

Health and Safety Policy

General Statement of Intent

SapphFire Ltd consider our personnel our greatest assets and as such are committed to protecting the Health, Safety and Wellbeing of our employees and those affected by our work activities. Furthermore, we believe that excellence in the management of Health and Safety is an essential element within the overall business plan – a good Health and Safety record goes hand in hand with high productivity and quality standards.

SapphFire Ltd's general policy for Health, Safety & Wellbeing is as far as is reasonably practicable to:

- ensure that near-miss identification and accident and ill health reporting is given the highest priority to allow us to implement effective controls
- identify and effectively control the risks arising from our activities
- provide suitable resources to comply with all statutory legislations and achieve the aims of this policy
- work with our employees and others affected by our activities to ensure this policy and the arrangements for HS&W are practical and relevant
- ensure our work areas and work equipment are well maintained to allow our employees, sub-contractors and others affected by our activities to work in a safe and healthy environment
- ensure all employees are provided with suitable information, instruction, training and supervision to allow each individual to make educated decisions regarding working safely
- create an environment where safety issues are discussed in a mutually respectful way

SapphFire Ltd is committed to meeting this policy encouraging reporting areas of concern, suggest safer alternative methods and make educated decisions about working safely to protect ourselves and others. This feedback allows the Company to continually learn and improve the policies and procedures to protect the Health, Safety and Wellbeing of its employees and others affected by our activities.

Signed: C Baker

Chris Baker , Director

Date: 21/08/2021 Review Date: 21/08/2022



Health and Safety Organisation

Scope

This document forms part of the Company Management System along with the Quality, Environmental, HR and Operational Policies and Procedures and is written to demonstrate how SapphFire Ltd (the Company) will safely deliver a wide range of fire safety and security products and services to customers of all sizes across the UK.

Responsibilities

Director

- Assumes overall accountability for the H&S of employees and those affected by Company operations
- Champion the H&S goals of the Company
- Director appointed to lead and provide functional management for the H&S employees and those affected by Company operations
- Formulate and/or approve, and actively support the strategic and operational H&S Management Documents (policy, plans and procedures)
- Monitor the implementation and progress against the H&S aims
- Champion an environment where H&S issues are discussed in a mutually respectful way
- Ensure the Company's H&S intentions are reflected in its decisions
- Ensure sufficient funding and resources are available to allow the Company to fulfil its H&S obligations and objectives
- Develop strategic plans to define the direction of H&S within the Company
- Ensure the Company and personnel are aware of their legal responsibilities and provide information, instruction, training and supervision, as required, to assist personnel to achieve these
- Ensure means of communicating and consultation with staff to ensure H&S arrangements are practical and relevant
- Report on and act as appropriate to deal with H&S issues that arise
- Keep up to date with H&S legislations and review implications of any changes
- Formulate, issue, implement and review appropriate H&S documents
- Monitor, audit and evaluate H&S progress and performance
- Ensure arrangements are in place to protect any high risk or vulnerable employees from any risks to their H&S at work
- Improve near miss and accident reporting and perform accident investigation with the aim to identify trends and implement measures to prevent reoccurrence. Complete RIDDOR reporting as required



- Liaise with visiting enforcement agencies, e.g. Health and Safety Executive Inspectors, and provide the facilities that they require. Notifying the Principal of any Enforcement Notices served on the Company.
- Represent the Company through involvement with appropriate external H&S forums, networks, industry and regulatory bodies
- Complete and/or assist with internal and external safety inspections and audits. Act on and report non-compliances as required
- Assist with the selection of premises, facilities, plant, equipment and substances that are safe, suitable and compatible for the user and their role
- Day to day responsibility to lead by example to promote high standards of H&S within their area of responsibility
- Assist with the production of and compliance to Safe Systems of Work including operating procedures, instructions, site specific Risk Assessments and Method Statements including suitable control measures for use within their department
- Complete and/or assist with internal and external safety inspections and audits. Act on and report non-compliances as required
- Ensure that no member of their team is required to undertake any task without adequate training/ instruction, or which exceeds their capability
- Where relevant, ensure operations on a customer's site are carried out in a safe and controlled/ planned manner
- Assist in the selection of plant, equipment and substances that are safe, suitable and compatible for the user and their role
- Comply with requirements of CDM 2015 by avoiding foreseeable risks in design and providing information on remaining risks
- Give due consideration to H&S at installation, maintenance and removal of the designed system as appropriate
- Coordinate with other trades at design stage to minimise risks on

All Employees

- Take reasonable care of their own and other's H&S
- Cooperate and coordinate work to ensure H&S of others remains unaffected
- Cooperate with the Company on all aspects of H&S and comply with H&S documents
- Report defects, deficiencies, unsafe equipment and practices or H&S concerns to the Director.
- Understand that non-compliance with the Company's H&S documents can result in disciplinary action, including immediate dismissal if appropriate
- Stop work and seek advice if they believe there is a risk of injury to themselves or others
- Do not interfere with anything provided to safeguard your or others H&S
- Report all accidents, near misses and dangerous occurrences and cooperate in accident investigation
- Actively participate in the relevant safety meetings and make suggestions to improve H&S standards
- Familiarise yourself with local emergency arrangements at each work location



- Select plant, equipment and substances that are safe, suitable and compatible for the user and their role
- Correctly use PPE, plant and equipment in accordance with training and seek quidance if queries arise.
- Assist in maintaining good housekeeping standards to ensure a safe and tidy working environment
- Assist with the production of Safe Systems of Work including written safe operating procedures, instructions, site specific Risk Assessments and Method Statements including suitable control measures for use within their department
- Take responsibility of the H&S of their invited visitors

Interested Parties

Interested parties include all direct customers, end users, suppliers, regulators, those within the Company, those acting on behalf of the Company and society. These parties add value to the organisation or are impacted by the activities within the organisation. Meeting their needs is important to implementing the H&S requirements effectively. Ensuring we meet all of our H&S statutory requirements is vital to the continuing operations of the business.

All employees both managerial and non-managerial have an interest in the H&S practices of the business. The Company stance is that all employees deserve to return home in the same state they left the home in the morning.

Primary regulators include the Safe Contractor and BAFE. Feedback from being audited against their schemes is utilised to facilitate compliance and continuous improvement. Directors and employees who have their needs and expectations placed on us therefore require the operation of a financially viable and profitable business that provides job security to employed staff whilst meeting all relevant UK trading / regulatory requirements.

Our insurers have an interest in our operations and practices to ensure we have the right insurance cover to meet the needs of the business.

