
**Grinterley Limited- Hambleside Limited –
Hambleside Business Gift Solutions Limited**

HEALTH AND SAFETY POLICY

Dated: 1st May 2005

**For Employees, Contractors and Visitors to
2 and 3 Lancer House
Hussar Court Waterlooville Hampshire PO7 7SE**

STATEMENT OF INTENT

1. Grinterley Limited and Hambleside Limited and Hambleside Business Gift Solutions Limited (“ The Group ”) recognise and accept their legal obligations (under the Health and Safety at Work etc Act 1974 and all applicable regulations made under it) to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all its employees, persons in training, directors, contractors and temporary workers (“Employees”) and the health and safety of visitors and other persons who attend or use its premises and who may be affected by its work (“Visitors”).

2. In accordance with its legal obligations, The Group has carried out risk assessments of its activities, equipment, facilities, building and all other related arrangements where matters of health and safety may be involved. This Health and Safety Policy (“the Policy”) is designed to enable The Group to comply with its statutory health and safety obligations, to apply the necessary measures identified in its risk assessments and to adopt all other reasonably practicable measures (within the limits of available resources) to:

- 2.1 reduce hazards and the risk of personal injury to its Employees and Visitors arising out of its activities;
- 2.2 maintain a safe and healthy place of work; and
- 2.3 reduce hazards and the risk of damage to its property.

3. In particular, The Group shall:

- 3.1 continue to identify hazards and assess risks to health and safety;
- 3.2 reduce the risk to health from equipment and systems of work as low as is reasonably practicable;
- 3.3 reduce the risk to health from any place of work under its control (including access and egress) as low as is reasonably practicable;
- 3.4 provide safe arrangements for the use, handling, storage and transport of articles and substances;

3.5 provide adequate and appropriate information, instructions, training and supervision;

3.6 consult with all Employees' health and safety representatives on health and safety matters;

3.7 liaise with contractors and other employers where necessary;

3.8 monitor, inspect and review the implementation of this Policy; and

3.9 review and update, where necessary, this Policy at least annually.

4. To this end, proper implementation and application of this Policy by everyone is paramount. Employees are required to comply with the terms of this Policy and any related arrangements or policies from time to time in force; take all reasonable steps to protect their own safety and that of other Employees and Visitors; and co-operate with management in the implementation of this Policy.

5. The ultimate responsibility for overseeing the implementation of this Health and Safety Policy rests with:

Hambleside Limited: Martin Goodman, Managing Director

Hambleside Business Gift Solutions Limited: Bill Copland – Sales Director (Designate)

Grinterley Limited: Robin Jeffery: Vice Chairman.

6. Health and safety officer: Jackie Vince - Group Company Secretary

7. Group Safety officer and Risk Assessor – Ray Khan 01667 462369 (Inverness)

SIGNED: _____
Robin Jeffery: Group Director

DATED: _____

ADMINISTRATIVE ORGANISATION

1. Management

1.1 The ultimate responsibility for preparing and reviewing this Policy rests with the individuals detailed in section 5 page 3. If necessary, they shall be assisted by other competent persons.

1.2 The named individuals are also responsible for the implementation of this Policy. However, this responsibility may be shared with the health and safety officer (for all work, work areas, Employees and Visitors of the business.

1.3 In particular the health and safety officer (for all work, work areas, Employees and Visitors of the business) shall be responsible for:

1.3.1 identifying risks within his/her/their area(s) of responsibility and putting in place arrangements for controlling and reducing such risks;

1.3.2 monitoring the implementation of this Policy;

1.3.3 advising all Employees in his/her/their area(s) of responsibility on all matters of health and safety;

1.3.4 monitoring the physical conditions of premises at his/her/their area(s) of responsibility to ensure that Employees and Visitors are exposed to the lowest reasonably practicable level of risk;

1.3.5 providing and communicating up-to-date health and safety information;

1.3.6 providing or arranging health and safety training;

1.3.7 liaising with the health and safety enforcing authorities; and

1.3.8 providing support for the individuals names in section 5 on page 3 .

1.4 In addition, the health and safety officer (for all work, work areas, Employees and Visitors of the business) must make appropriate arrangements to monitor the effectiveness of all health and safety arrangements within his/her/their areas of responsibility (including, regular safety audits). Where necessary, remedial action should

be agreed on, reported to those named under section 5, page 3 and carried out within reasonable time.

1.5 In addition, the health and safety officer shall consult with all Employees' health and safety representatives on health and safety matters.

1.6. It is the responsibility of the health and safety officer to ensure that all new Employees receive relevant health and safety information within reasonable time of joining The Group.

2. Employees

2.1 Employees have a duty to take reasonable care for their health and safety and that of others who may be affected by their actions or omissions.

2.2 In addition, Employees are required to comply with the terms of this Policy to the extent that it applies to them. Failure to do so may result in disciplinary action (including, where appropriate, dismissal). In particular, Employees should become familiar with the provisions dealing with emergencies, fire precautions and procedures, bomb alert procedure and first aid arrangements.

2.3 Employees are required to report to the health and safety officer any thing which they suspect may represent a serious and immediate health and safety danger and / or a shortcoming in The Group health and safety arrangements.

2.4 Any Employee who has a disability or who otherwise suffers from any condition which may affect the implementation of any of the terms of this Policy in relation to him / her, is encouraged to inform his / her direct superior of his / her disability or condition and any effect it may have.

2.5 No person may intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare under this Policy. An Employee who is

suspected of such interference or misuse may be subject to disciplinary action (including, where appropriate, dismissal).

2.6 An Employee who has any question in relation to this Policy or any health and safety matter, should contact the health and safety officer.

