with other Company Directors and staff.
- e) Providing a Company statement on any issue of health and safety which requires a formal statement.
- f) Ensuring they are informed of any correspondence to/from the Health & Safety Executive.
- g) Having regular meetings with the senior managers allocated responsibility for health and safety together with the appointed external advisers with a view to reviewing performance in the last period, setting objectives for the next period, and receiving feedback in general on health and safety issues.
- h) Ensuring all employees are made aware of the Company's health & safety Policy and that they receive adequate training and consultation to enable them to satisfy their roles under this policy.

4.3 Duties of Senior Managers

Senior Managers should implement the Policy by:

- a) Making full provision for safe methods of working and adequate welfare facilities at the tender stage on all contracts.
- b) Ensuring the CDM Regulations are followed and the necessary health and safety plans, risk assessments and method statements are produced and brought to the attention of the relevant people.
- c) Ensuring staff at all levels receive appropriate training.
- d) Monitoring health and safety performance through site meetings, actioning of health & safety adviser reports, and responding to actual site conditions observed when on routine site inspections.
- e) Holding regular meetings with employees and other site operatives to receive comments and suggestions on ways in which health & safety performance can be improved.
- f) Setting a good personal example and having adequate knowledge of health and safety legislation relating to the Company's work.

4.4 Duties of Site Supervisor (and Other Persons in Control of the Site)

The duties of the site manager or person in control of the site are to:

- a) Understand the Company's health and safety policy and ensure it is brought to the attention of all employees, particularly new starters, through induction talks if necessary.
- b) Have adequate knowledge of, and observe the requirements of the construction regulations and other legislation and codes of practice; ensuring that all statutory registers and records are maintained and those persons under his/her control are adequately trained to enable them to carry out their duties.
- c) Ensure that the necessary risk assessments have been carried out and recorded and that detailed method statements adopting the "best working practice" approach are used for high risk activities.
- d) Ensure that adequate arrangements are made with regards to fire precautions, first aid equipment trained first aiders or appointed persons, and that procedures, to be followed in an emergency are all in place.
- e) Organise the site so that work is carried out to the correct standard with minimum risk to operatives and other persons such as members of the public, both during the working day and out of site hours.
- f) Encourage employees to be pro-active in developing a positive approach to health & safety performance.
- g) Carry out (or arrange for others to carry out) site induction talks for new arrivals to site.
- h) Ensure any accident/incident is reported in accordance with Company procedures and that the principal contractor is informed.
- i) Carry out or arrange to carry out weekly inspections of all mobile plant and work equipment as required under PUWER 98, WAH 2005 and LOLER 98 and hold the reports in a register.
- j) Ensure all electrical equipment is PAT tested.
- k) Set a good personal example at all times.

4.5 Duties of Office Manager

The duties of the Office Administrator or person in control of the office are to:

- a) Understand the Company's health and safety policy and ensure it is brought to the attention of all employees, particularly new starters, through induction talks if necessary.
- b) Have adequate knowledge of and observe the requirements of health and safety legislation and codes of practice; ensuring that all statutory registers and records are maintained and those persons under his/her control are adequately trained to enable them to carry out their duties.
- c) Ensure that the necessary risk assessments have been carried out and recorded.
- d) Ensure that adequate arrangements are made with regards to fire precautions, first aid equipment trained first aiders or appointed persons, and that procedures, to be followed in an emergency are all in place.
- e) Encourage employees to be pro-active in developing a positive approach to health & safety performance.
- f) Carry out monthly H&S inspections of the office and ensure all electrical equipment is PAT tested every 12 months.
- g) Carry out (or arrange for others to carry out) induction talks for new employees.
- h) Ensure any accident/incident is reported in accordance with Company procedures.
- i) Set a good personal example at all times.

4.6 Duties of the Company's Health & Safety Advisers

The duties of the Company's health & safety advisers are:

- a) To keep themselves up to date with current legislation and best working methods and to disseminate this information throughout the Company. At all times they must be prepared to assist management in whatever way they can with regards to health and safety.
- b) To encourage a pro-active approach to health and safety matters and a positive attitude to risk management functions.
- c) With regard to sites, they should carry out regular inspections and report on their findings. In addition, they should assist the site manager by advising on working methods and training requirements. They should be available, when requested, to attend planning meetings.
- d) To assist the Directors, they should submit a formal report at the prescribed intervals, commenting on the performance of the previous period and assist in setting objectives for the next period.

4.7 Duties of All Site Staff and Operatives

The Health & Safety at Work Act 1974 requires that all employees and self-employed persons should take reasonable care of themselves and others who may be affected by their acts or

omissions, and to co-operate with the Company by observing the Company's procedures and so enabling the Company to comply with its statutory duties.

In particular, all Site Staff and Operatives can assist by:

- a) Taking a pro-active role in assessing the Company's health & safety performance and suggesting ways (via your manager or safety committee) in which improvement can be made.
- b) Using of the appropriate protective equipment (i.e. head protection, eye protection, hearing protection, footwear etc.) if required for the job.
- c) Keeping personal tools and equipment in good condition.
- d) Reporting all defects in plant, equipment, together with any unsafe acts to your immediate supervisor.
- e) Not operating any plant or carrying out any task for which they have not been trained or are unfamiliar.
- f) It is important that all site staff and operatives feel capable of doing the task in which they are involved. If you have any doubt, they should inform their immediate supervisor.

DO NOT TAKE CHANCES - IF IN DOUBT ASK!

5) Health and Safety Rules

This section of our Health and Safety Policy specifies the rules laid down for the attention of all employees. These rules are prepared in accordance with legal requirements and acknowledged safe working practices. In addition to the legal duty imposed upon employees to comply with these rules, failure to observe them will be considered to be a breach of the contract of employment and will result in disciplinary action being taken.

Employees are reminded that a breach of health and safety legislation by an employee is a criminal offence and action taken by an Enforcing Officer against an individual may result in heavy penalties.

