

Designer **Contracts**

Safety Policy for Designer Contracts Limited

last updated 30/07/2026

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Section 1: The Policy

1.1 Health and Safety Policy Statement

This is the Health and Safety Policy Statement of Designer Contracts Limited (hereinafter referred to as 'the Company') as required under Section 2(3) of the Health and Safety at Work etc. Act 1974.

It is the general policy of the Company to ensure the health, safety and welfare at work of employees, contractors, visitors and members of the general public who may be affected by its work activities.

Furthermore, the Company will endeavour to comply with its legal duties, responsibilities and obligations under the relevant health and safety legislation, together with any relevant codes of practice and guidance notes issued by the Health and Safety Executive (HSE).

The Company will attempt to achieve these objectives by:-

- (1) Providing and maintaining a working environment that is, so far as is reasonably practicable, safe and without risks to health, and complies with all relevant legal requirements.
- (2) Providing and maintaining suitable and satisfactory facilities and arrangements for the welfare at work of employees.
- (3) Providing and maintaining, so far as is reasonably practicable, premises and other places of work that are safe and without risks to health, including safe means of access and exit.
- (4) Ensuring, so far as is reasonably practicable, that plant, machinery, equipment, or appliances for the time being on the company premises, or otherwise used by employees, are safe and without risks to health.
- (5) Providing such information, instruction, training, and supervision as is necessary to ensure, so far as reasonably practicable, the health and safety at work of employees.
- (6) Ensuring that the use, handling, storage and transport of articles and substances are, so far as is reasonably practicable, safe and without risks to health.
- (7) Consulting with employees on a regular basis regarding matters of health and safety.
- (8) Identifying all reasonably foreseeable hazards and assessing the associated risks with a view to eliminating, reducing, or controlling them.
- (9) Reviewing and up-dating of this policy on a regular basis.
- (10) Ensuring that all employees have access to a copy of this policy.

Signed :	
Name :	Peter Kelsey
Title :	Managing Director
Date :	30/07/2026

1.2 Introduction

The Directors of Designer Contracts Limited (hereinafter referred to as 'the Company') place great importance on, and are committed to, ensuring the health and safety of all employees and other persons who may be affected by the work activities of the Company.

This policy document has been prepared in accordance with the requirements of Section 2(3) of the Health and Safety at Work etc. Act 1974 and other relevant legislation, and is issued for the direction, guidance and information of all employees, suppliers, contractors, customers and members of the public who may be affected by the work activities of the Company.

The objectives, aims and targets of the policy are based on the following principles:- "ALL INJURIES CAN BE PREVENTED" and "ALL ACCIDENTAL LOSSES CAN BE CONTROLLED".

This policy document applies to the following sites, premises or areas of the business:-

Cameo, Chesterfield

Central Region, Chesterfield

Central Distribution, Kettering

East Anglia, Norwich

Head Office, Chesterfield

North East Region, Newcastle

North West Region, Preston

Scottish Division, Falkirk

South East Region, Romford

South Midlands Region, Kettering

South West Region, Exeter

Thames Medway Region, Sevenoaks

Wales & West Region, Newport

West Midlands Region, Birmingham

Western Counties Region, Reading

Yorkshire Region, Leeds

This policy document also applies to employees working on Company business on other premises, sites or situations.

Section 2: Company Organisation

2.1 Introduction

All persons within the Company must be aware of the lines of communication and levels of responsibility that exist to ensure that health and safety matters are dealt with effectively and efficiently.

The management structure shown relates specifically to health and safety issues and not necessarily to other management functions.

PETER KELSEY - Managing Director (IOSH)

|

Stacey Rastrick - HR and H&S Director

Lee Hassett – Group Operations Director (IOSH)

Neil Lloyd – Divisional Director (IOSH)

|

Regional Directors

Regional Managers

Area Managers

Director of IT and Logistics

|

Head of Logistics

Operations Managers

Senior Contracts Managers

|

Office Staff

|

Warehouse staff and Delivery staff

(When the title Regional Manager is referred to in this Health and Safety Policy it covers the person in charge of the Region which also includes Regional Director, Area Managers, Distribution Manager and IT Director even though it may only refer to Regional Manager)

2.2 Company Organisation

The following Managers are responsible for ensuring that all activities that take place within their specific area of responsibility are carried out in full compliance with the policy.

Manager/Title Area

Peter Kelsey (Managing Director) Company

Lee Hassett (Group Operations Director) Regional/Directors, Regional/Area Managers

Louise Walters (Commercial Director) Cameo/Buying Department/Marketing Department

Neil Lloyd (Divisional Director) Regional Directors, Regional/Area Managers

Stacey Rastrick (HR and H&S Director) Head Office

Jon Hall (Area Manager) Central Region

Andrew Brent (IT and Logistics Director) IT Department/Central Distribution

Simon Westley (Head of Logistics) Central Distribution

Jason Doyle (Regional Director) North East Region

Nick Bury (Regional Manager) North West Region

Dougie Craig (Area Manager) Scottish Region

Angie Cresswell (Regional Manager) South East Region

Steven Lendrum (Regional Manager) South West Region

Mike Richardson (Area Manager) South Midlands Region

Craig Pearcey (Area Manager) Thames Medway Region

Antony Partridge (Area Manager) Wales & West Region

Litin Makwana (Area Manager) Western Counties Region

Stephen Holder (Regional Manager) West Midlands Region

Alistair Anderson (Regional Director) East Anglia Region

Jason Turnbull (Area Manager) Yorkshire

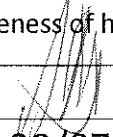
Employees: All employees have the responsibility to co-operate with supervisors and managers to achieve compliance with this policy and to take all reasonable precautions to protect the health and safety of themselves and others, and always observe the Health & Safety rules.

Whenever an employee discovers a health and safety hazard that cannot be put right immediately, he/she must report the problem to their Regional Manager. He/she may also tell a Safety Representative (Fire Marshal).

2.3 Responsibilities of the Managing Director

In order to ensure that health and safety is effectively managed within the Company the Managing Director shall:

- (1) Be responsible for ensuring the establishment of an effective Health and Safety Policy within the Company and for publicly supporting all persons carrying out the policy and its objectives.
- (2) Ensure the periodic review and appraisal of the effectiveness of the policy, and ensure that any necessary changes are made.
- (3) Ensure that a strategy plan is prepared for the continual management of health and safety as part of the business objectives of the Company, including a system for the regular monitoring, review and development of the plan.
- (4) Ensure the appointment of suitable and adequate 'competent persons', as required under the Management of Health and Safety at Work Regulations 1999, together with the provision of the necessary finance, materials and other assistance to enable the effective carrying out of the associated functions and requirements.
- (5) With the assistance of the competent person/s, measure, appraise and where necessary, correct the company's safety performance.
- (6) Ensure that the Company Health and Safety Policy and the programme of implementation is understood at all levels through the commitment of adequate training sources to that programme.
- (7) Ensure that responsibility for health and safety is properly assigned and accepted at all levels and that these areas of responsibility are periodically reviewed.
- (8) Ensure that suitable and adequate risk assessments are carried out in accordance with current legislation.
- (9) Ensure that systems are in place to provide adequate levels of safety, organisation and welfare/first aid facilities on all sites.
- (10) Attend safety committee meetings or arrange for a senior manager to act on his behalf.
- (11) Personally undertake health and safety training and, where necessary, periodically review and update his level of awareness of health and safety issues.

Signed :	
Date :	30/07/2026
Title:	Managing Director

2.4 Responsibilities of Regional Managers

In order to ensure that health and safety is effectively managed within the Company the Directors and Partners shall:

- (1) Ensure the establishment of an effective Health and Safety Policy within the Company and support all persons carrying out the policy and its objectives.
- (2) Ensure the periodic review and appraisal of the effectiveness of the policy, and ensure that any necessary changes are made.
- (3) Ensure that a strategy plan is prepared for the continual management of health and safety as part of the business objectives of the Company, including a system for the regular monitoring, review and development of the plan.
- (4) Ensure the appointment of suitable and adequate 'competent persons', as required under the Management of Health and Safety at Work Regulations 1999, together with the provision of the necessary finance, materials and other assistance to enable the effective carrying out of the associated functions and requirements.
- (5) With the assistance of the competent person/s, measure, appraise and where necessary, correct the company's safety performance.
- (6) Ensure that the Company Health and Safety Policy and the programme of implementation is understood at all levels through the commitment of adequate training sources to that programme.
- (7) Ensure that responsibility for Health and Safety is properly assigned and accepted at all levels and that these areas of responsibility are periodically reviewed.
- (8) Ensure that suitable and adequate risk assessments are carried out in accordance with current legislation.
- (9) Ensure that systems are in place to provide adequate levels of safety, organisation and welfare/first aid facilities on all sites.
- (10) Attend safety committee meetings or arrange for a senior manager to act on his/her behalf.
- (11) Personally undertake health and safety training and, where necessary, periodically review and update his/her level of awareness of health and safety.

2.5 Responsibilities of Managers / Supervisors

The Managers and Supervisors within the Company shall:

- (1) Familiarise themselves with the Company Health and Safety Policy and their responsibilities under the relevant health and safety legislation.
- (2) In conjunction with the Safety Representatives (Fire Marshals), identify all risks to health and safety within their department or section and take suitable and adequate measures to eliminate, reduce or control those risks.
- (3) Ensure that employees and other persons within their department or section are provided with suitable and adequate information, instruction and training for the tasks they are required to perform.

- (4) Ensure that all employees in their department or section are fully aware of the procedures in the case of fire or other emergency.
- (5) Ensure that all employees in their department or section know the whereabouts of first aid facilities and the names of first aiders.
- (6) Ensure that safe practices in their department or section are continually developed to ensure maximum safety for all under employees and other persons.
- (7) Ensure that adequate supervision is provided or available at all times, particularly where young or inexperienced workers are concerned.
- (8) Carry out the investigation of all accidents, promptly, to discover the causes and take immediate action to eliminate a recurrence.
- (9) Complete accident report forms for their department or section for all accidents involving injury, damage to company property or lost time.
- (10) Ensure that any required safety equipment / safety devices are always used, properly adjusted and maintained.
- (11) Ensure that all defects in their department or section are promptly recorded and rectified. Where the defect involves the safety of machinery or equipment, that it is immobilised until repaired.
- (12) Ensure that any relevant targets set by the Company are made known to employees and that achievements of targets are identified.

2.6 Responsibilities of Employees

In order to ensure that health and safety management within the Company is effectively implemented and carried out all employees shall:

- (1) Familiarise themselves with and conform to the Company Health and Safety Policy at all times.
- (2) Conform to all relevant company rules and regulations made in the interest of health, safety or welfare.
- (3) Not misuse any equipment issued in the interest of health, safety or welfare, e.g. goggles, hearing protection, protective clothing, safe systems etc.
- (4) Ensure that accidents and incidents are reported promptly and fully to the appropriate person, manager or supervisor.
- (5) Keep all work areas clean and tidy.
- (6) Comply with any instructions issued by their manager or supervisor.
- (7) Comply with any instruction issued by a Principle Contractor or his representative at construction sites.
- (8) Where charged with supervising trainees, ensure they are capable of undertaking any task required of them, and to instruct them in general health and safety matters applicable to the task or trade.