INFORMATION, INSTRUCTION AND TRAINING

1. Information

1.1 Health and safety information comes from numerous sources. Employees who seek health and safety information are advised in the first place to contact the health and safety officer, or Group Safety Officer. In addition, Free advisory leaflets on a wide range of health and safety issues may be obtained from the Health and Safety Executive [contact details are available on the Health and Safety Information for Employees poster displayed in reception.](#)

2. Instructions

2.1 Specific practical information (instruction) on how to carry out processes or use equipment safely can be obtained from the health and safety officer. In addition, manufacturers' instruction manuals should be consulted before any equipment is used and in the event of any fault, defect, problem or query.

3. Training

3.1 Health and safety training will be arranged by the health and safety officer as and when appropriate and may be provided internally or externally. In particular, safety induction training shall be provided upon Employees joining The Group and additional training as required by risk assessment, on their being exposed to new or increased risk (eg following the introduction of new equipment, technology or systems of work). Where appropriate, training shall be repeated periodically. Records of all training shall be kept centrally by the health and safety officer.

GENERAL HEALTH AND SAFETY PRECAUTIONS

1. Having carried out risk assessments, The Group has and shall continue to have, and Employees are required to maintain, a clear understanding of the hazards involved in any particular situation and remain vigilant towards the general condition of any equipment, materials and other items in use.
2. Where appropriate, Employees shall receive / undergo adequate training designed to help them maintain safety awareness, look out for safety risks and understand the importance of minimising risks and of adhering to methods which are designed to achieve this.
3. All known problems and / or defects to equipment or items must be reported to the health and safety officer. If necessary, the relevant equipment or item shall be clearly labelled as defective and taken for repair.
4. Employees' clothing and footwear must be suitable for the work they do. Where protective clothing and /or equipment are required, they shall be provided by The Group and must be used.
5. Employees whose work may give rise to risk to health may be required to undergo medical screening before commencing and during their time at work.

WORK ARRANGEMENTS AND WORKING AREAS

1. General precautions

1.1 Buildings where work may be carried out shall be of sound construction with safe means of access and egress. Working areas shall be designed to ensure adequate space, light, temperature and ventilation for reasonable comfort and safety. Noise levels should be as low as the work permits and within safe limits.

1.2 Any area of special hazard shall be signposted clearly and be subject to suitable safety measures and access arrangements. Only specially trained and authorised Employees may enter and, if necessary, work in areas of special hazards. Such Employees must receive the prior written authorisation of the health and safety officer. Appropriate protective equipment / clothing shall be provided for dealing with any particular danger or risk at the relevant area, and must be used / worn.

1.3 Corridors and staircases must provide safe emergency escape routes and access. They must not be used as storage or work areas. Windows, doors and gates shall be suitably constructed and, if necessary, fitted with safety devices.

1.4 Employees are reminded that polished / wet floors may be slippery; there should be no running on bare floors. In addition, all floors must be kept dry and free of litter, goods, trailing cables etc. An Employee who detects torn floor surfaces (eg carpet) should report this immediately to the health and safety officer.

1.5 Access to high-level storage should be made using adequate equipment, which shall be available (eg a step ladder, not a revolving stool or chair). Manual handling instructions must be followed when carrying or moving any load.

2. Offices

2.1 Corridors and staircases are needed to provide safe emergency escape routes and access. They must not be used as work or storage areas. In particular, any material or equipment which is combustible; could add to the risk of fire; could assist the occurrence or spread of fire; or could obstruct access / egress must not be stored in corridors or staircases. It is important to give way to persons coming down stairs (as they are less able to see where to place their feet).

2.2 As far as is reasonably practicable, each Employee's workplace shall be at least 11 cubic meters. Employees are required to keep their workplace clean and tidy. Waste should be disposed of regularly, in suitable receptacles. Sharp objects (eg broken glass) should be wrapped and segregated before disposal. All office waste bins will be emptied at the end of each working day.

2.3 Windows, doors and gates shall be suitably constructed and, if necessary, fitted with safety devices.

2.4 Employees shall be provided with adequate seats for the work they do (which shall provide adequate lower back support). Where required, footrests and back rolls will be provided. Gas cylinder chairs must be used cautiously and with common sense. Employees must not cause uneven loading of the chair, eg by sitting on its arms. Persons weighing more than 100 kg shall not use gas cylinder chairs. An Employee who discovers that a chair has become unstable or has any fault or defect must stop using the chair and report the fault immediately to the health and safety officer (who shall arrange for the chair to be appropriately labelled and repaired).

2.5 Shelves and storage racks must be stacked safely and must not be overloaded. An Employee who discovers a damaged shelf / storage rack must report the fault immediately to the Group health and safety officer and place a note saying 'CAUTION - DEFECTIVE SHELF'.

2.6 Filing cabinets must be kept stable with sufficient weight in bottom drawers to prevent them from tipping over when open. Drawers must be open one at a time and closed immediately after use. Keys must not be left in locks, to prevent accidental injury to passers by.

2.7 Photocopiers must be positioned and used in well-ventilated rooms only. As far as possible, they should only be used with the lid down. If a photocopier has to be used with the lid up and tubes exposes, Employees shall be supplied with and must wear UV goggles. Employees must follow manufacturer's instructions when operating a photocopier and, in particular, when removing jammed paper or replacing toner cartridges.

3. Temperature and humidity

3.1 Steps shall be taken to endeavour to keep temperature in The Group 's premises within a comfortable range and in any event above the statutory minimum of 16°C (after the first hour of work and except for rooms which are open to the outside). There is no set maximum temperature, but The Group shall endeavour to ensure that temperature is maintained at a comfortable level. In addition, The Group shall endeavour to keep buildings at a comfortable humidity range (40-75% RH) to prevent irritation to eyes and respiratory tract. When requested to do so, the Group health and safety officer will carry out temperature and humidity monitoring.

