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# INNOVATIVE SERVICES LTD.

## HEALTH & SAFETY POLICY

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<b>CREATED BY</b>	<b>J. NAGUAR</b>
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## 1. Introduction

Innovative Services Ltd.'s Health and Safety Policy will ensure the health, safety and welfare of its employees, and that of other persons who could be affected by their undertaking. In accordance with the requirements of the Health and Safety at Work Act, the company will undertake assessments of risks and instigate arrangements that, so far as is reasonably practicable, ensure:

- a. Places of work are maintained in a safe condition.
- b. Working environments are safe and without risk to health.
- c. Work equipment and systems of work are safe and without risk to health.
- d. Adequate welfare facilities are provided; and
- e. Information, instruction, training and supervision are provided to ensure the health and safety of its employees and that of persons who may be affected by their work activities.

Innovative Services Ltd. places great importance on ensuring the health safety and welfare of its employees. Managers have a key role in maintaining these standards and should regard their Health and Safety responsibilities towards persons under their direction, with equal importance to that of maintaining customer service levels and profitability.

The effective implementation of this policy will require the co-operation of employees at all levels. All employees are reminded that they have specific legal responsibilities to:

- i. Ensure the health and safety of themselves and of any other persons who may be affected by their acts or omissions at work.
- ii. Use equipment in accordance with the instructions and training provided.
- iii. Report any work situation, which is considered to pose a serious threat or danger.
- iv. Co-operate with their employers to comply with any statutory requirement placed upon them.

- v. Report any matter where it is considered that the safety arrangements in force fail to reduce risk to an acceptable level.

The Managing Director is ultimately responsible for Health and Safety within the company. He will ensure adequate resources are available to achieve the aims of this policy and monitor its effectiveness. Managers/Line Managers and Supervisors are responsible for the implementation of the arrangements defined in this policy in relation to the areas and activities under their control. The Policy will be reviewed annually and updated as necessary to reflect any changes in the activities undertaken and legislative requirements.

## **2. Aims**

This Health and Safety Policy aims to:

- a. prevent accidents and cases of work-related ill health
- b. manage health and safety risks in our workplace
- c. provide clear instructions and information, and adequate training, to ensure employees are competent to do their work
- d. provide personal protective equipment
- e. consult with our employees on matters affecting their health and safety
- f. provide and maintain safe plant and equipment
- g. ensure safe handling and use of substances
- h. maintain safe and healthy working conditions
- i. implement emergency procedures, including evacuation in case of fire or other significant incident
- j. review and revise this policy regularly

### **3. Responsibilities for Health and Safety**

#### **3.1. Overall and Final Responsibility for Health and Safety**

Mr. Josiah Naguar, Director Innovative Services Ltd., has overall responsibility for the health and safety at Innovative Services Ltd.

Mr. Josiah Naguar will:

- Ensure a health and safety policy is maintained and that it is legally compliant with the Health and Safety at Work law.
- Ensure resources are made available for the implementation of the policy in all areas of business activity.
- Monitor adherence to the safety policy throughout the company.

#### **3.2. Operational Responsibility for Health and Safety**

Mr. Shaffique Naguar, Senior Operations Manager, is responsible for the day-to-day implementation of this policy. Mr. Shaffique Naguar will also:

- Ensure that fire risk assessments are completed.
- Ensure emergency arrangements are maintained and practiced as appropriate.
- Review accident investigation/incident reports and reporting accidents via the correct channels.
- Monitor the progress of risk assessment programmes during monthly business review meetings.
- Ensure that employees are competent and adequately trained to discharge their defined safety responsibilities.
- Ensure employees under their control discharge their defined safety responsibilities.
- Ensure that they, and all employees under their direction, adhere to the safety policy and procedures.
- Monitor the implementation of the policy at their location/place of work by undertaking annual safety reviews.
- Report to the Managing Director, any areas where the effectiveness of the safety policy and procedures could be improved.