The local authorities do not place specific 'needs & expectations' on us, but we are required to advise Customers with external alarms about Control of Noise compliance issues and also comply with any applicable requirements relevant to the premises themselves where they are 'listed'. They also act as the HSE & EA local facilitators – re Occupational H&S specifics & Waste Management.

Our suppliers are all UK based although many of the Components or Equipment they supply is sourced from overseas. This is because we need to use industry compliant equipment with relevant grading's / approvals and proven reliability. Hence regular / key suppliers are also interested parties.

Other trades that may be working on site with our employees are deemed to be interested parties as our H&S practices may have an impact on them and their safety.



Management of Health & Safety

Information, Instruction, Training and Supervision

The Company considers its employees to be its greatest asset and by providing the opportunities, facilities and financial help, the Company aims to ensure that all employees are in possession of the necessary information, instruction, training and supervision to complete their work safely and to the highest standard.

At the start of employment, all personnel shall complete induction training which contains the following:

- Health and safety Policy
- Accident reporting and first aid procedures
- Fire precautions and procedures
- Introduction to safety legislation and procedures applicable to their role

No person may engage in any work activity or operate any equipment unless trained, competent and authorised to do so.

Any member of staff can highlight specialised/ job specific or refresher training needs the Director. Staff are to cooperate with training schedules and update The Office with their achievements. The office will maintain and amend training records accordingly.

The Health and Safety Law leaflet is available for access
The Employers Liability Insurance certificate is available on request

Risk Assessment & Method Statement (RAMS)

In accordance with the Management of Health and Safety at Work Regulations 1999, the Company will conduct suitable and sufficient risk assessments of all activities that present a risk to employees or others. These assessments will be carried out in line with HSE guidance.

Risk Assessments for hazardous activities shall be issued to the person(s) affected along with supporting method statements, guidance and instructions as appropriate, to provide a "safe system of work" with specific instructions on how to safely perform the task including all the control measures to be applied. A suite of RAMS for standard Company operations are. These can be made site specific by a competent person with knowledge of the workplace and activity. Employees must not deviate from the approved RAMS without agreement from the Director. If there are any suggestions to make the work safer or any queries regarding the contents, staff must not proceed until they have discussed the matter with a competent person who may then amend the RAMS if required. Access and engagement with these documents is given and monitored through the Company's RAMS Suite. When a RAMS document is updated, it will be



uploaded to the Suite and distributed to the relevant employees where they will need to read and acknowledge the latest version of the document.

Dynamic Risk Assessments

A Dynamic Risk Assessment may be undertaken in a changing environment and provide a way to safely control developing and unforeseen circumstances. A dynamic assessment shall only be conducted by a competent person managing the activity and this person must halt the operation if they believe the risk outweighs the control measures applied.

Permits

It is recognised that certain activities cannot be adequately controlled by a written system of work such as entering a hazardous area e.g. confined space; where the work has a specific hazard e.g. hot work; where the work must be coordinated with others or where a system must be isolated before work commences. In such instances a Permit may be required to ensure the activity is controlled and monitored at all stages.

Permits may only be raised and issued by a competent person and must not be changed without authorisation. Anyone issued with a Permit, must fully comply with its contents.

Worker Cooperation and Consultation

The Company has an open communication philosophy regularly sharing information and consulting with employees as necessary to encourage ownership of H&S policies, procedures and initiatives. In turn, employees are asked to fully cooperate with initiatives, policies and procedures implemented to protect them from harm, and encouraged to highlight areas of concerns, suggest safer alternative methods and discuss any queries with the Director.

Feedback from employees is fed back into policies, processes and procedures to ensure they remain relevant and achievable and thereby encouraging continual improvement of company documents.

Employees shall be formally consulted under the Health and Safety (Consultation with Employees) Regulations 1996 on matters including:

- any change which may affect them at work e.g. changes in procedures, equipment or ways of working
- arrangements for getting competent people to satisfy H&S law and regulations
- the information that employees are given on the likely risks and dangers arising from their work, measures to reduce or get rid of these risks and what they should do faced with a risk or danger
- the planning of H&S training
- the H&S consequences of introducing new technology

Competent Health & Safety Advice

In accordance with the Management of Health and Safety at Work Regulations 1999, the Company has access to competent H&S advice from our SSSTS qualified Director and the ability to seek further advice from a specialist consultant if and when required.



Discipline

The Company considers the H&S of our employees and all those affected by our works to be of paramount importance and therefore non-compliance with the Company's H&S documents can result in disciplinary action, including immediate dismissal if appropriate.

Construction (Design and Management) Regs 2015

The Construction (Design and Management) Regulations 2015 (CDM) set out what companies involved in construction need to do to protect staff and those affected by the work from harm. CDM applies to all building and construction work including new builds, demolition, refurbishment, extensions, conversions, repair and maintenance.

Where CDM applies, the Company will appoint a suitable team comprising of the Director, Employees involved with the project and any other competent persons as required, dependent on the scope and nature of the work, to establish arrangements to meet the requirements of CDM:

- sensibly plan the work so the risks involved are managed from start to finish
- have the right people for the right job at the right time
- cooperate and coordinate the work with others
- have the right information about the risks and how they are being managed and effectively communicate this with those who need to know

Personnel Young Persons

Young persons under the age of 18 years are considered to be particularly at risk from the hazards presented in the workplace because of their potential lack of awareness, inexperience and immaturity (both physical and mental). Consequently, persons under the age of 18 years will only be employed on activities which have no age-based statutory restrictions and the Company will complete a specific risk assessment on commencement of employment to ensure all necessary measures are put in place to safeguard their H&S. In addition, they shall be assigned a mentor to ensure that they are provided with appropriate job specific information, training and instruction. The mentor will be responsible for ensuring the close supervision of the young person.

New and Expectant Mothers

The Company supports its employees who are pregnant or have recently given birth and in accordance with Regulation 16 of the Management of Health and Safety at Work Regulations 1999 and, on notification, the Company shall assess the individual and their workplace to ensure they, and their unborn child, are not exposed to undue risk.

Home Workers

The Company has the same responsibilities for people working from home permanently, temporarily and occasionally as it does for office-based staff and



shall support home workers to ensure their home working environment is suitable and sufficient for the tasks carried out. Home Workers must cooperate in this process and bring to the attention of the Director any matters which may affect their H&S.

Non English Speaking Workers

Due to the technical nature of our work, all personnel must have a good grasp of spoken and written English. Where English is not the first language, procedures shall be put in place to ensure staff fully understand what is required from them, this may include use of interpreters or a buddy system as best applicable.

