



AQUA COMMERCIAL SERVICES LTD

Westmead House , Suit GL

Farnborough

GU14 7LP

Health & Safety Policy & Risk Assessments

Including
Environmental Statement For :

Prepared by Absolute Health & Safety
For Aqua Commercial Services Ltd
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To be reviewed before March 2023

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1 General Statement of Policy

Aqua Commercial Services Ltd are committed to ensuring the health and safety of everyone who works for the Company and of everyone who may be affected by the Company's work activities, including visitors, clients, contractors, and the public.

This policy sets out the arrangements that are necessary to achieve the above while complying with the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and all other applicable legislation.

The Company will ensure, so far as is reasonably practicable, that:

- Safe equipment is provided, and safe systems of work are devised and implemented
- Adequate arrangements are in place for the safe use, handling, storage and transport of materials, substances and equipment
- Sufficient information, instruction, training and supervision is given to ensure the health and safety of employees and others affected by their actions
- A safe workplace, including a safe means of entering and leaving workplaces, is provided and maintained
- The working environment is without risks to health and adequate welfare facilities are provided

The Company will provide the necessary resources in terms of finance, labour resources and time to meet the requirements of this policy.

It is Company policy to consult with employees on health and safety issues before updating or modifying any part of the health and safety policy and to provide training and information, as appropriate. The Company will do as much as is reasonably practicable to ensure that health and safety arrangements are always adequately resourced.

This policy can only be successful with the active co-operation of employees who have responsibility for taking care of themselves and others, following safe working procedures and reporting any safety issues as soon as possible.

This policy will be reviewed annually and revised as necessary in response to changes in legislation or methods of working.

Signed

L Sindaco

Luigi Sindaco

Date 12/02/2022

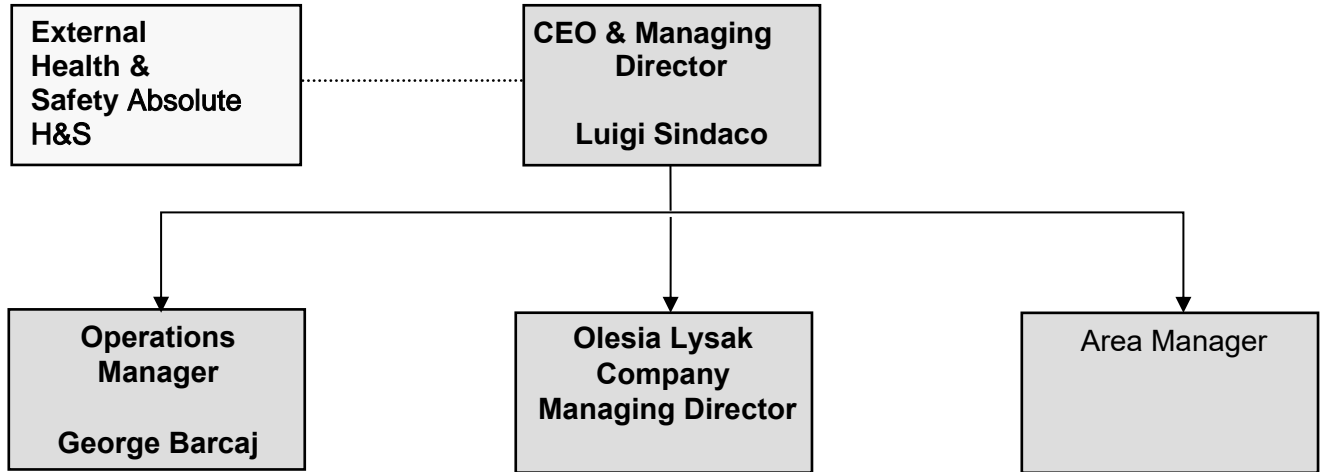
**Managing Director
Aqua Commercial Services Ltd**

Objectives for managing Health, Safety, and the Environment

- To establish and maintain effective systems and plans for managing the health, safety and welfare of all employees and, in addition, for managing the environmental impact of our operations; to ensure that all risks are properly assessed and controlled so far as is reasonably practicable
- To establish and maintain clear written standards and procedures to control the risk to health, safety and the environment and to ensure that they are adhered to
- To ensure that all Company employees are competent and able to perform their tasks safely, through the provision of adequate training, information and supervision
- To maintain an effective system of consultation with our clients, suppliers and contractors on health, safety and environmental issues
- To record and investigate all accidents, ensure appropriate corrective actions are taken to prevent recurrence and to continually improve the accident record year on year
- To promote an increased awareness of safety and a responsibility for the environment amongst all employees
- To maintain an effective system of monitoring and reviewing health, safety and environmental performance

2 Organisation & Responsibilities

2.1 Organisation for Managing Health & Safety



Responsibilities of **CEO & Managing Director Luigi Sindaco**

L Sindaco

The **CEO & Managing Director** of the Company is ultimately responsible for the health, safety, and welfare of employees and of everyone else who may be affected by the Company's activities, including the public. They are specifically responsible for ensuring that:

- Adequate and effective arrangements for planning, organisation, control and monitoring for safety are implemented, in accordance with relevant legislation
- Sufficient financial, labour resources and time are available to meet statutory requirements
- The effectiveness of this Policy, including the Environmental Statement, and of the stated objectives, are reviewed regularly
- Competent health and safety advice and support is available
- Risk assessments are prepared for the premises and site work
- Suitable equipment, procedures and other control measures are provided to prevent or reduce risks to health and safety
- Employees are consulted and their views considered prior to implementing changes that may affect their health and safety
- All reported health and safety issues are reviewed, and remedial action applied, when necessary

The **Managing Director** also has duties as employees (see section 2.4)

2.2 Responsibilities Health and Safety Manager/Operations Manager.

The appointed **Health and Safety Management** for the Company are responsible for the day to day management of health and safety in the Company and is specifically responsible for:

- Implementing the arrangements set out in this Policy and for continually monitoring and improving the safety performance in the Company
- Ensuring that the Policy is reviewed annually to ensure that all parts are still valid
- Reviewing health & safety training requirements across the Company
- Ensuring that all **Managers** and **Employees** receive adequate instruction, information, training and supervision to achieve the requirements of this policy
- Providing induction training to new employees and retaining records
- Ensuring that health & safety training records are retained in the office
- Ensuring that accidents and dangerous occurrences at work are reported to the HSE under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

- Ensuring RIDDOR Reportable accidents are investigated and recorded
- Ensuring that the Company has adequate first aid provisions in place
- Ensuring accident records are retained in the accident book
- Ensuring that a fire risk assessment is undertaken, and suitable fire precautions are implemented for the premises
- Ensuring that a risk assessment programme is implemented for the Premises and for Site Work
- Ensuring that subcontractors are competent and that they have adequate health and safety arrangements
- Investigating accidents as required and implementing measures to prevent re-occurrence
- Undertaking informal and formal safety monitoring on site to ensure compliance with H&S policy, risk assessments and method statements
- Retaining copies of PPE records
- Arranging health surveillance and retaining records (as applicable)
- Undertaking informal and formal inspections of the premises and retaining records
- Ensuring that the Company has adequate first aid arrangements in the Company