### **3.3. Maintenance and Improvements to the Health and Safety Policy**

Mr. Shaffique Naguar has responsibility for the maintenance and improvements to this health and safety policy. Additionally, Mr. Shaffique Naguar will:

- Conduct safety and risk assessments.
- Consult employees.
- Monitor the recording of accidents, first aid and work-related ill health.
- Review and monitor emergency, fire, and evacuation procedures.
- Maintain and update appropriate information, instruction, supervision, and training records

### **3.4. Employees' Responsibility**

All employees of Innovative Services Ltd are responsible for:

- Co-operating with supervisors and managers on health and safety matters.
- Taking reasonable care of their own health and safety.
- Reporting all health and safety concerns to an appropriate person (as detailed above).
- Co-operating in health and safety inspections, risk assessments and accident investigations as required.
- Attending training courses as and when required.

## 4. Accidents

All accidents at work will be recorded in an approved accident book and investigated to identify the actions necessary to prevent a recurrence. Specified injuries, diseases and dangerous occurrences will be reported to the appropriate enforcing authority via Innovative Services Ltd.

### Company Procedure

#### Recording Accidents

In the event of an accident at work all Innovative Services Ltd. employees should seek assistance from a first aider/ appointed person and record the accident in the accident book. Security Officers should comply with the client's arrangements for accident recording and investigation and follow company procedures so that the accident can also be recorded in the Innovative Services Ltd. Accident Book. Completed accident reports should be removed from the Accident Book and filed confidentially.

#### Accident and Incident Investigation

Accidents and incident investigation reports should then be passed on to the appropriate Manager, who should record details of the investigation and the action necessary to prevent a recurrence. The form should then be sent to the Operations Manager who will sign off the form, if satisfied with the investigation, or will require further action to be taken. Managers should ensure they have received reports for all incidents entered in the accident book on a regular basis.

#### Accident Reporting

The Operations Manager is responsible for reporting all notifiable (RIDDOR 2013) incidents involving their employees to the Managing Director. This includes reportable accidents involving Innovative Services Ltd. Security Officers on Client's premises. The accident investigation report and any witness statements or other documentation relating to the investigation should be sent to the Operations Manager (but not the accident book entry, this should remain confidential due to the personal details recorded). A record should be maintained of all reports made to the Operations Manager.

Fatal accidents and those resulting in major injuries must be reported immediately to Innovative Services Ltd. Control Room and the Innovative Services Ltd. Duty Manager.

- 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

- 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
  - requires resuscitation or admittance to hospital for more than 24 hours
- Work related diseases, dangerous occurrences and accidents resulting in employees being unable to carry out their normal work for more than 7 consecutive days, which includes weekends and rest days. Any such reportable injury must be reported to RIDDOR within 15 days of the accident.

Managers should be advised immediately of any accident or incident that is likely to require reporting to the enforcing authority. In the absence of a Senior Manager the appropriate Line Manager is responsible for reporting.

## 5. Asbestos

Employers are required to undertake surveys of their workplaces to determine if any asbestos containing materials are present. If asbestos containing materials are identified, the employer must undertake an assessment that takes account of the asbestos type, its condition and likelihood of disturbance. Based on the findings of this assessment the employer should decide whether the asbestos should be removed or left in situ and managed to prevent fiber release.

### Company Procedure

- a. Managers are responsible for ensuring Refurbishment asbestos surveys are undertaken of all materials that are suspected to contain asbestos. Refurbishment assessments include the analysis of any suspected asbestos containing materials to positively confirm whether the materials in question contain asbestos and if so what type.
- b. Managers are responsible for maintaining schedules of the type and location of presumed and confirmed asbestos containing materials (ACM) in the areas under their control. Any materials that cannot be positively identified as being asbestos free should be treated as asbestos.
- c. Managers are responsible for ensuring the risks from any potential and confirmed asbestos containing materials are assessed and appropriate risk control measures are implemented in accordance with the guidance in the following chart.



		Action required to prevent exposure to asbestos containing materials (ACM's)					
		Where practical the material should be labelled.	Provide information to employees.	Provide information to persons likely to disturb ACM's.	Condition of ACM's should be monitored at regular intervals.	The material should be repaired and or encapsulated	Asbestos should be removed by an approved a licensed contractor
Condition of ACM	Good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Minor damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Poor condition or likely to be disturbed						<input type="checkbox"/>

- d. Where suspected asbestos containing materials are identified that are in poor condition, or are likely to be disturbed, short-term risk control measures should be implemented to prevent exposure until the materials can be removed.
- e. Employees should not disturb asbestos containing materials. Any damage to known asbestos containing materials or discovery of materials that may contain asbestos should be reported to the Operations Manager.