(9) Comply with the legal obligations required by section 7 and 8 of the Health and Safety at Work etc Act 1974 and Regulation 14 of the Management of Health and Safety at Work Regulations 1999, as follows:

Section 7 of the Health and Safety at Work Act requires every employee while at work:

- (a) To take reasonable care of his/her own health and safety and that of other persons that may be affected by his/her acts or omissions; and
- (b) To co-operate with his/her employers and others to comply with health and safety legal requirements.

Section 8 of the Health and Safety at Work Act requires employees not to misuse anything provided in the interests of health, safety or welfare.

Regulation 14 of the Management of Health and Safety at Work Regulations 1999 requires that:

- (a) Every employee shall use any machinery, equipment, dangerous substance, transport equipment, means of production or safety device in accordance with any training or instruction provided;
- (b) Every employee shall inform his employer or person responsible for health and safety of any situation which represents a serious and immediate danger or any shortcomings in the arrangements for health and safety.

Failure to comply with health and safety legal requirements can lead to prosecution.

Further information is available from the Health and Safety Poster - 'Health and Safety Law - What you should know', or the equivalent HSE leaflet.

2.7 Responsibilities of Visitors and Contractors

Visitors

In order to ensure that health and safety management within the Company is effectively implemented and

carried out all visitors shall:

- (1) Report to the Company reception or site office upon arrival and leaving.
- (2) Comply with the Company Health and Safety Policy and any relevant rules and procedures.
- (3) Report immediately any injuries or damage incurred by them to the Company.

Contractors

In order to ensure that health and safety management within the Company is effectively implemented and carried out all contractors and their employees shall:

- (1) Comply with the Company Health and Safety Policy and any relevant rules and procedures.
- (2) Comply with all relevant legal requirements, codes of practice and guidance relating to their operations and work activities.
- (3) Ensure that their own company's health and safety policy and relevant safe working procedures are made available before any work commences and during the period of the work.

- (4) Ensure that any plant or equipment brought onto the company's premises is in a safe condition and is maintained in accordance with any relevant regulations or codes of practice.
- (5) Ensure that they do not alter or misuse anything provided for their use or interfere with any plant or equipment on the site, unless authorised by the Company.
- (6) Provide information and assessments of noise levels and other risks arising from plant, equipment or operations brought onto the company's premises or site.
- (7) Report to the Company reception or site office upon arrival and leaving.
- (8) Report immediately any accidents or incidents resulting in injury or damage to property to the Company.

Section 3: General Arrangements

3.1 Introduction

This section defines the standards, rules and procedures of the health and safety related issues and areas of risk that apply to the company's work activities.

It is the responsibility of all employees to observe these rules and procedures and to conduct themselves and carry out their work in a safe and reasonable manner. Failure to comply with the following arrangements could render employees liable to disciplinary procedure or criminal prosecution.

The Company recognises that it is not possible to prepare in written form every safety rule that applies to the work activities and to employees as circumstances may vary depending upon the nature of work.

The detailed arrangements for controlling accidental loss, specific procedures and information may also be set down in a safety manual.

Each department may also be required to develop procedures in relation to the specific work activities and tasks that are carried out.

All tasks will require the persons in control to apply 'planning' and 'monitoring' to the activities.

PLANNING: Prior to commencement of work, the person in control of any task, must determine which of these arrangements apply, and ensure that the appropriate materials, equipment and procedures are available to enable them to be implemented.

MONITORING: It is essential that the persons in control of any task ensure that the standards are maintained throughout the life of that task, therefore requiring standards to be monitored on a continual day to day basis.

It should also be noted that any statutory references and guidance information referred to in the arrangements is not to be considered as an exhaustive list but merely a guide. Additional requirements may apply depending on local circumstances and conditions.

3.2 Risk Management

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that all significant risks arising from work activities are adequately managed.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999, other applicable legislation and guidance notes (HSG 65) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area or work activity:

- (1) The Company will institute a programme of hazard identification and risk assessment of all its activities in order to eliminate, reduce or control, so far as is reasonably practicable, any harm or danger to employees or other affected persons.
- (2) All risk assessments will be fully documented and recorded.
- (3) All risk assessments will be reviewed annually.
- (4) All risk assessments will be monitored on a regular basis at a frequency determined by, and stated within, the assessment.
- (5) All relevant employees or other persons will be informed of the significant findings of risk assessments that relate to their work activities or otherwise affect them.
- (6) Risk Assessments for all tasks are undertaken by the Regional Manager/ Senior Contracts Manager initially, control measures are put into place and all relevant members of staff and sub contractors are issued with copies.
- (7) Risk assessments for all tasks are undertaken by the Regional Manager/ Senior Contracts Manager who visit all sites before undertaking any work to assess for any risks. Control measures are then put into place to cover any risks found.
- (8) This information is passed onto employees via the Induction Programme, notice boards, meetings, newsletters and BrightSafe (computerised management health & safety system).
- (9) All our sub contractors are issued with copies of our risk and COSHH assessments, method statements and Health & Safety policy and statement and then sign a form to say that they have received and understand this health & safety documentation.

DEFINITIONS

Hazard

A “hazard” is something that has the potential to cause harm.

Risk

“Risk” is the likelihood of the harm being realised. The risk, therefore, reflects both the likelihood that harm will occur and its severity. It will generally be recorded as insignificant, low, medium or high.

Control Measures

Where work activities, items or areas with significant risks are identified the risk assessment will contain details of the measures that must be applied or actions that must be taken in order to eliminate, reduce or control the risks in question and therefore allow the activity etc. to be carried out safely.

These required measures or actions are referred to as 'control measures'.

Hierarchy of Control Measures

The following principles will be applied to adopting control measures:

- Avoiding the risks altogether
- Evaluating the risks which cannot be avoided
- Combating risks at source
- Adapting the work to the individual
- Adapting to technical progress
- Replacing the dangerous with the non-dangerous or less dangerous
- Developing a coherent overall prevention policy
- Giving collective protective measures priority over individual protective measures
- Giving appropriate instructions to employees

Review and Revision

The risk assessments must be kept up-to-date and be reviewed and modified, where necessary. If changes take place which mean that the current risk assessment is no longer valid or that it can be improved, the assessment must be reviewed. In all cases, risk assessments will be reviewed on a regular annual basis.

Health Surveillance

Health surveillance may be required in order to detect adverse health effects to employees at an early stage.

Examples may include:

- Where there is an identifiable disease or adverse health condition related to the work activity
- Where there is a reasonable likelihood that the disease or condition may occur under the particular conditions of work
- Where surveillance is likely to further the protection of the health of employees.

Record Keeping

All significant findings of risk assessments and subsequent monitoring must be recorded. The records must include:

- The significant hazards identified in the assessment - those which might pose serious risk to workers or others who might be affected by the work activity if they were not properly controlled
- The levels of risk associated with the hazards
- The existing or required control measures
- The people who may be affected by the risks or hazards, including any groups of employees who are at special risk

- Decisions taken as a result of the assessment

Information and Training

All employees will be provided with relevant information regarding the risks to their health and safety as identified by the assessment, including information on the required control measures. Any additional training necessary in the use of safety equipment, personal protective equipment and clothing which may be introduced as a result of the risk assessment must also be provided.

Employees involved in conducting risk assessments will be given appropriate training and any additional information applicable to the particular working environment or activities that they may be assessing.

Appropriate information will also be provided to non-employees regarding the results of risk assessments and subsequent control methods that may affect them.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

The Health and Safety Director
Regional Managers/Directors
Area/CD Managers
IT and Logistics Director

3.3 Safe Systems of Work and Working Procedures

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that safe systems of work and/or safe working procedures are developed, understood and followed.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999, other applicable legislation and guidance notes issued by the Health and Safety Executive.

In particular the considerations that will be applied in relation to the preparation and development of safe systems of work and safe working procedures will include:

- The work or tasks being carried out
- The associated potential hazards
- Any existing instructions or procedures
- Who is doing the work
- The skills and abilities of the people
- The level of control and supervision required
- The tools or equipment that are required
- The personal protective equipment required
- The associated training requirements
- Any isolation or locking-off requirements
- Any permit to work requirements
- Other activities being carried out concurrently
- Communication requirements
- Emergency planning issues
- Handover procedures upon completion

- Monitoring requirements
- Review and updating requirements

The following rules and procedures will be followed in relation to this area:

- (1) All safe systems of work and safe working procedures will be developed by the relevant manager /supervisor in conjunction with the Health and Safety Director.
- (2) All safe systems of work and safe working procedures will be documented in an approved format.
- (3) All safe systems of work and safe working procedures will be brought to the attention of all employees and other persons that they affect.
- (4) Regular monitoring of compliance with, and the effectiveness of, all safe systems of work and safe working procedures will be carried out.
- (5) All safe systems of work and safe working procedures will be reviewed and amended, where necessary, on an annual basis or when significant changes in the activities or other matters to which they relate occur.
- (6) All safe systems of work and safe working procedures will be reviewed and amended, where necessary, following an accident or incident arising from the related activities, or when the results of monitoring reveals problems of compliance or effectiveness.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

The Human Resources & Health and Safety Director

Regional Managers/Directors

Area/Distribution Managers

IT and Logistics Director

3.4 Fire Safety and Other Emergencies

The company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that procedures are developed and followed in respect of fire and other emergencies.

The company will endeavour to control the associated risks and to comply with the legal requirements relating to fire safety and other emergencies, as contained within the Regulatory Reform (Fire Safety Order) 2005 and the Management of Health and Safety at Work Regulations 1999, and with the specific guidance notes issued by the Health and Safety Executive and Fire Authority.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- The company will take such general fire precautions as will ensure, so far as is reasonably practicable, the safety of all employees and other persons that may be affected by its activities.
- Risk assessments will be completed for all premises occupied by the Company for the purpose of identifying the general fire precautions required to be implemented.

