

# **Diamond Relocations Ltd**

## **Health and Safety Policy**

### **Introduction**

This policy reflects our commitment to health and safety and is also a requirement under the Health and Safety at Work etc Act 1974. To be effective, it requires to be clearly understood by all of the people that are to be involved in its implementation.

This document consists of a number of sections that are set out and described below. There are rules and procedures that will apply to all employees, but not all information or instructions will apply to everyone, as there are many different tasks and functions undertaken by different people within the Company.

You are responsible for your health and safety and that of others who may be affected by your acts or omissions. You should make yourself familiar with all parts that apply to you and the work you do. If you are ever unclear about your responsibilities, or do not understand the document, ask the Health and Safety Manager or your Manager for guidance.

Whilst it is important you are aware of and understand the policy as a whole, the most important elements are the arrangements and other working procedures. These detail how we may all achieve compliance with statutory requirements and ultimately undertake all of our work safely without risk to those around us or ourselves.

Risk assessment is fundamental to identifying hazards and identifying safe working procedures for all activities. A combination of approved codes of practice (ACOPs), checklists, HSE documents, and similar approved guidance will be used to assist in carrying out the assessment process. Assessments can be carried out for tasks, equipment, areas or individuals, and the outcomes may be incorporated into work safety sheets, safety policies or procedures.

It is important for your safety that, whenever undertaking tasks or using equipment, you must ensure that you refer to all relevant risk assessments, work safety sheets, safety policies or procedures as a source of information. These are dynamic documents, subject to regular review, improvements and additions.

The Company has a Health and Safety Manager, who is responsible throughout the organisation for all matters relating to Health and Safety.

Monitoring of the implementation of our health and safety procedures and revision of the policy document will be undertaken constantly and on a formal basis at monthly management meetings. The document and procedures will be updated immediately to include any new legislation, changes in regulations and changes in industry or company practices.

The responsibilities of members of the Company are detailed later in this document however; keeping the workplace safe is every employee's responsibility.

## **Arrangement of the Policy**

This policy is divided into three sections. These are:

- The **Statement** of intent in respect of health, safety and welfare, which sets a clear direction for the organisation to follow, and includes standards which will ensure compliance with the law. It may be likened to a 'mission statement'.
- The **Organisation** which details individual and collective responsibilities, defining the management structure to implement and maintain the policy. This is shown diagrammatically as an organogram as well as textually. The text describes and details the specific duties and responsibilities attached to a post or position and is clear and unambiguous so that each employee is very sure of their responsibilities and their line management structure.
- The **Arrangements** detailing the administrative procedures and mechanisms that are to be used and followed to ensure implementation & compliance with the policy statement and the Regulations. In this section the procedures and forms for risk assessments and the format in which safe working methods are drawn up, are shown. The procedures follow a similar format to that already employed within the Company for dealing with other administrative matters.

## **SECTION 1 - HEALTH & SAFETY POLICY STATEMENT**

### **The Health & Safety at Work etc Act 1974**

The Board Members of Diamond Relocations Ltd recognises their statutory obligations set out in the Health & Safety at Work etc Act 1974 and the Regulations. We also recognise that the efficient management of an occupational health and safety system is a prime responsibility of management and an integral part of the business of the Company and as a result we have appointed Stephen Flippence to be the most senior person responsible to us for all matters relating to Health and Safety and Fire Safety. Compliance with Regulations and the adoption of procedures contained within Approved Codes of Practice is considered normal Company practice.

### **Awareness of Policy by Employees**

We will ensure that all employees and other persons to whom the Company have a responsibility will have this Policy brought to their attention not later than at the time of employment or engagement. The Policy document will be freely available at all times and to all employees.

### **Commitment**

We are committed to the implementation and maintenance of high standards of Health, Safety and Welfare for our employees, clients, the public and other persons who may be affected either directly or indirectly by our policies or activities. We do so, not only as a result of statutory obligation, but recognise the moral and social responsibility inherent in our role as an employer and organisation committed to the efficient management of a Company whose actions may affect a wide range of people.

### **Objectives**

It is our intention to ensure that our employees and others, who may be affected by any work carried out by us or on our behalf, are afforded the highest level of protection commensurate with the operations being carried out. We accept compliance with legal requirements and approved codes of practice as a minimum standard and we aim to achieve high standards and continual improvement in our performance.

### **Participation**

We recognise that to be successful this policy requires to be adopted by all those involved with the Company including clients and other appropriate persons or organisations. To assist us in achieving our stated objectives we shall set standards, publish objectives and actively encourage employees and others to participate and co-operate in the formulation and implementation of procedures and will consult with them both formally and informally.

### **Resources**

We will ensure the availability of sufficient human and financial resources to plan, implement, maintain and review this policy and that those persons having duties are empowered to discharge their responsibilities efficiently.

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### Safe Equipment

We will only employ equipment that has been selected for the particular task and it will be subject to examination, testing and use as specified and designed for by the manufacturer and in accordance with statutory requirements and following Approved Codes of Practice that may be applicable.

### Safe Place to Work & Welfare Facilities

We will provide all employees with a safe place within which to work and with access to adequate welfare facilities commensurate with their needs. Each place of work shall be provided with adequate means of escape in case of fire, adequate and appropriate fire fighting equipment, adequate first aid provision and a means of summoning the emergency services.

### Training, Information & Supervision

We recognise that sufficient and timely information, training, instruction and supervision is a key element in implementing and maintaining our Policy. It is our intention to ensure that employees understand our Policy, its implementation and maintenance of procedures and that they are competent to carry out their duties and responsibilities in a safe and efficient manner. To achieve this aim, training, appropriate to the needs of each individual, will be provided at the commencement of employment and thereafter as required.

### Safe Practices

We shall devise and employ safe systems of work and develop safe working practices throughout all aspects of our operations. The systems and practices shall be based upon Approved Codes of Practice and developed using guidance obtained from the Health and Safety Executive and other authoritative sources and shall be adopted as Company practice.

### Policy Review & Audit

We shall review this Policy as a minimum on an annual basis and revise and update it to reflect changes in respect of responsibilities, duties or scope of the undertaking as well as changes or additions to statutory responsibilities. Audits, to verify compliance with the Policy, shall be carried out on an annual basis.

### Interference with Health and Safety Provisions

The Company views any interference with health and safety provision or the wilful neglect of its Policy or procedures connected with the provision of health and safety by any person as a serious offence which is likely to jeopardise the continuing employment of the individual. The misleading or incitement of others to interfere with equipment or bypass procedures which are provided for the purposes of securing matters relating to health and safety and fire safety is also considered a serious offence attracting similar penalties.