## 6. Buildings, Services and Equipment

Workplaces and work equipment must be suitable for their intended use and be maintained in a safe condition. Work equipment should be operated by competent persons in accordance with the manufacturer's instructions. Maintenance should only be undertaken by competent persons.

### Company Procedure

Managers and purchasing staff are responsible for ensuring that buildings and work equipment are suitable for their intended use. All new work equipment should be CE marked to confirm compliance with applicable product safety standards. Managers are responsible for ensuring that buildings, services, and work equipment are maintained in a safe condition.

All work equipment should be used in accordance with the manufacturer's instructions. Hazardous work equipment should only be operated by suitably trained and authorized employees. Employees are responsible for undertaking pre-use checks of equipment prior to use.

Any defects identified in the building, associated services or equipment, should be brought to the attention of the Operations Manager. Staff must not attempt to effect repairs to or use defective services or equipment.

Managers are responsible for ensuring that appropriately qualified persons are employed to remedy defects that are reported by employees. Managers are responsible for ensuring that equipment that is liable to fail in a dangerous manner is subject to a planned programme of inspection and test by a competent person. Managers should additionally check with their clients to establish who is responsible for the maintenance and testing of equipment and services listed below. Such equipment includes:

- lifts
- lifting equipment
- gas appliances
- electrical appliances
- electrical installations
- fire alarm systems
- fire extinguishers
- pressure vessels and systems
- air conditioning systems
- drinking water dispensers

Where such equipment is provided Contract Managers, should ensure that clients have suitable maintenance arrangements in place. Maintenance schedules and record sheets should be used to ensure maintenance is undertaken as required.

## 7. Consultation

Employers are required to consult with their employees regarding health and safety issues in the workplace either directly or via elected representatives.

### Company Procedure

Managers are responsible for consulting with their employees on a day-to-day basis. On contract sites, health and safety issues can be raised directly with the Client or with the Contract Manager. The clients contact for health and safety should be specified in the assignment instructions.

Innovative Services Ltd. will consult staff routinely on health and safety matters as they arise and formally when this Health and Safety Policy is reviewed.

If an employee is not satisfied with the response from their manager or client representative on a health and safety matter, they should raise it with their Contract/Line manager. If necessary, the Contract/Line manager will obtain further advice from the Company Health and Safety advisor.

## 8. Contractors

Employers are responsible for ensuring the health and safety of their employees whilst at work - this includes protecting employees from the hazards associated with contractor's activities. Employers are responsible for ensuring the safety of other persons who may be affected by their activities - this includes contractors, who should be informed of any hazards present on the premises before they start work.

### Company Procedure

#### All Activities Carried Out by Contractors

Contract/Line managers are responsible for ensuring that all contractors engaged to undertake work at Innovative Services Ltd. premises are competent, e.g., electricians are members of the NICEIC, gas maintenance contractors are members of Gas Safe and builders are members of a skills certification scheme.

### Major Works

If one or more of the following criteria listed below apply to works to be undertaken by a

contractor, the Construction, Design and Management Regulations may apply:

- A duration of more than 30 days and more than 20 persons simultaneously on site; or
- A duration more than 500-person days

In such cases Innovative Services Ltd. have specific duties which must be discharged, and Contract/Line managers should contact the Operations Manager for further advice.

## 9. Display Screen Equipment

Employers are responsible for ensuring that significant users of computers are provided with information regarding the correct use of display screen equipment and that assessments of their workstations are undertaken. Significant users are also entitled to eye tests paid for by the employer and corrective spectacles where the eye test identifies that a different prescription is required solely for computer use. Significant users of display screen equipment are those that use their computers continuously for an hour or more daily.

### Company Procedure

Managers should identify all significant users and ensure they are provided with the HSE guidance 'Working with VDU's' and self-assessment questionnaires. Significant users of computer equipment are responsible for reading the guidance, completing the assessment questionnaire and returning it to their manager. The Manager should ensure questionnaires are returned by significant users and review the completed questionnaires and address any risks identified.