Safety rules may vary depending upon the nature of work and the circumstances therefore the overriding requirement is that employees are expected to act in a sensible manner and adhere to verbal instructions given by Management.

If you are unsure of what you need to know regarding health and safety law you should ask a manager where the Health and Safety Law Poster (what you need to know) is displayed and read it through.

5.1 General

1. It is the duty of all employees to co-operate with management in fulfilling our legal obligations in relation to health and safety.
2. Employees must not intentionally or recklessly interfere with anything provided in the interests of health, safety or welfare.

3. Employees are required to notify to management of any unsafe activity, item or situation.

5.2 Working practices.

1. Employees must not operate any item of plant or equipment unless they have been trained and authorised.
2. Employees must make full and proper use of all equipment guarding.
3. Employees must not clean any moving item of plant or equipment.
4. Employees under the age of 18 years must not operate any item of plant or equipment unless they have received sufficient training or are under adequate supervision.
5. Employees must not make any repairs or carry out maintenance work of any description unless authorised to do so.
6. Employees must use all substances, chemicals, liquids etc, in accordance with all written instructions.
7. Employees must not smoke except in prescribed areas.

5.3 Hazard/warning signs and notices

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

5.4 Working conditions/environment.

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

5.5 Protective clothing and equipment

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

5.6 Fire precautions

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

5.7 Accidents

1. 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 supervisor.
2. Employees must ensure that any accident or injury treatment is properly recorded in the Accident Book.
3. Employees must notify management of any incident in which damage is caused to property.

5.8 Health

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

5.9 Employer's transport

1. Employees must carry out prescribed checks of their vehicles prior to use and in conjunction with the laid down checking procedure.
2. Employees must not drive or operate any vehicles for which they do not hold the appropriate driving licence or permit.
3. Employees must not carry unauthorised passengers or unauthorised loads.
4. Employees must not use vehicles for unauthorised purposes.
5. Employees must not load vehicles above the stated capacity.
6. Employees must not drive or operate vehicles whilst suffering from a medical condition or illness that may affect their driving or operating ability.

6) Site Safety Rules

1. All employees visiting site must ensure they are aware of, and comply with, that particular sites safety rules including the emergency evacuation procedures as laid down by the manager of that site.
2. All employees must attend any induction programme if required.
3. Ensure you are aware of the fire prevention measures for the site including the procedure for reporting fires, as designated by the manager.
4. Make sure you are aware of any first aid facilities available at each site and the location of the and Accident Book which must be used to report an accident in addition to our own Accident Book.
5. Inform your supervisor/manager when you are going to site, for what purpose, and when you expect to be back.
6. If required by works rules, obtain a 'permit to work' or a 'clearance to work' or sign in at the site's office.
7. Use the personal protective equipment provided.
8. Always use proper routes and gangways. Avoid short cuts.
9. Observe and obey all safety signs.

7) Rules covering gross misconduct.

An employee will be liable to summary dismissal if he/she is found to have acted in any of the following ways:

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

8) Arrangements

8.1 Accident Recording, Reporting and Investigation

This policy sets out the procedures that are to be followed when any employee, visitor or contractor has an accident, near miss or dangerous occurrence on the Company's premises during the course of their employment. This will also apply to visitors who are members of the public and are therefore not at work.

8.2 Definitions:

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

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

8.3 The Accident Book

All accidents resulting in personal injury must be recorded in the Company's Accident Book.

The Accident Book will comply with the requirements of the Data Protection Act.

The Accident Book will be reviewed regularly by senior management to ascertain the nature of incidents that have occurred in the workplace. This review will be in addition to any investigation of the circumstances surrounding each incident.

All near misses must also be reported to management as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.

Employees must ensure that they are aware of the location of the accident book.

8.4 Reporting Accidents

Certain accidents causing injury, both fatal and non-fatal, certain occupational diseases and certain dangerous occurrences are reportable to the Enforcing Authority under the (RIDDOR) Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

The following reportable events must be reported by the quickest means practicable, usually the telephone:

- death
- major injury
- hospitalisation of a non-employee as a result of a work activity.

Incapacitation for work of a person for more than 7 consecutive days (you must still keep records of incapacitation over 3 consecutive days) as a result of an injury caused by an accident at work must be notified within 15 working days.

For further advice on injuries, diseases or dangerous occurrences requiring notification please contact Gaskell Safety Ltd. (Tel: 01283 777074)

Notifications must be made to the local enforcing authority. Go to www.hse.gov.uk/riddor and complete the appropriate online report form. Alternatively notification can be made to:

All incidents can be reported online but a telephone service remains for reporting fatal and major injuries only . Call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

The completed report form should be kept with other accident records and documents on the accident investigation. They will be kept to advise the insurers of a potential claim and to present to the Enforcing Authority in the event of an investigation.

Records are to be kept for 3 years from the date of the incident.

8.5 Investigation

All injury related accidents that are either notified to the Enforcing Authority or where a serious injury has occurred will be investigated:

1. to ensure that all necessary information in respect of the accident or incident is collated
2. to understand the sequence of events that led to the accident or incident
3. to identify the unsafe acts and conditions that contributed to the cause of the accident or incident
4. to identify the underlying causes that may have contributed to the accident or incident
5. to ensure that effective remedial actions are taken to prevent any recurrence

6. to enable a full and comprehensive report of the accident or incident to be prepared and circulated to all interested parties
7. to enable all statutory requirements to be adhered to.

The investigation will include obtaining signed witness statements, photographs and drawings as appropriate.

Refer:

- Accident/Incident Investigation Report Form

9) Asbestos

The Company will protect employees and other people potentially exposed to asbestos as far as is reasonably practicable. This will be achieved by minimising exposure through the management of asbestos-containing materials in the workplace premises.

Everyone who needs to know about the presence of asbestos will be alerted. No one will be allowed to start work that could disturb asbestos unless the correct procedures are employed.