The **Health and Safety Manager/Operations Manager** also has responsibilities as an **Employee** (see sections 2.4)

2.3 Responsibilities of Team Supervisors.

- Implementing the arrangements set out in this policy
- Organising and co-ordinating site work daily to ensure minimum risk to the health and safety of employees or anyone who may be affected by the Company's activities
- Ensuring risk assessments, method statements and safe systems of work are adhered to and all registers and records are kept up to date
- Undertaking informal and formal safety monitoring on site to ensure compliance with H&S policy, risk assessments and method statements
- Providing assistance to the **Managing Director** and **Safety Manager/Operations Manager** when investigating accidents
- Ensuring equipment procured / hired by the Company for site work is suitable for the intended task and CE marked
- Ensuring machinery and equipment is inspected and maintained in accordance with statutory requirements
- Ensuring that work equipment is used correctly by authorised, trained operatives

- Ensuring COSHH assessments have been prepared for site work and staff made aware of the findings of the COSHH assessments
- Ensuring that subcontractors are competent and that they have adequate health and safety arrangements
- Assisting Investigating accidents as required and implementing measures to prevent re-occurrence
- Ensuring materials and substances are stored safely on site and in the warehouse and quarantine area
- Maintaining a tidy site with safe access and egress to places of work
- Co-operating with statutory authorities (ie HSE Inspector)
- Ensuring PPE is used and used correctly in the premises
- Ensuring that materials are stored safely
- Ensuring that the workplace is tidy, clean and that adequate housekeeping and hygiene inspections take place
- Ensuring manual handling assessments in the premises are undertaken and reviewed annually
- Ensuring materials and substances are stored safely on site and in the warehouse and quarantine area
- Acting as Fire Marshal in event of a fire
- Setting a good example of behaviour with regard to health, hygiene and safety
- Listening to employees and subcontractor's concerns in relation to health & safety and acting accordingly.

The **Supervisors** also have responsibilities as an **Employee** (see sections 2.4)

2.4 Responsibilities of Employees and Subcontractors

All **Employees** have a duty to co-operate with the employer under the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and all other related regulations.

Self-employed Subcontractors will comply with all aspects of this policy as though they were employees. Conversely the Company will treat self-employed subcontractors as though they were employees.

All **Employees** and **Self-employed Subcontractors** will therefore:

- Comply with the Company Health and Safety Policy, risk assessments and other documented procedures

- Co-operate with management and follow reasonable instructions in the interests of health & safety
- Use, operate or maintain any plant or equipment as instructed and not misuse it in any way
- Ensure that guards or covers are in position whilst plant / equipment is in use
- Keep plant, equipment and PPE in good condition and report defects
- Report any accident, dangerous occurrence or condition to their manager/supervisor
- Take all reasonable steps to ensure the safety of themselves and of others
- Avoid improvised arrangements and suggest safe ways of reducing risks, where appropriate
- Observe all warning notices and follow instructions
- Not interfere with or misuse anything provided for them in the interests of health, safety and welfare
- Wear appropriate clothing, footwear and PPE conducive to the work
- Raise any health & safety concerns with their managers
- Report immediately any defective plant and equipment and not use it until repaired
- Inform their manager if they suffer from any allergy, health problem or are receiving medication likely to affect their work or ability to do manual handling tasks

Any breach of these requirements will be treated as a breach of contract and appropriate disciplinary action may be taken. The taking of any reasonable action to safeguard the health, safety and welfare of themselves and others will not result in any form of disciplinary action

3 Health & Safety Arrangements

3.1 Communication and Consultation

The management of the company will communicate to employees their commitment to safety and ensure that employees are familiar with the contents of the Company Health and Safety Policy. Communication will take place by providing written or verbal information from this policy; through team meeting, emails, and toolbox talks and through the general supervision process.

Similarly, employees will be consulted on health and safety matters through the general supervision process.

Relevant Legislation and Information:

Consultation with Employees Regulations 1996

3.2 H&S Information

All new **employees** will receive induction training when they join the Company. As part of the induction process, employees will hand be informed about the contents this policy and other Company health and safety documentation (e.g. risk assessments, COSHH assessments). An [employee induction checklist](#) will be used to record the induction and completed forms will be filed in the HR files.

Employees will also receive information when:

- There are changes to work procedures or working patterns
- New machinery, tools and equipment are being procured
- There are changes as a result of new or revised legislation

Employees will be encouraged to read the health and safety law poster in the premises which provides key information about employer's responsibilities and employee's rights. The health and safety file will be available for reference by staff in the main office.

The Company will also display a copy of the Company's Policy statement and Employers' Liability (Compulsory Insurance) certificate in a prominent location in the building.

Relevant Legislation and Information:

Health & Safety at Work Act 1974

Health & Safety Information for Employees Regulations 1989

Employees Liability (Compulsory Insurance) Act 1969

3.3 Co-operation and Care

If the Company is to build and maintain a health and safe working environment, co-operation between workers at all levels is essential.

All **employees** are expected to co-operate with management and customers on safety matters and to accept their duties under this Policy. Disciplinary action may be taken against any employee who violates safety rules or who fails to perform their duties under this Policy.

Employees have a duty to take all reasonable steps to preserve and protect the health and safety of themselves and of all other people affected by operations of the Company.

Relevant Legislation and Information:

Management of Health & Safety at Work HSG65

3.4 Health & Safety Induction & Training

All new employees will be given induction training in the following: -

- Fire and emergency evacuation procedures
- Arrangements for First Aid in the premises and on site
- Procedures for reporting hazards, accidents, dangerous occurrences, incidents of violence and occupational ill-health and problems in safety arrangements
- Use and care of protective clothing and/or equipment

The Company will use a standard induction checklist that will be signed by the employee and retained in the employee's record file. It is the **Safety Manager/Operations Manager** responsibility to ensure new employee inductions are undertaken and recorded.

All employees will be trained in relevant safe working practises and procedures and will be given toolbox talks. Training will be provided on the safe use and maintenance of work equipment and safe systems of work.

Employees are encouraged to bring to the attention of management any training courses or training needs which they think might be appropriate.

The **Safety Manager/Operations Manager** will carry out a regular formal review of training needs in consultation with employees.

All employees will be trained and updated in health and safety and the specific hazards of their work on a regular basis. Special training will be given for specialist roles / tasks e.g. First Aid.

The **Safety Manager/Operations Manager** will retain records of training in the HR folder in the office and scanned certificates retained on the server. The **Safety Manager/Operations Manager** will also maintain a record of training using a training matrix.

Relevant Legislation and Information:

Health and Safety at Work Act 1974 Section 2(2c)

The requirement for training appears in all health & safety regulations

3.5 Monitoring and Review of Health & Safety Policy

The **Safety Manager/Operations Manager** will review the Policy annually to ensure that all parts of the Policy are still valid. Advice will be obtained from relevant external agencies to ensure that the Policy remains compliant with legislation. Any updates or amendments will be brought to the attention of the employees, and information, instruction and training provided where necessary.