Signed ..........K. Flippence. **Director**

Date 19/09/2007

Signed ..........B. Hollis. **Director**

Date 19/09/2007

## **SECTION 2 - THE ORGANISATION FOR IMPLEMENTING HEALTH & SAFETY INTO THE WORKPLACE**

### **Organisation & Duties of Post Holders**

#### **The Directors**

- The Directors jointly accept their responsibilities for formulating the health and safety policy and ensuring that the policy is implemented and will jointly consult regarding their responsibilities.
- They are responsible for the accuracy, review and updating of the Policy ensuring that it is reviewed as often as is necessary in the light of changes within the Company and new and amended statutory regulations.
- They will appoint such persons or organisations, as they deem appropriate, to assist in discharging their statutory duties.
- Health & Safety will be a standing agenda item at business meetings and the Directors will receive reports from appointed persons or organisations as appropriate to determine that their statutory responsibilities are being discharged.
- The Directors will ensure that the necessary financial resources are available to implement the Policy.
- Will ensure all employees of the Company are competent to carry out the specific tasks for which they are to be employed or engaged and shall ensure that appropriate checks and tests are carried out, in line with current legislation and approved codes of practice, to confirm their competency.
- Will ensure that any person in the Company workplace who interferes with any health and safety provision or wilfully neglects procedures or misleads or incites any other person to interfere with equipment or bypass procedures is disciplined, in accordance with the company's discipline procedures.

#### **Finance and Transport Manager – Mr R Hollis**

- Shall formulate the health and safety policy and ensure that the policy is signed and implemented across the Company.
- Will be responsible for the accuracy, review and updating of the Policy ensuring that it is reviewed annually.
- Will ensure that all employees of the Company are competent to carry out the specific tasks for which they are to be employed or engaged. He will ensure appropriate checks and tests are carried out to ensure competency.
- Shall be responsible for the implementation of the health and safety management structure and monitoring of each project together with arrangements for implementing the Policy.

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- Will ensure that any person who interferes with any health and safety provision or wilfully neglects procedures or misleads or incites any other person to interfere with equipment or bypass procedures is disciplined, in line with the company's Policy Statement.
- Will be responsible for ensuring that financial requirements in respect of health and safety matters are identified and are allocated an appropriate budget.
- Will ensure that all equipment, welfare facilities and emergency provisions are adequate and comply with current health, safety and welfare requirements.
- Will be responsible for ensuring that emergency procedures relating to the Company workplace are either drawn up or the arrangements are secured, and that all employees under his control are aware of and confident in using, or operating the arrangements.
- Will ensure that First Aid arrangements are in place to the standard given in the First Aid at Work Approved Code of Practice (1997 Revised edition) and that an Appointed Person and appropriate equipment are always available.
- Will ensure that all equipment is subject to examination, testing and use as specified by the supplier or manufacturer and in accordance with any statutory requirements and he will maintain records of equipment and the examination and testing of that equipment.

### **Warehouse and Storage Manager – Mr K Flippence**

- Will ensure that work areas are safe and that they have adequate lighting, welfare facilities, means of escape in case of fire, means of giving warning of fire, means of summoning the emergency services, emergency equipment and facilities.
- Will ensure that all equipment or supplies purchased or hired are fit for their purpose and intended use and are provided with sufficient information from the suppliers or manufacturers to enable recognition of the hazards associated and the risks involved in their use.
- Will ensure that all equipment is subject to examination, testing and use as specified by the supplier or manufacturer and in accordance with any statutory requirements and they will maintain records of equipment and the examination and testing of that equipment.
- Will ensure that records in respect of Company vehicles and machinery and office equipment are maintained and that recommended service schedules are adhered to.
- Shall be responsible for health and safety matters within the office and warehouses, in conjunction with the Health and Safety Manager.
- Will ensure that no person is placed where there is a risk to their health and safety unless that risk has been assessed and appropriate controls are in place and that all personnel affected or likely to be affected are informed of the nature of the hazard and any controls.
- Will ensure that safe practices and procedures are developed, employed and revised as necessary using risk assessments and method statements where appropriate.

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### Health and Safety Manager – Mr. S Flippence

- Will ensure that work areas are safe and that they have adequate lighting, welfare facilities, means of escape in case of fire, means of giving warning of fire, means of summoning the emergency services, emergency equipment and facilities.
- Will ensure that safe practices and procedures are developed, employed and revised as necessary.
- Will ensure that risk assessments are undertaken using the Company Procedure. This will be done in conjunction with the appointed Advisers if necessary. A copy of assessments will be filed and will be available for inspection by appropriate persons.
- Will be responsible, in conjunction with Mr Hollis that emergency procedures relating to the Company workplace are drawn up and the arrangements are secured, and that all employees under his control are aware of and confident in using, or operating the arrangements.
- Will undertake induction training of all new employees, including bringing the company policy to their attention and emphasising disciplinary matters and action related to this policy, including penalties in law.
- Will ensure that all employees receive information, training and instruction appropriate to their needs and have access to him and can discuss health, safety and welfare issues with him.
- He will ensure that assessments are undertaken for all substances and materials that are to be used in accordance with The Control of Substances Hazardous to Health Regulations 2002, (Amended 2003). He shall ensure that the Company forms are used and that they are retained on File together with the associated manufacturers data sheet.
- He will ensure that manual handling assessments are undertaken and recorded and that the results are incorporated within method statements and work procedures.
- Will ensure that all accidents are reported using the Accident Book provided and that appropriate corrective action takes place, and appointed Advisers are informed accordingly. Where an accident falls within the confines of RIDDOR he will complete Form 2508 and report the accident to the HSE Incident Contact Centre in accordance with the procedures set out in 'A Guide to the Reporting of Injuries, Diseases and dangerous Occurrences Regulations 1995 and the leaflet HSE 31 (rev 1).
- Will instruct the appointed advisors to investigate each accident and provide a report highlighting corrective action to the Directors.
- Will implement procedures that will ensure that all equipment or supplies purchased or hired are fit for their purpose and intended use and are provided with sufficient information from the suppliers or manufacturers to enable recognition of the hazards associated and the risks involved in their employment or use.

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- Will ensure that all employees have access to him and are able to report and discuss issues connected with their health, safety and welfare.

### **Company Secretary**

- Will ensure that work areas within her area of responsibility are safe and are free from defects.
- Will ensure any defects in office equipment are actioned immediately.
- Will ensure that a list of competent maintenance engineers and contractors covering all aspects of the likely operations required by the Company is drawn up and maintained.
- Will ensure that subscriptions and contact with Trade Associations and Institutes are maintained and that documents published by them relating to operations and safety matters are promptly notified to the Directors and other employees.
- Will ensure that a copy of the Company Health and Safety Policy is always available and related information is current and available within the library.
- Shall maintain records of all instruction and training in accordance with Company Policy.
- Will be the 'Appointed Person' in respect of First Aid'.

### **Managers**

- Will ensure that work areas within their area of responsibility are safe and are free from defects.
- Shall ensure that all equipment, plant and vehicles under their control are fit for purpose and inspected and maintained in accordance with Company procedures.
- Will ensure any defects in work areas, plant or equipment are actioned immediately.
- Shall ensure that all persons under their management are aware of the requirements of this Policy and that they follow the Policy and procedures set out by the Company.
- Will ensure that safe methods of work are devised implemented across their area of responsibility at all times.
- Shall ensure that any equipment, including personal protective equipment (PPE) is available for use and is used by all persons under their management.
- Shall ensure that records of all instruction and training are made insofar as they apply to their area of responsibility.
- Shall discuss health and safety matters with the Health and Safety Manager on a regularly with the aim of improving safety performance on a continuous basis.