9.1 Assessment

The premises will be surveyed to determine whether asbestos-containing materials are present. It will be presumed that materials contain asbestos unless there is strong evidence to the contrary.

The amount and condition of the asbestos-containing material will be assessed and measures will be identified to ensure that airborne asbestos fibres are not present or formed in the workplace.

9.2 A Written Plan

A written plan or register that sets out the location of the asbestos-containing material and how the risk from this material will be managed will be prepared and steps will be taken to put the plan into action. The plan or register will be made available and the arrangements will be reviewed at regular intervals or when there has been a significant change to the organisation or personnel.

9.3 Access to Asbestos-containing Materials

Access to asbestos-containing materials in the premises will be controlled so as to prevent inadvertent disturbance of the material and the release of asbestos fibres. Systems will be put in place to ensure that anyone liable to disturb asbestos-containing materials is made aware of their location.

9.4 Monitoring and Maintenance

The condition of all asbestos-containing materials or materials suspected of containing asbestos will be inspected at agreed intervals to ascertain that there has been no damage or deterioration.

Where damage or deterioration is found the asbestos-containing material will be reassessed and repaired or removed as appropriate.

9.5 Asbestos-related Emergencies

Procedures to deal with asbestos-related incidents will be in place (including the provision of information and warning systems) unless there is only a slight risk to the health of employees.

9.6 Arrangements for Controlling Work on Asbestos

Any work on, or removal of, asbestos-containing materials will be controlled to ensure that adequate precautions are taken to prevent the release of asbestos fibres.

Work with asbestos and asbestos-containing materials is to be carried out by a licensed contractor (licensed by the HSE) unless the work is exempted from the requirement for licensing.

9.7 Selection and Control of Contractors to Work on Asbestos-containing Materials

When contractors are engaged to work on the premises, adequate steps will be taken to ensure the contractors are competent and have sufficient skills and knowledge to do the job safely and without risks to health.

Only contractors licensed by the HSE will be used for the removal of asbestos-containing materials, unless the work involves the removal of materials in which:

- asbestos fibres are firmly linked in a matrix
- the exposure during the removal process is likely to be sporadic or of low intensity

Contractors hired to carry out building or allied trade work that will involve minor work with asbestos must comply with the Control of Asbestos at Work Regulations 2012.

9.8 Procedures for Dealing with Health and Safety Issues

Where an employee raises a health and safety problem related to work with asbestos, the company will:

1. take all necessary steps to investigate the circumstances
2. take corrective measures where appropriate
3. advise the employee of actions taken.

Where a problem arises relating to the condition of, or during work on, asbestos-containing material, the employee must:

1. inform a responsible person immediately, usually a supervisor or manager
 2. in the case of an accident or emergency, respond quickly to ensure effective treatment.
- Bottom of Form

10) Communication and Consultation

It is a legal requirement for the Company to establish arrangements to communicate and consult with employees on issues affecting their health and safety and to take account of their views.

To achieve this objective, we will:

1. establish effective lines of communication.
2. involve and consult with employees through:
 - individual conversations
 - notice boards.
 - internal publications
 - staff meetings
 - health and Safety Committee meetings.
3. display the 'Health and Safety Law – What You Should Know' poster.
4. consult with employees when changes to processes, equipment, work methods etc. are to be introduced that may affect their health and safety.

11) Confined Spaces

The Company will take all reasonable steps to secure the health and safety of employees and/or contractors, who are required to enter into confined spaces.

The Company will:

1. Provide a nominated competent person(s) to carry out risk assessments when entry into confined spaces is planned
2. Maintain a documented permit-to-work system, which must be used whenever entry into confined spaces is required
3. When entry into confined spaces is required for employees, the company will:
 - Provide training in the use of safety equipment for those employees who may be required to use such equipment when working in confined spaces.
4. When entry into confined spaces by contractors and sub-contractors (including the self-employed) is required, the company will:
 - Ensure that users have received adequate training in confined spaces and the use of and required equipment.

Supervisors authorised to issue permits to work in confined spaces are responsible for the correct implementation of the safety arrangements of the system.

All those involved in working in confined spaces are responsible for their own duties in relation to the Permit to Work and for ensuring that their activities do not harm the health and safety of others.

11.1 Information and Training

The Company will provide sufficient information, instruction and training as is necessary to ensure the health and safety of workers who are required to enter into confined spaces.

Managers and supervisors who are responsible for workers required to enter confined spaces will also be given appropriate training.

12) Contractors

When working on our 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 our 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.

The following factors will be considered as part of our procedures for vetting contractors:

- sight of the contractor's own safety policy, risk assessments, method statements, permits to work, etc as applicable
- clarification of the responsibility for provision of first aid and fire extinguishing equipment
- details of articles and hazardous substances intended to be bought to site, including any arrangements for safe transportation, handling, use, storage and disposal
- details of plant and equipment to be brought onto site, including arrangements for storage, use, maintenance and inspection
- clarification for supervision and regular communication during work including arrangements for reporting problems or stopping work in cases where there is a serious risk of personal injury
- confirmation that all workers are suitably qualified and competent for the work (including a requirement for sight of evidence where relevant)
- evidence showing that appropriate Employers and Public Liability Insurance is in place.

Clearly, it will not be necessary to go to such elaborate lengths where the contract is very short and will not create hazards of any significance. The complexity of the arrangements will be directly proportional to the risks and consequences of failure.

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.

We will stop contractors working immediately if their work appears unsafe. Staff should report any concerns to a manager immediately.

13) Construction work and the Construction (Design and Management) Regulations 2015

Where any construction work is carried out that is subject to the Construction (Design and Management) Regulations 2015, we will appoint a Principle Designer, and Principal Contractor for each project. We will ensure that those appointed are competent and have adequate resources available to carry out their duties competently.