- The significant findings of the assessments and details of any groups of persons identified as being especially at risk will be recorded and brought to the attention of relevant employees and other affected persons.
- All relevant risk assessments will be subject to periodic monitoring at a frequency prescribed by the assessment.
- All relevant risk assessments will be subject to periodic review at a frequency prescribed by assessment or when they are no longer valid or significant changes have occurred.
- Where dangerous substances may be present in or on premises, the risk assessment will take account of any relevant special hazards with a view to eliminating or reducing the risks so far as is reasonably practicable.
- All premises will be equipped with appropriate fire-fighting equipment and with fire detectors and alarms where considered to be necessary, as determined by the risk assessment.
- All non-automatic fire-fighting equipment will be easily accessible, simple to use, and their location will be indicated by signs.
- Suitable and sufficient emergency routes and exits will be designated for all company premises and selected in order for employees and any other persons to evacuate as quickly as possible.
- All emergency routes and exits will lead to a place of safety and will be indicated by signs.
- All emergency exits and the routes to emergency exits from premises must be kept clear at all times.
- All emergency exit doors will open in the direction of escape and allow easy and immediate opening.
- All emergency exit doors must remain unlocked and unfastened at all required times.
- All emergency exits and routes requiring illumination will be provided with suitable emergency lighting.
- All fire alarms will be maintained in efficient working order, good repair, serviced at required intervals and tested at regular intervals, as determined by the risk assessment. A suitable record of such tests will be kept and maintained.
- Fire drills / emergency evacuations will take place at required intervals. A suitable record of such drills shall be kept and maintained.
- All employees will be provided with suitable and sufficient instruction and training on the appropriate precautions and actions required to be taken by them in case of fire or other emergencies. This training will be provided at induction and repeated periodically and/or when required.
- All visitors to company premises, including contractors, will be provided with suitable information and will be required to record their details in a register, including times of arrival and leaving.
- The company will appoint one or more suitable 'Competent Persons' for every premises, who will be responsible for ensuring that all preventative and protective measures for fire and other emergencies are in place. All such appointees will be provided with adequate information, training and other resources in order to carry out his/her role and duties effectively.
- The company will appoint a sufficient number of fire marshals at every premises in order to implement and manage the emergency evacuation procedures. Duties of fire marshals will be as detailed below.

- The company will prepare and publish a Fire / Emergency Plan for all company premises as detailed below.

Fire / Emergency Plan

Any person discovering a fire shall raise the alarm and then notify the fire marshal or appropriate manager / supervisor.

The fire marshal or manager / supervisor shall ensure that the relevant emergency services are phoned giving the following information:

Name of person making call
 Site address
 Telephone number
 Nature of incident (if known)

The fire marshal shall remove the visitors book / staff register and vacate the premises by the nearest available exit.

All personnel should vacate the premises calmly and quickly by the nearest available emergency exit and assemble at their nominated point.

Once at the assembly point employees must report to the fire marshal who will conduct a roll call to establish complete evacuation or any missing persons.

Duties of Fire Marshals

Appointed fire marshals will ensure that:

All fire exits and fire escapes are kept clear at all times.

Fire doors are unlocked during working hours or other periods of occupancy.

Fire-fighting equipment is sited correctly.

Fire-fighting equipment has been checked and serviced in accordance with requirements.

Fire-fighting equipment used or found to be defective is reported immediately.

An up-to-date list of personnel is maintained.

All personnel are made aware of the fire / emergency plan and the action required in the event of a fire or other emergency.

Fire drills are carried out at suitable intervals after obtaining authorisation from management.

Fire and emergency records are maintained.

Appointed Fire Marshals are as detailed on the Company/Regional Noticeboard

The person/s within the company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

Regional/Departmental Manager

3.5 First Aid

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring the provision of adequate numbers of trained first aiders and adequate first aid equipment and facilities.

The Company will endeavour to provide and maintain suitable and adequate first aid facilities and to comply with the relevant legal requirements, as contained within the Health and Safety (First Aid) Regulations 1981

(Amended), and with the specific Approved Code of Practice (L74) issued by the Health and Safety Executive (HSE).

(2) The level of provision of first aid facilities at each workplace will be determined by an assessment of the particular circumstances and risks involved.

(3) When carrying out an assessment to determine the level of provision of first aid facilities the factors that will be considered will include:

- Any significant risks present as identified within a risk assessment
- Any specific risks present eg hazardous substances, dangerous machinery
- Areas where different levels of risk have been identified
- Records of accidents or ill health

In particular the following rules and procedures will be applied in relation to this area:

(1) The Company will ensure that adequate and appropriate equipment, facilities and personnel are provided at all workplaces to enable first aid to be given to employees and other persons if they are injured or become ill at work.

- Numbers of employees
- Employees with special problems or disabilities
- Special site location issues
- Shiftwork or out-of-hours working
- Employees who travel or work alone
- Employees on sites occupied by other employers
- Work experience trainees
- Access by members of the public

(4) Suitable and sufficient first aid boxes will be provided in all workplaces and work situations.

(5) All first aid boxes will be stocked in accordance with the outcomes of the first aid assessment. Where no significant risks or other factors are revealed by the assessment, boxes will contain a minimum stock of the items recommended by HSE guidance.

(6) First aid boxes will be located in conveniently accessible positions in workplaces and these locations will be clearly marked.

(7) The company will ensure the appointment of suitable and adequate appointed persons and first aiders for every workplace.

(8) The numbers of appointed persons and first aiders in each workplace will be determined by the first aid risk assessment and in accordance with HSE guidance.

(9) A list of current first aiders and appointed persons will be displayed on all company notice boards or otherwise brought to the attention of employees.

(10) All appointed persons and first aiders will receive suitable and sufficient training in accordance with HSE guidance and will receive appropriate refresher training as and when required.

(11) The duties of appointed persons and first aiders will be as indicated below:

Duties of First Aiders

(1) To ensure the first aid facilities are available and boxes are stocked according to the issued instructions.

(2) To maintain records in all of the cases that they treat.

(3) To inform the Safety Co-ordinator of any matter relating to the provision of first aid that they deem necessary.

(4) To carry out the duties of an Appointed Person as appropriate.

(5) To maintain a current first aid certificate.

Duties of Appointed Persons

(1) To take charge of situations where someone is injured or falls ill.

(2) To ensure a first aider is summoned (if available).

(3) To call an ambulance and/or other emergency service.

(4) To give any emergency first aid treatment to the level for which they have been trained.

Trained First Aiders are as detailed on the Company/Regional Noticeboards

When on site use the site first aider

Trained Appointed Persons are as detailed on the the Company/Regional Noticeboards

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

HR and H&S Director

Regional Managers/Directors

Area/CD Managers

IT and Logistics Director

3.6 Accident Reporting and Investigation

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledge that this includes ensuring that all accidents and incidents are reported and investigated.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) and the Management of Health and Safety at Work Regulations 1999, and with the specific guidance (INDG453) issued by the Health and Safety Director.

In particular the following rules and procedures will be applied in relation to this area:

- (1) All employees are required to report all accidents to their manager as soon as possible.
- (2) For these purposes an accident is defined as any unplanned event which may give rise to injury, ill health, property or plant damage or any other potential loss, including near misses.
- (3) All accidents involving injury must be recorded in the accident book or equivalent form of recording. This record can be made by the relevant first aider, injured person or other suitable person e.g. manager, colleague or other appointed person.
- (4) All accidents must be recorded by the appropriate manager on the Accident Report Form.
- (5) The completed accident report form must be forwarded to the Health and Safety Department for further analysis or investigation.
- (6) All accidents must be investigated by the appropriate manager and recorded on the Accident Investigation Form.
- (7) If the accident or incident is reportable under RIDDOR the required notification procedures as detailed below must be followed by the nominated person/s within the company (see Information Library document "Accidents - RIDDOR 2013 Requirements").
- (8) The Health and Safety Director will be responsible for analysis and possible further investigation of all accidents and for the production of accident statistics and reports.
- (9) Where an accident investigation reveals matters that are required to be implemented in order to prevent a recurrence, the required action must be taken immediately by the appropriate manager.
- (10) Where an investigation reveals that immediate action is required to prevent a recurrence but circumstances dictate that it is not possible or feasible, any required interim measures to ensure the safety of the persons affected must be taken (eg disconnection of equipment).

What is reportable under RIDDOR?

Death or "Specified" Injury

When an accident involves the following:

- An employee, or a self employed person working on the company's premises is killed or suffers a "specified" injury (including as a result of physical violence); or
- A non-employee such as a member of the public is killed or taken to hospital from the site of the accident;

The relevant enforcing authority or Incident Contact Centre must be notified without delay (eg by telephone or by submitting an online form, available on the HSE website).

Reportable "Specified" Injuries

These include:

- fractures, other than to fingers, thumbs and toes;
- amputations;
- any injury likely to lead to permanent loss of sight or reduction in sight;
- any crush injury to the head or torso causing damage to the brain or internal organs;
- serious burns (including scalding) which:
 - covers more than 10% of the body; or
 - causes significant damage to the eyes, respiratory system or other vital organs
- any scalping requiring hospital treatment;
- any loss of consciousness caused by head injury or asphyxia;
- any other injury arising from working in an enclosed space which:
 - leads to hypothermia or heat-induced illness or
 - requires resuscitation or admittance to hospital for more than 24 hours.

Over-seven-day Injuries

If there is an accident connected with work (including an act of physical violence) and an employee, or a self-employed person working on the company's premises, suffers an over-seven-day injury an online accident report form (F2508) must be completed on the HSE website.

An over-seven-day injury is one which is not major but results in the injured person being away from work or unable to do the full range of his/her normal duties for more than seven days (including any days he/she wouldn't normally be expected to work such as weekends, rest days or holidays) and not counting the day of the injury itself.

Reportable Dangerous Occurrences

If any type of incident that is classed as a dangerous occurrence must be reported immediately (eg by telephone) to the relevant enforcing authority and an online form completed on the HSE website.

There are 27 different categories of reportable dangerous occurrences including:

- collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- plant or equipment coming into contact with overhead power lines;
- accidental release of any substance which could cause injury to any person.

The full list of dangerous occurrences can be found in Schedule 2 of the Regulations and on the HSE website.

Reportable Occupational Diseases

If an employee reports diagnosis of an occupational disease, where it is likely to have been caused or made worse by their work, a report of the diagnosis must be sent using Form F2508A to the relevant enforcing authority without delay.

These diseases include:

- carpal tunnel syndrome;
- severe cramp of the hand or forearm;
- occupational dermatitis;
- hand-arm vibration syndrome;
- occupational asthma;
- tendonitis or tenosynovitis of the hand or forearm;
- any occupational cancer; - any disease attributed to an occupational exposure to a biological agent.

The full list of reportable diseases, and the work activities they are related to, can be found in Regulation 8 of RIDDOR 2013 and on the HSE website.

HSE Incident Contact Centre Details

- Internet: www.riddor.gov.uk or www.hse.gov.uk/riddor
- Telephone: 0345 300 9923 (Monday to Friday 8.30am to 5.00pm) (For fatal and major injuries only)
- Out of hours telephone contact number: 0151 922 9235

The appointed person/s for reporting accidents/incidents under RIDDOR will be:

HR and H&S Director

The person/s within the company with responsibility for implementing and monitoring the rules and procedures in this area will be:

The Human Resources & Health and Safety Director

Regional Managers/Directors

Area/ CD Managers

IT and Logistics Director

3.7 Manual Handling

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes dealing with the risk of injuries and other problems associated with manual handling.

The main injuries associated with manual handling include:

- Musculoskeletal disorders (MSDs) eg back strain, slipped discs
- Hernias
- Lacerations, crushing of hands or fingers

- Repetitive strain injuries eg tenosynovitis
- Bruised or broken toes or feet
- Various sprains and strains.