3.2 Cooling equipment must not be positioned in such a way that long hair might get caught. Heating apparatus must not be placed near paper, furnishings and other equipment or material which can catch fire. Hot water systems shall be checked and maintained regularly, as required by law. Private heating or cooling equipment must not be used, except with the prior written authorisation of the health and safety officer (in which case, all equipment shall be tested and inspected regularly, as required by law).

4. Lighting

4.1 It is important that Employees have adequate lighting suitable for the activity, which they carry out. Accordingly, The Group shall endeavour to supply lighting in accordance with the following *average* and *minimum* levels (given consecutively in lux):

4.1.1 work requiring fine perception of details, eg drawing offices, editing (*500 and 200 lux*);

4.1.2 work requiring perception of details, eg offices (*200 and 100 lux*);

4.1.3 work requiring limited perception of detail, eg kitchens, shops (*100 and 50 lux*);

4.1.4 movement of people, machines and vehicles, eg in corridors (*20 and 5 lux*).

4.2 Automatic emergency lighting, powered by an independent source, shall be provided where sudden loss of light would create a risk to health and safety.

5. Noise

5.1 Wherever there is a noisy work environment (eg an Employee needs to shout to communicate with a person about 2 metres away), the health and safety officer should be informed and shall arrange an assessment of noise levels. A record of any assessment shall be kept until a new assessment is made.

5.2 If noise or sound pressure exceeds the level prescribed by law, steps shall be taken to reduce the noise / sound pressure to the lowest level reasonably practicable. Should noise level exceed the level prescribed by law, Employees will be supplied with ear protection such as ear muffs or ear plugs (which they must wear) and with information about the risks involved. Such equipment must be maintained and stored in accordance with instruction; any fault must be reported to the health and safety officer .

6. Lone and after hours working

6.1 As far as reasonably practicable, lone / after hours working shall be carried out only if:

6.1.1 a second person is present in the building and within earshot, or;

6.1.2 a telephone (allowing external and internal connection) is available to the person working alone or after normal hours, and;

6.1.3 an appropriate and adequate safety procedure is established (eg a telephone reporting system / regular security patrols);

And where the job carries peculiar hazards,

6.1.4 at least one person in the building is competent to deal with such hazard; and

6.1.5 special arrangements are made to ensure the safety of any disabled Employee who works alone / after normal hours.

7. New and expectant mothers

7.1 An assessment has been carried out of the health and safety risks to female Employees who are of child-bearing age and their baby and The Group has taken and shall continue to take all reasonably practicable steps to reduce such risks, as required.

7.2 Where it is not reasonably practicable to prevent the risk to health and safety of a particular Employee who is a new or expectant mother or to her baby, The Group shall alter the Employee's working conditions or hours of work if this is reasonable and will avoid such risk.

7.3 If it is not reasonable to alter the Employee's working conditions or hours of work, or doing so would not prevent health and safety risks, The Group shall suspend the Employee for as long as is necessary to avoid such risk. During her suspension, the Employee shall receive remuneration at the rate of a "week's pay" (as defined by law) for each week of suspension.

7.4 A new or expectant mother who works at night and who is required for health and safety reasons not to be at work for a period of time (under a certificate of a registered medical practitioner or midwife), shall be suspended for this period. During her suspension, the Employee shall receive remuneration at the rate of a “week’s pay” (as defined by law) .

8. Homeworking

8.1 The terms of this Policy, and in particular the provisions relating to visual display equipment, protective personal equipment, manual handling operations, new and expectant mothers, first aid and reporting of accidents, shall apply to The Group ’s homeworkers in the same way as they apply to all other Employees.

9. Manual handling operations

9.1 Manual handling operations include any task which involves lifting, moving and supporting loads through physical effort (eg moving files, desks, PCs etc).

9.2 As far as reasonably practicable, manual handling operations shall be avoided, eg by eliminating or redesigning the task or by using handling equipment (eg a trolley or castors). Where a manual handling operation has to be carried out, it will be assessed and risks of injury identified. All reasonably practicable safety measures must be taken, including informing the relevant Employee of the weight of the load to be carried; altering or splitting of the load; providing and using mechanical aid equipment; and changing the task layout or design. No Employee should be asked or attempt to lift a load that is too heavy.

9.3 Any Employee who carries out a manual handling operation is required to:

9.3.1 check that the area through which and to which the load is carried is clean and tidy;

9.3.2 wear shoes which have a good grip and, if reasonably practicable, protective toecaps; not wear loose clothing; wear gloves (when necessary); and use all other supplied and necessary protective and handling equipment;

9.3.3 stand close to the load and plant feet firmly with legs approximately 30 centimetres apart;

9.3.4 squat with bent knees, keeping his / her back straight and chin tucked in;

9.3.5 grip the load firmly and stand up slowly with the load kept near the body - the load should not be lifted above chest height;

9.3.6 use smooth movement; avoid jerking, twisting, jumping etc;

9.3.7 lower the load slowly by bending the knees and letting the legs take the strain;

9.3.8 take extra care if suffering from a back problem;

9.3.9 ask for help if necessary.

10. Working at heights

10.1 When working at heights (eg window cleaning), Employees must take all necessary precautions to avoid the risk of falling. To this end, Employees should use guard railing or safety belts, safety lines and harnesses, as appropriate. Safety belts or harnesses must be adequately anchored to the structure whenever an Employee is at his / her working position or at rest.

10.2 General access scaffolds must be assembled by properly trained Employees only, in accordance with the HSE Guidance Note on General Access Scaffold (GS 15). Tower scaffold platforms shall only be assembled by properly trained Employees in accordance with instructions from the health and safety officer .

10.3 When working at a height sufficient to cause injury should the Employee fall, protection from fall shall be provided by way of fencing with two rails to a height of at least 110 centimetres. Where no protection can be provided (eg on roof edges), a separate risk assessment shall be carried out and adequate safety measures implemented before any work commences.