We will ensure that no construction commences until an adequate health and safety plan covering the work has been prepared. We will ensure that any health and safety file, prepared in relation to any project, is kept readily available for inspection.

Refer:

Approval of New Contractors Questionnaire
Contractors Approved List
Contractors Safety Information

14) Disabled Workers

The Company will give full and proper consideration to the needs of disabled employees and visitors.

To achieve this the Company will:

1. 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
2. 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.
3. encourage employees with special needs to suggest any premises or task improvements to their line managers.
4. discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity.
5. in a fire or bomb threat evacuation, expect other employees to help disabled people to leave the premises swiftly.

15) 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:

1. Carry out an assessment of each workstation
2. Implement necessary measures to remedy any risks found as a result of the assessment
3. Provide adequate information and training to persons working with display screen equipment
4. Endeavor to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity
5. Review software to ensure that it is suitable for the task and is not unnecessarily complicated
6. Arrange for the provision of free eye tests prior to employment, at regular intervals thereafter and where a visual problem is experienced
7. Arrange for the supply, free of charge, of any corrective appliances (glasses or contact lenses) where these are required specifically for working with display screen equipment
8. Advise existing employees, and all persons applying for work with display screen equipment, of the risks to health and how these are to be avoided
9. Investigate any discomfort or ill health believed to be associated with the use of display screen equipment and take appropriate remedial action
10. Make special arrangements for individuals with health conditions that could be adversely affected by working with display screen equipment.

Employees must:

1. 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
2. inform their departmental supervisor/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 (this information will be treated confidentially)
3. report to their departmental supervisor/line manager any discomfort or health concern believed to be associated with the use of DSE (this information will be treated confidentially).

Refer:

Workstation Assessment Form

16) Drugs and Alcohol

Employees must not drink alcohol on the Company's premises or the premises of its customers or clients.

Any employee who is found consuming alcohol on the Company's premises or the premises of its customers and clients or is found to be intoxicated at work will normally face disciplinary action on the ground of gross misconduct under the Company's disciplinary procedure.

Existing and prospective employees may be asked to undergo a medical examination, which will seek to determine whether he/she has taken a controlled drug or has an alcohol abuse problem.

A refusal to give consent to such an examination or a refusal to undergo the screening will result in the immediate withdrawal of any offer made to prospective employees and will normally be treated as gross misconduct for employees.

The possession, use or distribution of drugs for non-medical purposes on the Company's premises is strictly forbidden and a gross misconduct offence.

If you are prescribed drugs by your doctor which may affect your ability to perform your work you should discuss the problem with your manager or supervisor.

If the Company suspects there has been a breach of this policy or your work performance or conduct has been impaired through substance abuse, the Company reserves the right to require you to undergo a medical examination to determine the cause of the problem.

If you refuse to undergo a medical examination in such circumstances your refusal will normally be treated as gross misconduct.

If, having undergone a medical examination, it is confirmed that you have been positively tested for a controlled drug, or you admit there is a problem, the Company reserves the right to suspend you from your employment (with or without pay) to allow the Company to decide whether to deal with the matter under the terms of the Company's disciplinary procedure and/or to require you to undergo treatment and rehabilitation.

The Company reserves the right to search you or any of your property held on Company premises at any time if there are reasonable grounds to believe that this policy is being or has been infringed or for any other reason. If you refuse to comply with these search procedures, your refusal will normally be treated as gross misconduct.

The Company reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its employees on the Company's premises.

17) Electricity

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

To ensure this objective the company will:

1. ensure electrical installations and equipment are installed in accordance with IEE Wiring Regulations
2. maintain the fixed installation in a safe condition by carrying out routine safety tests
3. inspect and test portable and transportable equipment as often as required to ensure safety
4. promote and implement a safe system of work for maintenance, inspection and testing
5. forbid live working unless absolutely necessary, in which case a permit must be issued
6. ensure employees who carry out electrical work are competent to do so
7. maintain detailed records.

Employees must:

1. visually check electrical equipment for damage before use
2. report any defects found to their line manager/supervisor
3. not use defective electrical equipment
4. not carry out any repair to any electrical item unless qualified to do so
5. switch off equipment from the mains when left unattended for long periods
6. 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
7. not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage.

Refer:

Portable Electrical Equipment Inspection and Test Register

18) 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.

In order to prevent fire and to minimise the likelihood of injury in the event of a fire the company will:

1. assess the risk from fire at our premises and implement appropriate control measures
2. ensure good housekeeping standards are maintained to minimise the risk of fire
3. provide and maintain safe means of escape from the premises
4. develop a fire evacuation procedure for all buildings
5. provide and maintain appropriate firefighting equipment
6. regularly stage fire evacuation drills, inspect the means of escape and test and inspect fire-fighting equipment and any fire warning systems
7. provide adequate fire safety training to employees, plus specialist training to those with special responsibilities
8. make arrangements for the safe evacuation of deaf or otherwise disabled persons
9. make arrangements for ensuring all visitors are made aware of the fire evacuation procedures
10. display fire action notices
11. keep fire safety records.

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.

Refer:

Fire Risk Assessment/Inspection Record

18.1 Fire Notice

The warning sound for fire in this building is **person shouting FIRE!**

IF YOU DISCOVER A FIRE:

- 1. Operate the nearest fire alarm or shout FIRE.**
- 2. Immediately vacate the premises by the nearest available exit and proceed to the assembly point indicated below.**

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

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.

WHEN INFORMED OF A FIRE:

- immediately vacate the premises by the nearest available exit**
- proceed to the assembly point indicated and await the roll call**
- close all doors behind you**

Report to the Manager at your assembly point which is located:

Outside in Main Car park

DO NOT RE-ENTER THE BUILDING UNTIL TOLD TO DO SO BY THE SENIOR PERSON PRESENT

18.2 Visitors

All visitors should be directed to assemble at the location identified above where a roll call of visitors will be held – it is important that they do not leave the area before notifying the senior person present.