Employees required to use display screen equipment for significant periods are entitled to eye tests paid for by the company. The purpose of the eye test is to determine whether the employee can focus clearly on the display screen image, using their normal spectacles where necessary. If it is found that an employee's existing spectacles are not suitable for use with display screen equipment, the company will provide a suitable pair of basic spectacles. A user may choose more expensive spectacles provided they pay the difference.

## 10. Enforcement Officers

Environmental Health Officers are empowered to monitor and enforce safety legislation in offices, restaurants, distribution centers and retail premises. Health and Safety Executive Inspectors are responsible for monitoring and enforcing safety legislation in factories, laboratories, refineries, chemical works, and health care establishments. Enforcement Officers have wide-ranging powers that are detailed in their warrants. Enforcement Officers must produce their warrants on request, without their warrants they have no powers of entry or enforcement. Enforcement Officers are legally empowered to:

- Enter and inspect premises with the assistance of police officers if required
- Require that plant and equipment is not disturbed following an incident
- Take measurements and photographs and samples of suspect substances
- Require tests to be carried out on suspect plant or substances
- Require the dismantling of plant
- Require those with possible knowledge relevant to an investigation to give it either verbally or in a written statement
- Inspect and take copies of books or documents required to be kept by safety legislation or others as necessary as part of an investigation
- Require assistance within a person's limits of responsibility.

### Company Procedure

All persons should co-operate fully with Enforcement Officers and the most senior member of staff available should accompany them during their inspections. Copies of reports resulting from inspections should be sent to the Company Health and Safety Advisor. Additionally, *any* contact with enforcement agencies should be reported to the Company Health and Safety Advisor.

## 11. Evacuation

Innovative Services Ltd. will ensure all escape routes are always signposted and kept clear. Additionally, evacuation plans will be tested regularly and updated if necessary.

## 12. Fire

Employers are required to assess the fire risks in their premises to ensure that the risk of fire is minimized and that appropriate arrangements are provided for the safe evacuation of employees in the event of a fire occurring.

### Company Procedure

#### Risk Assessment

Contract/Line managers are responsible for ensuring a fire risk assessment is carried out for all premises under their control.

Fire risk assessments should be undertaken to ensure the effectiveness of the fire safety arrangements. The fire risk assessment should define the arrangements and requirements for ensuring adequate provision of fire prevention and detection systems, firefighting equipment, provision of training and information and the maintenance of installations and equipment provided for the purposes of detection and firefighting. Consideration should also be given to issues such as hazardous or dangerous substances and young persons. The arrangements for fire safety on contract sites are reviewed by contract managers during the site risk assessment and specified in the assignment instructions.

The significant findings of the fire risk assessment, along with any specific fire training deemed necessary, should be provided to employees and the provision of such information and training recorded. Records should be signed by the employees to confirm they have received and understood the information and training provided.

Risk assessments should be reviewed prior to any significant changes to ensure such changes will not increase the risks to an unacceptable level. If there are no significant changes the risk assessment should still be reviewed annually to ensure it remains suitable and relevant and the control measures are still the most effective way to manage the risks.

Fire Authorities shall no longer issue or enforce Fire Certificates but will expect to see risk assessments when carrying out site visits.

## Fire Evacuation Procedures

Formal fire evacuation procedures should be displayed in all premises occupied by Innovative Services Ltd. employees. The procedures should detail the means of raising the alarm, the means of escape from the building and the designated fire assembly point(s).

On discovery of fire staff should raise the alarm and evacuate the danger area. From a position of safety, the fire service should be called. Upon hearing the alarm, staff should turn off the equipment they are using and evacuate the building using the quickest available means.

During a fire evacuation no attempt should be made to use a lift. No persons should re-enter the building until told to do so by the Client or Head of Department.

The means of raising the alarm should be tested weekly using a different call point to initiate the alarm on each occasion. Fire alarm systems should be maintained on a quarterly basis. The effectiveness of the fire evacuation procedure should be practiced during annual fire drills. Records of audibility tests, fire alarm maintenance and fire drills should be maintained.

## Fire Extinguishers

Fire extinguishers provided should be appropriate for the type of risk.