10.4 In addition, when working at a height, special care must be taken to avoid risks to the health and safety of persons below. Equipment must be secured where appropriate and “KEEP CLEAR” or “FALLING ZONE” notices must be posted.

11. Asbestos

11.1 Asbestos has been used widely in the UK between the 1950s and 1980s (eg asbestos cement, in insulation boards and in paints, paper and floor coverings). Consequently, it is likely that asbestos is present in all buildings erected during this period. All reasonably practicable steps have been taken to prevent, and where not possible reduce to the lowest level possible, the exposure of Employees and Visitors to asbestos.

11.2 An Employee who uncovers hidden material or dust which s/he suspects may contain asbestos, must stop work immediately and contact the Group health and safety officer who shall arrange for the material / relevant area to be inspected (and, if necessary, closed down) and for asbestos to be removed.

11.3 All asbestos removals shall be carried out under controlled conditions by an HSE licensed asbestos removal company. Employees must not attempt to carry out asbestos removal under any circumstances.

12. Visitors

12.1 The responsibility for Visitors rests with the person who invited them. All Visitors shall be given safety information, instruction and training, protective clothing or safety equipment as may be necessary and appropriate.

12.2 As far as reasonably practicable, the location of any Visitor with impaired mobility shall be known at all times to the person who invited the Visitor. Such a Visitor shall be accompanied by an Employee throughout the visit and, if reasonably practicable, shall not be taken above or below ground floor level. For the purpose of this Policy, a person has impaired mobility if s/he cannot, without the assistance of someone else, use stairs to leave a building.

12.3 Every precaution must be taken to ensure that Visitors do not enter hazardous areas (unless they have written authorisation; they were informed in advance of the specific hazards; and they wear suitable protective clothing).

13. Children and young persons

13.1 Employees should not bring children to work, except with the prior written authorisation of the health and safety officer (which shall be in his / her absolute discretion). An Employee who is authorised to bring a child to work, must keep him / her in close supervision at all times.

14. Smoking

14.1 It is The Group's policy to provide a working environment, which is free from tobacco smoke. Consequently, The Group operates a non-smoking policy in all premises, all offices (including single-occupancy offices), all enclosed communal areas such as corridors toilets and staircases.

14.2 For the avoidance of doubt, this non-smoking policy shall come into effect on the same date as the remaining parts of this Policy.

14.3 Employees are expected to comply fully with the provisions of this clause 14. Persistent non-compliance may result in disciplinary action.

15. Alcohol and substance abuse

15.1 Alcohol and drugs may have significant detrimental effects on individuals' health and safety at work. Employees must not consume any alcohol or drugs (including certain medication) whilst at work and should not so consume within 8 hours before attending work due to the potential risks, which can arise through drugs or alcohol remaining within the bloodstream.

15.2 Employees who suspect or know that they have an alcohol or drug problem are encouraged to seek voluntary help. There are many organisations which can offer help, including but not limited to, Alcoholics Anonymous (0845 – 769 7555), Narcotics Anonymous (0207 – 730 0009 – national helpline) and Addaction (0207 – 251 5880 – national helpline). Alternatively, should they wish, Employees may discuss their problem in strict confidence with the health and safety officer.

15.3 Managers and supervisors shall be given information and / or training to help them identify signs of alcohol or drug abuse.

15.4 An Employee who, it is suspected or recognised, has an alcohol or drug dependency problem will be given the opportunity to seek diagnosis and treatment. Provided there is evidence of a genuine desire to overcome the problem, the Employee may take time off work to receive appropriate treatment. Certified absence from work in the course of such treatment shall count as sick leave. During any such treatment, the Employee may have to be re-deployed, to ensure his / her safety and that of other Employees / Visitors.

15.5 Alcohol and / or drug consumption or dependency may lead to disciplinary action where:

15.5.1 it exposes any Employee / Visitor to potential danger;

15.5.2 there is a risk of damage to any of The Group 's equipment, machinery or property;

15.5.3 an Employee's work performance is or could be impaired as a result of such dependency;

15.5.4 an Employee refuses to seek advice or accept treatment;

15.5.5 there are persistent problems or there was a one-off serious incident at work as a result of such consumption / dependency.

15.6 Before being prescribed medication by a doctor, Employees should make the doctor aware of their occupation and ask if the medication will affect their ability to carry out their duties.

16. Work-related mental illness and excess stress

16.1 Some stress at work is unavoidable and may have a positive effect. All reasonable measures have been and shall continue to be taken, however, to prevent the risk of work-related mental illness and excess stress to Employees. Poor attitude, behaviour or work performance and increased sickness absence may indicate that an Employee is suffering from excess stress / mental illness.

16.2 An Employee who suspects that s/he may be suffering from a work-related mental illness or excess stress, should inform the health and safety officer (or any other member of management whom the Employee feels comfortable to address) of this as soon as possible.

16.3 As far as reasonably practicable, The Group shall take steps to alter any working conditions and arrangements or work load which are found to cause the Employee's mental illness / excessive stress quickly and adequately. Reasonable efforts shall be made to reduce the risk of future recurrence of such work conditions, arrangements or work load. Where resources allow, The Group will endeavour to offer stress counselling and / or stress management training.

17. Violence, harassment and bullying

17.1 All reasonable security precautions have been and shall continue to be taken to prevent the risk of violence against Employees and of harassment or bullying of Employees at work. However, should Employees be subjected to violence, bullying or harassment at work, they are encouraged to report the matter to the Group health and safety officer at the earliest opportunity, or to any other member of management whom they feel comfortable to address.