THE SENIOR PERSON PRESENT WILL:

- a) ensure the fire service has been summoned**
- b) initiate a roll call for employees and visitors**
- c) liaise with the fire officer about the location of the fire, any missing persons, any dangerous substances present, service isolation points, e.g. gas, electricity etc.**
- d) not re-enter the building until told that it is safe to do by the Senior Fire Officer**
- e) ensure that discharged fire extinguishers are replaced**
- f) keep a record of the incident.**

19) First Aid

The Company is committed to providing sufficient provision for first aid to deal with accidents and injuries that arise at work.

To achieve this objective the Company will:

1. appoint and train a suitable number of first aid personnel to cover all work patterns
2. provide and maintain suitable and sufficient first aid facilities including first aid boxes
3. provide any additional first aid training that may be required to deal with specific first aid hazards.

The minimum first aid provision at all sites is an adequately stocked first aid box and an Appointed Person to take charge of the first aid arrangements.

19.1 Appointed Person

The Appointed Person duties include:

- taking charge when someone falls ill or is injured, including calling an ambulance if required
- looking after and maintaining the first aid box and contents.

The Appointed Person will not be required to provide treatment for which they have not been trained.

19.2 First Aiders

First aiders are qualified personnel who have received training and passed an examination in accordance with HSE requirements.

The numbers of first aid personnel at each location will be determined by individual circumstances, the level of risk and in line with current government guidance.

First aid personnel will be provided with refresher training at regular intervals to keep their skills up to date.

19.3 First Aid Boxes

First aid boxes will be provided within the workplace to ensure there are adequate supplies for the nature of the hazards involved. All boxes will contain at least the minimum supplies suggested by L74: First Aid at Work. Approved Code of Practice. Only specified first aid supplies will be kept. No creams, lotions or drugs, however seemingly mild, will be kept.

19.4 Portable First Aid Kits

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, such as:

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- work with potentially dangerous tools and machinery away from base location
- staff travelling abroad on business
- staff travelling in vehicles on a regular basis
- staff whose work takes them to isolated or remote locations
- staff participating in sporting or social events arranged or supported by the organisation.

20) Hazardous Substances (COSHH)

All reasonable steps will be taken to ensure all exposure of employees to substances hazardous to health is prevented or at least controlled to within statutory limits.

The Company will implement the following:

1. maintain an inventory of all substances hazardous to health kept on site and retain copies of relevant hazard data sheets
2. competent persons will be appointed to carry out risk assessments of the exposure to substances hazardous to health and advise on their control
3. all operations which involve, or may involve, exposure to substances hazardous to health will be assessed and appropriate control measures will be taken if elimination or substitution of the substance is not possible
4. engineering controls will be properly maintained by planned preventive maintenance and annual performance monitoring to ensure continued effectiveness
5. systems of work will be reviewed at suitable intervals and revised if necessary
6. all employees and others who may work in the affected areas will be informed of the purpose and safe operation of all engineering controls
7. personal protective equipment (PPE) will only be used as a last resort or as a back-up measure during testing or modification of other controls
8. the type and use of PPE will be carefully assessed and maintained according to manufacturers' instructions
9. each assessment will be reviewed annually and all operations using hazardous substances will be reassessed every three years
10. qualified professionals, where necessary, will carry out health surveillance
11. employee health records of all exposures to substances hazardous to health will be kept for a minimum of 40 years
12. all employees will be provided with understandable information and appropriate training on the nature of the hazardous substances they work with. Employees will be informed about any monitoring and health surveillance results
13. all changes to control measures and changes of PPE will be properly assessed and no new substances will be introduced into the workplace without prior assessment.

20.1 Information and Training

The Company will give sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measures provided. Information will also be given to others who may be affected such as contractors, temporary staff and visitors where appropriate.

Managers and supervisors of areas which use substances hazardous to health will be given additional training to ensure the proper management of the risks.

Refer:

COSHH Risk Assessment Form
 COSHH Inventory of Hazardous Substances

21) Health Surveillance

Health surveillance is the early detection of adverse health risks associated with a work activity. It allows staff at increased risk to be identified and additional precautions to be taken as necessary. It is also a means of checking the effectiveness of the existing control measures.

To ensure adequate health surveillance is implemented the company will:

1. carry out risk assessments to identify those activities, processes or materials that are likely to give rise to a health risk
2. ensure that adequate control measures are put in place to reduce risks as far as possible
3. seek advice on risk reduction from our safety advisor, occupational hygienist or other relevant person as necessary
4. seek the advice of relevant people on the need for health surveillance where it is thought that a residual health risk remains following the implementation of control measures
5. advise employees of the health risks and the signs of ill health
6. ensure employees co-operate with health surveillance procedures provided
7. discuss with the relevant people any health concern brought to their attention by an employee.

21.1 Format of Health Surveillance

If a reliable test can be carried out, the format of health surveillance may include the use of questionnaires to determine symptoms and may also involve clinical examination or measurements, such as lung function testing, hearing tests or biological sampling.

21.2 Frequency of Health Surveillance

The level of risk will determine the frequency of health surveillance programs. Where the risk is thought to be low, only baseline data will be required, and staff should report to the team leader if any problems are experienced. Baseline data will usually be gathered at the employment interview.

If the risk is thought to be more significant, periodic health surveillance for all exposed staff will take place. In most cases this will be annual, however in some high-risk areas a more frequent program may be agreed. More frequent surveillance may be required where a person's medical history suggests a particular vulnerability. The responsible person or occupational health nurse will make this decision and manage the recall process.

If health problems are identified following health surveillance, control measures will be reviewed and where necessary enhanced.

The occupational health nurse or doctor will advise on any specific actions to take with regard to the affected employee, eg:

1. reducing the length of exposure
2. restricting work activities which cause exposure
3. re-deploying the affected employee
4. advising on additional personal protective equipment (PPE).