- Water extinguishers (red) should be provided for normal fires, such as paper, wood, fabrics.
- Carbon Dioxide (Black) or Dry Powder (blue) extinguishers should be provided for electrical fires.
- Foam extinguishers (cream) or fire blankets should be provided for flammable liquid fires in kitchen areas.

**Note: The different types of extinguisher are identified by labelling and a small colour coded panel.**

Only persons who have received training in the use of fire extinguishers should attempt to extinguish a fire, and only then if it is safe to do so. All fire extinguishing equipment should be checked and maintained by an approved contractor on an annual basis.

## 13. First Aid

Employers are required to make adequate provision for first aid taking account of the risks associated with the undertaking, the number of employees and the proximity of emergency services.

### Company Procedure

#### Provision for First Aid

First aid supplies should be provided and maintained in all workplaces occupied by Innovative Services Ltd. employees. In offices where there are more than 50 employees first aiders should be trained and appointed. In offices where there are less than 50 employees, appointed persons should be designated to take charge in the event of a medical emergency and maintain first aid supplies.

It is recommended that all appointed persons attend emergency aid training courses. Appointed persons must not provide first aid unless they have been trained to do so. Planned absence of appointed persons and first aiders should be coordinated to ensure adequate provision remains available. The names and contact details of first aiders or appointed persons should be displayed on notice boards.

The arrangements for the provision of first aid and supplies on contract sites are considered by Contract Managers during site risk assessment and requirements are specified in the assignment instructions.

#### Treatment Records

Records of all first aid treatment should be maintained and should include the name of the injured party, date, time and details of the incident, injury, and treatment. These details should be recorded in the company's accident investigation report form.



## 14. Foreign National Workers

Due to the nature of our business, communication is a vital part of our operations. Therefore, from the commencement of recruitment, we conduct verbal (by telephone pre-interview) and written tests (basis skills covering English and Mathematics) to ensure that all our workers are able to communicate effectively in English. Foreign Nationals, for whom English is not their first language, who are unable to communicate via verbal or written communications do not fit the skill set required for our business operations.

All necessary documentation including the right to work in the UK will be requested, viewed and verified.

## 15. Hazardous Substances

Employers should avoid the need to use hazardous substances wherever possible. Where the use of hazardous substances cannot be avoided, employers are required to undertake assessments to ensure controls are provided that maintain employee exposure at safe levels.

### Company Procedure

Managers are responsible for ensuring that all hazardous substances used by their employees or at locations under their control are identified and entered onto a register. Managers are also responsible for ensuring Control Of Substances Hazardous To Health (COSHH) registers are maintained, safety data sheets are obtained from manufacturers / suppliers and local COSHH assessments are undertaken for all hazardous substances listed on the register.

The information contained on safety data sheets should be used when undertaking assessments of the exposure of employees when using substances identified on the COSHH register.

Assistance when undertaking COSHH assessments is available via the Company Health and Safety Advisor. Managers are responsible for ensuring that the precautions deemed necessary by the COSHH assessment are brought to the attention of employees and are adhered to always.

### Record Keeping Requirements

- All hazardous substances in use should be recorded in the COSHH register in the safety management file.
- Safety data sheets should be obtained for all substances identified on the COSHH register which should be kept in the safety management file.
- Copies of COSHH assessments should be kept in the safety management file.
- Information issued to employees regarding the safe use of hazardous substances should be recorded in the information and training record in the safety management file.

## 16. Information

Employers must provide employees with information regarding the health and safety requirements and health and safety arrangements in force at work.

### Company Procedure

The following information should be displayed at all Innovative Services Ltd. premises:

- health and safety policy statement
- employer's liability insurance certificate
- fire evacuation procedures
- First aid arrangements.

It is recommended that all employees are issued with handbooks that contain summary versions of the safety policy and significant findings of generic risk assessments applicable to their work.

The assignment instructions at contract sites are to contain site specific assessments and contact details for the customer's representative for health and safety matters. The following information should also be provided at contract sites:

- site specific fire evacuation procedures
- site specific first aid arrangements
- site specific welfare arrangements
- site specific accident investigation procedures
- Health and safety law leaflet.