17.2 All complaints of harassment, bullying or violence shall be taken seriously and shall be investigated fully, promptly and objectively. As far as reasonably practicable, The Group shall take steps to keep the Employee's identity and complaint, the identity of the

alleged offender and the investigation, confidential. If the result of the investigation so merits, disciplinary action shall be taken against an offending Employee.

18. Health Surveillance

18.1 All Employees shall receive health surveillance, as necessary, having regard to the work they do and identified risks to health. In certain cases, this might be a pre-requisite for any job-offer and / or continuation of work. Records of all checks shall be kept as required by law.

WORK EQUIPMENT

1. General precautions

1.1 Work equipment includes any machinery, appliance, apparatus or tool, which is used by an Employee at work (eg PC, photocopier, guillotine, ladder, hammer, lift, lifting equipment and motor vehicle). It may include equipment not in The Group 's ownership (e.g. equipment which is owned privately by an Employee). The use of any equipment which is not owned by The Group must be authorised in advance by the health and safety officer .

1.2 Incorrect and / or careless use of equipment can result in personal injury to any person and damage to property or equipment.

1.3 All equipment must be used with due care, for its intended purpose and in its intended conditions only. Equipment must be used in accordance with its instructions for use and any applicable directions and training (eg about the time and manner of use).

1.4 Where necessary, Employees shall receive information, instructions and training before they begin to use any equipment (and thereafter, if necessary). This shall include information etc about potential hazards; safe conditions and methods of use; use of protective equipment; possible emergencies and emergency action. Only trained and

authorised Employees may use hazardous equipment. Use of hazardous equipment by unauthorised Employees may result in disciplinary action.

1.5 All equipment must be maintained in a safe and efficient condition and good repair. Storage and maintenance must be suitable for the specific equipment. Where necessary, equipment shall be inspected to ensure that it is safe for use without risk of injury or damage and appropriate records shall be kept up to date.

1.6 Employees are required to report any fault / defect which they notice in any work equipment or safety device attached to it or any personal protective equipment to the health and safety officer , immediately on discovering the said fault / defect. Equipment must not be used until defects / faults have been rectified (unless it has only minor defects which do not carry risk to health and safety and where Employees receive prior written authorisation from the health and safety officer).

1.7 Where necessary, safety devices shall be attached to equipment (eg protective devices, markings or warnings). Equipment must be operated with or in accordance with any safety devices attached to it. Safety devices must not be removed, circumvented or otherwise tampered with. An Employee who removes, circumvents or otherwise tampers with a safety device may be subject to disciplinary action (including, where appropriate, dismissal).

1.8 Where appropriate, Employees shall be provided with personal protective equipment. Employees must use such equipment at all times when operating, working or being in the vicinity of the relevant equipment.

1.9 When buying new work equipment or disposing of old equipment, relevant legal requirements and product safety regulations shall be followed. For example, all new equipment must carry the CE mark or appropriate international safety mark.

1.10 Employees may not take any work equipment out of The Group 's premises, except with the prior written authorisation of their department manager .

2. Visual display screen equipment

2.1 Any Employee who uses display screen equipment for a significant part of his / her normal work (for example, an Employee who on average and in total, uses a computer for 2 hours per day) (“VDU Employee”) shall have his / her display screen equipment workstation assessed (and where necessary, adapted) to ensure that its design and layout will avoid visual fatigue and back, shoulder, neck, arms, legs and wrists aches. Adequate chairs, work surfaces and equipment shall be provided (eg footrest or back roll).

2.2 VDU Employees are encouraged to take periodical breaks from using the equipment, these breaks are primarily to allow for a change in posture and alternative work such as filing is considered a break period.

2.3 On request, once a year, VDU Employees shall receive a voucher for (or be reimbursed on production of a receipt for the cost of) an eye and eyesight test by an approved optician. If an employee requires special corrective appliances for display screen work only and a normal appliance cannot be used, The Group shall bear the cost of such basic appliance (eg the cheapest frame and basic lenses for glasses).

2.4 VDU Employees shall be given written information and guidance on the safe use of display screen equipment. If necessary, VDU Employees shall attend training on the safe use of display screen equipment. Any VDU Employee who wishes to get information relating to health and safety aspects of display screen equipment should contact the health and safety officer .

2.5 Employees must switch off all monitors and display screen equipment at the end of their working day, to avoid the risk of fire.

3. Lifting equipment

3.1 Lifting equipment includes any equipment used at work for lifting or lowering load / people and any attachment used for anchoring, fixing or supporting it. Examples include lifts, cranes, chairs, ropes and slings.

3.2 Lifting equipment must be:

3.2.1 strong, stable and suitable for its particular use. Any load attached to lifting equipment shall also be suitable;

3.2.2 marked to indicate safe methods of use and safe working loads. Employees must operate equipment in accordance with its marking and must not load it beyond safe limits;

3.2.3 positioned or installed in such a way so as to prevent the risk of injury;

3.2.4 thoroughly examined before being used for the first time (where appropriate) with an appropriate report being drawn, if necessary;

3.2.5 thoroughly examined after installation or assembly and before being put to service, where safety depends on the installation or assembly condition;

3.2.6 inspected regularly and tested periodically as may be specified by law with an appropriate report being drawn (if necessary).

3.3 All lifting operations must be carried out in a safe manner by Employees who are properly trained for the task. In addition, all lifting operations must be planned and supervised.

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4. Ladders and other access equipment

4.1 Ladders and other access equipment must be registered, marked with an identification number and inspected regularly, including before and after use. If any defect is found, remedial action must be taken immediately and the ladder / access equipment must not be used until such remedial action has been completed. Wooden ladders / access equipment must not be painted. They must be checked for rot, decay, mechanical damage, splintering and wear and tear of the stiles, head and foot of the stiles and rungs. Metal

ladders and access equipment must be checked for corrosion and excessive wear, oxidation, distortion and twisting.