### **The Consultant Health & Safety Advisors**

- Will advise the Company in all aspects of Health, Safety and Welfare commensurate with its operations.
- Will ensure, in conjunction with the Directors and the Health & Safety Manager that procedures to secure and maintain health, safety and welfare are updated and maintained.
- Will review all new or amended Regulations and Acts of Parliament and assess the impact upon the Company and advise accordingly.
- Will investigate accidents and incidents, providing a report for the Directors that shall include recommendations for corrective action, when requested.
- Will organise, assist and deliver safety training in liaison with the Health and Safety Manager, when requested.
- Will inspect the workplace, equipment, provision and practices providing a report recommending remedial action where required, to the Directors.

### **Furniture Fitters, Drivers, Porters & Handymen**

- Shall follow Company procedures for Health and Safety.
- Shall follow working instructions issued by Managers.
- Shall only undertake tasks for which they are employed and competent to undertake.
- Shall wear Personal Protective Equipment as directed by Company Procedures and Managers.
- Shall not misuse or bypass any procedure or equipment provided for safety purposes.
- Must report any defective equipment or any unsafe situation to a Manager.

### **Maintenance Engineers**

- When in the workplace they will work under the direction of the Directors or other employee and shall follow all instructions in respect of health and safety issued by their Company.
- They will ensure that all persons employed by them are competent for the task for which they are engaged and that they operate within their Company Health and Safety Policy and procedures.

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- They will ensure compliance with the provisions of Diamond Relocations Ltd Health and Safety Policy insofar as it applies to them.

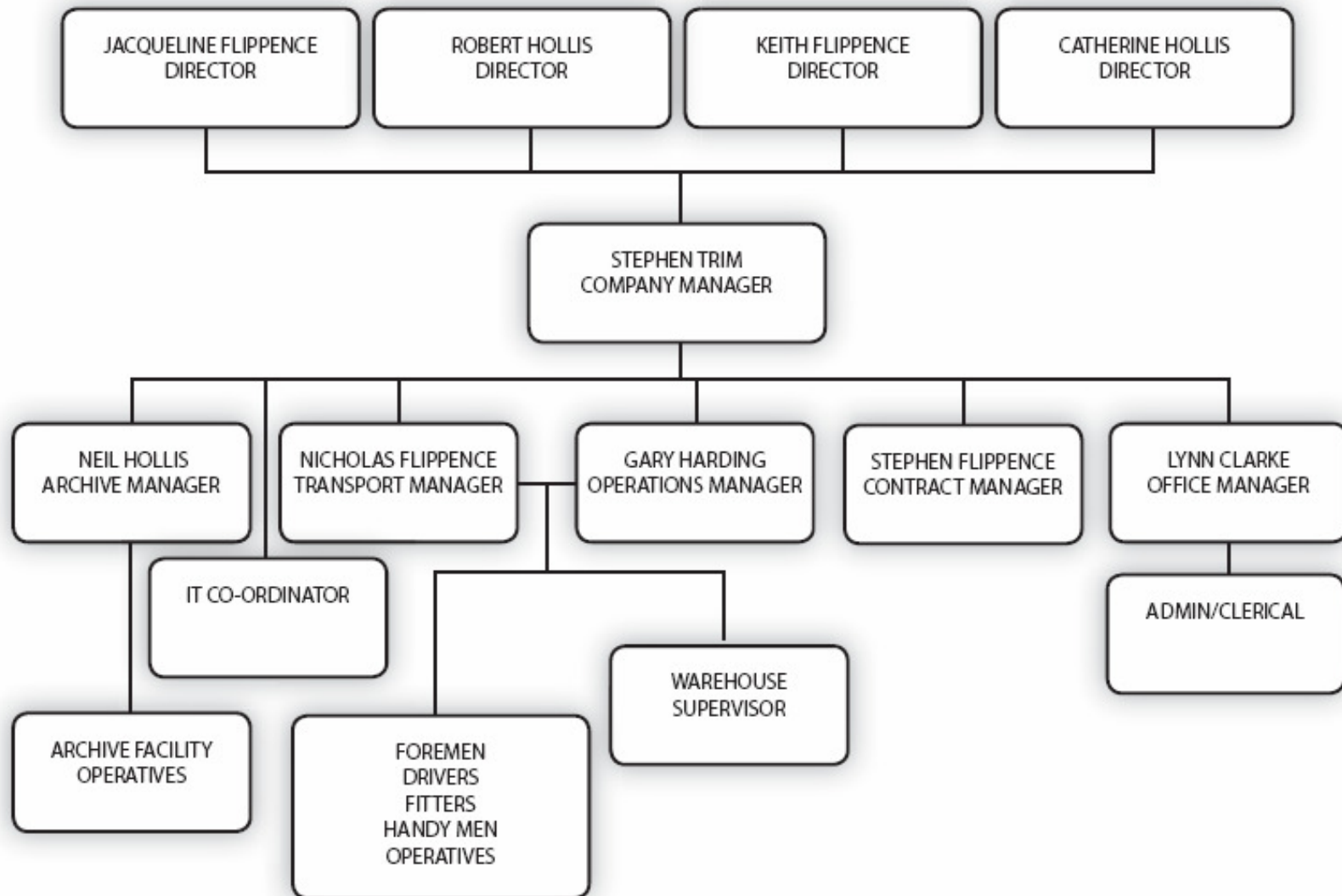
### **Suppliers**

- Have a duty to ensure that materials, services, and equipment are fit for their intended purpose and are supplied with adequate information and instruction to enable users to understand how they may use, operate or otherwise employ that supplied without risk to their health and safety or the health and safety of others.
- The Company will ensure that suppliers provide appropriate information at the time of procurement or upon delivery.

### **Cleaners**

- They will ensure compliance with the provisions of Diamond Relocations Ltd Health and Safety Policy and any subsequent risk assessments and method statements.
- They will follow safe working procedure in the use of cleaning chemicals and detergents.
- Report any defects or shortfall in health and safety to the Health and Safety Manager or a Director.

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## **SECTION 3 - THE ARRANGEMENTS FOR IMPLEMENTING THE POLICY**

### **1. Accidents & Reporting of Injuries**

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995  
The Social Security Administration Act 1992  
Social Security (Claims and Payments) Regulations 1979  
L73 A Guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995  
HSE 31 RIDDOR Explained

The Company has a duty to report and investigate accidents and these set out in The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, as amended by statutory instruments 1996/2089 & 2092 and by the Social Security (Claims and Payments) Regulations 1979 and by the Social Security Administration Act 1992.

All accidents, however minor, and incidents that could have caused an accident must be reported to the Senior person immediately who will, after taking emergency action immediately complete the Accident Book and Form 2508 if appropriate and inform the Health and Safety Manager. The Health and Safety Manager shall report the accident to the HSE Incident Contact Centre in accordance with the procedure set out in 'A Guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 and the leaflet HSE 31. The scene of any accident shall not be disturbed until authorised by the Health and Safety Manager.

Fatal accidents, major injury accidents/conditions, accidents causing more than three days' incapacity for work and dangerous occurrences will be reported by the Health and Safety Manager to the Incident Contact Centre by telephone followed by a written report on Form F2508 (revised) within 10 days of the accident or dangerous occurrence. The contact details of the Incident Contact Centre are within HSE 31 – RIDDOR Explained, which is within the company library.