Relevant Legislation and Information:

Health and Safety at Work Act 1974 Section 2(3)

Management of Health & Safety at Work Regulations 1999

3.6 Inspection and Monitoring – Site Work

The **Team supervisor** will be responsible for day-to-day informal monitoring of safety on site as part of his day-to-day responsibilities when working on or visiting site.

The **Safety Manager/Operations Manager** will undertake formal monitoring of health and safety on larger projects on site using a Site Inspection report form. Inspections will be undertaken sporadically. The inspection reports will be filed in the H&S File in the office.

Inspections on site will provide an opportunity to review the continuing effectiveness of the Policy and identify areas where revision of the Policy may be necessary.

Relevant Legislation and Information:

Management of Health & Safety at Work Regulations 1999

3.7 Inspection and Monitoring – Premises

The **Operations Manager** will be responsible for day-to-day informal monitoring of safety in the premises as part of his day to day responsibilities.

The **Safety Manager/Operations Manager** will also undertake formal monitoring of health and safety on an annual basis using a [Premises Safety Inspection Report Form](#). The inspection reports will be filed in the H&S file in the office. The findings of the inspections will be reported to the **Managing Director**.

Workplace inspections will provide an opportunity to review the continuing effectiveness of the Policy and identify areas where revision of the Policy may be necessary.

Relevant Legislation and Information:

Management of Health & Safety at Work Regulations 1999

3.8 Annual Audit / Review

The **Safety Manager/Operations Manager** will audit/review the safety management system annually to:-

- a) Ensure that the Health & Safety Policy remains up to date and effective
- b) Ensure that the safety management system is being implemented correctly together with any recommendations for improvement
- c) Identify any uncontrolled hazards in the workplace

Relevant Legislation and Information:

Management of Health & Safety at Work Regulations 1999

3.9 Safety Advice

Advice on health and safety and occupational health matters will be available from the Company's Health and Safety appointed company – Absolute Health and Safety:-

Absolute Health & Safety
Longdene House,
Hedgehog Lane,
Haslemere,
Surrey,
GU27 2PH

Additional advice may also be obtained the HSE website www.hse.gov.uk

3.10 Hazard Reporting

It is the policy of the Company to eliminate hazards from the workplace, wherever possible.

All **employees** have a duty to report any unsafe or unhealthy working conditions, practices or arrangements to their managers. The management will take immediate remedial action to eliminate or minimise the risk and will take the necessary long-term action to prevent future occurrences.

If an **employee** is concerned that the Company is not doing enough, the Company accepts that the employee ultimately has the right in law to approach the Health and Safety Executive as detailed on the health and safety law poster on the notice board.

Relevant Legislation and Information:

Management of Health & Safety at Work Regulations 1999

3.11 Risk Assessments

It is the policy of the Company to comply with the statutory requirement for risk assessment as set out in the Management of Health & Safety at Work Regulations.

The Company will carry out suitable risk assessments for all tasks undertaken in the Company and significant risks will be identified, documented and risks reduced to the lowest level, so far as is reasonably practicable.

It is important for employees to understand the difference between hazard and risk. A hazard is "something which could cause harm" and a risk is "the potential severity of the hazard combined with likelihood, high or low, that someone will be injured by the hazard".

The **Managing Director / Safety Manager/Operations Manager** has overall responsibility for ensuring that the Company has a risk assessment programme in place.

The **Health & Safety Manager** is responsible for ensuring that suitable risk assessments have been prepared and implemented for site work and are available on site. The Site will retain a copy of the site-specific risk assessment on site.

Employees will be made aware of the significant findings of the risk assessment process and the necessary control measures before commencing work.

Risk assessments will be reviewed:

- At an agreed review date, normally annually
- When there are any changes to equipment or procedures
- When there are changes as a result of new or revised legislation
- Following any accident or incident

3.11.1 Risk Assessments for site work

There will be a package of general site risk assessments provided by NIHON KOHDEN which will include hazards and control measures for general activities undertaken on site.

In addition, the **Safety Manager/Operations Manager** are responsible for ensuring that site specific risk assessments statements are prepared for site work using the [Site Specific Risk Assessment Form](#).

The **Team Supervisor** will ensure that employees working on site are made aware of the significant findings of the risk assessments and the necessary control measures before commencing work through site briefings/toolbox talks.

A paper copy of the site risk assessments will be retained on site with a soft copy retained on the office computer.

Relevant Legislation and Information:

Management of Health & Safety at Work Regulations 1999 Regulation 3

A number of other Regulations also have a specific requirement for risk assessment

3.12 Safe Systems of Work / Method Statements

All site work will be carried out in accordance with the safe systems of work.

All employees will receive information and instruction in the safe systems of work.

Site specific method statements will be prepared for all significantly hazardous activities on site such as work at height, excavations, minor demolition etc. The Company will generally not prepare method statements for routine work with low hazards and risks.

Method statements will include, as a minimum, the following information:

Description of work; sequence of operations; supervisors; plant and equipment used; PPE required; First Aid requirements; emergency procedures; safety of third parties and waste disposal.

The Company will request and review method statements from subcontractors before commencing work on site.

Relevant Legislation and Information:

Health & Safety at Work Act 1974 Section 2.2a

3.13 First Aid

It is the policy of the Company to comply with the Health & Safety (First Aid) Regulations 1981.

Absolute Health and Safety is responsible for ensuring that the Company has adequate first aid provisions after assessing the requirements within the office and on site.

The Company will ensure that at least four employees are trained in Emergency First Aid at Work (EFAW) in order to provide first aid cover in the premises and on site.

Details of first aid procedures will be given during induction.

First aid cover will be provided for the office and the managed site.

Relevant Legislation and Information:

Health & Safety (First Aid) Regulations 1981

First Aid at Work ACOP (L74) (Third edition) Published 2013

3.14 Accident Procedures

Employees will be instructed to report all accidents that occur in the premises or on site to the **Team Supervisor** who will report the accidents to the **Safety Manager/Operations Manager** and **Managing Director**.

The **Team Supervisor** is responsible for ensuring that all accidents on site are recorded in the Accident Report Form on site and then in the accident book in the office.

The personal details from the accident book will be stored securely in separate secure files held in the office in accordance with the requirements of the Data Protection Act 1998.

Relevant Legislation and Information:

Data Protection Act 1998

3.15 Accident Investigation

The Company views accident / incident investigation as a valuable tool in the prevention of future accidents / incidents. In the event of an accident resulting in injury or a significant incident, the accident / incident will be investigated by the **Managing Director** with assistance from managers and Absolute Health and Safety (If required) with the following information recorded on a company accident report form:

- The circumstances of the accident including photographs and diagrams whenever possible
- The nature and severity of the injury sustained
- The identity of any eyewitnesses
- The time and location of the incident
- The date of the report

All eyewitness accounts will be collected as near to the time of the accident as reasonably practicable. Any person required to give an official statement has the right to have a lawyer or other representative present.

The remainder of the report will then be completed by the **Managing Director**.

The completed report will then be analysed by the **Managing Director** to discover the underlying or root causes and what action should be taken to prevent a recurrence.

A follow up report will be completed after a reasonable time examining the effectiveness of any new measures adopted.