4.2 Whenever using a ladder, Employees must ensure that the ladder is placed securely to prevent it from slipping or falling. A ladder must stand level, on firm footing, at an angle of 75 degrees (approximately 25 centimetres horizontal for each 1 meter vertical). The ladder must be supported to prevent undue swaying or sagging.

4.3 Ladders longer than 3 meters should be securely fixed at the upper end or, if this is not practicable, near the lower end. If neither of these is practicable, and the ladder is less than 6.5 meters long, a person must hold the ladder at its foot to prevent it slipping.

4.4 Over-reaching and the carrying of loads should be avoided when using a ladder

4.5 Working from ladders is strictly prohibited.

5. Personal protective equipment

5.1 Personal protective equipment appropriate for the risks involved and suitable for the job at hand and the particular Employee doing it shall be supplied and must be used at work whenever there is a risk to health and safety which cannot be adequately controlled by alternative means. Personal protective equipment must be used or worn in accordance with instructions for use and any directions and training given from time to time.

5.2 Any Employee whose work may involve for whatever period of time:

5.2.1 falling or flying particles (eg through load lifting), dust or projectiles, shall wear goggles as may be appropriate;

5.2.2 falling or flying objects, risk of head bumping or hair entanglement, shall wear a helmet, bump cap, or hats as may be appropriate;

5.2.3 excessive noise or sound pressure, shall wear adequate ear protection such as ear muffs or ear plugs;

5.2.4 abrasion, extremes of temperature, cuts, impacts, electric shock, vibration or skin infection or disease, shall wear gloves, gauntlets, mitts or armlets as may be appropriate;

5.2.5 wet surfaces, slipping, cuts, falling objects, abrasion or electric build-up, shall wear safety boots / shoes, as may be appropriate.

5.3 In all cases, Employees must wear adequate footwear and clothing for their work / work area and watch out that jewellery, loose clothing and long hair do not get caught in machinery (eg guillotines).

5.4 Personal protective equipment must be maintained and stored properly and in accordance with any relevant instructions (eg manufacturer's maintenance schedule). The appropriate Personal protective equipment for the task may be obtained from the health and safety officer, any defects must be reported immediately on their discovery to the health and safety officer .

6. Guarding

6.1 Employees must not use machinery without the appropriate guard. Where appropriate, a guard must be replaced after a machine has been re-set. Guard interlocking devices must never be defeated or tampered with. Hazardous machinery must always be guarded in accordance with the British Code of Practice on Safe Use of Machinery (BS 5304: 2000).

6.2 Employees are required to report to the health and safety officer any defect / fault which they notice in a guard / interlocking device and / or any missing guard or interlocking device as soon as they discover the problem.

7. Vehicles

7.1 Only competent, authorised Employees who hold a valid driving licence may drive The Group 's vehicles. Drivers must comply at all times with all relevant and applicable legal provisions and requirements. These include, but are not limited to, wearing seat

belts and observing speed limits, parking restrictions and road signs. Use of mobile telephones is prohibited whilst driving at all times. Whilst driving the mobile telephone must be set to the answering service, this avoids distractions and encourages the taking of breaks to retrieve messages. The carrying capacity of a vehicle must not be exceeded.

7.2 Employees must never drive under the influence of alcohol or drugs (including certain prescribed medication) or if they consumed any alcohol up to 8 hours before the start of the journey. Employees are required to exercise due caution and common sense and avoid driving if not in fit state (eg because of physical pain or excessive tiredness).

7.3 Driving is limited to work-related activities, unless otherwise approved in writing and in advance by the Employee's department manager .

7.4 All transport-related accidents must be reported as soon as practicable to the health and safety officer in accordance with the provisions of this Policy's section on Reporting of Accidents.

7.5 An Employee who becomes aware of any fault or defect in any vehicle must report this immediately to the health and safety officer . If the fault is potentially dangerous (eg in the braking system), the vehicle must be made incapable of use until fully repaired and all potential users must be made aware of the fault (eg through a visible notice on the vehicle saying "FAULTY VEHICLE – DO NOT USE").

ELECTRICITY AND ELECTRICAL EQUIPMENT

1. General precautions

1.1 Anyone using electricity and electrical equipment must be aware of the risks of electrocution, electric shock, burns, fire and explosion. All precautions must be taken to reduce such risks. Assessment of all foreseeable risks of personal injury or death associated with work activities involving electricity has been undertaken and shall be

reviewed as required by law and The Group has devised safe systems for working with well-maintained electrical equipment.

1.2 Fixed electrical installations (including wiring and the socket outlet or isolator) shall be checked regularly to ensure that they are not dangerous. Electrical systems must not be interfered with. The fixed electrical installations and electric mains in The Group 's premises are the sole responsibility of the health and safety officer. No work shall be carried out on fixed installations and the mains without the health and safety officer 's prior written authorisation.

1.3 Switches, isolators etc must be labelled clearly with their current, voltage and equipment they supply where this is not obvious.

1.4 Employees must report any fault or defect, which they notice in any electrical installation or equipment to the health and safety officer as soon as they discover it. Defective installation / equipment must not be used until fully repaired.

2. Electrical equipment

2.1 All Electrical equipment must be safe and suitable for its intended use and must be used in accordance with manufacturer's instructions and information, and instructions and (where appropriate) training provided or arranged by the health and safety officer .

In particular:

- 2.1.1 electrical equipment must never be used with wet hands;
- 2.1.2 earth connections and screens must not be interfered with;
- 2.1.3 electrical equipment must be positioned safely and securely (eg not too close to walls and partitions and allowing for adequate ventilation and cooling);
- 2.1.4 conductors and liquid containers (eg a cup of tea) must be kept clear of all electrical equipment;
- 2.1.5 electrical equipment and the mains supply must not be overloaded.