In the case of all reportable accidents or dangerous occurrences the following details will be kept:

- a) Full name, address and occupation of the person affected.
- b) Full name, address and occupation of the person completing the record.
- c) Full details about the accident:
  - i. Date and time of the accident/dangerous occurrence
  - ii. Place where the accident/dangerous occurrence happened
  - iii. Brief description of the circumstances and how the accident happened
  - iv. Nature of injury

An entry made in the Accident Book shall be retained for a minimum period of three years and the records will be kept at the Company's Office. If the Health and Safety Executive request extracts from the records, they will be provided. Where an accident has been caused by negligence or misconduct, disciplinary procedures may be taken.

The Health and Safety Manager will ensure that annual compilations of Accident Book entries are made in order that any emerging patterns may be detected.

At no time will the accident book or Form 2508 be given to any other person other than listed above. The releasing of information to other parties is in breach of The Data Protection Act 1998 and any breach will not be tolerated by the Company and shall be treated as gross misconduct.

Many accidents can be avoided if corrective action and reporting procedures are carried out. It is not just the Health and Safety Manager's duty to identify faulty equipment or hazardous conditions. All company employees have a duty to report faults or hazards they detect and prevent accidents occurring to them or others. Do not turn a blind eye to safety. Report anything that you consider to be unsafe.

## **2. Alcohol & Drugs**

The Road Traffic Act 1991 The Misuse of Drugs Regulations 2001
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The provision of a safe and healthy workplace can be put at risk by anyone misusing alcohol or drugs to such an extent that it may affect their health, performance, conduct or relationships at work. Working in hazardous situations, driving or interacting with others whilst under the influence of alcohol or drugs poses a serious risk to the safety of yourself and others.

The Directors will discuss possible reasons with employees who show symptoms of alcohol or other intoxications when at work e.g. smell of alcohol, slurred speech, unusual lack of coordination, changes in behaviour, particular aggressiveness.

If taking prescribed or over the counter drugs or medicine, always take in accordance with medical instructions. Be especially aware of medicines, which may cause drowsiness and affect your ability to carry out normal functions, particularly if you are driving any vehicle to and from work and to client's premises or site. Should this be the case, the Directors are to be informed immediately.

Anyone found in possession of, or taking drugs or consuming alcohol on Company premises is guilty of gross misconduct and will be disciplined in accordance with company procedure.

Anyone found to be intoxicated by alcohol or drugs on the premises or off premises on Company related business will be guilty of gross misconduct and will be disciplined in accordance with company procedure.

### 3. Asbestos

Control of Asbestos at Work Regulations 2002 Asbestos (Prohibitions) Regulations 1992 (as Amended) HSG 210 Asbestos Essentials – Task Manual
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Asbestos is a naturally occurring mineral that has been used for about 150 years on a large commercial scale. It is versatile, plentiful and ideal as a fire proofing and insulation material. It is carcinogenic and causes fatal diseases of the respiratory system.

The most common uses were:

- a) Boiler and pipe work coating and laggings
- b) Sprayed coatings providing fire or acoustic insulation
- c) Insulation boards
- d) Cement based boards, sheets and formed products
- e) Ceiling (and some floor) tiles
- f) Gaskets (including rope type) and paper products used for thermal and electrical insulation
- g) Some textured surface coatings

Before any drilling or similar invasive works are undertaken within the company's own premises, an examination of the material to be disturbed will be undertaken. Should asbestos materials be suspected, our safety advisors will be consulted before any work commences.

When on a client's premises and it is requested to undertake invasive works and it is suspected that there are materials present that may contain asbestos, work must not start until sufficient information is obtained from the client in regards to the types of materials being worked upon. Should the material found to be containing asbestos then work will not be initiated.

All work shall be achieved in conjunction with the advice and guidance of HSG 210 Asbestos Essential - Task Manual and if at any stage, if further guidance is necessary, this will be achieved in consultation with the company's safety advisors.

### 4. Contractors & Suppliers

The Construction (Health, Safety and Welfare) Regulations 1996 The Construction (Design and Management) Regulations 1994 Form - Pre Qualification for Contractors and Suppliers
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It is our intention to maintain a high standard of safety in all areas under our control. Before any contractor, supplier, or maintenance engineer is engaged they will be required to satisfy the Company that they meet health and safety standards set out in HSE guidance and approved codes of practice, before they commence work. This may be achieved by the information given in policies, catalogues, promotional literature or questionnaires.

All details of the company's health and safety policy and its requirements will be made known to the contractor prior to their employment. Any breach of Health and Safety Rules or legal requirements may result in the termination of the contract.

The Directors will assess all contractors and suppliers. Where deemed appropriate, formal risk assessments shall be carried out and a safe method of working agreed between the contractor/supplier and the company. All completed forms will be retained in the company office.

All plant, equipment and tools provided by the contractors are to be safe and without risks to health and safety of those using them and third parties. They are to comply fully with current legislation and ACOPs and maintained accordingly.

## **5. Discipline, Cooperation & Compliance with the Company & its Safety Provisions**

Health and Safety at Work etc. Act 1974
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It is the statutory duty of all employees to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions and do not risk injury by cutting corners, indulging in horseplay or practical jokes.

Each employee has a duty in law to co-operate with the Company in matters related to health and safety and no employee shall intentionally or recklessly interfere with, or misuse any item of equipment which has been provided for the health and safety of themselves and others. They are responsible for using any procedures that have been devised by the Company including those set out by the landlord in respect of emergency procedures.

The Company considers that the health and safety of all its employees is of paramount importance. Any employee found intentionally or recklessly interfering with any item of equipment, bypassing or otherwise failing to follow procedures provided for the purpose of health and safety, will be disciplined in accordance with the company discipline policy. The wedging fire doors open, removing first aid supplies for use at home or non-medical reasons and discharging fire extinguishers for personal amusement are all offences.

The penalty imposed will be appropriate to the breach of discipline and may involve cost of replacement or re-instatement of equipment, and give rise to consideration of dismissal from the Company. Very serious breaches, which are assessed as endangering life, will be liable to summary dismissal.

If an employee feels there are significant risks arising from any work activity, they should obtain advice before compromising their own safety and discuss the matter with the Directors or Health and Safety Manager.

If you must work alone, or in an isolated area then regular communications with a responsible person before, during and upon completion of the work must take place.

The Directors will ensure that employees have received sufficient information and training regarding personal safety, to enable them to work without risk, so far as reasonably practicable in the circumstances.

## 6. Display Screen Equipment

Health and Safety (Display Screen Equipment) Regulations 1992 (Amended 2002).  
HSG 90 - The Law on VDU's An Easy Guide  
Form – Display Screen Self Assessment Form

Much of the work carried out in the office involves display screen equipment. You can harm your health if your system of working is not carefully considered and organised to suit you individual needs. The principal points, which must be addressed, are:

- a) Posture, comfort and economy of movement:
  - i Arrange your work area so that you do not sit in a bent or twisted position.
  - ii Adjust your seat so that your shoulders and forearms are horizontal when operating the keyboard. The backrest should be adjusted to give support to the lower back and a footrest should be used if your feet are not comfortably on the floor.
  - iii You should view the screen at an angle of no more than 10-15 degrees.
  - iv Organise your screen and copyholder so that the one you look at the most is in front of you.
  - v Keep everything you require and use within easy reach.
  - vi Break up your working day with other activities away from the screen. Failing that, take short breaks to shift your position and perform some structural exercise of your eyes, wrists, neck and head.
- b) Eyestrain. When viewing the screen you may experience some glare from natural or artificial light sources. If so, make one or more of the following changes:
  - i Clean the screen
  - ii Adjust the screen angle
  - iii Sit at right angles to the window of light source
  - iv Use the window blinds
  - v Turn off some of the light
  - vi Adjust some of brightness and contrast of the monitor
  - vii Keep the screen and source document at a comfortable viewing distance
- c) In all aspects of employees using Display screen Equipment, the Company's guide to regulations will be laid down in HSE Guidance Document - Health and Safety (Display Screen Equipment) Regulations 1992.