Contractors and Sub-Contractors

Under the Health and Safety at Work Act etc., Act 1974 Section 3 and the Management of Health & Safety at Work Regulations 1999, the Company recognises the duty it owes to contractors and sub-contractors as well as employees.

All Contractors and sub-contractors wishing to work on the Company's behalf are assessed to ensure that they are competent and have suitable and adequate H&S arrangements in place to provide safe working practices, and control the significant hazards that may be introduced by their work. Approved companies must hold third party certification.

Emergency Arrangements

Physical and Mental Health First Aid

The Company has Appropriate first aid kits These are provided at all Company premises and in Company vehicles.

On a customer's site, the client/main contractor normally provides first aid facilities, dependent on the size and scope of the contract. However, the Company shall still provide trained first aiders or appointed persons where necessary. The Director is responsible for ensuring First Aid provisions are adequate for work under their control.

The Company understands that supporting positive mental wellbeing is as important as promoting healthy physical wellbeing and therefore has Independent Trained Mental Health First Aiders available to assist staff dealing with mental health issues.

Accident and Near Miss Reporting

All accidents and near-misses must be reported to the Company within 3 hours via:

01665 798 542

If a serious incident occurs out of hours, the employee must contact The director on 01665 798542 or 07462254718



Incident Investigation

Following a reported near miss or accident, the Director will review the report and, if required, launch an investigation within 3 days. All personnel are required to assist in an investigation if requested. The aim of any investigation is to highlight dangerous working practices and formulate effective controls to prevent reoccurrence, not apportion blame.

Reporting of Accidents to the Authorities (RIDDOR)

Reportable incidents as defined by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) will be reported by the Compliance Department to the enforcing authority within the relevant timeframes.

The following types of work-related incident/accident must be reported:

- Death
- Specified Injuries
- Any accident resulting in more than 7 days lost from work
- Any non-employee (i.e. customers or visitors) being taken directly to hospital
- Certain occupational diseases caused by, or made worse by work
- Certain dangerous occurrences, even when no-one is injured

Fire and Evacuation

The Company has procedures to follow and appointed persons in place to act in the event of fire at premises. These are communicated to all employees during induction, are displayed throughout the offices and are periodically tested to ensure they remain effective.

Staff should familiarise themselves with the arrangements at each new work location:

- means of detecting and giving warning in case of fire. (The office is fitted with smoke detectors in accordance with BS5839-6)
- escape routes and muster points
- fire-fighting equipment (a foam and CO2 extinguisher are located at the entrance/exit door)
- means of preventing fire or explosion spreading to other areas of the workplace (a flammable materials cabinet shall be used)

Health Factors

Health Surveillance

If there is still a risk to health after the implementation of all reasonable precautions where staff are exposed to the following, the Company may undertake a health surveillance programme:

• noise or vibration



- solvents, dusts, fumes, biological agents and other substances hazardous to health
- asbestos
- ionising radiation

Should a need be identified, Health Surveillance will be carried out by a qualified Occupational Doctor/ Nurse as appropriate.

Asbestos

Asbestos is made up of thin fibres which can break down into much smaller and thinner fibres that cannot be seen with the naked eye but are easily breathed in. The fibres that are breathed in can become stuck in the lungs, damaging them and causing scars that stop the lungs working properly (asbestosis) or can cause cancer of the lung and cancer of the lining of the lung (mesothelioma). These diseases can take from 15 to 60 years to develop and there is no cure for any of them.

Due to the nature of the work performed by Employees there is a potential risk that Employees will come into contact with substances that are presumed to be an Asbestos Containing Material (ACM) and as such, the Company shall take precautions to protect employees from the risks associated with exposure to asbestos in accordance with the Control of Asbestos Regulations 2012. Whoever has control of a building has a duty to manage the asbestos in their buildings. The duty holder must take reasonable steps to find out if there are materials containing asbestos in the premises and, if so, how much, where they are and what condition they are in. This information must be made available by the Client and shall be reviewed before work commences.

All employees receive Asbestos Awareness training on commencing employment with the Company and this is refreshed annually to ensure knowledge is retained and best practice adhered to. Employees are advised to presume that the material is an ACM until there is evidence that it is not and to review the client's Asbestos Survey prior to commencing work.

Biological Hazards

A biological safety hazard is a substance produced by an organism that may pose a threat to human health and therefore the Company will assess and control health risks from exposure in accordance with the Control of Substances Hazardous to Health Regulations (COSHH) 2002 where applicable. Staff must:

- check their work area for signs listed below and advise the Client and the Director of any concerns
- practice good personal hygiene including washing hands before breaks, eating or drinking and cover cuts with a clean dressing
- inform their GP of their line of work and any recent potential exposure if they develop any of the symptoms listed below following exposure

Bird droppings / Psittacosis

Inhaling dust or water droplets containing contaminated bird droppings can lead to several diseases, including Psittacosis which is a flu-like illness that can lead to pneumonia.



Sharps / Hepatitis B&C and HIV

Injection from sharps such as glass or needlestick injuries from discarded drug paraphernalia can lead to exposure to blood borne viruses including Hepatitis B&C and HIV.

Rats / Leptospirosis (Weil's disease)

Exposure to rat urine either on surfaces or via water contaminated with it can cause Leptospirosis / Weil's disease if it enters a cut or gets into the nose, mouth or eyes.

Leptospirosis generally starts with a severe headache, muscle pains (particularly in the back and calf), fatigue, nausea, a fever of >39°C and sometimes a rash on the skin, similar to that seen in meningitis. After the initial symptoms, there is often a temporary recovery before the initial symptoms return more aggressively, accompanied by chest and abdominal pain, renal problems and psychological changes (depression, confusion, aggression and hallucinations).

Sewage / E.coli and Hepatitis A

Ingestion or injection from contamination of the site with sewage or animal faeces can lead to infection with E.coli, a bacterium which can cause vomiting and diarrhoea. Sewage could also be contaminated with Hepatitis A.

Water Systems / Legionnaires' Disease

Inhalation of aerosol sized water droplets from water systems that have not been drained or disinfected or containing stagnant water could contain bacteria which can cause a range of severities from mild flu-like symptoms to the more severe pneumonia form known as Legionnaires' disease.

Exposure can occur from purpose-built systems where water is stored or recirculated, where temperatures are warm enough (20-45°C) and where there are deposits that can support bacterial growth such as rust, sludge, scale and organic matter.