2.2 All electrical equipment and their location shall be recorded in a designated book, to enable necessary tests to be made.

2.3 All electrical equipment will be visually inspected and tested regularly and should normally bear a record or sticker to show this. The results of testing and the date the equipment is due re test shall be recorded. Out of date equipment must not be used.

2.4 Faults can occur between checks. Therefore, Employees should look out for and pay particular attention to the following potential faults / defects:

2.4.1 damage to the insulating sheath around an electrical cable;

2.4.2 damage to a plug;

2.4.3 joints in the cable, other than due to proprietary cable connections;

2.4.4 damage to the external casing of equipment;

2.4.5 overheating (this may be evidenced by burn marks or discoloration to plugs, casing or cables);

2.4.6 evidence of inappropriate use, eg if equipment is wet;

2.4.7 any loose connections.

2.5 Employees must report any fault or defect, which they notice in any electrical equipment to the health and safety officer as soon as they discover it. Faulty or defective equipment should not be used until repaired. If electrical equipment cannot be repaired immediately, its power supply should be switched off and it should be isolated. All equipment shall have a means of isolation, which is easily accessible and identifiable. The isolation point must be secured (eg by removing the plug) or, if this is not possible or cannot be done safely, by attaching a clear notice (eg “DO NOT USE – FAULTY EQUIPMENT”).

2.6 Only adequate replacement parts shall be used (eg double insulated parts for double insulated equipment).

2.7 Where possible low voltage or hand-powered tools should be used (especially for work outdoors).

2.8 Unless this is unavoidable and all suitable precautions have been taken to prevent injury, no-one should work on or near exposed live parts of electrical equipment. In any event, such work must be authorised in advance by the health and safety officer and must only be carried out in the presence of another person who must know what to do in an emergency. All necessary protective equipment must be used / worn.

2.9 Any conducting part of a system, which could conceivably become live and yet be handled (eg external metal casing of an electric apparatus) must be earthed. All equipment designed with an earth shall be tested before being put into use, to ensure that it is properly earthed.

2.10 Employees who are in doubt about the use of any electrical equipment or who require advice in relation to any such use or equipment should contact the health and safety officer .

3. Portable electrical equipment

3.1 The use of any portable electrical equipment, which is not owned by The Group must be authorised in advance by the health and safety officer and the equipment must be tested regularly.

3.2 Portable equipment should be connected to the nearest socket outlet available. Special attention should be paid to the condition of any flexible cable and its termination at the portable equipment and plug. Where possible, double insulated equipment should be used.

3.3 All new portable electrical equipment should be of low voltage (and, where possible, cordless) or double insulated. If a 110 volt transformer is used, it must be centre tapped to earth.

4. Fuses and similar devices

4.1 When using any equipment, the smallest fuse compatible with it should be used, to protect the equipment and flexible cable and to reduce the risk of fire.

4.2 Employees must not replace fuses. Fuses shall be replaced only after the reason for the fuse blowing up has been ascertained and the cause remedied. Only fuses as recommended by the manufacturer may be used for replacement.

4.3 A main board fuse must never be replaced.

4.4 Residual current devices (RCDs) shall be used in areas of hazard (eg where water has to be used near electrical equipment). Plug-in RCDs must be manufactured to BS7071.

5. Electrical cables

5.1 Flexible cables must be of the correct size for the load to be carried and must be sheathed with rubber or PVC. The outer sheath of every flexible cable must be firmly clamped to stop the wires pulling out of the terminals.

5.2 Flexible cables must not be used for voltages above 240 or a loading greater than 3 kilowatts. Cables must also be kept away from hot surfaces. Where contact with hot surfaces is inevitable, suitable insulation is obligatory. Twin core cables, such as bell wire and twisted flex must not be used on 240 volts.

5.3 All flexible cables must be examined frequently to ensure that they are free of damage and that earth continuity is maintained. Trailing, frayed and loose cables must be reported immediately, in order to be fixed.

5.4 Flexible cables of excessive length should not be used. In so far as this is practicable, there shall be sufficient socket outlets to avoid the need for long flexible cables or

extension cables. Extension cables should be used with caution and must be joined by proper plugs and sockets.

5.5 In so far as possible, all cables must be:

- 5.5.1 kept clear of the floor or be protected to prevent heavy objects being placed or dropped on them or people walking or tripping over them;
- 5.5.2 protected where they pass over or round sharp objects or corners;
- 5.5.3 kept clear of radiators and pipework;
- 5.5.4 laid so as to avoid being trapped in doors.

5.6 Only one cable should be used from any single plug, except where 2, 3 or 4 way multiple sockets are available. But, in such case, the total load must not exceed 3 kilowatts.

6. Fire hazards

6.1 It is recommended to unplug equipment which is not in use. All equipment should be switched off and / or unplugged before cleaning or making adjustments. Where possible, tools and power socket outlets should be switched off before plugging or unplugging.

6.2 Only carbon dioxide extinguishers may be used on electrical fires. ***Water and water-based extinguishers must never be used in case of an electric fire.***

6.3 In the event of fire, the fire alarm must be raised immediately and the Fire Procedure outlined below followed.

6.4 All electric incidents / accidents must be reported to the health and safety officer in accordance with the procedure set out in this Policy's section on Reporting of Accident.

7. Electricity-related injuries

7.1 In the event of any person suffering electric shock, it is important to:

7.1.1 turn off the power and, if possible, isolate the supply;

7.1.2 call first aider(s). Medical help must be called if the victim seems to be unconscious;

7.1.3 not touch the victim, but try to move him / her out of contact with the live equipment using a non-conducting object such as a wooden broom handle (eg by moving the equipment). In so far as possible, the victim should not be moved.