## 17. Manual Handling

Employers should avoid the manual handling of loads where possible. Where manual handling cannot be avoided assessments of the task should be undertaken to ensure appropriate precautions have been taken to prevent injury.

### Company Procedure

Managers are responsible for ensuring that, where possible, the need to manually handle heavy loads on a regular basis is avoided. Where it is not possible to avoid manual handling of heavy loads on a regular basis Managers are responsible for ensuring manual handling assessments are undertaken. Assistance in undertaking manual handling assessments is available via the Company Health and Safety Advisor.

Managers are responsible for ensuring that any precautions deemed necessary by the manual handling assessment are implemented, and persons required to manually handle heavy loads are provided with appropriate safety training.

Regardless of the weight, all manual handling activities have the potential to cause harm. The following procedure should be observed when lifting any load:

- Plan the lift before you start, how will you grip it, where have you got to take it, what route will you take, is the route free of obstructions, where and how will you put it down
- Stand close to the load, place the feet apart with leading leg forward for balance
- When lifting items from below waist height bend the legs, not the back
- Get a firm grip, keep your arms inside the boundary formed by the legs
- Evaluate the weight of the load and the center of gravity
- Only continue with the lift if you are sure that you can lift, carry, and lower the load safely
- Lift slowly using your leg muscles to stand and keep the load close to your body
- Do not jerk or twist the body whilst lifting, carrying, or lowering the load
- Put the load down slowly, using your leg muscles if the load is to be lowered; and
- Adjust the load only after you have put it down.

Seek assistance if a load is too heavy or bulky to lift safely on your own - do not attempt to lift a load on your own if you feel it is not within your capability to do so safely.

## 18. Monitoring

Employers are required to monitor the effectiveness of their protective and preventative measures for the management of health and safety.

### Company Procedure

All Managers, Heads of Department and Line Managers are responsible for implementing the requirements of the policy and monitoring adherence to systems of work and assignment instructions, in respect of the areas and activities under their control. Each year, Contract Managers / Line Managers should undertake internal audits of the implementation of the defined safety arrangements at all regional centres and offices, using a checklist to record the findings. The checklist is sent to and reviewed by the Company Health and Safety Advisor on an annual basis. Senior Managers should complete a Senior Managers Safety Observation Report form when visiting sites. In the event of problems being observed, these should be reported to the Health and Safety Manager.

The Company Health and Safety Advisor monitors the implementation of the health and safety policy by reviewing the contents of safety management files during the two annual QA audits randomly selected locations.

The findings of the inspections and audits are copied to the Company Health and Safety Advisor, Managing Director, Quality Manager and Line Managers and copies are displayed on notice boards as appropriate.

The Company Health and Safety Advisor/Senior Operations Manager is responsible for advising the Managing Director as to where amendments are required in the safety policy to ensure continued compliance with legislation. Our safety consultants periodically review the safety policy to ensure the general safety arrangements are in compliance with relevant safety legislation.

## 19. New and Expectant Mothers

Employers must assess the risks to which new and expectant mothers are exposed whilst carrying out their work activities. Adequate facilities and arrangements for rest breaks should be provided and where necessary changes should be made to working conditions or alternative work should be offered. The employee should be suspended on full pay where there is no suitable alternative work.

### Company Procedure

On notification of pregnancy Managers are responsible for:

- Reviewing the work undertaken and assessing hazards that may be of increased risk to new and expectant mothers; and
- Ensuring appropriate arrangements are made for access to rest facilities and rest breaks.

The risk assessment must be carried out with the participation of the mother, recorded and held in the employee's personnel file.

The assessments should be reviewed as the pregnancy progresses and particularly following any recommendations from the mother's General Practitioner or Midwife. The risk assessment should also be reviewed prior to the mothers return to work to ensure the continued protection of the mother and her new baby. The risk assessment should continue to be reviewed until the mother is fully recovered (particularly following a caesarean section or birth complications including still birth) or on the cessation of breast feeding.

Assistance in undertaking risk assessments is available from the Company Health and Safety Advisor.