The Company will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within the Manual Handling Operations Regulations 1992 (as amended), and with the specific guidance notes (INDG 143) and (L23) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company will, wherever possible or feasible, avoid the need for potentially hazardous manual handling by providing mechanical means or other working systems.
- (2) Where it is not possible or feasible to avoid potentially hazardous manual handling suitable and sufficient risk assessments of the tasks involved will be carried out with a view to reducing the risk of injury by the implementation of control measures.
- (3) All manual handling assessments will be designed to look at all of the following areas:
 - The tasks involved
 - The individual capacities required
 - The loads involved
 - The working environment involved
 - Other factors (PPE)
- (4) Suitable records will be kept of all manual handling assessments, which will be brought to the attention of all relevant employees.
- (5) Suitable and sufficient instruction, training and supervision will be provided in the correct handling and lifting techniques to all employees involved in manual handling tasks.
- (6) Suitable and sufficient required personal protective equipment will be provided to all employees involved in manual handling.
- (7) Employees will not be required to lift or move any loads that are beyond their individual capabilities.
- (8) Employees will be encouraged to seek assistance when lifting or moving loads from other employees when required.
- (9) The selection of persons to carry out manual handling or lifting tasks will be based on the training given, age, physique etc.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

- HR and H&S Director
- Regional Managers/Directors
- Area/CD Managers

3.8 Workplace Transport

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring the safe operation of vehicles within the Companies premises or under the control of the Company.

The main problems associated with transport and vehicles include:

- Collisions with pedestrians
- Collisions between vehicles
- Reversing of vehicles
- People falling from vehicles
- Overloading of vehicles
- Overturning vehicles

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and the Workplace (Health, Safety and Welfare) Regulations 1992, and with the specific Approved Codes of Practice (L24) and guidance notes (HSG 136 and INDG 199) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

(1) All activities involving workplace transport and vehicle movement will be subject to risk assessment and subsequent action, as detailed within the Risk Management section of the policy.

(2) Workplace vehicle transport systems will be developed with the following aims and objectives:

- Ensuring that vehicles and pedestrians are kept safely apart
- Providing suitable pedestrian crossing points on vehicle routes
- Providing suitable vehicle parking
- Avoiding sharp or blind bends
- Ensuring that vehicle routes are sufficiently wide for all vehicles using them
- Ensuring firm and even floor surfaces on all routes
- Ensuring that floor and other signage is provided and maintained
- Considering the adoption and enforcement of speed limits
- Considering the need for barriers in high risk areas
- Considering the need for speed humps
- Considering the need for fixed mirrors at blind bends
- Ensuring that loading / unloading operations can be carried out safely

- Ensuring that reversing manoeuvres are kept to a minimum
- Considering the feasibility of one-way systems
- Ensuring good levels of lighting in all areas
- Provision of banksmen or other means of controlling any necessary reversing operations
- Carrying out regular safety checks of traffic routes using an appropriate checklist

(3) All company vehicles will be safe and suitable for their purpose including:

- Proper maintenance according to a pre-planned maintenance programme
- Provision of safety features (eg seat belts, horns, lights, reflectors, reversing lights and reversing alarms)
- Provision of guards on dangerous parts of vehicles
- Suitable driver protection from adverse weather and environmental conditions (eg noise, vibration, fumes)
- Protection from overturning or falling objects
- Daily driver safety checks using an appropriate checklist

(4) Every authorised driver must check his / her vehicle at the beginning and end of each shift to ensure that it is safe to use and shall report all defects as soon as possible to their manager.

(5) Only personnel authorised and qualified to the appropriate standards will be permitted to operate any vehicle owned or leased by the Company.

(6) Drivers will be subject to comprehensive selection and training procedures relevant to their particular vehicle including:

- Checks on previous experience and training
- Tests of competence
- Provision of required induction training
- Provision of regular refresher training

(7) Records will be kept of all driver training with copies of relevant licences, certificates or authorisations.

(8) All drivers shall report any accident / incident irrespective of any injury / damage to their manager / supervisor as soon as practicable.

(9) All lift truck drivers and other employees or other persons present around high-risk traffic routes must wear high visibility vests or jackets.

(10) All drivers must ensure that all loads are safely secured before moving a vehicle.

(11) Any driver operating on public roads must comply with the Road Traffic Act and regulations.

(12) All delivery drivers must remain in the rest room, other safe area or cab during loading/unloading operations

Lift Truck Driver Training

The Company will adopt the following rules and procedures in respect of the training and competence of lift truck drivers:

- (1) All employees whose duties contain an element of lift truck driving will receive sufficient driver training to enable them to achieve agreed safety, quality and efficiency standards.
- (2) Employees do not need to hold a full driving licence to drive a lift truck, however operators must meet age (minimum school leaving age) and health requirements.
- (3) All employees will receive refresher training every 3 years to ensure they maintain the required standard.
- (4) Only instructors holding the appropriate RTITB/ITSSAR Certificate and whose name is entered on their Register of Approved Lift Truck Instructors will be authorised to carry out lift truck training.
- (5) Authorisation certificates will only be awarded to employees who achieve the required standard in the practical and theoretical tests, as outlined in the Supplementary Guidance notes to the Approved Code of Practice for Rider Operated Lift Trucks – Operator Training. The certificate will identify the class / classes of vehicle that the holder is authorised to operate.
- (6) All trainee drivers will undergo 3 days basic training on lift trucks operation and safety.
- (7) Assessments will be carried out every 3 years by an approved instructor at his/her normal place of work and the results of assessments will be held on the employee's training records.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

HR and H&S Director

Regional Managers/Directors

Area/CD Managers

IT and Logistics Director

3.9 Working at Height

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that any work at height is avoided, if possible, or otherwise carried out safely by eliminating or reducing the risk of falling.

The Company will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within the Working at Height Regulations 2005 and the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), and with the specific guidance issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) Where possible, work at height must be avoided as the first consideration in managing the risks in this area.
- (2) Where work at height is unavoidable the risks of the relevant work must be assessed and appropriate work equipment will be selected and used before work commences.
- (3) All work at height must be properly planned, organised, supervised and carried out in as safe a manner as is reasonably practicable.
- (4) All equipment used in connection with work at height must be properly inspected and maintained. This includes equipment used for means of access for work at height, collective fall prevention (eg guardrails and working platforms), collective fall arrest (eg nets, airbags etc), personal fall protection (e. work restraints, fall arrest and rope access) and ladders.
- (5) All risks arising in connection with fragile surfaces must be properly controlled.
- (6) All reasonable steps must be taken to prevent objects falling from height or reducing the risk of injuries arising from falling objects.
- (7) When planning work at height account must be taken of emergency and rescue requirements.
- (8) Work must not be carried out during weather conditions that could endanger health and safety.
- (9) Employees and other people involved in work at height must be competent and, where necessary, trained in avoiding falling and how to minimise injuries in case of falls.
- (10) Reports must be kept of all required inspections of equipment used for working at height.
- (11) In interpreting the application of this part of the policy `work at height` is to be considered as any work where a person could be injured from falling, even if it is at or below ground level.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

HR and H&S Director

Regional Managers/Directors

Area/CD Managers

IT and Logistics Director

3.10 Slips and Trips

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes controlling the risks of slips and trips accidents at work.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and the Workplace (Health, Safety and Welfare) Regulations 1992, and with the specific Approved Codes of Practice (L24) and guidance notes (HSG 155) (INDG 225) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) All risk assessments must consider the hazards that could result in slips and trips and, where identified, measures must be taken to eliminate, reduce or control the risks involved.
- (2) The selection of floor surfaces must include consideration of the slip resistant qualities and general suitability to the areas in question and the activities or processes carried out.
- (3) Measures should be taken to prevent floors from getting wet or contaminated from work activities or processes. Keep water or contaminants away from walkways.
- (4) Spillage procedures must ensure the rapid clean-up of any spillages or contamination by designated personnel without further endangering employees and other persons. Where floors are greasy a suitable cleaning agent must be used.
- (5) Where necessary suitable warning signs and barriers must be erected during the removal of spillages.
- (6) Steps and slopes on floors must have good foot and hand holds and have no sudden changes of level.
- (7) Adequate levels of lighting must be provided and maintained in all areas and walkways.
- (8) Where necessary suitable footwear will be provided for employees, taking into account the conditions, the work and the individual.
- (9) Trailing leads must be avoided in all working areas and walkways.
- (10) All accidents and incidents involving slips and trips must be recorded and investigated fully, with consideration being given to the underlying causes and required improvements to prevent a recurrence.
- (11) When carrying out risk assessments, account must be given to access to areas by members of the public and possible vulnerable groups (eg older people and disabled).
- (12) Suitable and adequate information, instruction and training must be provided to all employees regarding the avoidance of slips and trips accidents and in spillage removal and prevention.
- (13) Employees must report all spillages immediately to their manager / supervisor together with any building defects or other problems that are causing floors to be wet, slippery or uneven.
- (14) All maintenance work resulting in wet, slippery or uneven floors must be carried out as soon as possible, with barriers and warning signs being erected as a temporary measure.
- (15) All areas must be kept clear of rubbish and other obstructions likely to cause slips and trips.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

HR and H&S Director

Regional Managers/Directors

Area/CD Managers

IT and Logistics Director

3.11 Electrical Safety

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring the provision, use and maintenance of safe electrical installations and equipment.

The main hazards associated with electricity include:

- Shock
- Burns
- Arcing
- Fires
- Explosions
- Secondary injuries (eg falls from height following shock)

The Company will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within the Electricity at Work Regulations 1989 and with the specific guidance (HSG 85/107/236 and HSR 25) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

Fixed Electrical Installations

- (1) All fixed installations and systems will meet the required standard (eg BS 7671).
- (2) All fixed installations will be maintained in a safe condition.
- (3) All fixed installations will be routinely inspected.
- (4) Adequate socket-outlets will be provided to avoid overloading or the excessive use of extension leads.
- (5) Employees are required to report any defective electrical installations or systems.

Portable Electrical Equipment

- (1) All portable electrical equipment will be safe and suitable for the particular work in which it is used.
- (2) All portable electrical equipment will be maintained in a safe condition.
- (3) All portable electrical equipment will be subject to a system of visual inspection and testing.
- (4) All portable electrical equipment brought on to Company premises or sites by employees (eg heaters, fans etc.) and contractors must be tested before use.
- (5) Employees are required to report any defective equipment and to remove from service if considered to be detrimental to safe usage.

Information and Training

- (1) Adequate training and information will be provided to all employees regarding the safe use of electrical equipment.

(2) All employees will be provided with copies of risk assessments and safe working procedures that are relevant to electrical installations, systems and equipment in their area or work activities.

(3) The Company will only permit suitably competent persons to carry out any work on electrical installations, systems and equipment.

(4) All contractors will be informed of, and comply with, the Company's Health and Safety policy and any relevant risk assessments or safe working procedures.

Record Keeping

The following records will be retained and updated as appropriate:

(1) A register of all portable electrical equipment on the Company premises or site.

(2) Details of instruments and testing equipment used for electrical work.

(3) Copies of any permits authorising work on electrical equipment.

(4) Safety information provided to and by contractors.

(5) All information relating to individual competence and training of persons who are authorised to inspect electrical installations or equipment or conduct, manage, supervise or assess electrical work.