21.3 Record Keeping

The responsible person or occupational health nurse will, with the support of team leaders, ensure employees requiring health surveillance are identified and recalled at appropriate intervals.

Health records will be kept for a minimum of 40 years.

Employees will be allowed reasonable access to their health records and a copy offered to individuals when they leave the company.

Refer:

Medical Questionnaire Form

22) Lone Working

The Company will ensure, so far as is reasonably practicable, that employees and self-employed contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

The Company will determine, by risk assessment, those activities where work can actually be done safely by one unaccompanied person. This will include the identification of hazards from, for example, means of access and/or egress, plant, machinery, goods, substances, environment and atmosphere, etc. Particular consideration will be given to:

- (a) the remoteness or isolation of workplaces
- (b) any problems of communication
- (c) the possibility of interference, such as violence or criminal activity from other persons
- (d) the nature of injury or damage to health and anticipated "worst case" scenario.

22.1 Information and Training

Employees and others will be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone.

Employees will be required to follow the safe working procedures devised including:

- when working alone, in an isolated area of a building, for example, with all doors closed, ensure that someone is aware of your presence
- check that work being done has been subject to risk assessment and check the assessment yourself – some work may have been identified as requiring the assistance of a second person
- if possible, and if it has been arranged beforehand, keep in regular contact with someone else, for example, by using a mobile phone to call into the office indicating your movements every couple of hours
- do not put yourself at risk, if you do not feel safe discuss the situation with your immediate manager.

Refer:

Visit Schedule

23) Machinery Maintenance

The Company will take all reasonable steps to ensure the safety of all employees maintaining the machinery as well as the safety of those affected by the maintenance work. The Company will liaise with the suppliers of all new machinery to establish how that machinery should be maintained safely.

The Company will seek to inform and train personnel to implement this policy.

To achieve this objective the Company will, in consultation with the maintenance staff:

1. carry out an assessment of how the machinery should be isolated for specific maintenance work
2. carry out an assessment of how the machinery should be isolated to enable general maintenance work to be carried out safely
3. carry out an assessment of the maintenance of the machine itself including any heavy parts that have to be moved, any positions that have to be reached to achieve the necessary result and any risks of parts falling
4. carry out an assessment of how the maintenance of the machine affects its environment
5. carry out an assessment of all hazards that arise when guards have been removed

6. take appropriate measures for the protection of any person carrying out maintenance operations which the assessment has shown to involve risk to health or safety
7. provide any personal protective equipment that might be necessary to carry out the work safely
8. ensure that employees are aware of the reporting procedures, so that a responsible person is informed of any problems as soon as they arise and remedial action can be taken.

23.1 Information and Training

The Company will give sufficient information, instruction and training as is necessary to ensure the health and safety of all maintenance staff and any others affected by maintenance of the machinery. Managers responsible for supervising the maintenance of the machinery will be appropriately trained.

Refer:

Work Equipment Maintenance Record

24) 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.

To implement this policy the organisation will ensure that:

1. manual handling assessments are carried out where relevant and records are kept
2. employees are properly supervised
3. adequate information and training is provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution
4. any injuries or incidents relating to manual handling are investigated, with remedial action taken
5. employees adhere to safe systems of work
6. safety arrangements for manual handling operations are monitored and reviewed
7. where relevant, employees undertaking manual handling activities are suitably screened for reasons of health and safety, before doing the work
8. special arrangements are made for individuals with health conditions which could be adversely affected by manual handling operations.

24.1 Reducing the risk of injury

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. Techniques of risk reduction will include:

- mechanical assistance
- redesigning the task
- reducing risk factors arising from the load
- improvements in the work environment
- employee selection.

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

Refer:

Manual Handling Risk Assessment Form

25) Mobile Phones Use in Vehicles

The Company is committed to reducing the risks which its staff face and create when driving at work. The Company asks its entire staff to play their part, whether they use a company vehicle, their own or a hire vehicle. Staff driving for work must never make or receive calls on a mobile phone, whether hand-held or hands-free, whilst driving. Persistent failure to do so will be regarded as a serious matter.

Senior managers must:

- Lead by example, both in the way they drive themselves and by not tolerating poor driving practice among colleagues. They must never make or receive a call on a mobile phone while driving.

Line managers must ensure that:

- they also lead by personal example
- they do not expect staff to answer calls when they are driving
- staff understand their responsibilities not to use a hand-held or hands-free mobile phone while driving
- staff switch phones to voicemail, or switch them off, while driving, or ask a passenger to use the phone
- staff plan journeys to include rest stops which also provide opportunities to check messages and return calls
- work practices do not pressurise staff to use a mobile phone while driving
- compliance with the mobile phone policy is included in team meetings and staff appraisals and periodic checks are conducted to ensure that the policy is being followed
- they follow the Company's monitoring, reporting and investigation procedures to help learn lessons which could help improve the Company's future road safety performance
- they challenge unsafe attitudes and behaviours and encourage staff to drive safely.

Staff who drive for work must:

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- never use a hand-held or hands-free phone while driving
- plan journeys so they include rest stops when messages can be checked and calls returned
- ensure their phone is switched off and can take messages while they are driving, or allow a passenger to use the phone
- co-operate with monitoring, reporting and investigation procedures.

26) 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.

To implement effective measures for new and expectant mothers the company will ensure that:

1. employees are instructed at induction to inform their relevant manager of their condition at the earliest possible opportunity and that the highest level of confidentiality is maintained at all times
2. risk assessments are carried out for all work activities undertaken by new and expectant mothers and associated records and documentation maintained
3. necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, revised
4. new and expectant mothers are informed of any risks to them and/or their child and the controls measures taken to protect them
5. any adverse incidents are immediately reported and investigated
6. appropriate training, etc is provided where suitable alternative work is offered and accepted
7. provision is made to support new and expectant mothers who need to take time off work for medical reasons associated with their condition
8. where relevant a suitable rest area is provided to enable the new or expectant mother to rest in a degree of privacy and calm.
9. 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.