***The Company will:***

Assess workstations to ensure they meet the minimum requirements, and provide training and information to users on how to use their workstation equipment safely.

Carry out assessments for employees who are designated users, and where risks are identified, take steps to reduce them.

Provide eye and eyesight tests if required by a designated user. If spectacles are needed, specifically for screen use, the company will pay an agreed amount towards the purchase.

***Users should:***

Make full use of the adjustment facilities for their display screen equipment and work environment to avoid potential health problems. Keep their screens clean, using the cleaning fluid and equipment supplied and take regular breaks or changes in activity.

Report any problems, which might be connected with screen work or their workstation to the Health and Safety Manager.

A Display Screen Equipment Workstation Self-Assessment Form is available is to be completed by all employees using a Company workstation. The Company Secretary are to retain all completed forms on file in the Company office.

Once a self-assessment form has been completed, the Health and Safety Manager is to implement procedures to reduce and/or eliminate any hazard highlighted in the assessment.

## **7. Electrical Equipment & Systems**

The Electricity at Work Regulations 1989 The Provision and Use of Work Equipment Regulations 1998 (as Amended) HSG 85 Electricity at Work – Safe Working Practices INDG 68 Do you use a steam/pressure cleaner INDG 139 Electric storage batteries INDG 236 Maintaining portable electrical appliances in offices and low risk environments
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The Company does not undertake any electrical work except for replacing appliance plugs or fuses and any other work is carried out by employing competent electrical contractors. All activities involving working with electrical appliances will be subject to risk assessment by the Health and Safety Manager prior to the work taking place.

No 'live working' shall be undertaken by any person under any circumstances. Under no circumstance should employees be allowed to adapt electrical appliances or accessories. Only those employees who are competent to use individual pieces of equipment are allowed to do so.

All employees should make a visual check of equipment prior to use, checking for defects such as damaged plugs, loose, cracked or broken switches, exposed or damaged cables and wires. Faults should be reported at once and the equipment taken out of use immediately. Only those

pieces of electrical equipment conforming to British safety Standards shall be allowed in the workplace for use by employees.

Any machine or equipment thought to be faulty should be switched off and isolated. It should be labelled as faulty and not used until it has been repaired.

The Company will test all portable appliance equipment (PAT Testing) as per legislative and manufacturers requirements and all details will be kept within the company's office.

No cup, vase or vessel containing liquid should be placed on or near electrical equipment. All electrical equipment should be switched off at the end of the working day unless instructed otherwise.

Suitable and sufficient PPE will be supplied for the use in conjunction with this equipment and must be worn throughout the specific operations.

## **8. New & Expectant Mothers**

The Management of Health Safety at Work Regulations 1999 (as Amended) Form - General Risk Assessment
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These Regulations apply to any employee who is pregnant, breast-feeding or who has given birth within the last six months. The Company is required to take extra precautions in respect of pregnant or nursing mothers if we are notified of their condition. If pregnant employees do not provide confirmation from their medical practitioner, we may request medical confirmation.

The Company will extend existing risk assessments to cover new and expectant mothers and equipment such as Display Screen Equipment workstations will be reassessed. The company recognises the extra vulnerability of pregnant and nursing mothers and additional risk assessments will be made when a woman notifies the Directors that she is pregnant. Additional measures will be applied for six months after the birth.

Additional risks to pregnant and nursing mothers will be minimised as far as possible. If this is not reasonably practicable, e.g. usual work involves work in areas with a higher risk, slips or falls, activities which prevent the employee leaving the work area for rest or to use the welfare facilities or any case where the persons GP states that her normal work could affect her health and safety, the Company will find alternative work (with no loss of terms or conditions), or authorised paid leave if alternative is not available.

## **9. Fire & Emergency Procedures**

The Fire Precautions (Workplace) Regulations 1997 (as Amended) The Management of Health Safety at Work Regulations 1999 (as Amended)
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Whilst the Company intends to ensure that risks arising from work activities are eliminated or reduced to a minimum, we acknowledge that, despite these measures an incident could occur. The company has therefore devised emergency procedures.

All employees should make themselves aware of evacuation procedures in the company offices and on client's premises and sites and follow these in the event of an emergency. The Company will provide information as often as is necessary to all employees to enable a full understanding of the procedures.

All employees are to comply fully with the company's and client's emergency procedures and report any apparent shortcomings. All employees are responsible for fire safety and evacuation of the workplace should an incident occur.

All new employees will be instructed in the fire and evacuation procedures. Employees must be fully conversant with the actions to take in the event of a fire or alarm. The Health and Safety Manager will devise an appropriate Fire Plan and ensure it is conspicuously displayed in all buildings and on all floors and ensure it is rehearsed. At no time are employees to stack stores or equipment in the escape routes or in front of fire exits.

The office and buildings of Diamond Relocations Ltd are strictly "NO SMOKING" areas. If you discover a fire, sound the alarm and evacuate the building immediately. Do not tackle the fire.

At present there is no internal fire alarm system fitted within the company's office, this however is being assessed and the aim is to install an alarm in the near future. The immediate alarm is a verbal warning of Fire, Fire, Fire. On hearing this all persons should make an orderly exit from the building to the assembly area in the designated by the Health and Safety Manager's evacuation plans.

Upon hearing the fire alarm there is to be an immediate call to the fire brigade by dialling 999 by the first available person. When connected to the fire brigade by the emergency operator they should say:

**"Fire alarm actuating – Eagle House, 3b Princes Way, Croydon, CR0 4RD"**

## 10. Fire Extinguishers

BS EN 3: 1996 - Portable Fire Extinguishers

There are four types of hand held fire extinguishers conforming to BS EN3. The fire extinguishers are identified as follows:

- a) The outer case of the extinguisher is 'Signal Red' in colour.
- b) A colour-coding indicator appears on the front of the extinguisher and is between 3 and 5% of the body area.

The colour coding indicators are as follows:

### **Red Colour Coding (Water)**

Used on Class A fires, like wood, paper, textiles and fabric. The fire is extinguished by cooling.

### **Yellow/Cream Colour Coding (Foam)**

Used on Class A and Class B fires involving flammable liquids. Do not use on fires where live electrical cables or conductors are likely to be present.

### **Black Colour Coding (Carbon Dioxide Gas)**

Used on Class B and Class C fires, including those involving electrical equipment and liquefied gases.

### **Blue Colour Coding (Powder)**

Used on all types of fires.

The office and warehouses have fire extinguishers and these have been selected and positioned according to the risk within the building.

It is the Company's Policy that no person attempts to extinguish a fire. Fire fighting is a skill, which can be taught but requires regular training to maintain competence. In the event of a fire all persons should immediately evacuate the building and the emergency services be summoned.

However, the Company is aware that some employees may receive training in fire fighting equipment and encourages those employees to fight any fire using the appropriate equipment, providing they can do so safely within the extent of their capability and training.