## 20. Noise at Work

High noise levels can permanently damage hearing. The danger depends on how loud the noise is and exposure period. The damage builds up gradually and employees may not notice changes from one day to another, but once the damage is done there is no cure. The Noise at Work Regulations require employers to:

- Introduce a purchasing policy that specifies maximum noise levels emitted by new work equipment
- Maintain up to date noise assessments
- Reduce noise exposure as far as is reasonably practicable by means other than hearing protection
- Make employees aware of the risk of noise induced hearing loss and make available appropriate hearing protection where noise levels are between the first and second action levels (80dBA and 85dBA)
- Designate mandatory hearing protection zones and enforce the use of hearing protection where noise levels are at or above the second action level
- Provide adequate information and training to employees regarding the use of noise control equipment, where and when to use hearing protection, how to look after it and what to do if they find anything work equipment is below the first action level wherever possible.

Contract Managers are responsible for ensuring exposure to noise is considered during development of the site-specific risk assessments and, if noise is identified as a hazard, the noise risk assessment and control measures should be included in the assignment instructions. Assistance with noise assessments can be obtained through the Company Health and Safety Advisor.

Where risk assessment identifies a requirement for the issue and wearing of hearing protection Innovative Services Ltd. shall issue the equipment, or ensure the customer supplies it where such an agreement exists. Employees shall be advised of the hearing protection zones at their work locations and any other significant findings from the risk assessment.

Employees required to work in noisy areas should be provided with information and/or training regarding noise induced hearing loss and how it can be avoided.

## 21.Occupational Driving

Innovative Services Ltd. is committed to safeguarding the health, safety and welfare of its employees and other persons who may be at risk from, or come into contact with, any of the company's business activities by achieving a cycle of continuous improvement in road safety performance.

This approach is underpinned by a proactive and positive road safety culture lead by senior management with the full support of the workforce, in an environment of continuous improvement. Management, employees, and those working on behalf of the Company are reminded that they have a duty and responsibility to manage their own work activities in line with this policy.

Innovative Services Ltd. will manage work related road safety by:

- Ensuring that it is compliant with all relevant, applicable legislation and other requirements pertaining to the management of work-related road safety.
- Gathering and analyzing key safety and risk data on our vehicles, journeys, driver's crashes, causes and costs.
- Setting and communicating clear company road safety objectives.
- Introducing targeted safety measures, based on suitable risk assessment.
- Ensuring that road safety is considered in any projects and investment decisions.
- Monitoring performance, learning from accidents and incidents, and reporting all significant accidents and incidents to the Board.
- Carrying out periodic performance reviews to feedback lessons learned and ensure continual improvement.

The Managing Director will make certain that the Company's Management of Occupational Road Risk Policy and the associated arrangements are fully implemented and communicated to all employees and other persons working for or on behalf of the Company.

## 22. Personal Protective Equipment (PPE)

Employers are required to provide employees with personal protective equipment (PPE) where it is not possible to reduce the risk by other means. Personal protective equipment provided to protect against a specified risk must be provided free of charge. Employers must ensure that the protective equipment provided is suitable for its intended use and that employees are provided with any information regarding its safe use, storage, maintenance, and replacement.

### Company Procedure

Employees are provided with personal protective equipment appropriate to the general hazards associated with their work activities. Security Officers are issued with high visibility clothing and waterproof jacket and trousers to provide protection from bad weather where appropriate.

Additional PPE is provided where a risk assessment shows it is necessary to reduce a specified risk to an acceptable level. Where provided to protect against a specified risk, PPE is provided free of charge. The risk assessment should identify the appropriate type and any safety critical information regarding the storage, maintenance, and use of the PPE.

Employees are required to co-operate by wearing, storing, and maintaining their PPE in accordance with the information and instruction provided and for reporting any defects with equipment to enable timely replacement or repair.

The type and specification of PPE should be detailed on the PPE schedule along with a description of the hazard it is issued to protect against. The issue of PPE should be recorded on the PPE issue record or the Innovative Services Ltd. uniform issue form. Employees are required to sign to the appropriate record form to confirm receipt of the PPE issued.



## 23. Portable Electrical Equipment

All electrical appliances used are subject to regular (24 monthly) Portable Appliance Testing (PAT) testing to ensure safety.

### Company Procedure

Innovative Services Ltd. will employ for PAT Testing purposes a suitably qualified electrician to conduct 24 monthly PAT testing of all electrical equipment.