(6) Details of inspections and tests conducted on fixed installations, portable electrical equipment and personal protective equipment. These records must show the date of the test, the name of the tester, the scheduled date of the next test and details of any repairs or modifications carried out.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

Regional Manager/ Regional Director/ Area Manager/ Distribution

Manager/ IT and Logistics Director

3.12 Display Screen Equipment

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring the safe use of display screen equipment (DSE).

The main health problems associated with the use of display screen equipment include:

- Aches and pains in the hands, wrists, arms, neck, shoulders or back
- Eyestrain or similar visual problems
- Headaches
- Stress and fatigue
- Skin irritation or rashes

The Company will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within The Health and Safety (Display Screen Equipment) (DSE)

Regulations 1992 (as amended), and with the specific guidance (L26) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

(1) The Company will carry out an analysis of every work station in order to assess and reduce the risks involved.

(2) Assessments will take place on the introduction of new DSE or on the movement or change of location of DSE.

(3) Assessments may be carried out by the individual user using the appropriate self assessment format in conjunction with adequate information, instruction and training.

(4) Assessments will be reviewed on a regular basis and appropriate records will be kept.

(5) Matters to be taken into account during the assessment will include:

- The whole workstation including equipment, furniture and the working environment
- The job or tasks involved
- Any special needs of individual employees

(6) Where the assessments reveal equipment or other issues that do not meet the minimum legal requirements, appropriate action will be taken to rectify such matters.

(7) The Company will arrange for, and/or pay the reasonable costs of, eye and eyesight tests by a qualified optician for all DSE users.

(8) All DSE users will be entitled for tests to be repeated at intervals as recommended by the optician.

(9) The Company will pay the reasonable costs of providing users with spectacles required for DSE use, where found to be necessary by the tests.

(10) All DSE users will be provided with suitable and sufficient information, instruction and training regarding the safe use of workstations and the availability of eye and eyesight tests.

(11) Job rotation/breaks will be arranged if required in consultation with the appropriate manager / supervisor.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

HR and H&S Director

Regional Managers/Directors

Area/CD Managers

IT and Logistics Director

3.13 Hazardous Substances

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that all significant risks associated with the use, storage, sale or transport of hazardous substances are assessed and adequately controlled.

Hazardous substances could include:

- Substances used directly during work activities (eg adhesives, paints, cleaning agents)
- Substances generated during work activities (eg fumes, vapours, gases)
- Naturally occurring substances (eg grain dust)
- Biological agents (eg bacteria and other micro-organisms)

The health effects of exposure to chemicals and other hazardous substances could include:

- Skin irritation or dermatitis
- Asthma or other allergic responses
- Loss of consciousness
- Bacterial infections
- Cancer

The Company will endeavour to comply with the relevant legal requirements, as contained within the Control of Substances Hazardous to Health Regulations 2002 (COSHH) and the Chemicals (Hazard Information and Packaging for Supply) Regulations 2009 (CHIP), and with the associated specific Approved Codes of Practice (HSG 193) and guidance notes issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

(1) An up-to-date register of all chemicals and other hazardous substances used, stored, sold or transported by

the Company will be maintained together with the latest relevant manufacturer's safety data sheets.

(2) All new products will initially undergo a process of approval, using the relevant technical information and data sheets, before inclusion in the approved product range.

(3) COSHH assessments will be completed and recorded for all chemicals and other hazardous substances used, stored, sold or transported by the Company.

(4) All processes and activities will be designed and operated to minimise the emission, release and spread of substances hazardous to health.

(5) When developing control measures account will be taken of all relevant routes of exposure (eg inhalation, skin absorption or ingestion).

(6) Exposure will be controlled by measures that are proportionate to the particular health risks involved.

- (7) The most effective and reliable control options will be chosen which minimise the escape and spread of substances hazardous to health.
- (8) Where adequate control of exposure cannot be achieved by other means, suitable personal protective equipment will be provided, in combination with other control measures.
- (9) All elements of control measures will be monitored and reviewed regularly for their continuing effectiveness.
- (10) All employees will be provided with suitable and adequate information, instruction and training on the hazards and risks from the substances with which they work and the use of control measures developed to minimise the risks, including the use of required personal protective equipment.
- (11) When developing and introducing control measures care will be taken to ensure that it does not increase the overall risk to health and safety.
- (12) Suitable health surveillance will be arranged for any employee who may be exposed to any substance for which there is a disease associated with that substance (eg asthma, dermatitis or cancers) and where it is possible to detect the disease or any adverse health effect, and therefore reduce the risk of further harm.

General Precautions

The following general precautions apply to the use, handling and transporting of chemicals and other hazardous substances:

- Products must never be allowed to come into contact with the eyes, skin or mucous membrane.
- Personal protective equipment and clothing must be worn, if required.
- Always observe good industrial hygiene practices.
- Do not swallow materials or use in areas where food is being consumed.
- Inhalation of chemical vapours or dust should be avoided.
- Adequate ventilation must be provided.
- Suitable respiratory protection must be worn, if required.
- Facilities for the washing and cleansing of the skin must be made available with the necessary cleaners and barrier creams.
- Store all products in ventilated areas away from extremes of temperatures and environment.
- Clean up spillages instantly and dispose of waste using suitable containers.
- Except for transport in closed packages, materials must only be handled by authorised personnel.
- Ensure the correct equipment for handling the products is made available.
- Any person using or handling chemicals and other hazardous substances who shows symptoms which may possibly have been caused by exposure to the product should

immediately be removed from the area and medical advice sought. Reference should always be made to the relevant COSHH assessment and hazard data sheet.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

Regional Manager

3.14 Personal Protective Equipment

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes the provision, use and maintenance of personal protective equipment (PPE).

The Company will endeavour to provide and maintain such personal protective equipment as required or deemed necessary and to comply with the relevant legal requirements, as contained within the Personal Protective Equipment at Work Regulations 1992, and with the specific guidance (L25), issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company acknowledges that, as a means of hazard elimination, the use of PPE is the last consideration.
- (2) Where it has been established that PPE is the only means, or is required to supplement other control measures, the Company will ensure that adequate supplies of suitable PPE are available and maintained.
- (3) Each department will maintain a list of all tasks requiring PPE and specify the standard of the PPE required.
- (4) Registers of PPE will be kept, including details of any inspection, maintenance or replacement requirements and relevant records.
- (5) Where appropriate, all PPE will conform to the applicable British Standard, and/or the relevant 'Certificates of Approval' issued by the Health and Safety Executive, or will be required to have the appropriate CE marking.
- (6) Where required, suitable and sufficient storage accommodation will be provided for PPE when not in use.
- (7) All employees required to wear PPE will receive suitable and adequate information, instruction and training in its use, maintenance, cleaning and storage, and the relevant risks it will avoid or limit.
- (8) All employees required to wear PPE must use it in accordance with the training and instructions provided.
- (9) All employees must report any defects to PPE or loss to their manager / supervisor.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

Regional Manager

3.15 Machinery, Plant and Equipment

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that all machinery, plant and equipment is maintained in a safe condition and used in a safe manner.

The main hazards associated with machinery, plant and equipment include:

- Entanglement
- Trapping (eg shearing, drawing in, and crushing)
- Impact
- Contact (eg friction, abrasion, cutting, stabbing, puncture and burns)
- Ejected materials or particles
- Dust and fumes
- Ergonomic issues
- Electricity
- Fire
- Noise
- Vibration

The Company will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within the Provision and Use of Work Equipment Regulations 1998 (PUWER 98) and the Supply of Machinery (Safety) Regulations 2008 (as amended), and with the specific guidance (L22) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company will, as far as is reasonably practicable, ensure that all equipment is suitable for the intended use or tasks.
- (2) All equipment will comply with the relevant British Standard and is CE marked, where appropriate.
- (3) All dangerous parts of machinery will be suitably and adequately guarded.
- (4) All equipment will be maintained in efficient order and in good repair.
- (5) Regular inspections of all equipment will be carried out by competent persons and suitable records kept, including prior to it being put into service. The frequency of inspections will be determined by the risk assessment or in line with legal requirements, manufacturers' instructions or other recommended guidance.
- (6) All equipment will be maintained in efficient order and in good repair.
- (7) Any defective equipment where there is an increased risk of injury will be taken out of operation and not used until the necessary repairs have been completed to render it safe to use.

(8) Employees are required to report any defective equipment immediately to the appropriate manager / supervisor.

(9) Employees are required to only use equipment for the purpose or operations for which it is suitable or intended.

(10) Every employee who uses equipment will receive suitable and adequate information, instruction, training and supervision.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

HR and H&S Director

Regional Managers/Directors

Area/CD Managers

IT and Logistics Director

3.16 Noise at Work

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes preventing damage to the hearing of persons exposed to high levels of noise at work.

The main problems associated with occupational noise include:

- Noise induced hearing loss
- Temporary and permanent threshold shift
- Tinnitus
- Stress
- Injuries arising from distracted attention

The Company will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within the Noise at Work Regulations 2005, and with the specific guidance note (L108) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

(1) The Company will generally attempt to reduce exposure to noise at work and the consequential risk of hearing damage as far as is reasonably practicable by means other than ear defenders.

(2) If a noise problem is suspected, a suitable and sufficient noise assessment will be carried out by a suitably competent person to determine the appropriate level, type and duration of noise exposure and the corresponding course of action. Suitable records of all such assessments will be kept and reviews carried out at appropriate intervals.

(3) Measures taken in respect of noise exposure will be dependent upon the outcomes of the assessment and in accordance with comparisons against the legal action levels as follows:

- Lower Exposure Action Values - daily or weekly personal noise exposure of 80dB(A) or a peak sound exposure of 135dB(C) or 112 pascals.
- Upper Exposure Action Values - daily or weekly personal noise exposure of 85dB(A) or a peak sound pressure of 137dB(C) or 140 pascals.
- Exposure Limit Value - daily or weekly personal noise exposure of 87dB(A) or a peak sound pressure of 140dB(C) or 200 pascals, after taking into account the protection given by any personal hearing protectors provided.

(4) Where the noise exposure to employees is at or above a lower exposure action value but below an upper exposure action value, suitable personal hearing protectors will be made available to relevant employees upon request.

(5) Where the noise exposure is at or above an upper exposure action value 'Hearing Protection Zones' will be demarcated and suitable signs displayed.

(6) Suitable personal hearing protectors must be provided and must be worn by all persons who enter a hearing protection zone.

(7) Adequate information, instruction and training will be provided to all employees with a noise exposure at or above a lower exposure action value regarding the risks to their hearing; availability of personal hearing protectors; defects reporting systems; their own duties and health surveillance issues.

(8) All personal hearing protectors and other equipment will be maintained and repaired as necessary.

(9) All employees will be required to use personal hearing protectors and other noise reduction equipment, where deemed necessary, and to report any defects to the appropriate manager/supervisor.

(10) Where a noise risk assessment reveals that there is a risk to the health of employees who are exposed to noise, suitable health surveillance will be provided to the employees in question.

(11) Health surveillance will normally take the form of regular hearing tests (audiometric testing) and will generally apply to all employees who are regularly exposed to noise at or above an upper exposure action value.