## 11. First Aid

The Health and Safety (First-Aid) Regulations 1981 (as Amended)  
HSE Publication - L74 Approved Code of Practice and Guidance  
HSE Publication – INDG 214 First Aid at Work - Your questions answered

Employees can suffer injuries or fall ill, it doesn't matter whether the injury or illness is caused by the work they do. It is important that they receive immediate attention and that an ambulance is called in serious cases. Correct First Aid methods and treatment can save lives and prevent minor injuries becoming major ones.

The minimum level of First Aid equipment in the office will be a fully stocked and maintained First Aid kit in accordance with the recommendations of the ACoP – L74 and a list of items is affixed inside the lid of the first aid kit box. Although there is no mandatory list of items to be contained in the container, it will contain the following:

- a) Basic advice on first aid at work – (HSE leaflet INDG 215<sub>(rev2)</sub>)
- b) Twenty individually wrapped sterile adhesive dressings (assorted sizes)
- c) Six individually wrapped moist cleansing wipes
- d) Two sterile eye pads
- e) Four individually wrapped sterile triangular bandages
- f) Six safety pins
- g) Six medium sized individually wrapped sterile unmedicated wound dressings
- h) Two large sized individually wrapped sterile unmedicated wound dressings
- i) Four pairs of disposable gloves
- j) One pair of ball end scissors

These items are only examples and equivalent or like items can be used as substitutes or replacements.

The Health and Safety Manager will check the contents of the First Aid kit at monthly intervals. Any person using items from the kit should notify the Health and Safety Manager as soon as possible so it may be replenished. All Company vehicles contain a First Aid kit and it is the responsibility of each driver to maintain their kit at Company cost.

The persons appointed to deal with First Aid are:

- Mrs. C. Hollis
- Mr. S. Flippence

All accidents are to be recorded as detailed in *Section 3 (1) Accidents & Reporting of Injuries*, see above.

## 12. Gas Equipment & Systems

The Gas Safety (Installations and Use) Regulations 1998  
Gas Appliance (Safety) Regulations 1995

The Company will ensure all gas systems and equipment complies with the required recommendations set out in the above regulations. All gas systems and equipment will be properly specified, designed by competent gas engineers and installed by CORGI registered organisations or individuals.

All new equipment will be manufactured to an appropriate standard where one is set e.g. BS, BS EN and marked as conforming to EU general standards (CE marks). Fixed gas installations (boilers, fixed fires flues etc) shall be subject to maintenance, inspection and testing by a competent gas fitter (CORGI registered) before first use, and annually thereafter and all records will be kept and maintained.

### **13. Housekeeping**

Health and Safety at Work etc Act 1974  
The Workplace (Health, Safety and Welfare) Regulations 1992 (as Amended)

Good housekeeping is fundamental to safety. All employees have a duty to ensure that the area in which they work is kept and left clean and tidy. All work areas are to be kept clear of obstructions and trip hazards e.g. trailing cables, open filing cabinet drawers, boxes etc.

Any spillages or trip hazards that cannot be immediately rectified must be reported to the Health and Safety Manager. All boxes, crates, containers and shelving are to be stored correctly, irrespective if it to go to waste or not. All items are to be stacked in a manner that is safe and without risks of collapse.

The company has also made arrangements for maintaining common areas including the cleaning of welfare facilities and will supply sufficient cleaning materials and products to ensure this is carried out.

### **14. Ladders, Steps & Access Equipment**

The Workplace (Health, Safety and Welfare) Regulations 1992  
Construction Information Sheet – Safe Use of Ladders

The Health and Safety Manager will assess all access equipment in order to identify their appropriateness to the task and to this end only the correct access equipment will be made available. Under no circumstances are chairs or boxes to be used to gain access to higher levels or shelving.

Access ladders used within the warehouse are to industrial standards only. No other equipment is to be used. All ladders are to be inspected on a daily basis prior to use for defects, erected and secured in a safe and correct manner and stored in an appropriate location when not in use.

The warehouses have mobile mechanical access equipment for accessing high shelving to obtain stored items. This equipment is only to be used by competent employees who have had

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sufficient training and experience in its use. The access equipment are only to be used on firm level ground, have a maintained guard rail systems or suitable barriers around the edge, correctly maintained and inflated tyres, and fail safe measures should the machine fail with the platform in a raised position. At no time is the equipment to be moved in a raised position whilst there are individuals or stored items upon the platform. Maintenance and inspection regimes will be carried out according to legislative and manufacturers information.

Employees shall be responsible for ensuring that any access equipment that they use on Client's premises is safe and suitable for its intended use. If access is required and the equipment provided is not assessed as safe, it shall not be used and the Client informed accordingly.

## 15. Lone Working

Health and Safety at Work etc Act 1974 The Management of Health Safety at Work Regulations 1999 (Amended 2003) Forms - General Risk Assessment & Method Statements
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Solitary working exposes employees to additional hazards and it is the intention of the Company to reduce these hazards as far as practically possible. Lone working activities will be assessed and procedures introduced to ensure that employee's safety is not compromised at any stage during the working activity. Lone working includes working in the company office alone, or working in isolation on a client's premises or site.

The risk in the company office is low due to the fact that the access route into the building are controlled via a locked door. Access can only be gained by using a security number in the combination pad or by voice communication with those in the office. The warehouses can only be accessed via locked doors. Should employees find they are working alone within the confinements of the front parking area then the gate should be closed to restrict individuals from entering the property.

However, when working alone all employees should liaise with another member of staff, adjacent office staff or a relative, and let them know what time to expect a call or arrival home. This should ensure that any incident where the employee may be at risk and unable to summon help will be minimised.

The hazards on unoccupied sites and premises will vary greatly and there will be situations that two employees should carry out the work. In all cases employees must inform office staff of their intentions by giving the address of the project and estimated time of return. If they are likely to be late then a call to the office must be undertaken.

Office staff shall keep a daily record of employees' movements and call them on their mobile phone if concerned. If no reply is received the Health and Safety Manager or other Senior Line Manager must be informed and they will dictate the action to be followed.

## 16. Machinery & Machine Guarding

The Provision and Use of Work Equipment Regulation 1998 (as Amended)
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The Lifting Operations and Lifting Equipment Regulations 1998 (as Amended) HSG 6 Safety in working with lift trucks Form - Equipment record
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The definition of machinery is covered by the above Regulations and includes a paper guillotine, stapler and paper shredder as well as mobile plant and equipment.

No office equipment or machinery used in the warehouse must be operated without the guards or personal protection systems being in place. If the guard on any equipment becomes damaged or missing it is to be taken out of use immediately and either repaired or replaced using established procedures. Under no circumstances should guards be disabled or removed from any part of a working machine.

Forklift trucks are extensively used within the warehouses for stacking and retrieving stored items. Only competent operators who have been trained and authorised are to operate these machines. All areas in which the forklift trucks are operating are to be closed off or segregated from other employees and the public to prevent accidental collision between individuals and the trucks. This includes the car parking/entrance area in front of the main office/warehouse.

It is company policy that all vehicles and mobile plant is to be inspected in accordance with manufacturers and legislative instruction, to this extent all forklift trucks will be inspected prior to first use, on a daily basis and annually. This shall include all visual and audible warning devices, roll over protection devices (ROPS) and falling object protection systems (FOPS) and restraining systems, as well as normal operator's checks. All records of inspections are to be kept within the company's office.