The risk of catching Legionella from firefighting systems is considered by RICS to be 'potential, although unlikely' in well maintained systems as the droplets associated with firefighting systems are much larger than the 5μ m (>1000 μ m for sprinkler and deluge systems, $100\text{-}300~\mu$ m for watermist systems). Taken from the LPC Rules for Automatics Sprinkler Installations 2015 incorporating BS EN 12845, document (RC63).

Hazardous Substances

The Company will assess and control health risks from exposure to hazardous substances in accordance with the Control of Substances Hazardous to Health Regulations (COSHH) 2002.

A substance is considered hazardous if it is listed as:

- very toxic, toxic, harmful, corrosive or irritant
- designated a workplace exposure limit (WEL)
- a biological agent
- dust and/or fume of any kind when present at a substantial concentration in air

When use of a hazardous substance is identified, the first step taken is to investigate the possibility of altering or re-arranging the method of work to eliminate the need to use the substance or using an alternative non or less hazardous substance. Where this is not possible, all reasonable steps, dependent on the substance, will be taken to ensure that exposure is either prevented or,



controlled to within statutory limits. If exposure cannot adequately be controlled by any combination of measures, PPE shall be supplied.

The Company will not supply or use substances prohibited by law.

For all hazardous substances used by the Company, the Compliance Department will use the Manufacturer's Safety Data Sheet to produce a COSHH Assessment which shall be made available for easy reference.

Staff must not use a hazardous substance without having read and understood the COSHH assessment; must not deface or remove warning labels; must practice good personal hygiene including washing hands before breaks, eating or drinking and remove contaminated clothing to prevent prolonged skin contact.

Radiation

The Company handles and stores quantities of ionising smoke detectors, and is therefore mindful of the Ionising Radiation Regulations 2017 (IRR) and The Radioactive Substances (Smoke Detectors) Exemption (Amendment) Order 1991 whereby if more than 100 but less than 500 detectors are stored the Company shall take all reasonable precautions to ensure that each smoke detector is kept in a store which:

- is constructed of non-combustible materials and is maintained and used so as to prevent the loss or unauthorised removal of the smoke detector
- is not located close to any explosive or flammable material
- is clearly and legibly marked with the word "Radioactive" and the approved radiation symbol

Ionising detectors contain a sealed source of Americium 241 which emits very low amounts of alpha and gamma radiation so are considered very low risk to staff in normal conditions, however, the Company will prevent pregnant or nursing women handling detectors.

Noise

Exposure to noise can:

- Cause annoyance and irritation which may affect concentration and accident proneness
- Prevent the ear from registering other sounds, such as warnings
- Short exposures may result in temporary hearing loss
- Regular exposure to excessive noise causes damage to the inner ear and permanent loss of hearing

The Company is committed to reducing the risk of damage to employee's hearing by controlling the noise they are exposed to whilst at work as far as is reasonably practical, in accordance with the Control of Noise at Work Regulations 2005; this also has the added benefit of minimising the environmental impact on any neighbours.

For equipment provided by the Company, noise levels shall be considered at the procurement stage, and the use of covers, baffles and noise suppressants shall be implemented where possible to reduce noise levels to the first action level (average 8hour noise exposure) of 80db(A). Hearing protection is provided as part of the issued PPE and is available on request for other staff exposed to noise levels above 85dB.



Where noise levels are above 85dB and it is impractical to reduce noise levels by other means, the wearing hearing protection is mandatory and, if necessary, signs shall be posted to warn others of increased noise levels and that ear protection must be worn.

Operatives shall not be exposed to noise levels exceeding 87dB (after taking into account hearing protection).

Use of the HSE Daily and Weekly Noise Exposure Calculators can be used to assist in calculating noise exposure levels.

Vibration

Vibration can cause a range of painful and disabling disorders of the blood vessels, nerves, joints and muscles. For some people, symptoms may appear after a short exposure, but for others they may take a few years to develop.

Symptoms include any combination of the following which are likely to get worse with continued exposure, may become permanent and must be reported to the Director:

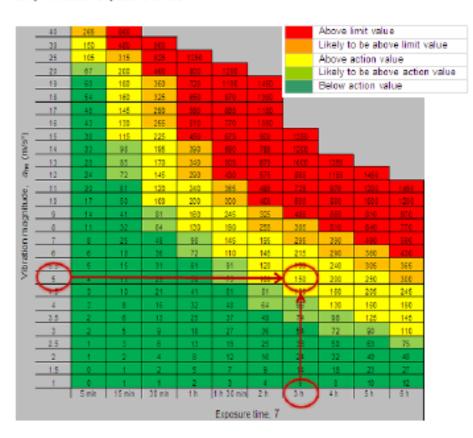
- Tingling and numbness in the fingers
- Loss of strength in the hands, not being able to feel or hold things properly
- Fingers going white (blanching) and becoming red and painful on recovery (particularly in the cold and wet, and probably only in the tips at first)

The exposure action value (EAV) is a daily amount of vibration exposure above which employers are required to take action to control exposure.

The exposure limit value (ELV) is the maximum amount of vibration an employee may be exposed to on any single day. Vibration Exposure is given in metres per second squared (m/s2) over a standard eight hour working cycle in 24 hours (A(8)).

(normalised over 8hr reference period)	Daily Exposure Action Value	Daily Exposure Limit	
Hand-arm vibration	2.5 m/s ²	5 m/s ²	
Whole body vibration	0.5 m/s ²	1.15 m/s²	

Use of the HSE <u>Exposure Points Ready Reckoner</u> can be used to assist in calculating daily vibration exposure levels:





The Company is committed to protecting employees from the risks of Hand Arm Vibration Syndrome (HAVS) and Whole-Body Vibration (WBV) far as is reasonably practical, in accordance with the Control of Vibration at Work Regulations 2005.

Vibration levels are published by the tool's manufacturer and shall be considered in the procurement and use of equipment, and task rotation implemented to ensure the HAVS and WBV exposure action and limit values are not exceeded.

Alcohol and Drugs

The Company does not wish to criminalise its employees, but it has a legitimate interest in protecting its personnel and reputation from the likely consequences of substance misuse. Any individual found in possession of illegal substances or reporting to work in an unfit state after consuming alcohol or illegal drugs will be referred for disciplinary action.

Alcohol

Alcohol is a depressant drug, which dampens parts of the brain functions and reduces co-ordination and inhibition and is therefore not compatible with the workplace.

Personnel representing the Company at an event within working hours must ensure they are legal to complete any Company duties necessary until the close of business. At an event outside of work hours, personnel are expected to behave appropriately and are responsible for ensuring they are within the legal limits if they intend to drive.