Relevant Legislation and Information:

Management of Health & Safety at Work Regulations 1999

3.16 Reporting Accidents and Incidents to the HSE

In the case of an over 7 day injury, occupational illness or dangerous occurrence which is reportable under RIDDOR (Reportable Injuries, Diseases and Dangerous Occurrences Regulations) the Chief Executive will ensure that the HSE Incident Contact Centre is notified within 15 days using the online form at website www.riddor.gov.uk.

In the case of an occupational health condition which is reportable under RIDDOR the Chief Executive will ensure that the HSE Incident Contact Centre is notified within 15 days of diagnosis of the occupation health condition using the online form at website www.hse.gov.uk/riddor/.

In the case of a fatality or a specified injury the Chief Executive will ensure that the HSE Incident Contact Centre is notified immediately by phone on 0845 3009924 or using the online reporting facility www.hse.gov.uk/riddor/.

The Chief Executive will ensure a copy of any reportable injury, disease or dangerous occurrence report is kept on file in the office and retained for a minimum of three years. The report will include the date and method of reporting, the date, time and place of the event, personal details of those involved and a brief description of the nature of the event or disease.

The Company accepts that failure to report these types of accidents or incidents could result in a criminal prosecution. . (For more information about RIDDOR look at <http://www.hse.gov.uk/riddor/index.htm>)

Relevant Legislation and Information:

Reporting of Injuries, Diseases and Dangerous occurrences Regulations 2013
HSE leaflet 'RIDDOR' HSE31

3.17 Managing Subcontract Companies

The Company occasionally uses the services of **Subcontract Companies**. Under Health & Safety legislation the Company is responsible for ensuring that the work undertaken by the Subcontractor is carried out safely and without risk to employees or others affected by the Subcontractor's acts or omissions, so far as is reasonably practicable.

The Company will ensure that **Subcontract Companies** are competent before any work is started. To achieve this following information will be requested from the **Subcontractor** depending on the size of the **Subcontractor** and the size / nature of the work.

- Health & Safety Policy
- Copies of risk assessments, method statements and any documented safe systems of work
- Copies of Insurance Policies
- Details of competence of key employees (i.e. qualifications, experience, training)
- Details of membership of professional or trade bodies

The information will be obtained by the **Managing Director** using the Subcontractors H&S Evaluation Form and reviewed by the **Managing Director** and held on file at Head office.

Prior to commencing any work on site, a **Subcontractor** will be required to submit a suitable risk assessment and method statement for review by the **Managing Director** or **Safety Manager/Operations Manager**. The **Subcontractor** must ensure that these documents are brought to the attention of contractor employees to ensure that the work can be carried out safely.

All **Subcontractors** are required to co-operate with, and to follow, any reasonable instructions given by the Company in the interests of health and safety.

The **Managing Director** or **Safety Manager/Operations Manager** will bring to the attention of the **Subcontractor** any specific hazards, specific requirements for safe working and site rules or provide any specific health and safety guidance, training or information.

Relevant Legislation and Information:

Managing Contractors HSG159(Second edition, published 2011)

3.18 Managing Self Employed Subcontractors

The Company uses the services of **Self-Employed Subcontractors** at times. The Company is responsible for ensuring that the work undertaken by the **Subcontractors** is carried out safely and without risk to employees or others affected by the **Subcontractors** acts or omissions, so far as is reasonably practicable.

The Company will ensure that **Subcontractors** are competent before any work is started. To achieve this, some or all of the following information will be requested from the Subcontractor depending on the size / nature of the work.

- Details of competence (i.e. qualifications, experience, training)
- Details of membership of professional or trade bodies

The information will be obtained using the [Self-employed Subcontractors H&S Evaluation Form](#) which will be reviewed and held on file at head office.

Subcontractors are required to co-operate with, and to follow, any reasonable instructions given by the Company in the interests of health and safety

The **Safety Manager/Operations Manager** will bring to the attention of the **Subcontractor** any specific hazards, specific requirements for safe working and site rules or provide any specific health and safety guidance, training or information.

Relevant Legislation and Information:

Managing Contractors HSG159(Second edition, published 2011)

3.19 Co-operation and Co-ordination on Site

The Company recognises that good co-operation and co-ordination on a shared site is essential to ensure that risks affecting everyone on site are identified in good time and suitable control measures implemented and followed.

As a **Manufacturer/Supplier** who supplies equipment to all working sites; the Company recognises that the main business will determine and confirm all local procedures, it is paramount that and encouraged that all parties are to interact at an early stage and throughout the project.

As a **Supplier** we will ensure that information about risks and precautions are shared effectively and appropriately with those who need to know and we will make sure that design changes are communicated as soon as possible to the relevant managers and employees.

Communications will take place at morning briefings, between the Company's **Managing Director, Safety Manager/Operations Manager**, all other employees will be briefed accordingly as required.

Employees will be briefed about activities undertaken by others before the commencement of work or as required throughout the working day.

The Company's method statement will identify any activity that may affect others on site and will identify the means of co-ordinating that activity.

The **Managing Director** will ensure that effective inductions are given to all our employees before they start work relating both to the health and safety provisions on the site and to the work which is to be carried out.

Relevant Legislation and Information:

Management of Health & Safety at Work Regulations 1999

3.20 General Fire Precautions in the Premises

Managing Director or Safety Manager/Operations Manager are responsible for ensuring that suitable fire precautions are implemented and maintained and that a fire risk assessment is undertaken in accordance with the Fire Regulations.

Employees will be instructed to remain vigilant with consideration given to guarding against things that can fuel a fire (e.g. cardboard, paper, clothing etc.) and ignite a fire (heaters, electrical equipment etc.).

Employees working in the premises will be made aware of the location of fire extinguishers, other fire precautions and the emergency exit routes during the Company induction briefing.

Signs will be positioned above each extinguisher to make it clear about which type of extinguisher to use in the event of a fire.

Fire exits are located at strategic points. Everyone in the Company will be made aware that exit doors and corridors must never be blocked locked or used as storage space.

Day to day informal inspection by **Safety Manager/Operations Manager** and monthly formal inspection of the premises by the **Managing Director** will identify any shortcomings in fire arrangements.

The Company will provide employees with information in the safe use of fire extinguishers. Employees are only expected to tackle a fire themselves if it would pose no threat to their personal safety to do so. If the situation is dangerous or potentially dangerous the employee should leave the building immediately.

The fire extinguishers will also be tested annually by a competent firm.
The smoke detectors will be tested annually by an approved company.

The **Safety Manager/Operations Manager** will ensure all fire servicing records are filed in the fire logbook.

Employees will be instructed to abide by the no smoking policy in the premises and within the internal working areas on site.

Employees will be instructed not to store or allow combustible materials to accumulate in the workplace as this can result in a fire hazard.

Relevant Legislation and Information:

Regulatory Reform (Fire Safety Order) 2005

Fire Safety Risk Assessment: Guide 2 Factories & Warehouses

3.21 Emergency Evacuation Procedure at the Premises

In the event of the fire, the person discovering the fire will shout 'FIRE' and operate the nearest fire alarm button. On hearing the alarm all employees will leave the building by the nearest available exit and assemble at the designated assembly point in the road in front of the premises.