## 17. Maintenance of Equipment

Workplace (Health, Safety and Welfare) Regulations 1992
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The responsibility for the maintenance of equipment on which personal safety depends will be the responsibility of the Directors who will ensure:

- a) All employees are to inspect work equipment visually prior to each day's use, and to report any faults promptly to the Health and Safety Manager, this will include regular inspection of machine safety devices.
- b) Regular examinations and testing of electrical equipment and the installation by competent personnel.
- c) Other required examinations and tests.
- d) Suitable maintenance programmes are undertaken by competent personnel.

He will ensure that defective equipment or plant is withdrawn from use until faults are rectified. Planned maintenance schedules will be developed and records will be kept within the company office.

In the majority of cases this will only require a brief visual check that the equipment and components appear normal and as they should be with every part in place and no damage visible.

Any faults should be rectified, if within the capability of the employee, or it should be taken out of use and arrangements made for it to be repaired or replaced in accordance with established procedures.

The Company has maintenance arrangements in place for certain equipment and it is the Directors who are responsible for ensuring that these arrangements are secured and maintained.

## **18. Manual Handling**

Manual Handling Operations Regulations 1992 Guidance on Regulations - L23 (Second edition 1998) Form - Manual Handling Assessment Form
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Almost every task involves some form of lifting, pushing, carrying or pulling. Using poor lifting techniques causes many injuries including muscular and skeletal injuries. You should know your limits and not attempt to exceed them. Preventing these injuries is a lot easier than trying to correct them.

All manual handling operations will be kept to a minimum and those that remain will be assessed by the Health and Safety Manager, a suitable working practice will be devised to ensure the risks of injury is reduced to a lower level as reasonably practicable. The resulting information from the assessment will be passed to all employees involved in the handling operation.

No employee shall lift, carry or move any load so heavy as to be likely to cause an injury. There is no need to do so. Larger and heavier boxes must to be stored on floor space or lower shelves. No box or file should be so heavy to make it difficult to move and should only be partially filled to ensure that they are of a reasonable weight if they are to be moved. Loose items are to be secured to prevent them from moving whilst the lifting operation is taking place.

Any employee requiring advice or assistance on lifting techniques, are encouraged to discuss the matter with an Health and Safety Manager. Suitable training is given to all new employees at the start of their employment and this shall be continuously refreshed at regular intervals.

## **19. Mobile Telephones**

The Road Vehicle (Construction and Use) Regulations 2003 (as Amended)
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The use of hand held mobile phones whilst driving a motor vehicle was prohibited on 1<sup>st</sup> December 2003. Employees who are driving a company vehicle and are in the cab by themselves shall not answer a mobile telephone but must pull over at a convenient and legal point before responding or ignore the call. No employee shall make a telephone call to any other employee or person and do not have a hands free kit installed.

When there are more than two employees in the cab at any one time, the passenger is to answer the call and relay any results of the conveyances to the driver. All employees travelling by themselves are encouraged to turn their mobile phones off prior to entering their vehicle and making a journey.

## **20. New Hazards**

Workplace (Health, Safety and Welfare) Regulations 1992 Provision and Use of Work Equipment Regulation 1998 The Management of Health Safety at Work Regulations 1999 (Amended 2003) Forms - General Risk Assessment & Method Statement Report Forms
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Before any new equipment, plant, process or substance is introduced it will be fully assessed to ensure that there is adequate protection against any hazards and safe systems of work are implemented. Specialist advice will be obtained where necessary to carry out the assessments using the appropriate forms.

Any new hazard identified is to be reported to the Directors on the appropriate Form.

## 21. Noise at Work

The Noise at Work Regulations 1989 L108 Reducing Noise at Work
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Noise levels within the office are very low and present minimal risk to employees. Any employee who has existing hearing related problems or if employees working in other areas, such as the warehouses, and have difficulty speaking to each other over approximately 2m, the Health and Safety Manager must be informed in order that a risk assessment can be undertaken. At no time should employees put themselves into a position where they are exposed to noise levels at or above 85dB(A).

Where the 'First Action Level' of 85dB(A) is equalled or exceeded, employees will be advised of the situation, provided with suitable hearing defenders and advised to make use of them. Where the 'Second Action Level' of 90 dB(A) is exceeded the company will implement exclusion zones, erect appropriate signage, reduce the noise levels as low as reasonably practicable and provide employees with hearing defenders and instructed that they must wear the equipment whilst undertaking the work. Where exposure to the 'Peak Action Level' of 200 pascals employees will be provided with hearing defenders and instructed that they must wear the equipment whilst undertaking the work.

The company will make provision to control the exposure to noise and will adopt the following sequence to limit the risks by reducing the noise at source, isolating of the noise at source, providing hearing protection to British Standards (BS EN 352) and reducing the time to which personnel are exposed to noise.

Purchasing equipment with low noise ratings and the maintenance equipment silencers and bafflers is vital to ensuring noise levels are kept as low as possible. All equipment defects must be brought to the attention of the Health and Safety Manager so they may be rectified as soon as possible.

## 22. Personal Protective Equipment

Personal Protective Equipment at Work Regulations 2002  
L25 Guidance on Regulations  
Construction (Head Protection) Regulations 1989  
INDG 298 - Ear Protection Employers Duties Explained

It is company policy to supply all appropriate personal protective equipment to all employees without cost. All personal protective equipment will be issued to all employees at the start of their employment and must be kept available for immediate use. Each employee is responsible for maintaining the equipment in a satisfactory condition and within date, where applicable, and must inform the Health and Safety Manager should it require exchanging or replacing.

The following protective equipment is provided to each employee:

- Shoes to BS EN 346
- Protective headwear to BS EN 397
- High visibility clothing to BS EN 471 class 3 (jackets)

Additional protective equipment that is available to employee upon request

- Impact resistant goggles to BS EN 166 1-B
- Dust respirator to BS EN 149 FFP2S
- Ear protection to BS EN 352
- Any other equipment as required

Suitable training, demonstrations and information will be provided to each employee in the correct use, maintenance and storage of PPE.

## 23. Risk Assessments

Management of Health and Safety at Work Regulations 1999 (Amended 2003)  
Five Steps to Risk Assessment. INDG 163 (rev1)  
Forms - General Risk Assessment. Method Statement. Report Forms.

Risk assessments will be undertaken for each operation and aspect of work and, in respect of young workers and new expectant mothers, before any work is undertaken. This shall be achieved in conjunction with the health and safety advisors and the Health and Safety Manager.

When new equipment, processes or materials are introduced into the company, risk assessments are to be performed, using the forms provided, and a safe method of work devised.

If any information, training or instruction is required as a result of an assessment, the equipment, process or materials shall not be employed until training has been satisfactorily completed and any equipment, including PPE, is provided.

## **24. Safe Systems of Work**

Health and Safety at Work etc Act 1974 Workplace (Health, Safety and Welfare) Regulations 1992 Safety at Street Works and Road Works – A Code of Practice ISBN 01 1551 958-0
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Every work activity requires some form of instruction, be that verbal, written or visual. A safe system of work is a method of working, which has been planned and takes account of the hazards and potential risk to the person performing the task and others who may be affected by their work.