Social drinking after normal working hours is a personal matter and the Company is only concerned if an individual's attendance, ability, conduct, performance or safety at work or if the Company's reputation may be affected.

Druas

The term "drugs" covers a range of products from prescribed medication to illegal substances. Under the Misuse of Drugs Act 1971, the term 'misuse' covers the supply, possession and use of illegal drugs and the misuse, whether deliberate or unintentional, of prescribed drugs and substances such as solvents. Any drug can distort the brain function and render you incapable of normal activities, furthermore you may endanger yourself and those around you should you attempt to carry out your duties in an unfit state.

The Company will not tolerate the consumption or selling of drugs on Company or Client's premises. Illegal substances found on Company or Client premises will be handed to the police.

Anyone taking prescribed medication that may affect or reduce performance must inform the Director in confidence.

Employees who work in areas where drug users discard or habitually use drug products and find needles or other drugs paraphernalia littering the work area must NOT attempt to clean these up and are advised take pictures and report it to the Client. Work must not proceed until the area is made safe. Notes should also be added to the customer database to make future attending Employees aware of the hazard before they attend site.



Smoking and Vaping

In order to minimise the risks to health and maintain a comfortable and safe working environment, all Company premises, vehicles and grounds, with the exception of specified areas, have been designated NO SMOKING areas. For the avoidance of doubt e-cigarettes are also included in the category of smoking and therefore subject to the same rules.

Harassment, Threats and Violence

The Company recognises that verbal and physical abuse at work can affect the Health, Safety and Wellbeing of the victim and can have an impact on work colleagues and the business. The Company therefore operates a zero-tolerance policy regarding bullying, harassment, violence and aggression in any form. The customer database will include details where the site has issues such as:

- Abusive tenants (verbal and/or physical)
- Reports of accusations against visitors
- Reports of inappropriate behaviour towards visitors
- Mental Health issues
- Behaviours associated with drugs and/or alcohol use

Employees are advised to take sensible precautions such as taking minimal tools into the property and keeping them in their possession at all times, to not give out any personal details including phone numbers and to not be alone with the tenant.

If you are threatened or feel unsafe remember that your safety is priority so, remain calm, do not engage with the aggressor, collect any belongings (if safe to do so) and leave the area. Report all incidents to the director.

Occupational Stress

The Health and Safety Executive defines stress as "the adverse reaction people have to excessive pressure or other types of demand placed on them". This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health. The Company is committed to protecting the physical and mental Health, Safety and Wellbeing of its employees and recognises workplace stress as a H&S issue and acknowledges the importance of identifying and reducing workplace stressors.

Systems of work that give rise to risk of stress are clearly not safe, and the Company therefore has a legal duty to make improvements, at least "as far as is reasonably practicable" to eliminate or adequately control the risk in accordance with the Management of Health and Safety at Work Regulations 1999. To achieve this, the Company will:

- Ensure jobs are 'do-able', matching the job with the person in it
- Strive to identify workplace stressors and control the risks from stress
- Monitor stress levels through a combination of sickness absence monitoring and management over-sight Employees requiring advice or who have concerns that they are affected by stress can seek advice from the Director who can arrange specialist advice and assistance to determine the appropriate course of action.



Pandemics and Epidemics

Occasionally the UK issues health alerts in the case of epidemics or pandemics such as Covid-19 and Swine or Avian Flu.

A pandemic is the worldwide spread of a disease, with outbreaks occurring in many countries or regions. In contrast, an epidemic is a sudden outbreak of disease that spreads through a single population or region in a short amount of time.

When health alerts are issued, the director will issue case specific information in line with government guidance, however, the following advice is applicable to most outbreaks.

Prevention

The most effective means of control is good hand hygiene and the mantra CATCH IT. BIN IT. KILL IT.

- Cover your mouth and nose when coughing and sneezing, using a tissue then throw the tissue away quickly and carefully and wash your hands with soap and water or effective hand sanitiser
- Do not use cloth handkerchiefs or reuse tissues as this can contaminate pockets or bags which may then re-contaminate hands every time they go into those pockets or bags
- Wash your hands regularly throughout the day. Soap and water are effective enough or hand sanitiser can be used as an alternative
- Disinfect hard surfaces (like door handles, tools and equipment) frequently

Lateral Flow Testing

To maintain the highest level of safety across our workforce and customer base, staff may be required to participate in regular lateral flow testing. Lateral flow testing is a fast and simple way to test individuals who do not have symptoms of COVID-19, but who may still be spreading the virus. Where you receive a positive test result following a lateral flow test, you will need complete a PCR (polymerase chain reaction) test as soon as possible and follow the governments guidelines. For the latest information, please visit www.gov.uk.

Test results will be strictly confidential and processed and stored in line with GDPR requirements for special category data.

Failure to undergo testing may be considered failure to follow reasonable management instruction.

Work EquipmentPlant, Machinery and Tools

Work equipment is broadly defined, to include any equipment which is used by an employee at work for example tools, access equipment, office and IT equipment and vehicles. Similarly, if employees provide their own equipment for use at work, it is also covered by the Provision and Use of Work Equipment Regulations 1998 (PUWER). Using the incorrect equipment or using the right equipment incorrectly can cause serious injury to the user and those in the vicinity. Therefore, the Company has a pre-defined Blueprint for each role to ensure any item of equipment provided by the Company is:

- suitable for its intended purpose
- considers the risks of the working conditions and any hazards in the workplace



- used only for its intended purpose and under conditions, which are suitable
- is maintained in an effective state, in efficient working order and in good repair
- accompanied by suitable information, instruction and training to allow the operator to use it safely

The correct type and size of tool with appropriate features should be selected for the job in hand and the user must visually inspected each item before use. Defective items must be taken out of service, segregated/ marked to prevent use and then returned for replacement or repaired by a competent person. The Company shall arrange for routine maintenance, inspection and testing as appropriate in accordance with current guidelines and best practice.

Hired Plant and Machinery

All hired plant and machinery shall be examined in accordance with training to ensure it is in a good condition, is safe for use, and has full operating instructions as necessary. Dependent on the plant or machinery requirements, arrangements for inspection and servicing by a competent person will be made with the hiring

Company. The Operator must ensure suitable records of inspection or examination are maintained on site for the period of hire.

Specialist Tools

The Company recognises that there is a risk of serious injury or ill health from the incorrect use of tools such as cartridge operated tools and abrasive wheels. Wherever reasonably practical, the Company will take appropriate measures through job design to avoid the use of such tools however, there may be some activities which cannot avoid their use.