Refer:

New and Expectant Mothers Notification and Risk Assessment Form

27) Noise

The Company will take all reasonable steps necessary to ensure that the risk of hearing damage to employees who work with noisy equipment or in a noisy environment is reduced to a minimum.

27.1 Noise Assessments

The Company will carry out regular noise exposure assessments of noisy areas, processes and/or equipment as appropriate.

Assessments will be used as the basis for formulating action plans for remedial measures when necessary. Assessments will be recorded and updated regularly, particularly when changes in work practice cause changes in noise exposure levels of employees.

27.2 Reduction of Noise Exposure Levels

The Company will, as far as is reasonably practicable, take all steps to reduce noise exposure levels of employees by means other than the use of personal protection. The company accepts that the use of ear protectors is a last resort and is committed to continuing to seek and introduce alternative methods for reducing noise exposure levels whenever possible in the future.

27.3 Provision of Ear Protectors

The Company will provide suitable and effective ear protection to employees working in high noise levels, as indicated as necessary by the results of noise exposure assessments. It will also provide for the maintenance and repair or renewal of protective equipment, and provide training in the selection and fitting of protectors and details of the circumstances in which they should be used.

27.4 Hearing Protection Zones

The Company will designate and mark out hearing protection zones, which may include particular areas, operations or pieces of equipment. All personnel entering these zones will be required to wear ear protectors.

27.5 Use and Maintenance of Noise Control Equipment and Procedures

The Company will maintain all equipment and monitor all procedures introduced for the purpose of reducing noise exposure of employees, including enclosures, silencers and machine covers.

All personnel will be required to

1. use these procedures and equipment correctly
2. promptly report any defects or deficiencies through the appropriate channels.

28) Permits to Work

Non-routine work, such as High level cleaning, unfamiliar equipment cleaning and refurbishment, can produce health and safety risks over and above those normally encountered in our day to day activities. Permits to work are designed to check that all eventualities have been considered when planning and organising this type of work and are an important means of minimising any risks involved.

Employees, contractors and visitors are all expected to comply with the requirements of any permits that are in force.

Employees working on another organisation's premises, are expected to abide by all permits to work operated on that site.

Should employees experience any problems with the operation of permit-to-work systems, they should immediately inform a responsible person (usually a manager or supervisor) so the organisation can investigate and rectify the situation.

Permits to work exist to cover tasks carried out under certain circumstances and over limited time periods. They will therefore be displayed while the work specified is under way but will cease to operate when the tasks have been completed.

28.1 Information and Training

The company will provide the necessary information and appropriate training to ensure that appropriate employees, supervisors, contractors and visitors are fully aware of the permits in use and are competent to undertake the tasks and tests prescribed in the permits.

29) Personal Protective Equipment

The Company provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other means. When it is provided, it is because health and safety hazards have been identified that require the use of PPE and it is therefore necessary to use it in order to reduce risks to a minimum.

To effectively implement its arrangements for the use of PPE the company will:

1. ensure that PPE requirements are identified when carrying out risk assessments
2. use the most effective means of controlling risks without the need for PPE whenever possible and only provide PPE where it is necessary
3. carry out an assessment to identify suitable PPE
4. ensure that if two (or more) items of PPE are used simultaneously, they are compatible and are as effective used together as they are separately
5. ensure PPE is available to all staff who need to use it
6. provide adequate accommodation for correct storage of PPE
7. provide adequate maintenance, cleaning and repair of PPE
8. inform staff of the risks their work involves and why PPE is required
9. instruct and train staff in the safe use and maintenance of PPE
10. make arrangements for replacing worn or defective PPE
11. review assessments and reassess the need for PPE and its suitability whenever there are significant changes or at least annually.

Employees provided with PPE for their own personal use at work will be required to sign to confirm its receipt.

Refer:

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Personal Protective Equipment Issue Record

30) Risk Assessment

Risk assessment is a systematic examination of what within our business can cause harm to people and it helps us determine whether we are doing enough or further actions are required to reduce the likelihood of injury or ill health.

Our policy is to complete a general risk assessment of all our known and reasonably foreseeable health and safety hazards covering all our premises, equipment and activities in order to plan and prioritise the implementation of the identified control measures.

More detailed specific risk assessments will also be carried out as determined by the general assessment to address those premises, equipment, people or activities to comply with specific legislation or to proactively manage health and safety risks.

We will ensure that:

1. assessments are carried out and records are kept
2. control measures introduced as a result of assessments are implemented and followed
3. employees are informed of the relevant results and provided with necessary training
4. any injuries or incidents lead to a review of relevant assessments
5. assessments are regularly monitored and reviewed
6. suitable information, instruction and training will be provided to all persons involved in the risk assessment process.

We may be controlling risks in various ways, determining the effectiveness of those controls is part of our risk assessment process.

Refer:

Risk Assessment Form
 Work Equipment Risk Assessment Form
 Work Equipment Risk Assessment Check List

31) Smoking

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 with no exceptions. This includes Company vehicles that are used by more than one employee. If you have a Company car that is designated

for your sole use and that is never used by other employees then you can smoke in it if you wish – but the Company recommends that you do not do so. This policy applies to all employees, customers and visitors.

31.1 Implementation

All staff are obliged to adhere to and to 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.

31.2 Non-compliance

Non-compliance with this policy and relevant law will be treated as a disciplinary offence.

32) 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.

Competence of individuals through training helps individuals acquire the necessary skills, knowledge and attitude which will be promoted by managers and supervisors throughout the organisation.

Our training objectives will cover three areas, that of the organisation, the job and individuals.

All employees will need to know about:

- the health and safety policy
- the structure and system for delivering this policy.

Employees will need to know which parts of the system are relevant to them, to understand the major risks in our activities and how they are controlled.