(12) Where as a result of health surveillance an employee is found to have identifiable hearing damage arrangements will be made for the employee to be examined by a doctor or other suitably qualified medical specialist.

(13) Where a doctor or other suitably qualified medical specialist considers that the hearing damage suffered by an employee is likely to be the result of exposure to workplace noise, the employee will be informed accordingly and other measures will be considered, including the review of relevant risk assessments and the health of other employees similarly exposed, together with consideration being given to assigning the employee to alternative work where there is no risk of further noise exposure.

(14) Where persons other than employees are exposed to noise, similar measures will be taken to the above in respect to ensuring their protection from adverse noise levels other than the provision of health surveillance and general information, instruction and training.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

Regional Manager

3.17 Vibration at Work

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes the control of health risks from exposure to hand-arm and whole-body vibration in the workplace.

The common early symptoms associated with exposure to vibration include:

- Tingling and numbness in the fingers
- Loss of sense of touch
- Loss of grip strength
- Pain in the wrist (carpal tunnel syndrome)
- White and red colouration in the fingers (vibration white finger)
- Back pain

The Company will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within the Control of Vibration at Work Regulations 2005; the Management of Health and Safety Regulations 1999; and the Provision and Use of Work Equipment Regulations 1998, and with the specific guidance notes (L140/141)(INDG 175/242/296) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company will, as far as is reasonably practicable, reduce the exposure to vibration from the use of equipment to a minimum.
- (2) The Company will carry out an assessment of the vibration risk to employees in order to determine the likelihood of exposure being above the daily exposure action value (EAV).
- (3) Following, and in accordance with, the assessment a programme of measures will be implemented to eliminate the risk or reduce exposure to as low as is reasonably practicable.
- (4) Where there are employees who are likely to be exposed above the daily exposure limit value (ELV) immediate action will be taken to reduce their exposure below the limit value.
- (5) Suitable and adequate information and training will be provided to all employees exposed to vibration regarding the risks involved and the measures being taken to reduce those risks.
- (6) The Company will arrange for appropriate health surveillance for employees who are regularly exposed to vibration above the action value or otherwise continue to be at risk.
- (7) The Company will keep records of all assessments and control actions.
- (8) The Company will keep records of health surveillance carried out for employees.

Exposure action and limit values

For hand-arm vibration the exposure values, assuming an 8 hour working day, are:

Exposure action value: 2.5 m/s² A(8)

Exposure limit value: 5.0 m/s² A(8)

For whole-body vibration the exposure values, assuming an 8 hour working day, are:

Exposure action value: 0.5 m/s² A(8)

Exposure limit value: 1.15 m/s² A(8)

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

Regional Manager

3.18 Asbestos

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes managing asbestos that may be present in premises. Please refer to the Company Asbestos Policy below for further information.

Policy Statement

Exposure to asbestos and the risks are well-publicised. Breathing airborne asbestos fibres can lead to related lung diseases, including cancers. The symptoms of these diseases often do not appear for some years after the exposure to asbestos.

Designer Contracts acknowledges the potential health hazards arising from exposure to asbestos and will adopt a protective approach, as far as is reasonably practical, towards people who are considered likely to disturb, or be exposed to asbestos-containing materials.

This policy document explains how Designer Contracts manage asbestos containing materials that are either identified or presumed to exist within its existing premises, and potential buildings that work may be carried out on.

Managing Asbestos

We have a duty to ensure that people working for us are not exposed to asbestos containing materials in the course of their work and that we do not expose other people to the risk of exposure to asbestos as a result of our work activity.

We are aware that 2 of our 12 premises contain very low amounts of asbestos and to manage that we ensure;

That all Asbestos containing materials (ACM) on our premises are marked with signage and that our workforce is aware of their presence.

All staff who work in those premises are asbestos awareness trained.

If we were to undertake any refurbishment in the areas affected, we would seek professional advice from licenced contractors.

Risk Assessments are kept up to date.

Other than our 2 premises as mentioned above, our workforce only face the risk of exposure to asbestos containing materials when working at customer premises. Due to the nature of the business primarily working on new build properties, we wouldn't often come into contact with

asbestos, however for any buildings that we work on that were built pre 2000, we need to control this potential hazard and we do this by;

Seeking, as a matter of course, information from businesses on whose premises or on whose behalf we work about the potential presence of asbestos containing materials and their Asbestos Management Plan; carefully ++considering our action where none is available.

Making information available to our workforce.

Making sure that our workers are trained in Asbestos Awareness and able to assess and identify materials that might contain asbestos, and that they know what to do if they come across them.

Nominating senior staff members to manage this process and to develop and implement procedures, Safe Systems of Work and control measures.

Carry out a Risk Assessment and inform the Health & Safety department.

Where we know that asbestos containing materials are present, making sure that our workforce is fully aware and that the work activity is arranged so as to avoid their disturbance.

Employees and others adhering to the contents of procedures, control measures and Safe Systems of Work.

Employing competent trained personnel.

Wear the correct PPE at all times.

Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from asbestos.

Emergency Procedures

If any employee or subcontractor discover or suspect any presence of asbestos that they wasn't made aware of prior to starting work, they must immediately cease work and contact their supervisor or the Regional/Contracts Manager.

Training

All Designer Contracts staff who go on site will receive asbestos awareness training. Also, any sub-contractors who work on behalf of the company that will be working on any buildings built pre 2000, will also be trained.

Review and Monitoring

The policy holder will review this policy every three years, or sooner if required by legislation or related changes.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

HR and H&S Director

Regional Managers/Directors

Area/CD Managers

IT and Logistics Director

3.19 Information, Instruction and Training

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring a competent workforce through the provision of suitable and adequate information, instruction and training.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and other applicable legislation and guidance notes issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company will not require any employee to perform any work activity or task unless he/she has received suitable and adequate information, instruction and training, or is working under the supervision of a trained and competent employee.
- (2) The Company acknowledges the importance of providing information, instruction and training to all new staff as soon as is practicable after commencement of employment.
- (3) The Company recognises that instruction and training may also be necessary for existing employees to act as a reminder and to accommodate any changes in their work practices or environment.
- (4) The Company accepts the responsibility of ensuring that all temporary employees are also given basic health and safety information, instruction and training appropriate to their work activities and environment.
- (5) The training needs for all employees (or groups of employees) and their related work activities will be evaluated and the results of the evaluation will form the basis of a training matrix.
- (6) Training need's assessments will be reviewed periodically and the training matrix updated as required.
- (7) Records will be kept of all training provided to employees and any relevant outcomes.

TRAINING ARRANGEMENTS

In order to safeguard the health and safety of employees, so far as is reasonably practicable, the following general provisions for training have been recognised:

Induction Training

Health and safety induction training for new employees will take place on the first day of employment, but where this is not possible it will commence as soon as practicable after joining.

It will include:

- Presentation of the Company health and safety policy and how it affects employees
- Accident reporting procedures
- Fire prevention and emergency evacuation procedures
- General safety rules and procedures
- First aid facilities

- Specific safety systems and procedures
- Identification of particular hazards which exist at the workplace
- Health and safety legislation appropriate to the organisation and the employee's obligations
- How to obtain advice or report any concerns regarding health and safety practices
- Identity of responsible person(s), first-aiders, fire warden etc.
- Welfare provisions.

New Managers and Supervisors

New employees of a managerial or supervisory level will receive training regarding their responsibilities, including:

- The relevant procedures and policies which require implementation
- Sources that are available to them if they require specialist assistance or if they need to obtain further or professional advice
- Procedures are in place for addressing any problems which may arise.

Job Specific Training

Detailed and specific departmental health and safety training will be provided to all new employees to supplement their general induction training and will include:

- The relevant work activities / processes
- The work environment
- The work equipment
- Any particular risk(s) associated with their department work activity and/or processes.

Function Specific Training

It is recognised there are certain functions or responsibilities carried out by some employees that require specific training. These include:

- First aiders
- Appointed persons for first aid
- Fire wardens
- Fork lift truck drivers
- Banksmen

Existing Employees

Further training will be provided, if necessary, to existing employees if:

- They transfer to a different department
- They take on new responsibilities

- They are exposed to new or increased risks
- There is a significant change in the work equipment, environment or systems of work in use.

Temporary Employees

Temporary employees will be provided with general health and safety instructions (eg emergency procedures, site safety rules etc.) in addition to any specific instruction relevant to the department or work activities.

Approved Training Courses and Providers

The Company will develop a list of approved training courses and providers which may include the following courses:

- IOSH Managing Safely
- IOSH Practical Safety Awareness
- IOSH Working Safely
- NEBOSH General Certificate
- Manual Handling
- COSHH Awareness
- Risk Assessment Awareness
- Basic First Aid
- Fire Safety Awareness
- CDM Awareness
- NVQs Levels 3,4 and 5 in Occupational Health and Safety

Contractors

Steps will be taken when selecting contractors to ensure that they have a programme of training and that all relevant employees have received suitable and adequate information, instruction and training.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

HR and H&S Director

Regional Managers/Directors

Area/CD Managers

IT and Logistics Director

3.20 Consultation

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this policy cannot be achieved without the co-operation and

commitment of employees at all levels, requiring the development and maintenance of effective means of consultation.

The Company will endeavour to promote consultation and to comply with the relevant legal requirements, as contained within the Health and Safety (Consultation with Employees) Regulations 1996 and with the associated guidance issued by the Health and Safety Executive.

Regular consultation and discussions with employees on health and safety matters as well as other relevant matters affecting the company is therefore given high priority in order to gain their continued support and co-operation.

In particular the following rules and procedures will be applied in relation to this area:

- (1) All employees at all levels within the Company are encouraged to participate in safety meetings led by their manager / supervisor.
- (2) Employees and/or their representatives are encouraged to raise concerns about health, safety and welfare matters with their manager / supervisor and will receive positive feedback on any issues raised. Any unresolved issues can be raised at the next safety meeting and / or with the Safety Representative who has Fire Marshall duties.
- (3) Suitable and adequate training and other information or resources will be provided for all Fire Marshals (safety representatives) in order to allow them to take a full and effective part in consultations.
- (4) Employees and/or their representatives will be consulted on all matters that affect their health, safety and welfare, including relevant changes in procedures, equipment and working methods or the introduction of new technology. The feedback arising from such consultation will be considered before any decisions are made.
- (5) Employees and/or their representatives will be kept informed of risks associated with work activities and the measures required to be taken to control those risks, including copies of relevant risk assessments and safe systems of work or working procedures.
- (6) The Company will form a Health and Safety Committee with the following terms of reference and constitution:

Health and Safety Committee

The membership of the Health and Safety Committee will be subject to the agreement of the management and the respective employee representatives.

However, the committee shall include a senior managerial representative nominated by the Managing Director in order to ensure that there is adequate authority present to make decisions and with knowledge and expertise to provide accurate information to the committee on such matters as company policy, technical matters etc.

The meetings will be held on a regular basis.

Each member of the Committee will receive a copy of the minutes and a copy will be placed on all health and safety notice boards or brought to the attention of all employees using other alternative means of communication.