Where these are required, the user must inform the director to ensure a risk assessment is completed. Only Competent Persons are permitted to use specialist tools and are responsible for the correct, safe use of such equipment and that maintenance is carried out in accordance with manufacturer's instructions.

Display Screen Equipment (DSE)

The Company will assess and control health risks from exposure to DSE in accordance with the Health and Safety (Display Screen Equipment) Regulations 1992.

Employees who use DSE including pc's, laptops and tablets, daily for an hour or more at a time are classed as 'regular users' and are entitled to request free eye tests and vision correction appliances where needed specifically for their work with DSE. These can be requested by emailing The Director Regular DSE users are required to complete online DSE training and complete a self-assessment of their workstation which the Compliance Department will review and arrange for any necessary corrective actions.

Employees who have declared a disability or existing upper limb disorder to the Director and will be individually assessed to ensure all necessary adjustments

are made to their workstation and job tasks to allow them to continue working safely.



Work Environment

Premises including Welfare Facilities

The Company is committed to providing a safe place of work for its employees in accordance with the Health and Safety at Work act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992.

The regulations cover a range of facilities which shall be provided and suitably maintained and briefly include:

- Adequate ventilation, temperature in indoor workplaces
- Adequate lighting, including emergency lighting
- Cleanliness and management of waste materials
- Workstations and seating
- Condition of floors and traffic routes
- Falls or falling objects
- Windows and translucent doors/walls, cleaning of windows
- Organisation of traffic routes
- Sanitary/Washing facilities, drinking water
- Accommodation/Facilities for clothing, facilities for rest and to eat meals

For premises under the direct control of the Company, there shall be maintenance and inspection regimes, with appropriate action taken to ensure they remain safe and fit for purpose.

Where employees are working on a site controlled by 'Another' e.g. a landlord, client or facilities management company, the 'Another' has a duty of care to provide similar suitable to the size and type of site. Employees must report any shortcomings on these sites to the Director for appropriate action.

Access and Egress

A safe place of work includes safe means of access and egress within all parts of the workplace i.e. safe movement in, through and out of the workplace during normal and emergency situations.

In some circumstances, it may be necessary to block access, egress or emergency routes; this must be done in coordination with the building's responsible person and other users to ensure alternative arrangements are in place and safe access and egress is not compromised.

Housekeeping

Poor housekeeping may seem a trivial issue, yet many accidents are caused by people tripping over carelessly placed or discarded items; if allowed to accumulate waste material such as paper or packaging materials provides fuel for a fire and a build-up of dirt can create an unhygienic work place increasing the likelihood of illnesses.

Job role and site-specific guidance will be issued in an appropriate format to ensure local rules are understood and adhered to.



Demarcation/Safety Signs

The Company recognises the Health and Safety (Safety Signs and Signals) Regulations minimum requirements for the provision of safety signs at work and as such shall provide and maintain appropriate safety signs whenever there is a risk that cannot been avoided or controlled by other means. Where a safety sign would not help reduce the risk, or where the risk is not significant, signs will not be provided.

Warehouse/Storage Facilities

Warehousing and storage cover a wide range of activities that can result in various hazards and risks and as such, the Company will issue job role and site-specific guidance in an appropriate format and in addition to that provided throughout this policy, to ensure local rules are understood and adhered to.

Racking and Storage

The Company will provide suitable and sufficient storage facilities for all materials and products on Company premises. The storage media and layout will be designed and selected to minimise the need for manual handling and working at height. Racking systems will be installed and adjusted as necessary by competent Person

To ensure that the racking and storage systems are suitable, safe and maintained fit for purpose at all times, as required by the Provision and Use of Work Equipment Regulations, the Company will ensure that racking is regularly inspected in accordance with HSE guidance HSG76 Warehouse and Storage: A guide to Health and Safety

High Risk Work Activities

Employees are required to inform the Director of any high risk activity or work in unusual or high-risk locations, including, but not limited to those listed in this section, so the work can be planned and controlled via site specific RAMS prior to any work being conducted.

Batteries

Batteries are all around us in the equipment used and installed, and under normal working conditions, they are considered safe and stable. However, if subjected to an impact, fall from height, environment change, overcharging or deterioration due to age, they be rendered unstable.

A battery in an unstable condition can leak or change rapidly and in the worst case, vent violently with flame. Care must be taken when handling batteries in

accordance with HSE Guidance HSG139 Using Electric Storage Batteries Safely; and additional PPE worn in accordance with the RAMS, if the battery is showing signs of leaks. When transporting batteries, seal any on/off switches and electrical terminals with electrical tape and ensure they are protected from damage or shorting.



Confined Spaces

In H&S terms, a confined space is any place in which, due to its enclosed nature e.g. limited access, restricted space for movement or inadequate ventilation, has a reasonably foreseeable specific risk of:

- Serious injury arising from fire or explosion
- Loss of consciousness due to increase body temperature
- Loss of consciousness or asphyxiation from gas, fumes, vapor or lack of oxygen
- Drowning

The special conditions of confined space working make it vital the Company does everything reasonably practicable to comply with the Confined Spaces Regulations 1997.

Employees are required to advise the Director of any potential confined space working and consider alternative ways of undertaking the task to avoid or reduce the need of this type of work. Where confined space working is unavoidable, no work shall commence without the appropriate training, monitoring and safe systems being in place including a risk assessment and method statement detailing any emergency procedures.

The Company shall ensure work carried out in confined spaces is undertaken by employees with a suitable physical and mental background; for example, no history of illness such as claustrophobia, heart disorders, fainting attacks or blackouts have restricted mobility or have any other mental or physical condition which may impact on their ability to work in a confined space.

Driving

Driving is probably the most dangerous thing that most people do on a daily basis. Most driving incidents happening due to inattention, distraction or failure to observe the Highway Code.

The Company will provide the appropriate vehicle for the job role and shall maintain vehicles in line with current guidelines, manufacturer's recommendations and best practice principals.

Electrical Equipment or Installations

A voltage as low as 50 volts applied between two parts of the human body causes a current to flow that can block the electrical signals between the brain and the muscles which in turn can stop the heart beating properly or prevent a person from breathing. Electric shocks can also cause deep burns on tissue along the current flow or cause muscle spasms strong enough to break bones or dislocate joints. The loss of muscle control often means the person cannot let go or escape the electric shock. The person may fall if they are working at height or be thrown into nearby machinery and structures.