Suitable fire action signs will be positioned in key and prominent locations throughout the premises.

The **Team Supervisor** will act as **Fire Marshal** in the event of a fire alarm being triggered.

The **Fire Marshal** will be responsible for ensuring safe evacuation and will be the point of contact with the emergency services.

The Company will undertake a fire drill at least once every 6 months and a record of the evacuation will be recorded in the fire logbook.

Relevant Legislation and Information:

Regulatory Reform (Fire Safety Order) 2005

Fire Safety Risk Assessment: Guide 2 Factories & Warehouses

3.22 General Fire Precautions on Site

Employees working on site will familiarise themselves with the fire precautions and procedures at the site before commencing work, especially if they have not received induction training.

The **Client Landlord** will be responsible for implementing suitable fire precautions on managed sites. The precautions will be made known to our employees through site induction.

Employees on site are only expected to tackle a fire themselves if it would pose no threat to their personal safety to do so. If the situation is dangerous, or potentially dangerous, the employee should leave the building immediately.

Site employees must abide by the smoking policy on the site. Normally smoking is only allowed in designated areas.

Site employees will be instructed to not store or allow combustible materials to accumulate in the workplace as this can result in a fire hazard.

Relevant Legislation and Information:

Regulatory Reform (Fire Safety Order) 2005

3.23 Work Equipment

It is the policy of the Company to comply with the Provision and Use of Work Equipment Regulations.

The Company will endeavour to ensure that all equipment used in the workplace is safe and suitable for the purpose for which it is used. All equipment will be maintained in good working order and repair.

The **Managing Director or Safety Manager/Operations Manager** will ensure that appropriate CE marked equipment is procured or hired.

A limited amount of cleaning and daily maintenance will be undertaken by competent staff, while significant maintenance or repairs will be undertaken by approved servicing companies.

The **Safety Manager/Operations Manager** will ensure that work equipment in the premises is properly maintained and in good safe working order when carrying out monthly checks in the premises.

All employees will be provided with adequate information and training to enable them to use work equipment safely.

The use of any work equipment, which could pose a risk to the well-being of persons in or around the workplace, will be restricted to authorised persons.

Where equipment has been provided with guards and interlocks, the guards and interlocks will be kept in good working order and used at all times.

All employees will be provided with such personal protective equipment (PPE) as is necessary to protect them from the dangers of using work equipment. PPE will be issued as a last resort, the management having first considered whether risks can be eliminated or reduced by other more permanent means.

All work equipment will be clearly marked with health and safety warnings where appropriate.

Relevant Legislation and Information:

Provision and Use of Work Equipment Regulations 1998 (PUWER)

3.24 Hand / Arm Vibration Syndrome (HAVS)

It is company policy to comply with the Control of Vibration at Work Regulations.

The Company will take all reasonably practicable steps to reduce the likelihood of any employee contracting the condition known as Hand / Arm Vibration Syndrome.

The Company will select vibrating equipment with preference given to equipment with the lowest published vibration emission levels.

Vibrating equipment will be well maintained to ensure that the levels of vibration do not increase over time and use.

Where vibration levels are not known for particular equipment, a look up chart will be referenced to establish the approximate vibration levels for that equipment. The chart will be positioned in a prominent position in the office.

The Company will assess the use of hand held vibrating equipment and ensure that employees are not exposed to daily exposure levels in excess of 5.0 m/s² (A8) so far as is reasonably practicable.

The HSE website <http://www.hse.gov.uk/vibration/hav/vibrationcalc.htm> will be used to calculate daily exposures.

Relevant Information:

Control of Vibrations at Work Regulations 2005

HSE leaflet INDG175 Controlling the risks from hand arm vibration

3.25 Electricity at Work

It is the policy of the Company to comply with the Electricity at Work Regulations. The regulations stipulate that anyone working with electricity must be competent to do so. Therefore, only qualified electricians are authorised to undertake any electrical work in the premises.

Employees will be instructed to switch off electrical equipment immediately if they notice a problem with electrical equipment and report the situation to the **Safety**

Manager/Operations Manager or Managing Director will arrange for a suitably qualified electrician to check the equipment.

It is the Company policy to use 110-volt equipment, or battery power equipment on sites wherever possible.

All portable electrical equipment used by the Company will be subject to regular inspection and test to ensure it remains safe to use. Employees will be encouraged to inspect equipment before use. Portable electrical equipment will be subjected to Portable Appliance Testing (PAT Testing) by a competent person at the following intervals:

12 months	Portable equipment used in the premises and on site
12 months	Mobile office/kitchen equipment
2 years	Static office equipment (e.g. computers, monitors)
3 Months	Power tools

All portable electrical equipment will be tagged with a date for re-inspection and test. Any such equipment found without a date or an expired date must be removed from service and reported to the **Safety Manager/Operations Manager or Technical Manager**.

The fixed electrical installation in the premises will be checked by a qualified electrician at least once every 5 years.

Records of electrical checks will be retained in the H&S File in the office.

Relevant Legislation and Information:

The Electricity at Work Regulations 1989

HSR25 (Third edition) Published 2015

3.26 Personal Protective Equipment

It is the policy of the Company to comply with the Personal Protective Equipment at Work Regulations.

All employees, who may be exposed to a risk to their health and safety while at work, will be provided with suitable properly fitting and effective personal protective equipment (PPE) – such as safety boots, eye protection and gloves. PPE will always be considered as a last resort or as a back up to other control measures.

Employees will be required to use PPE as identified by the risk assessments.

All PPE provided by the company will be properly assessed by the **Safety Manager/Operations Manager or Technical Manager** prior to provision. The Company will not charge employees for the issue of PPE.

All employees who are required to use PPE will receive information and instruction on the use, maintenance and purpose of the equipment. The Company will provide facilities for the correct storage of the PPE whenever necessary. Employees will be instructed to report any

defects with PPE and not use it until replacement PPE has been issued.

The **Safety Manager/Operations Manager or Technical Manager** will use the [PPE Record Form](#) to record the PPE issued to employees. Copies of the completed forms will be retained in the H&S File in the office.

The **Safety Manager/Operations Manager or Technical Manager** will ensure that all PPE provided is used and used properly by its employees.

Relevant Legislation and Information:

Personal Protective Equipment at Work Regulations 1992

3.27 Manual Handling Operations

It is the policy of the Company to comply with the Manual Handling Operations Regulations.

Manual handling operations will be avoided as far as is reasonably practicable. Where it is not possible to avoid manual handling operations, an assessment of the operation will be made taking into account the task, the load, the working environment and the capability of the individual concerned.

The assessment will identify measures that will reduce the risk of injury to the lowest possible level possible. Priority will be given to providing mechanisation where practicable.

Manual handling assessments for site work will be undertaken by the **Sub Contractors**

Manual handling assessments for the premises will be undertaken by a competent person using the [Manual Handling Assessment Form](#).

The **Safety Manager/Operations Manager or Technical Manager** will be responsible for the day to day assessment of manual handling tasks on site using [Manual Handling Assessment Form](#).

All employees who undertake manual handling tasks will be trained to undertake safe manual handling.