## 24. Risk Assessments

Innovative Services Ltd. has undertaken generic risk assessments for the foreseeable hazards associated with office activities. The generic assessments for office work covers:

- Slips trips and falls.
- Use of electrical appliances.
- Access to high level shelving.
- Occupational driving.
- Use of filing cabinets.
- Use of photocopiers.

Innovative Services will also complete relevant risk assessments and act accordingly and review these risk assessments when working habits or conditions change.

## 25. Smoking

Smoking is prohibited in all enclosed workplaces and company vehicles in the United Kingdom.

### Company Procedure

In accordance with current legal requirements smoking is prohibited in all enclosed Innovative Services Ltd. premises or vehicle. This prohibition always applies, including outside normal working hours.

Smokers may smoke outside the premises at times, and in places, previously agreed with their line manager.

All visitors, temporary staff, contractors, and customers will be expected to abide by the terms of the smoking policy.

Appropriate signs will be displayed at all entrances to premises and employees should tactfully remind visitors of the policy, if necessary.

Security Officers should observe the client's local arrangements for smoking whilst on site.

## 26. Stress

Employers are responsible for ensuring the health of their employees whilst at work. This includes the mental health of employees and ensuring that employees are not unnecessarily exposed to high levels or extended periods of stress at work.

### Company Procedure

Excessive levels of stress can lead to mental and physical ill health including depression and nervous breakdown. It is the Company's policy to minimize work related stress so far as is reasonably practicable. Employees who are suffering from work related stress resulting from pressure of work or following a traumatic experience at work should advise their manager.

Managers at all levels are responsible for:

- Monitoring the hours worked by the employees under their direction
- Monitoring Innovative Services Ltd. Security Officers who have been involved in traumatic incidents

- Monitoring employees for signs of stress
- Reviewing how employees are managing work related stress during annual appraisals.

Managers should consider the causes of work-related stress and implement measures to prevent employees suffering stress whilst at work.

Where causes of work-related stress are identified in the workplace Managers should take appropriate action to remedy the causes. Where exposure to stressful / traumatic situations are unavoidable stress management training / counselling should be provided as necessary.

## 27. Training

Innovative Services Ltd. will:

- Provide staff and subcontractors health and safety induction
- Conduct appropriate training (including working at height, asbestos awareness, manual handling and electrical safety).
- Provide personal protective equipment, where appropriate.
- Ensure suitable arrangements are in place for employees who work remotely.

## 28. Work at Height

Employers are responsible for ensuring the need to work at height is avoided where possible. Where it is not possible to avoid the need to work at height, employers must undertake assessments to ensure the access equipment is suitable for its intended use, employees are trained to use it and it is maintained in a safe condition. Employers are also required to take precautions to prevent injury from persons falling through fragile roof materials and to prevent persons from being injured from falling objects.

### Company Procedure

Where possible the need to work at height should be avoided.

Managers shall undertake a general risk assessment where the need to work at height cannot be avoided. The assessment should ensure that:

- access equipment to be used is suitable for its intended use

- access equipment is maintained in safe condition and regularly inspected by competent persons
- employees using access equipment are trained in its use
- precautions are taken to protect access equipment from being struck by moving vehicles
- edge protection is provided for workplaces where persons could fall and suffer injury
- precautions are taken to prevent persons falling through fragile roofs or roof lights
- precautions are taken to minimize the effect of someone falling
- precautions are taken to protect persons below from falling materials

Assistance in undertaking work at height assessments is available from the Innovative Services Ltd. Safety Advisor. Employees may only use access equipment if they have been trained and authorized to do so. Employees authorized to use access equipment should undertake pre-use checks of to ensure it is safe for use. Defective access equipment should be reported and withdrawn from use immediately.

## 29. Welfare Arrangements

All employees' and visitors to Innovative Services Ltd., will have access to:

- Heat
- Light
- Day light
- Running water
- Toilet and washing facilities
- Area to prepare and store hot and cold food and drinks

### Client Premises:

All employees of Innovative Services Ltd. deployed at clients 'premises, will have access to:

- Heat
- Light
- Day light
- Running water
- Toilet and washing facilities