Therefore, in accordance with the Electricity at Work Regulations 1989 any work with or on electrical equipment, machinery or installations shall be:

- thoroughly planned
- done by competent people
- done using suitable equipment and work standards

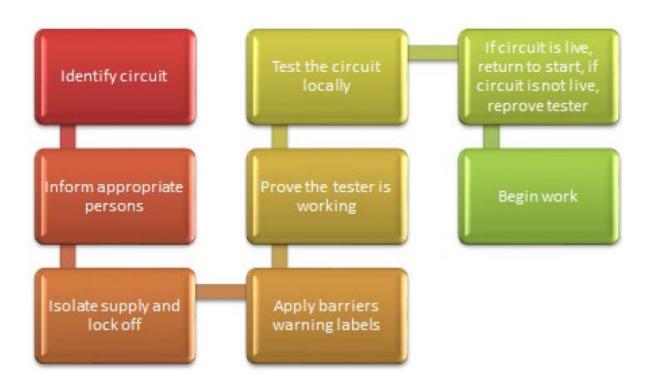


Isolation

Prior to working on any electrical installation or interface, it should be isolated and then tested to ensure it has been correctly isolated.

Where multiple points of isolation are required, or multiple workgroups are in an area, each person involved shall apply their own isolation.

See Safe Isolation Procedure for more information



Inspection and Testing Electrical Equipment

All electrical equipment of any age should be visually inspected prior to each use checking the plugs, leads, power supply/ transformer, insulation, switches, pedal, rcd (if used), signs of burns, casing, loose parts etc. Suspect or faulty equipment must be taken out of use, labelled 'DO NOT USE' and examined by a competent person.

To comply with the regulations and ensure all electrical equipment remains safe, inspection and testing of portable equipment shall occur in accordance with current HSE guidance HSG107 Maintaining Portable Electrical Equipment. Fixed electrical installations at company-controlled premises shall be checked every 5 years by a NICEIC registered contractor.

PAT testing inspections shall be carried out in accordance with the PAT testing process.



Cable Safety

Be aware of the following and report any issues or concerns immediately:







- Inspect wires for damage, do not use if damage is visible!
- Avoid excessive cables. Cables should not be intertwined or coiled.
- Do not overload extension cables.

High Pressure

Although safe when handled correctly, the main hazards of working with high pressure are:

- impact from the blast of an explosion or release of compressed liquid or gas
- impact from parts of equipment that fail or any flying debris
- contact with released liquid or gas, such as steam
- fire resulting from the escape of flammable liquids or gases

The work undertaken by the Company falls outside of the Pressure Regulations and Directives however, any pressure testing of suppression systems or handling pressurised cylinders shall be completed by competent persons who are aware of the risks and how to undertake the tasks safely.

Hot Works

Hot works are any procedure that might involve or have the potential to generate sufficient heat, sparks or flame to cause a fire. Essentially, any task that requires using open flames or applying heat or friction which may generate sparks or heat, such as welding, flame-cutting, soldering, brazing, grinding and the use of other equipment incorporating a flame.

Fire hazards posed by hot work include:

- Flying can smolder and start a fire.
- Flammable swarf, molten metals, slag, filings etc. are often highly combustible and/or hot.
- Heat conduction or radiation can transfer heat to another, potentially flammable surface and cause a fire.
- In certain environments there may highly combustible vapours or gases in the air that could ignite when exposed to hot work. Similarly, the hot work could generate fumes that create an explosive atmosphere.

Any hot work shall be carried out under a Hot Works Permit and only with approval from the Client.



Lone Working

A lone worker is a person who works by themselves without close or direct supervision. This could include being off-site, outside a building or being on a floor with no others present.

Lone workers should not be at more risk than other employees, although such activities may require extra risk control measures. Staff are only permitted to lone work if they have no health conditions that may increase their risk. Control measures should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents.

Certain Company Operations may involve periods of Lone Working and in these circumstances the Client or Principle Contractor must be informed and works carried out according to their procedures.

The lone worker **must**:

- be provided with reliable means of communication such as a mobile phone with sufficient battery and signal at location of works
- be prepared in case of emergency and know how to call for assistance

If the work cannot safely be done by a lone worker, back-up must be sought, and the work cannot commence until support is in place.

Manual Handling

Manual handling means moving or supporting a load by hand or bodily force and includes lifting, putting down, pushing, pulling and carrying a load.

Manual handling can cause or make worse musculoskeletal disorders to the back, joints or limbs, particularly when handling large, heavy or bulky loads, working in awkward positions e.g. bending, crouching, stooping, stretching, twisting or reaching and/ or carrying out a task for a long time or repetitively particularly using the same muscles or muscle action.

To reduce the risk of injury to staff, and in accordance with the Manual Handling Operations Regulations 1992, the Company will eliminate the need for manual handling wherever possible. Where elimination is not possible, the risks from manual handling will be assessed and reduced, so far as is reasonably practicable by job design and the provision of mechanical aids etc.

Lifting Equipment & Lifting Operations

The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) cover any equipment used at work for lifting or lowering loads, including attachments used for anchoring, fixing or supporting such as cranes, fork-lift trucks, lifts, hoists and mobile elevating work platforms and lifting accessories such as chains, slings, eyebolts etc.

Any lifting operations shall be carried out by a competent person in line with their training.

Generally, the Regulations require lifting equipment provided for use at work is:

- strong and stable enough for the use and marked to indicate safe working loads
- positioned and installed to minimise any risks
- used safely



• subject to ongoing examination and inspection by competent people – at least six-monthly for accessories and equipment used for lifting people and, at a minimum, annually for all other equipment

Working at Height

In H&S terms "Work at Height" is work in any place where, if there were no precautions in place, a person could fall any distance and cause personal injury. Given that falls from height remains one of the biggest causes of workplace fatalities and major injuries, the Company shall take a sensible approach in accordance with the Work at Height Regulations 2005 to avoid work from height where possible, otherwise it shall ensure the work is properly planned, supervised and carried out by competent people using the right type of equipment.

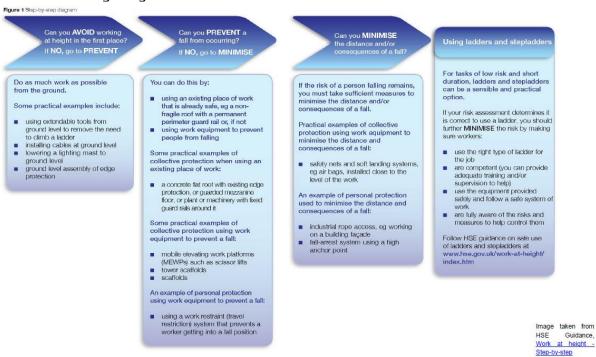
Access Equipment

Employees are reminded that they are not to carry out any work at height unless they have been suitably trained and instructed in the safe working procedures and are competent to use the access equipment provided.