Relevant Legislation and Information:

The Manual Handling Operations Regulations 1992

3.28 Display Screen Equipment

It is the policy of the Company to comply with the Health and Safety (Display Screen Equipment) Regulations.

Where there are employees who use computers as part of their usual work, the Company will conduct an assessment of each computer workstation and ensure that all computer

workstations meet the requirements set out in the Schedule of the Regulations. The Assessment will be undertaken:

- On joining the company
- After any changes to the workstation or location
- At least once every three years

The **Chief Executive** or **competent person** will ensure DSE assessments are undertaken and completed forms will be filed in HR Folders in the office

The assessment will identify any significant risks to the users of computers and suitable measures implemented to reduce the risks to the lowest extent reasonably practicable.

VDU Screen users will be advised to undertake other tasks, take rest breaks etc. to enable them to have 5 to 10 minutes break away from the screen or keyboard every hour.

Eyesight tests will be provided for computer users on request.

Where computer users require corrective equipment specifically for using VDUs at work, the Company will provide funding towards a pair of glasses or contact lenses, the amount being equivalent to the cost of procuring a basic pair of glasses, as per the eye care scheme.

All computer users will be given appropriate and adequate training on the health and safety aspects of this type of work and will be given further training and information whenever the organisation of the workstation is substantially modified.

Relevant Legislation and Information:

The Health and safety (Display Screen Equipment) Regulations 1992

HSE Leaflet: Working with VDUs INDG36

3.29 Control of Hazardous Substances

It is the policy of the Company to comply with the Control of Substances Hazardous to Health (COSHH) Regulations.

A COSHH assessment will be conducted by the **Safety Manager/Operations Manager** on work involving exposure to hazardous substances using the [COSHH Assessment Form](#). The assessment will be based on manufacturers' and suppliers' health and safety guidance and the Company's knowledge of the work process. The findings of the COSHH assessment will be filed in the Health & Safety File held in the Office.

The Company will take all reasonably practicable steps to ensure that exposure to hazardous substances is minimised and adequately controlled in all cases. The Company will follow the HSE's COSHH Approved Code of Practice (ACOP) to ensure adequate precautions are implemented. By applying the precautions outlined in the ACOP, the Company will ensure that the Workplace Exposure Levels are not exceeded.

Contact with sharps / contaminated needles

Be aware of the risks of contact with contaminated / used needles

Be aware to look out for potential needles at the property
Movement of cardboard boxes, bags, material, clothing etc at the site etc requires the wearing of cut resistant gloves
If needles are discovered, work is to stop, and management informed to arrange for the removal of the needles by a specialist contractor

Employees who come into contact with hazardous substances will receive information and training on the potential harm caused by the substance and the safe handling and use of the substance.

COSHH assessments will be reviewed annually, whenever there is a substantial modification to the work process and if there is any reason to suspect that the assessment may no longer be valid.

Relevant Legislation and Information:

*Control of Substances Hazardous to Health (COSHH) Regulations 2002 (amended 2005)
Containing the list of workplace exposure limits for use with the Control of Substances Hazardous to Health Regulations 2002 (as amended)*

3.30 Health Surveillance

The Management of Health and Safety at Work Regulations 1999 and Control of Substances Hazardous to Health Regulations 2002 require the Company to conduct occupational health surveillance programmes where employees may be at risk of contracting a disease or adverse health condition related to the work they are doing. The requirement for health surveillance will be established through the risk assessment process or following reports of work-related illness.

The purpose of health surveillance is to detect any health problems at an early stage and to evaluate the effectiveness of controls.

When deemed applicable to individuals, **Safety Manager/Operations Manager** will arrange for the initial health surveillance to fill out a [Health Surveillance Questionnaire Form](#), the responses being evaluated and any appropriate follow up action arranged by **Safety Manager/Operations Manager**. If required, the **Safety Manager/Operations Manager** will refer the individual to a qualified occupational health specialist.

The Company will advise employees about the health surveillance procedures and outcomes following the surveillance.

Employees have a statutory duty to co-operate with their employer in health surveillance programmes deemed necessary by risk assessment or statutory provision.

Health Surveillance records will be filed by **Safety Manager/Operations Manager** in HR Records in the Office and retained for 40 years. Information will be securely filed in accordance with the Data Protection Act 1998.

Any indication of increasing health effects will initiate a review into the effectiveness of existing control measures.

Relevant Legislation and Information:

*Control of Substances Hazardous to Health (COSHH) Regulations 2002
Data Protection Act 1998*

HSE Leaflet: Understanding Health Surveillance at Work INDG304

3.31 Working at Height

Under the Work at Height Regulations, the Company has a legal requirement to ensure that employees remain safe when working at height.

It is the Policy of the Company to avoid working at height if possible. If work at height cannot be avoided, priority will be given to the use of safe working platforms with guardrails. Ladders and stepladders may be used but only after having first considered the possibility of using safe working platforms and after having fully assessed the risks associated with undertaking the work from ladders and stepladders.

Where working at height is necessary, the **Managing Director** or **Safety Manager/Operations Manager or Technical Manager** will ensure that:

- All work at height is properly planned and organised
- Those involved in working at height are competent
- The risks from work at height are assessed and appropriate work equipment is selected and used
- The risks from fragile surfaces are properly controlled
- The risks of falling objects are minimised
- Equipment for working at height is properly inspected and maintained
- People are prevented from entering danger areas below any working at height activity

All equipment for working at height is covered by the Provision and Use of Work Equipment Regulations 1998, therefore, equipment used for working at height must be suitable for the type of work being done.

Any equipment used for working at height will be regularly inspected and maintained by the **Safety Manager/Operations Manager or Technical Manager** and users of the equipment will receive information, training and instruction in the safe use of the equipment.

Ladders and Stepladders

It is Company policy to use ladders and stepladders only when other safer means of access are not practicable and where the work is light and short term (i.e. less than 30 minutes at a time).

The **Safety Manager/Operations Manager** ensure that Class 1(Heavy Industrial) or BSEN131 (light Industrial) equipment is used.

Ladders and stepladders owned by the Company will be stored securely when not in use and the Company will only permit authorised employees to use the equipment.

The **Safety Manager/Operations Manager** will record the ladder inspections on the **Ladder Inspection Form** and ensure that inspection labels are attached to the equipment showing date of inspection.

Any defective equipment will be reported immediately and taken out of service. A label will be fixed to the equipment to clearly identify it as out of service.

Relevant Legislation and Information:

Work at Height Regulations 2005.

Work at Height Regulations 2005.

Provision and Use of Work Equipment Regulations 1998 (PUWER)

HSE Document: Work at Height Regulations – A brief guide INDG401

HSE Document: Health & Safety in Roof Work HSG33

HSE Leaflet: Safe Use of Ladders & Stepladders INDG455, published 01/14 & INDG402

HSE Leaflet: Tower Scaffolds CIS10

3.32 Mobile Employees

At all times and in all locations, employees should be aware that they are required and obliged to undertake their work safely so as not to endanger themselves or others, to remain alert for hazards and to immediately report unsafe situations.