Managers and supervisors training needs will include:

- leadership and communication skills
- safety management techniques
- skills on training and instruction

- risk assessment
- health and safety legislation
- knowledge of our planning, measuring, review and audit arrangements

All our employees training needs will include:

- relevant health and safety hazards and risk
- the health and safety arrangements relevant to them
- communication lines to enable problem solving.

All employees will receive **induction training**. Such training will cover:

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, compulsory protection areas, thorough instruction applicable to their particular duties at work etc.

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:

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

Refer:

Employee Induction Check List
 Training and Competence Record

33) Vehicles

The Company acknowledges that requiring staff to drive company cars or their own vehicle as part of their work activities exposes them to specific hazards and risks. To minimise this risk the organisation will:

- identify any driver training or instruction that may be necessary with regard to accidents, servicing, regular vehicle condition checks, breakdown, maximum working and driving hours and personal safety
- provide additional driver skills training or instruction, as appropriate

- check all driver licenses on a periodic basis
- ensure that all staff are fully trained, insured and in a fit state of health to drive company or their own vehicles for work-related activities
- ensure that vehicles provided for staff are safe and in a roadworthy condition
- ensure that company vehicles are serviced and maintained in good condition and at intervals recommended by the manufacturer
- ensure that vehicles provided are suitable for the individual who has to use them, e.g. sufficient adjustments, head and leg room, position of controls etc.

34) Vibration

Regular exposure to continuous vibration from a work process has the potential to cause long term ill health including a range of occupational diseases collectively known as hand-arm vibration syndrome. To minimise the risk from vibration the organisation will:

- assess the risks to health from exposure to continuous levels of vibration and determine the control measures needed
- introduce effective control measures to ensure levels of exposure to hand-arm vibration and whole body vibration are eliminated or reduced as far as is reasonably practicable
- record the assessments and review them periodically or when changes occur
- ensure that the most appropriate equipment is used for the job
- ensure that those persons responsible for managing work likely to result in exposure to hand arm vibration and whole body vibration are adequately trained and competent
- inform, instruct and train employees about the risks and the precautions to be taken to protect themselves from the harmful effects of continuous exposure to vibration
- ensure no new equipment or processes are introduced into the work activities where there is a foreseeable risk of hand-arm or whole body vibration without a risk assessment and approval of a designated manager
- maintain an inventory of all vibration equipment used that is likely to cause hand-arm vibration and whole body vibration
- monitor exposure of hand-arm vibration and whole body vibration and undertake appropriate health surveillance, where necessary
- maintain tools to the manufacturer's specifications to avoid worsening vibration.

35) Violence

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 staff
- psychological abuse of staff
- verbal abuse which includes shouting, swearing and gestures

- threats against employees.

To achieve this objective we will:

- carry out risk assessments of potential conflict situations to determine the control measures necessary to protect staff
- ensure that premises are kept secure
- inform all employees of the procedure following a challenging behaviour incident.
- not tolerate violence or challenging behaviour towards our employees.
- train our employees who may be exposed to challenging behaviour situations
- support the employees involved in any incident.
- support their decisions regarding the pressing of criminal charges
- provide any counselling or post-incident assistance required by the employees
- keep records of all incidents of violence and aggression and review the control measures with a view to continual improvement in employee safety.

36) 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.

To achieve this objective the company will:

1. provide work equipment that is suitable for the purpose and compliant with the requirements of the Provision and Use of Work Equipment Regulations
2. retain and make available the manufacturer's instruction manual for each item of equipment, where relevant
3. before using any item of work equipment ensure that a risk assessment is carried out and brought to the attention of relevant employees
4. inspect all equipment at installation and prior to first use
5. regularly inspect work equipment in accordance with the manufacturer's recommendations
6. maintain work equipment in accordance with the manufacturer's recommendations
7. keep records of all inspections and maintenance
8. provide adequate instruction, information and training to employees to enable the work equipment to be used and maintained safely
9. provide refresher training as appropriate and as determined necessary by workplace inspections.

37) Work At Height

The Company will take all reasonable steps to provide a safe working environment for all employees who may be affected by work at height activities.

The Company will ensure that:

1. all work activities that involve work at height are identified
2. the need to undertake work at height will be eliminated whenever it is reasonably practicable to do so
3. adequate and secure working platforms with guard rails and toe boards will be used in preference to ladders which will be used for light, short duration work only and secured to prevent displacement
4. when necessary, only scaffolds and scaffold towers that have been erected by a competent person will be used
5. roof lights and other fragile surfaces will be protected to prevent falls
6. fall arrest equipment will be used if other means of prevention (safety nets, harnesses with running lines, etc.) are not practical or justified
7. risks associated with those activities where work at height cannot be eliminated are evaluated and steps are taken to control them
8. all the necessary equipment to allow safe access to and egress from the place of work is provided
9. all the necessary equipment to ensure adequate lighting and protection from adverse weather conditions is provided
10. suitable plant is provided to enable the materials used or created in the course of the work to be safely lifted to and from the workplace and stored there if necessary
11. any working platform and its supporting structures are selected and/or designed in accordance with current standards
12. regular inspections of all equipment required for working at height are undertaken
13. competent persons are appointed to be responsible for the supervision of all work at height and associated activities
14. any contractors from whom they procure services comply with this policy.

37.1 Information and Training

The company shall provide any information, instruction and training required to work in a safe manner when working at height.

38) Young People

While 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:

1. carry out risk assessments to cover the activities of young persons
2. implement the actions determined by the risk assessment process.
3. inform the young persons of any risks associated with their work and the control measures taken to protect them

4. provide a copy of the risk assessment to the parent/guardian of any young person below the school leaving age.
5. provide additional appropriate information, instruction, supervision and training, etc as determined by the risk assessment.

Signed for and on behalf of Spotless Midlands Ltd

Name: Peter Hill

Signed: 

Dated: 31/03/2026

Position: Managing Director