Access equipment must be visually checked before use in accordance with the users training and any defective equipment must be segregated and identified to prevent use by others, then returned for replacement or repair by a competent person.

Access equipment shall be selected given due consideration to

- the working conditions including weather
- the nature, frequency and duration of the work
- the risks to the safety of everyone where the work equipment will be used i.e. falling items
- the HSE "Step by Step" principals of Avoid, Prevent and Minimise as described in the following diagram:





Collective Protection

Collective protection is defined as equipment that does not require action by the person working at height to be effective and should be considered a priority before personal protection options.

Examples of collective protection include providing permanent or temporary guard rails and toe boards at edges or openings to prevent persons or equipment falling.

Personal Protection: Fall Arrest and Rescue

Personal protection is equipment that requires the individual to act to be effective, for example putting on a safety harness connected to a fall arrest or fall restraint lanyard.

- Fall arrest will 'catch' you if you fall
- Fall restraint will stop you getting close enough to the edge to fall

A harness shall only be used by a competent person following consideration to the level of risk, nature, distance of unobstructed fall, the task being undertaken and rescue arrangements. Harnesses are generally hired as required to ensure they are fit for purpose.

Edges and Openings

Operatives shall never leave edges or floor openings exposed or unprotected and shall never remove any protective rails or coverings in place to prevent persons or materials falling through. Staff required to work alongside an unguarded edge or opening must inform the Director.

Personal Protective Equipment

In accordance with the requirements of the PPE at Work Regulations 1992, the Company shall provide suitable PPE suitable for the job role, free of charge to employees exposed to a risk to their H&S which cannot be eliminated by other means. PPE is not a substitute for good H&S practices and shall be considered as the last resort.

PPE provided shall:

- be appropriate for the risk(s) involved and the conditions at the place where exposure to the risk may occur
- take account of ergonomic requirements and the state of health of the person or persons who may wear it
- be capable of fitting the wearer correctly, if necessary, after adjustments within the range for which it is designed
- be effective to prevent or adequately control the risk or risks involved without increasing overall risk
- comply with any legislative provision on design or manufacture with respect to health or safety
- be compatible with any other PPE required

Under the PPE at Work Regulations 1992, when PPE has been issued, staff must take reasonable care of it, not willfully misuse or abuse it and always use the correct equipment in an approved manner. PPE is only effective when worn correctly and there are no exemptions from wearing PPE as stated in RAMS or



other safe systems of work. Misuse or abuse of PPE will be dealt with by disciplinary action.

PPE should be looked after and stored correctly to ensure it is kept safe. Damaged or defective PPE must not be used and should be returned to replacement or disposal.

Some PPE may require specialist instruction or training in the correct use, where necessary this will be provided prior to use.

PPE	Example	Specification	Checks to complete	When to Wear
Ear muffs		EN352/1	- Free from wear and tear - No visible rips - Foam inserts are present - Foam inserts are clean/ dust free - Clean with an antibacterial wipe weekly - Store in original box or a sealed bag when not being worn	RAMS determine when this PPE is required Sprinkler technicians when running pumps When drilling or using power tools. Required over 85db(A), recommended at 80dB (when you must raise your voice to be heard 1m away) If required by client
Ear plugs		EN352/2	 Ear plugs are soft, pliable and clean No visible damage, tears or similar Dispose of if damaged and wear new Do not share ear plugs Store in original packaging or a sealed bag when not being worn Dispose after use if foam/ disposable type 	Sprinkler technicians when running pumps When drilling or using power tools. Required over 85db(A), recommended at 80dB (when you must raise your voice to be heard 1m away) If required by client
Hard hat		EN397	Do not use past expiry date Hats need replacing if it is fading, chalky or brittle Free from dents, cuts and deep scuffs Replace hats if they have suffered an impact Store in original packaging or a sealed bag when not being worn Replace every 5 years as a minimum (2 years under heavy use)	RAMS determine when this PPE is required When there is a risk of bumping head, low level obstructions or objects falling from above If required by client
PPE	Example	Specification	Checks to complete	When to Wear
Bump cap (if issued)	4	EN812:A1	Caps need replacing if they become brittle Free from dents, cuts and deep scuffs Replace hats if they have suffered an impact Store in original packaging or a sealed bag when not being worn	RAMS determine when this PPE is required When there is a risk of bumping head or low-level obstructions only If required by client
Glasses/ goggles	8	EN166	- Free from visual damage, signs of wear and tear - Replace if scratched, damaged, pitted, broken, bent or ill-fitting - Store in a case or clean/ dry place - Replace every 3 years as a minimum	When there's a risk of getting anything in the eye: drilling, using power tools, painting, risk of chemical splash, working in a dusty environment If required by client
Hi-Vis vest/ Trousers		ISO20471	Replace if loose or tight fitting Reflectors are free from wear, tear and damage Company logo clear and vest is clean Velcro does up and vest can be fully fastened	RAMS determine when this PPE is required When there is a need to increase your visibility If required by client
Gloves		EN388 (abrasion/ cut resistant) EN4343 (level 3 cut/heat resistant)	- Gloves must be changed frequently - Check for small holes and weak areas (critical areas are between the fingers) - Do not share gloves - Wash hands before and after wearing gloves - Don't ignore skin rash or irritation	RAMS and COSHH assessments determine when this PPE is required Handling light tubes, equipment or materials with sharp or rough edges If required by client
PPE	Example	Specification	Checks to complete	When to Wear
Nitrile gloves	4		- Not for re-use - Check for small holes and weak areas (critical areas are between the fingers) - Don't ignore skin rash or irritation	Advised for all Technicians Working with oils, grease, paint, cleaning chemicals
RPE/ masks		EN143/149 FFP2 (dust) FFP3 (legionella)	Dispose of daily wear masks All other masks should be stored in a sealable bag/ box to prevent dust/ dirt build up Replace if there are holes, rips, tears, damage to straps or straps appear work/ stretched	When drilling, sanding, working in a dusty environment, working on poorly maintained sprinkler systems
Boots		EN ISO 20345 S1P (min) Lace-up BOOTS, 200 joule toecap, anti-static sole, energy absorbing heel, pierce resistant midsole	- Laces are intact and can be fastened - Soles are free from damage and wear - Toe protection is covered - Replace shoes if they become uncomfortable or you notice signs of damage, wear and tear	At all times when in Company uniform