All employees, who may be required to undertake work away from the Company premises, will be given advice on relevant Company policy, practice and guidelines. In particular:

At managed sites

All employees visiting or working at managed business sites will be required to:

- Report to the administration office
- Book in and out
- Wear appropriate PPE for the site
- Receive information about site hazards
- Co-operate with the site rules and follow appropriate instructions
- Abide by the procedures
- Read and understand all risk assessments and method statements for the job
- Immediately report to the **Safety Manager/Operations Manager or Technical Manager** any hazardous situations that may affect their safety or the safety of others
- Undertake their work safely

At commercial

Any significant risks will be assessed by the **Safety Manager/Operations Manager or Managing Director** and made known to employees before work commences.

Any employee having concerns about safety will stop work immediately and will report their concerns to the **Safety Manager/Operations Manager or Technical Manager** without delay.

Employees working on commercial and retail sites will be required to read, and to understand, the risk assessments and method statements for the site, manage their own safety and ensure that their acts or omissions do not affect the health and safety of themselves or others in the vicinity.

The management at commercial sites have a legal duty to ensure that work is being carried out safely and without risk to our employees or to others, including their own employees. Employees will co-operate with the management, follow their instructions and abide by any site rules.

3.33 Company Vehicle/Plant Drivers

Employees will only be allowed to drive company plant/vehicles if they have been authorised to do so. An authorised driver will: -

- Be at least 25 years old
- Provide a copy of their driving licence to the Chief Executives
- Be fit to drive and advise the Company if they have a medical problem that may affect their ability to drive the vehicle safely
- Be responsible for weekly vehicle checks in accordance with a written list

No person will be required to continually drive a vehicle for more than 3 hours without a rest break.

Drivers of vehicles will ensure that the carrying capacity of the vehicle under their control is not exceeded.

Drivers of vehicles shall always drive in a careful and consistent manner while complying with the Road Traffic Act, local byelaws and other relevant legislation.

All accidents will be reported to the management as soon as possible.

Relevant Legislation and Information:

Health & Safety at Work Act 1974 section 2

Management of Health & Safety at Work Regulations 1999

HSE Leaflet: 'Driving at Work' INDG382

3.34 Company Plant/Vehicles

The **Managing Director** is responsible for ensuring that vehicles owned by the Company are kept roadworthy and in good condition and repaired and maintained by approved dealers in accordance with manufacturers' instructions.

No-one will be expected to work on a vehicle in the event of a breakdown. They are required to call the breakdown assistance company should a vehicle breakdown.

All drivers are to carry out Pre use inspections as per their training and report any faults to the **Safety Manager/Operations Manager**.

No person will be required to drive a vehicle for more than 3 hours without a rest break.

A travelling first aid kit will be provided for all vehicles.

Relevant Legislation and Information:

Health & Safety at Work Act 1974 section 2

First Aid at Work Regulations 1981

3.35 Use of Mobile Phones and Electronic Devices in Vehicles

No drivers will be allowed to use mobile phones, text messaging systems or any other electronic devices whilst driving a vehicle unless the vehicle has been fitted with hands free/Bluetooth equipment.

Similarly, employees will not be permitted to manually operate SAT NAV equipment while a vehicle is in motion.

Relevant Legislation and Information:

Using a handheld mobile phone whilst driving Regulation 2003

3.36 Asbestos on Site

Under the Control of Asbestos Regulations, it is the responsibility of the Company to ensure that employees working on site are not exposed to asbestos containing materials (ACMs) in clients' premises, so far as is reasonably practicable.

There is always the possibility of encountering ACMs on sites where work is required on existing buildings. Employees will be provided with asbestos awareness training which will include information on how to recognise ACMs, the risks concerning exposure to ACMs and what to do if suspect ACMs are encountered.

Under current regulations, it is the client's responsibility, in commercial premises, to identify, assess and control ACMs in their premises and to advise the Company if and where ACMs might be encountered.

It may be necessary for employees to work near ACMs without disturbing it. In this case a suitable risk assessment will have been prepared beforehand by the **Site supervisor**.

Where ACMs is likely to pose a significant risk, the **Site supervisor** and/or **Managing director** will request the Client to arrange for its removal by a licensed contractor /competent firm before work commences.

Should any employee discover any substance which may be ACMs, then work will stop immediately and inform the **Site supervisor** who in turn will inform the **Chief Executive**. Work will not start again until full assurance has been given that it is safe to do so.

Relevant Legislation and Information:

Control of Asbestos Regulations 2012

Asbestos ACOP (L143)

3.37 Noise at Work

The Company will comply with the requirements of the Noise at Work Regulations.

It is likely that some of the work undertaken in the premises will produce noise above the lower exposure action level of 80 dB (A) Lepd, Lepw. The Company will therefore ensure that a competent person undertakes formal noise assessments, as appropriate.

Where the noise levels exceed 80 dB (A) (lower exposure action level) over a working day then the Company will take all practicable steps to lower the sound levels and exposure, and issue employees with suitable hearing protection.

Should the sound levels exceed 85 dB(A) (upper exposure action level) over a working day then the Company will advise the employees about the risks to their hearing and instruct them to wear the ear defenders at all times in the noisy area. Noise zones will be identified, and signs put up.

Even though the sound exposure levels are likely to be below the lower exposure action level, all employees will be encouraged to wear ear defenders when using exceptionally noisy equipment, even for short periods.

Relevant Legislation and Information:

Control of Noise at Work Regulations 2005

3.38 Workplace

It is Company policy to comply with the appropriate regulations concerning the workplace environment.

The Company will take all reasonable steps to ensure that employees are provided with a comfortable and safe working environment with adequate space, lighting, ventilation, welfare facilities and good standards of housekeeping.

Floors, access routes and storage systems will be regularly inspected and maintained in good condition.

Areas and equipment used for the consumption, preparation or storage of food and drink will be cleaned thoroughly every day, outside office hours, and inspected on a regular basis to ensure a high standard of hygiene.

Relevant Legislation and Information:

The Workplace (Health, Safety and Welfare) Regulations 1992

Disability Discrimination Act 1995

3.39 Site Welfare Facilities

As a **Contractor** on sites, the Company will always ensure that there are suitable rest areas, toilets and washing facilities at each site (provided by the **Principal contractor** or **Client**) as part of the planning process. Washing facilities will comprise hot and cold water, soap and towels.

Drinking water and facilities for making drinks and meals will be provided, together with a place for eating and drinking.

The welfare facilities will include changing areas, and if necessary, a drying room.

Operatives will be instructed to keep the facilities clean during induction and report any problems immediately to the **Safety Manager/Operations Manager**.

3.40 Cleanliness and Waste Disposal

All employees will observe a high level of personal hygiene and cleanliness at all times and assists in maintaining a clean and acceptable working environment.

Waste and rubbish will not be allowed to accumulate and will be disposed of in the receptacles provided.

The Company encourages employees to take responsibility for their own working environment and to tidy up after themselves – and others if necessary.

Relevant Legislation and Information:

The Workplace (Health, Safety and Welfare) Regulations 1992

3.41 General Storage and Stacking

No equipment, plant, furniture, tools or materials will be stored in the premises in a way likely to cause danger or hazard to themselves or others.