The terms of reference of the Committee will include:

- The review of any accident reports
- Examination of safety audit and inspection reports
- Consideration of reports by safety representatives
- Consideration of reports by enforcement officers
- Development and monitoring of safety rules and safe working procedures
- Monitoring of the adequacy of health and safety communication systems.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

Regional Manager

3.21 Environmental and Waste Management

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that its activities do not have an adverse effect on the local and general environment.

The Company will endeavour to control such adverse effects on the environment and to comply with the legal requirements and duty of care imposed by the Environmental Protection Act 2010.

In particular the following rules and procedures will be applied in relation to this area:

- (1) The Company will control and reduce the amount of packaging used within its business activities.
- (2) The Company will implement measures to minimise the amount of waste materials arising from its business activities.
- (3) The Company will implement measures to minimise the amount of paper and similar products used within its business activities.
- (4) The Company will control emissions to the atmosphere to the levels set by legal requirements.
- (5) The Company will control liquid discharge to within limits set by the Environment Agency.
- (6) The Company will implement measures to prevent the escape of waste from its business activities.
- (7) The Company will ensure that waste is only transferred to an authorised contractor and provide a written description of the waste, maintaining records for the minimum prescribed period of two years.
- (8) The Company will ensure that all appointed waste contractors are authorised in respect of the different categories of waste as follows:

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Certificate No: CBDU585932

Expiry Date: 21st May 2028

The person/s within the Company responsible for implementing and monitoring the rules

and procedures in this area and associated work activities will be:

HR and H&S Director

Regional Managers/Directors

Area/CD Managers

IT and Logistics Director

3.22 Driver Safety and Security

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that the risks and other problems associated with the driving of vehicles operating on company business is adequately controlled.

The hazards and problems associated with driving include:

- Fatigue due to excessive driving hours
- Distractions during driving
- Driving without care or attention
- Driving without a valid licence or insurance
- Driving when disqualified or under the influence of alcohol or drugs
- Exceeding speed limits due to unreasonable demands
- Loading and unloading of vehicles
- Failing to report accidents or offences
- Driving in adverse weather conditions
- Unsafe conditions of vehicles
- Overloading or unsafe loading of vehicles
- Theft from vehicles and associated violence

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999, and guidance notes issued by the Health and Safety Executive and other relevant bodies.

In particular the following rules and procedures will be applied in relation to this area or work activity:

- (1) Only authorised personnel are allowed to drive company vehicles.
- (2) Company vehicles will only be available to employees who hold a current and valid driving licence.
- (3) Any conviction for driving offences, driving licence endorsements and any fines incurred by employees who drive on company business must be reported immediately.
- (4) Any employee who is considered to be acting carelessly or recklessly in the use of vehicles driven on company business will be subject to disciplinary action.

- (5) Any accident or incident involving a vehicle driven during the course of company business must be reported immediately, regardless of fault.
- (6) Where the holding of a licence is an essential requirement of a job, an employee being prosecuted or convicted of a driving offence which results in disqualification for any period, this should result in the employee's dismissal.
- (7) Company drivers must avoid the consumption of alcohol or drugs prior to or during the course of driving, infringement of which could result in the employee's dismissal.
- (8) Unauthorised passengers must not be carried in vehicles during the course of company business.
- (9) Company vehicles be not be used for personal gain or pleasure without permission.
- (10) All vehicles must be serviced in accordance with the company policy and/or manufacturer's recommendations.
- (11) Employees must generally ensure that their vehicle is kept in good condition. This includes keeping it clean and ensuring that the tyre pressures, lights, oil, water etc meet the required standard.
- (12) No vehicle must be driven in an unroadworthy condition. Any defects to company vehicles must be reported immediately.
- (13) All loads on vehicles must be properly secured at all times.
- (14) Drivers must report in by telephone regularly or as otherwise required. Where it is not possible to complete the required assignments for any reason, the appropriate manager / supervisor must be contacted and kept fully informed of the situation.
- (15) Statutory regulations and company rules regarding the recording of mileage, journeys undertaken and accrued driving hours etc must be complied with at all times.
- (16) Drivers must not use mobile phones during the course of driving unless suitable hands-free devices are fitted to the vehicle or otherwise available for use.
- (17) Drivers must not eat or drink during the course of driving.
- (18) To ensure compliance with insurance requirements vehicles must always be locked when not in use.
- (19) When driving through built up areas windows must be kept shut and doors locked if possible. All valuables including laptops and briefcases must be located in the boot of the car at all times.
- (20) Valuables must not be left in the vehicles when a vehicle is left overnight .
- (21) Any company driver doing a long journey must plan the trip to ensure the tiredness factor has been considered. If during a trip it is evident that to continue driving would constitute a risk, making a temporary stop or booking overnight accommodation should be considered.
- (22) Any employee using a company vehicle or driving on company business must take with them a mobile phone to ensure emergency help can be obtained.
- (23) Any employee who witnesses theft of, or from, a vehicle must not put them self at risk of violence by attempting to prevent the theft or other similar action.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

HR and H&S Director

Regional Managers/Directors

Area/CD Managers

IT and Logistics Director

3.23 Mobile Phones

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes implementing measures to ensure that health and safety is not compromised by the use of mobile phones, particularly while driving. Please refer to the Company Mobile Phone Policy for further information.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

Regional Manager or Head of Department

3.24 Visitors and Contractors

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes controlling the safety and work of visitors and contractors when present on Company premises.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and Construction (Design and Management) Regulations 2007, and with the specific Approve Codes of Practice (L144) and guidance issued or approved by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area or work activity:

- (1) Visitors and contractors will not be permitted on Company premises unless specifically authorised and, where necessary, accompanied at all times by a Company employee.
- (2) All visitors and contractors will be required to comply with the Company Health and Safety Policy (see 'Responsibilities of Visitors and Contractors') and relevant rules and procedures.
- (3) The Company will take all reasonable steps to ensure the health and safety of all visitors and contractors.
- (4) The company will provide all visitors and contractors with such information, instruction and training as required to ensure their health and safety and to assist them in complying with their obligations, including:
 - Safety policy
 - Relevant risk assessments
 - Relevant safe systems of work
 - Emergency response procedures

- First aid facilities
- Welfare facilities
- Site rules and procedures
- Safety plans
- Site induction training

(5) All visitors and contractors must report to the Company reception / site office upon arrival and leaving.

(6) The Company will take account of the possible presence of visitors and contractors when developing, implementing and practising fire and other emergency procedures.

(7) All visitors and contractors must report immediately any accidents or incidents resulting in injury or damage to the Company.

(8) The Company will record all accidents and incidents involving visitors and contractors and comply with their legal reporting requirements under RIDDOR.

(9) All contractors will be expected to comply with all relevant legal requirements, codes of practice and guidance relating to their operations and work activities.

(10) Only contractors that are on the 'Approved List of Contractors and Suppliers' will be authorised to carry out work for or on behalf of the Company.

(11) All contractors will be subjected to a full assessment of their competence and suitability before being placed on the approved list including an assessment of the following documentation and systems :

- Health and safety policy
- Risk assessments
- Safe systems of work or working procedures
- Monitoring arrangements
- Training records
- Accident / incident records
- Enforcement action records
- Suitable references

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

HR and H&S Director
 Regional Managers/Directors
 Area/CD Managers
 IT and Logistics Director

3.25 CDM Regulations

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that its responsibilities as a Contractor or Sub-Contractor during construction projects and related works are fully met.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Construction (Design & Management) Regulations 2015 (CDM) and relevant guidance issued or approved by the Health and Safety Executive`.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company will provide full and accurate information to clients and principal contractors when submitting tenders for work.
- (2) The Company will only accept instructions from clients for works in which the Company and its operatives are competent.
- (3) The Company will ensure co-operation with the principal contractor and will adhere to the Health & Safety Plan for the project and any specific information and instructions issued.
- (4) The Company`s managers and operatives will co-operate with, and will seek co-operation from, other contractors involved in the project and/or working at adjacent sites, to eliminate or minimise the likelihood of someone being harmed as a result of the works being carried out.
- (5) The Company will undertake risk assessments of the works required to be undertaken and provide the principal contractor and/or client as requested, with a detailed method statement on how the company intends to carry out the works, including all the control measures which will be applied, in accordance with the risk assessment.
- (6) The Company will ensure that suitable reporting procedures are in place to identify and act upon any Health & Safety risks present or which develop on site.
- (7) The Company will ensure that its client is aware of their duties under the CDM Regulations 2015 before work commences.
- (8) The Company will plan, manage and monitor the required works to minimise the risk of harm to anyone and give adequate notice to any appointed sub-contractors so that they may do the same and provide the Company with a copy of their site specific risk assessment and method statements within an agreed time period before work commences.
- (9) Only appropriately trained, qualified and informed operatives will be allowed to work on each site. If necessary on site Health & Safety inductions will be carried out before access to the work area is allowed.
- (10) Works will not commence until barriers and other relevant protective measures have been put in place to prevent unauthorised access to the site.
- (11) The following general health and safety provisions and rules will be implemented for all projects or where appropriate to the particular project or site:

Employee Awareness - Everyone working on site must be aware of their obligation to report to their immediate superior any defect which may endanger the Health and Safety of themselves or other persons.

Safe Places of Work - Safe access, egress, prevention of unauthorised access and safe/sufficient defined work areas will be provided.

Good Order and Site Security - All sites must be kept in a good state of cleanliness, with the work area clearly defined by signage and/or barriers. No timber or other material with projecting nails or sharp objects/edges will be used or allowed to remain anywhere on site where it may harm anyone.

Stability of Structures - Any existing or new structure must not become unstable or weak due to the works and at no time loaded with materials, plant and equipment rendering it unsafe.

Demolition or Dismantling - Plans shall be devised and implemented via the site Method Statement to prevent or minimise the danger of anyone being harmed by parts of a structure during demolition or dismantling.

Energy Distribution Installations - Overhead power cables presenting a risk are to be redirected or isolated and if appropriate earthed for the duration of the works via a permit to work system. If this is not possible place warning signs and barriers and position suspended protection. Detection, isolation and safe digging practices are to be used for underground services which impact on the work area.

Prevention of Risk from Fire - Measures are to be taken to prevent risk of harm from fire, explosion, flooding and any substance which may cause asphyxiation.

Emergency Procedures - Arrangements must be in place to deal with any foreseeable emergency, including evacuation procedures.

Emergency Routes and Exits - Direct and sufficient emergency routes and exits must be provided to allow persons to reach a place of safety quickly in an emergency. All routes and exits must be kept clear, signed and if appropriate lit.

Fire Detection and Fire Fighting - Site safety boards must be provided containing suitable and sufficient fire extinguishers. These must be in an accessible location on site and have them regularly inspected and tested. All operatives to be trained in the correct use of the firefighting equipment supplied and any operative must be prevented from undertaking an activity which may lead to a particular fire risk unless he has had the appropriate training and instruction for dealing with that fire risk.

Fresh Air - Sufficient supplies of fresh or purified air to the work area must be maintained e.g. basement. If a mechanised means has to be used to achieve this there must be a visual and audible alarm which is activated to warn of plant failure and clear instructions to the installation team as to the action to be taken if the alarm is activated.