People, plant, equipment, materials, location and environment are all inter-related components of the task to be performed. Linking these successfully, to produce a safe system of work, requires all these steps to be anticipated and implemented.

The company will ensure that sufficient information, instruction and training is given to enable you to safely carry out any job or task, which may form part of your activity at work. It is your responsibility to ensure that you use the correct procedures for each job or task you are asked to carry out.

Remember, if you have any reason to suspect that what you are doing is unsafe, then speak to the Directors for advice or assistance.

## **25. Safety Signs**

Health and Safety (Safety Signs and Signals) Regulations 1996
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The Company is committed to reducing risks wherever practicable, but accept that there will be situations where hazards remain which require notices and/or signs. The Directors will ensure that sufficient and appropriate safety signs are provided and maintained.

## **26. Sharps - (Needles & Syringes)**

Should any employee or other employee injure themselves with any needle or syringe they are to go immediately to the nearest hospital accident and emergency department. It is essential that the sharp be taken to the hospital for assessment of contents.

## **27. Smoking**

Workplace (Health, Safety and Welfare) Regulations 1992
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Company and Client premises are non-smoking environments. Any employee who smokes within any building, unless in an authorised area, will be subject to discipline procedures as set out in their Contract of Employment and Personnel Procedures.

## **28. Stress**

Health and Safety at Work etc Act 1974 (Section 53)  
HSE Publication – INDG 341 Tackling Work-Related Stress

The Company accepts that some work activities and conditions have potential to cause stress and will monitor for signs of stress amongst the workforce.

Any individual with work stress related problems shall receive health care counselling.

## **29. Storage of Equipment, Materials and Containers**

All equipment, materials and containers, including wooden crates and cardboard boxes, are to be stored in vertical stacks. If necessary these are to be secured to prevent them from toppling. Cardboard boxes are to be stored in a dry location and without risk of collapse due to ingress of damp or wet conditions. If at any time these do become wet, the boxes are to be replaced with new and the ingress of the moisture investigated to prevent further occurrence.

All shelving used for storage of materials will be subject to inspections and protection from collisions from vehicles and plant. Only shelving, which has been designed for the specifications of company requirements, will be erected in the warehouses. All maximum-loading weights will be adhered to and are marked on each individual shelf.

Assembled shelving, crates, equipment and boxes are not to obstruct emergency escape routes or walking routes at any time.

## **30. Substances Hazardous to Health - COSHH**

Control Of Substances Hazardous to Health Regulation 2002  
L5 - Approved Code of Practise.  
Chemical (Hazard Information and Packaging for Supply) Regulation 2002  
Form - COSHH Assessment Form

No hazardous substances are used on the premises by employees or contract cleaning staff. This position will be monitored to ensure it remains the case. There are no foreseeable reasons why hazardous substances need to be employed by the company. Redecoration and similar maintenance tasks are carried out by competent contractors and individuals and all areas and substances will be managed accordingly to ensure no employees comes into contact with the substances.

## **31. Temporary Contract Employees**

Health and Safety at Work etc Act 1974

Temporary contract employees will be afforded the same level of protection and safety as permanent employees. Suitable and sufficient induction, training and supervision, appropriate to their needs, shall be provided and records of all instruction and training to be will be kept.

### **32. Training & Instruction**

Health and Safety at Work etc Act 1974 Management of Health and Safety at Work Regulations 1999 (Amended 2003) Manual Handling Operations Regulations 1992 (MHR) Provision and Use of Work Equipment Regulations 1998 (as Amended) Form - Training Record Form
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The Company will identify training requirements for all employees, including induction training for new employees and refresher training for existing employees. The company will ensure that they receive sufficient instruction and demonstration in safe working methods, including emergency procedures and equipment handling and maintenance.

All records of training will be made and maintained.

### **33. Vehicles and Transport**

Road Traffic Act 1991 (c.40) The Motor Vehicles (Driving Licences) Regulations 1999 Form - Vehicle Check List
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All employees required to drive vehicles for Company business must hold a valid licence and all vehicles must be driven in a responsible manner in accordance with road traffic law and the Highway Code. If you are banned from driving for any reason you must inform your Manager. Driving a Company vehicle whilst banned will result in summary dismissal.

It is company policy that all vehicles are fully roadworthy and have the appropriate documentation, including road tax, MOT and insurance certificates up to date

The Company has purchased vehicles that are suitable for their intended use and we shall operate a planned maintenance schedule to ensure correct maintenance, servicing and testing of the vehicles in accordance with the manufacturer's specifications and other statutory requirements. The driver of the vehicles before commencement of work shall ensure that the vehicle is fit for use by undertaking a suitable inspection as set out in the procedures to this policy.

Where applicable, suitable risk assessments are undertaken on the safe use of vehicles, appropriate safe methods of working will be developed for this and the information will be communicated to employees and others as required. Requisite personal protective equipment will be provided.

Suitable training will be given to all drivers and operators involved with vehicles and that they are assessed competent to undertake the activities on which they are employed.

The Directors shall monitor drivers and operators in the use of company vehicles to ensure that activities are undertaken in accordance with company procedures.

The Directors shall not permit the use of any company vehicles that is unfit for use or allow any unfit driver or operator to take possession of any vehicle.

### **34. Violence at Work**

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995  
Preventing Violence to Staff - ISBN 01 1885467-4  
Violence at Work – A Guide for employers – INDG 69

The company has no history of violence but the following guidance should be read and understood. Physical and verbal interaction of an abusive or threatening behaviour will not be tolerated, either by the Company's employees or by contractors or clients.

Employees are to follow the following guidance:

- a) Withdraw from the interaction to placate the situation.
- b) Notify the Directors of the incident immediately.
- c) Submit a written report, detailing the incident and its circumstances, to the Directors within 24 hours.

### **35. Visitors**

Health and Safety at Work etc Act 1974  
Management of Health and Safety at Work Regulations 1999 (Amended 2003)

All visitors must report to the main office on arrival.

The company shall ensure that all visitors to its premises are segregated from working plant and machinery and are afforded the same level of safety as all employees and to this end will provide barriers and walking routes where appropriate.

The company will ensure that visitors allowed onto its premises are accompanied by a competent employee and booked into the visitor's book. In the event of a fire alarm or other emergency, the employee is responsible for the safe evacuation of the visitor from the premises.

### **36. Workplace Environment**

Workplace (Health, Safety and Welfare) Regulations 1992

The Company will ensure that physical working conditions within the office and warehouse space are comfortable and safe. Minimum standards are set out in these Regulations and the Directors intention is to ensure that these standards are the minimum and seek a higher standard where practically possible.

When company employees are undertaking work on a client's premises, the company will liaise with the client and ensure that similar conditions are available to those within company premises, this will include all welfare facilities and environmental conditions.

### **37. Standards & Reference Library**

The Company has adopted health, safety and welfare standards, where appropriate, from current Approved Codes of Practice, Information Sheets and other appropriate Guidance published by the Health and Safety Executive.

These will be referred to for solutions and guidance to good practice. The methods given in these documents shall be adopted, where appropriate, and where methods cannot be implemented as described, a solution offering a higher standard of safety or protection will be sought.

The Company Office holds a folder of Health and Safety literature, which is updated and amended on an annual basis and all staff have free and unlimited access.