The Company will ensure suitable storage systems are provided and maintained within the Company's premises.

Relevant Legislation and Information:

The Workplace (Health, Safety and Welfare) Regulations 1992

3.42 Drugs and Alcohol Abuse

The Company will not tolerate under any circumstances the use of illegal drugs, solvent or alcohol abuse. No employee shall be in possession of or under the influence of any illegal drug, solvent or alcohol at any time when travelling to, from or during work.

3.43 Smoking

Smoking is not allowed in the premises, on site or in Company vehicles.

Relevant Legislation and Information:

The Smoke-free Regulations 2007

3.44 Lone Working

The requirement within the Management of Health and Safety at Work Regulations means that in any job or task where a person may work alone, the risks have to be assessed taking account of the differences that will exist because the employee is unaccompanied.

Lone workers are defined as those who work by themselves without close or direct supervision i.e. employees who work alone both in and outside of normal working hours, e.g. surveyors, mobile operatives, liaison and or co-ordinator workers (i.e. management, office staff etc visiting domestic and commercial premises), cleaners, security etc.

Personnel working alone must:

- be able to recognise and ensure a safe place of work
- have adequate training both technically and in safe systems of work
- have adequate equipment so that there is no need for improvisation
- have clear instructions on how to summon help in an emergency

Management will also ensure that lone workers are subject to a system of surveillance by means of checks and monitoring.

Relevant Legislation and Information:

Management of Health & Safety at Work Regulations 1999
HSE Leaflet: 'Working Alone in Safety' INDG73

3.45 Young Persons

The Management of Health and Safety at Work Regulations 1999 stipulate that a special risk assessment must be undertaken for individuals aged 18 or under. The Company recognises that young persons are more vulnerable to risks at work due to their immaturity and lack of experience in the work environment.

The Company will therefore undertake a young person's risk assessment using the **Young Person's Risk Assessment Form** and ensure they receive additional training, instruction and supervision, over and above that ordinarily required to comply with legislation, to ensure the health and safety of themselves and others affected by their actions.

Relevant Legislation and Information:

Management of Health & Safety at Work Regulations 1999

3.46 Work Related Stress

The Company recognises that excessive workplace pressure and resulting stress can be harmful and damaging to employees' health and the Company's business performance. Occasionally, often because of an external factor, such as family illness, divorce etc., or sometimes because of job-related factors, such as fluctuating workload or poorly defined role, the degree of stress becomes too great and individuals can suffer from inability to concentrate, disturbed sleep, feelings of not being able to cope or other stress-related symptoms.

Any employee who feels that he/she is suffering from stress can consult, in complete confidence, a **Managing director** or **Safety Manager/Operations Manager** or to resolve any work-related difficulties. In addition, the Company will assist, where necessary, in obtaining professional advice and guidance where external factors are precipitating the stress.

The Company recognises that workplace stress can be effectively managed by listening and responding to employees' concerns, by providing a suitable working environment and by ensuring that employees do not have unreasonable work pressures.

A number of factors affecting levels of stress and possible solutions are documented in the HSE guide below.

Relevant Legislation and Information:

Management of Health & Safety at Work Regulations 1999
HSE guide "Work Related Stress" INDG424

3.47 Workplace Violence and Aggression

The Company recognises that employees may occasionally face aggressive or violent behaviour. Verbal abuse, threats and bullying are the most common types of violence while physical attacks are comparatively rare. The Company realises that verbal abuse can be just as upsetting as a physical injury and that violent and aggressive behaviour can lead to low morale, absenteeism and stress as well as physical injuries.

Any employee finding themselves in a confrontational situation must report their concerns immediately to a **Managing Director** or **Safety Manager/Operations Manager**. The **Safety Manager/Operations Manager** will record all incidents of violence or aggressive behaviour and will monitor the situation to establish whether any additional improvements can be made to reduce further risks of violence or aggression. Any violence instigated by an employee will result in disciplinary action.

Any employee who has been the subject of violent or aggressive behaviour will be given time off as required, and support and assistance to help them come to terms with the situation and avoid long term distress. Further advice can be found in the Home Office leaflet listed below which can be obtained from the local library police station or Citizens Advice Bureau.

Relevant Legislation and Information:

Management of Health & Safety at Work Regulations 1999

Health and Safety at Work Act 1974

Home Office leaflet 'Victims of Crime'

3.50 COVID-19

These are exceptional circumstances and the industry must comply with the latest Government advice on Coronavirus (Covid-19) at all times.

Regulating occupational health and safety during coronavirus (COVID-19) pandemic need to ensure they are protecting their workforce and minimising the risk of spread of infection. This includes considering how personnel travel to and from site.

This guidance is intended to introduce consistent measures on all working sectors in line with the Government's recommendations on social distancing and ensure employers and individuals make every effort to comply.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

<https://www.hse.gov.uk/coronavirus/regulating-health-and-safety/index.htm>

4 Environmental Policy

Aqua Commercial Services Ltd recognises the need to operate the business in a manner which reflects good environmental management. The Company is aware of the environmental impacts of its operations and will balance its business with the need to protect the local and global environment.

Our Environmental Policy shall earn the confidence of employees, customers and the general public by demonstrating our commitment to comply with all relevant environmental legislation and minimise pollution, resource use and waste, where feasible, through the continual improvement of performance in all areas of the Company.

The Company has a commitment to identify all activities that have the potential to cause an environmental impact, as well as providing adequate resources to help minimise or prevent any negative impact.

In order to achieve this commitment, the Company will:

- Identify all environmental impacts that the Company contributes to and establish environmental management procedures that can be incorporated into all business decisions, in a cost-effective manner
- Regularly measure and evaluate our environmental performance and improve where necessary.
- Promote a culture of continual environmental improvement within the Company
- Delegate the responsibility for environmental matters to the appropriate levels in the Company
- Consistently increase the awareness and provide necessary training to all our employees and customers to ensure environmentally responsible concepts are integrated into their normal working practices
- Demonstrate control of all our operations and ensure that all are performed with due consideration of the environment
- Identify and mitigate against potential accidents that could result in an environmental impact, so that if an accident did occur the consequences would be minimised
- Use products that have a negligible environmental impact, where appropriate options exist
- Reduce the consumption of resources (energy, materials, packaging), where feasible
- Minimise waste through a commitment to reuse, recover or recycle, where feasible

It is our duty to ensure that good environmental management is practised in all contracts and projects that we are involved in, and we will seek to influence customers to demonstrate a positive environmental commitment.

The Company will communicate the Environmental Policy to all employees, and it will be freely available to customers and the general public. The Chief Executive is personally responsible for the environmental performance of the Company and signs this policy statement in acknowledgement of this overall responsibility.

Signed

**CEO & Managing Director
Aqua Commercial Services**

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Date 12/02/2022

Review Date: March 2023

5 POLICY REVIEW RECORD

This Company Policy for Health and Safety was first issued in this format: 01st December 2022

Review No	Review Type	DATE	BY WHOM
01	Initial. As part of new appointment. Old Policy not reflective of organisation and undertakings. COVID Addition	12 th February 2022	Trevor Craggs
02			
03			
04			
05			

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