Temperature and Weather Protection - The temperature in the work area must be reasonable having regard to the purpose for which it is used. Additional protective measures will be taken for operatives required to work outside in adverse weather.

Lighting - The work area and access routes are to be sufficiently and suitably lit wherever possible by natural light. Any artificial lighting used must not change the appearance of Health & Safety signs or

signals from the workers perspective. If failure of the primary lighting system in the work area would result in a risk to health and safety, secondary lighting should be provided.

Accident Reporting - All operatives must report all accidents or incidents, including near misses, that have or could have resulted in injury or harm to themselves or other persons on site. The Company will ensure the required site accident reporting procedures are followed, including RIDDOR reporting where necessary.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

Regional Director/Manager

Area Manager

3.26 Rules and Disciplinary Procedures

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes prescribing rules that must be followed by all employees and the disciplinary procedures that may be followed when employees breach these rules.

Please see the Company Disciplinary Policy for further details.

3.27 Lone Working

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes dealing with the risks associated with lone working.

Lone Working Policy

Designer Contracts appreciates at times there is a requirement for employees to stay at work after hours or to go into work on weekends. Sometimes this means that an employee may be on their own.

Rules that must be followed

1. Permission – only authorised key holders are permitted to work in a building alone as they have to lock up when going home.

2. Contact – Keep your mobile phone on you at all times, and;

Ensure a colleague, partner, friend etc. is aware that you are working alone and arrange to contact them on the hour, every hour to let them know you are safe.

If you don't call them as agreed, they should attempt to call you twice (consecutively)

If they can't reach you they need to travel to work to check that you're ok (and tell you off for not answering your phone)

If they can't get to you they must call the emergency services

3. Ensure that doors that are accessed from outside are locked to ensure there is no unauthorised access.

4. Ensure there is a safe route out of the building in the event of a fire.

5. Ensure you sign in and out as normal
6. Do not allow access to unknown callers
7. Ensure Line Managers have the phone number of their direct reports

Warehouse

1. Avoid high risk activities e.g. working at height, driving a fork lift truck, lifting

***Visiting Regions/ Site/Customers**

1. Regions should have a notice board displayed to show all site visits, who is out and where
2. If the visit is your last call of the day so won't be going back into the office, call your Line Manager to say you are on your way home
3. If you are travelling from 1 region to another, call the region to say you are on your way so they know to expect you within a certain time

HGV Drivers

1. As point 3 above
2. When on a 2 day run you will need to call your Line Manager when you arrive at your resting place for the night.

Failure to comply with these rules will result in disciplinary action being taken.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

HR and H&S Director

Regional Managers/Directors

Area/CD Managers

IT and Logistics Director

3.28 Pregnant Workers

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes dealing with the risks to pregnant employees or those returning after maternity leave.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and the Workplace (Health, Safety and Welfare) Regulations 1992, and guidance (HSG122) issued by the Health and Safety Executive and other relevant bodies.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) The Company recognises that pregnancy is not an illness and that the related health and safety implications can be adequately addressed by health and safety management procedures.

- (2) When carrying out all risk assessments account will be taken of the hazards that could pose a health or safety risk to new and expectant mothers.
- (3) Where hazards that could pose a risk to new or expectant mothers are identified the Company will take appropriate action to remove or reduce the risk, and will inform relevant female employees of childbearing age.
- (4) All expectant mothers must inform the Company in writing of their pregnancy.
- (5) In order to protect the health and safety of an employee and her unborn child it is in the employees' best interests that the Company is informed of the pregnancy as soon as is practicable.
- (6) The Company reserves the right to require expectant mothers to provide written medical evidence of the pregnancy from a qualified doctor.
- (7) Upon receipt of notification from a new or expectant mother the Company will carry out a risk assessment specific to the employee, based on the initial assessment and any medical advice provided by the doctor.
- (8) Following the assessment specific health and safety guidance and instruction will be provided as appropriate. This guidance will usually apply prior to the absence period and, upon her return, whilst she is breast feeding.
- (9) Where there are jobs or tasks that are considered to be unsuitable for expectant mothers due to the serious risk of harm to the mother and/or child the Company will offer suitable alternative work or, where this is not possible, suspend the employee on full pay for as long as is necessary to protect her and her child's health. This action would only be contemplated in extreme circumstances and would be carried out with full and proper consultation.
- (10) The Company reserves the right to request that pregnant employees attend a medical consultation, and, if necessary, allocate work in accordance with medical opinion.
- (11) For these purposes the Company defines a new or expectant mother as being someone who is pregnant, has given birth within the previous six months, or is breastfeeding.
- (12) Anyone who is pregnant and has any concern regarding health and safety at work, because of her pregnancy, must seek advice from her manager / supervisor before undertaking the task about which she has a concern.

Return to Work

- (1) Under health and safety legislation an employee may not return to work having taken less than two weeks maternity leave.
- (2) The Company recognises that career patterns may be different, because some women choose to combine working and having children.
- (3) Women will be given the appropriate counselling, assistance and positive encouragement to return to the Company, so that the skills and experience of valuable employees at every level are utilised effectively.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

HR and H&S Director

Regional Managers/Directors

Area/CD Managers

IT and Logistics Director

3.29 Young Persons

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes dealing with the risks to young persons at work.

A young person is defined as 'any person who has not attained the age of 18'.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and the Health and Safety (Training for Employment) Regulations 1990 issued by the Health and Safety Executive and other relevant bodies.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

(1) The Company will ensure that employed young persons are protected from any risks to their health and safety which result from their lack of experience; their absence of awareness of risks or their lack of maturity.

(2) The Company will not employ a young person to carry out any work which is:

- Beyond their physical or psychological capacity
- Involves exposure to harmful chemicals or agents
- Involves exposure to radiation
- Involves an increased risk of accidents due to their lack of experience etc
- Involves a risk to health from cold, heat, noise or vibration.

(3) When carrying out or reviewing risk assessments particular account must be taken of the special risks that could be incurred to young persons including:

- Their inexperience, lack of risk awareness and immaturity
- The layout of the workplace or workstation
- The work equipment involved
- Any harmful chemicals, agents or processes present or used.
- The organisation of processes and activities
- The health and safety training provided for young persons

(4) No young person must be allowed to start work until the appropriate risk assessment has been completed.

(5) No young person must be allowed to carry out work where the risk assessment identifies a significant risk which cannot be eliminated.

(6) The hours worked by young persons will also comply with the requirements of the Working Time Regulations, in particular:

- a limit of eight hours working time a day and 40 hours a week;
- not to work either between 10pm and 6am or between 11pm and 7am;
- 12 hours' rest between each working day;
- two days' weekly rest and a 30-minute in-work rest break when working longer than four and a half hours.

(7) The above rules and procedures will apply to all students and schoolchildren under 18 years, including those undergoing work experience.

(8) Where the young person is 16 years or less the parents or guardians will be notified of the outcomes of the risk assessment and details of any safeguards which will be used to safeguard the health and safety of the child.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

HR and H&S Director

Regional Managers/Directors

Area/CD Managers

IT and Logistics Director

3.30 Smoking at Work

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes controlling the risks associated with smoking at work and exposure to second-hand smoke.

Furthermore, the Company fully recognises that exposure to second-hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. It also acknowledges that ventilation or separating smokers and non-smokers within the same air space does not completely prevent potentially dangerous exposure.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and the Workplace (Health, Safety and Welfare) Regulations 1992, and with the specific Approved Codes of Practice (L24) and guidance notes (INDG 63) issued by the Health and Safety Executive.

The Company will also ensure compliance with the Health Act 2006 and regulations made under that Act, namely the Smoke-free (Premises and Enforcement) Regulations 2006 and Smoke-free (Signs) Regulations 2007.

In particular the following rules and procedures will be applied in relation to this area and associated activities:

- (1) The Company does not permit any employees, visitors, customers, consultants, contractors and other persons to smoke in any enclosed and substantially enclosed areas situated on company premises.
- (2) The above requirement also applies to any company vehicle or other vehicle operating on company business.
- (3) Appropriate `no-smoking` signs will be clearly displayed at the entrances to and within the premises, and in all smoke-free vehicles.
- (4) Employees are also strongly discouraged from smoking, particularly during working hours, due to the detrimental effect on their health and the possible increased workload on colleagues who do not smoke.
- (5) The Company will consider providing advice and assistance to smokers regarding how to reduce or give up smoking.
- (6) Local disciplinary procedures will be followed against any member of staff who does not comply with this policy.
- (7) Staff are also advised that failure to comply with smoke-free law may also make them liable to receive a fixed penalty fine and possible criminal prosecution by the local council.
- (8) Employees concerned about the implementation of this policy or any other smoking related issues should report the matter to the appropriate manager / supervisor.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

HR and H&S Director

Regional Managers/Directors

Area/CD Managers

IT and Logistics Director

3.31 Homeworking

Working From Home

No one is authorised to work from home. If you feel there is a work-related requirement, you need to obtain authorisation from the Managing Director.

3.32 Lifting Equipment

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that the health and safety risks associated with lifting equipment are adequately controlled.

The Company will endeavour to comply with the relevant legal requirements, as contained within the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and with the specific Approved Code of Practice (L113) and guidance (INDG 290 and 339) issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area or work activity:

- (1) All lifting equipment must be sufficiently strong, stable and suitable for the intended use.
- (2) All lifting equipment must be clearly marked to indicate the safe working load and any other instructions regarding safe use.
- (3) All operators of lifting equipment must be provided with suitable and adequate information, instruction and training.
- (4) All lifting equipment must be properly maintained in accordance with an agreed programme of regular inspection and maintenance.
- (5) Any maintenance must be carried by approved competent contractors in line with an agreed safe system of work.
- (6) Any defects to lifting equipment must be reported immediately to the appropriate manager/supervisor.
- (7) A register of all lifting equipment must be kept and maintained with details of examinations, inspections and maintenance.
- (8) Before any lifting equipment is used for the first time an examination scheme for the equipment must be drawn up by a suitable competent person.
- (9) When arranging for an examination scheme steps must be taken to ensure the competent person in question has sufficient technical and practical knowledge and also has sufficient independence to make an objective assessment.
- (10) The examination scheme must cover items of lifting equipment and all relevant accessories.
- (11) Thorough examinations of the lifting equipment must be arranged and carried out by a competent person at the frequency and in accordance with the examination scheme.
- (12) Where an examination reveals a serious and significant defect the lifting equipment must be taken out of service immediately.
- (13) Where other less serious defects are revealed, the required works must be carried out within the specified time period.
- (14) Where significant changes are made to the operating conditions of equipment the competent person must be informed immediately.

The person/s within the Company responsible for implementing and monitoring the rules and procedures in this area and associated work activities will be:

Regional Manager

3.33 Completed Risk Assessments Forms

File all completed Risk Assessment Forms in this section

Risk Assessment - Fitting Carpets

3.34 Completed Permit to Work Forms

File all completed Permit to Work Forms in this section including 'hot working'

3.35 Supplementary Information

This Section should be used to contain additional Health and Safety Information that is issued from time to time e.g. material safety data sheets, guidance notes.