7.2 All electrical burns (other than very minor and superficial burns) must be inspected by a qualified medical practitioner. Burns can be cooled with clean water and covered with a clean dry cloth or burn dressing.

7.3 All electricity-related injuries must be reported to the health and safety officer in accordance with the procedure set out in this Policy's section on Reporting of Accident.

RADIATION HAZARDS

1. Ultra-violet radiation

1.1 Photocopiers and similar equipment often produce UV radiation which may damage eyes and skin. Photocopiers must be used with the lid down or, where this is not possible, with UV goggles.

2. Microwave equipment

2.1 There shall be arrangements for periodic examination of radiation levels outside microwave ovens. Damaged microwave ovens must be labelled as such, their plug removed (where this can be done safely) and a notice attached saying "FAULTY OVEN – DO NOT USE". A defective oven must not be used until fully repaired. Any fault / damage must be reported to the health and safety officer .

2.2 No-one should look along the wave guide where a microwave apparatus is in use or examine a highly directional radiator at close quarters.

2.3 Metal/metallic receptacles are not to be used in microwave ovens and the manufacturers instructions are to be complied with at all times.

2.4 Microwave ovens are to be kept clean at all times, particular attention is to be payed to the removal of grease from the door seal area, as this can cause the leakage of microwaves from the oven.

EMERGENCIES

1. General precautions

1.1 In the event of an emergency, the fire alarm will sound and the Senior Staff Member present shall assume control, ensure the evacuation of all persons present to their assembly point(s), contact the emergency services when required and possible and ensure compliance with any relevant emergency procedure.

1.2 The paramount consideration in all cases of emergency is human safety. For the duration of any emergency, the Senior Staff Member has overall control. Employees and Visitors are required to co-operate with instructions given to them by the Senior Staff Member present in the scene and to use common sense. Employees and Visitors are advised not to rush or attempt to pass others when leaving the scene of an accident.

1.3 All exits and exit routes must be kept clear and must allow safe and free passage in the event of an emergency.

1.4 In the case of an emergency evacuation all employees are to leave the building by the most direct route and are not to return to the building until given the "All Clear" by the Senior Staff Member. Once clear of the building evacuated persons are to assemble at the Appropriate Assembly Point(s).

1.5 It is the responsibility of the health and safety officer to remind Employees of the correct emergency procedure at least once every calendar year.

2. Disabled Employees and visitors

2.1 It is the responsibility of the health and safety officer (for all work, work areas, Employees) to be aware of any disabled Employee, in the case of disabled Visitors in his/her/their work area it is the responsibility of the sponsor, and in the event of an emergency, in addition to following the normal emergency procedure, to arrange for assistance for disabled Employees / Visitors.

2.2 Disabled Employees / Visitors with impaired mobility (ie anyone who cannot, without the assistance of another, use stairs to leave a building) who are on a ground floor should, in case of an emergency, wait until the initial rush is over and then evacuate the building. If such an Employee / Visitor is on another floor, s/he must inform at least two persons of his / her location as soon as an emergency occurs and ask them to inform the Senior Staff Member / emergency services. The Employee / Visitor should then proceed to a designated protected escape area which will be separated from a fire by fire-resisting construction and await assistance (protection lasts at least 30 minutes). The Employee / Visitor may ask someone to stay with him / her whilst waiting for assistance. The Employee / Visitor shall be evacuated through the building or by the stairs by the emergency services.

2.3 Emergency Alarms are designed to be both audible and visual for the assistance of Employees / Visitors with impaired hearing.

FIRE PRECAUTIONS AND PROCEDURE

1. Precautions measures

1.1 All Employees and Visitors are required to familiarise themselves with the position of fire alarms, telephones and fire extinguishers nearest to them and their place of work and of all exits and routes to emergency exits of the building(s) in which they work or which they visit.

1.2 In addition, Employees are required to know the sound/visual effect of The Group 's fire alarm system and understand its / their meaning. The fire alarm system shall be tested weekly and the results recorded in a designated [register](#).

1.3 All areas have been and shall continue to be appraised periodically for risks from fire and all necessary preventive action shall be taken.

1.4 All exits and exit routes must be kept clear and must allow safe and free passage in the event of fire. Corridors and staircases should not be used as working or storage areas. All exit doors should be able to be opened easily and immediately from within (in the direction of escape) and without the need for a key. Fire doors must be kept closed at all times, except when actually used or when large items have to be moved through them.

1.5 Emergency routes and exits shall be indicated by clear signs and, where necessary, shall be illuminated.

1.6 Fire alarms, detectors and extinguishers shall be inspected, tested and maintained regularly as appropriate to ensure that they are in an efficient state and working order and in good repair.

1.7 The fire evacuation procedure will be exercised at least once every calendar year, in coordination and with the approval of the health and safety officer. The exercise will be reviewed by the health and safety officer and a report compiled. Employees and Visitors

must comply with the fire evacuation procedure on hearing a fire alarm. Failure to do so may result in disciplinary action.

2. In the event of fire

2.1 Any Employee / Visitor who discovers fire is required to shout “FIRE” and activate the nearest fire alarm . Fires should only be tackled if; it is safe to do so; there is a clear escape route; there are fire extinguishers of the appropriate type; and the Employee / Visitor is trained and confident in use of fire extinguishers. As a general rule employees should not tackle fires larger than a burning wastepaper basket. If the Employee / Visitor considers it unsafe to tackle the fire, s/he should evacuate the premises immediately by the shortest possible route, go to the assembly point located at; main car parking area in front of the building and report to the Designated Employee.

2.2 An Employee / Visitor who hears the fire alarm should leave the building immediately and report at his / her assembly point in the main business park car parking area in front of the building. If there is time and it is on your way to the fire exit, Employees should close all doors and windows. Employees and Visitors must not stop to collect personal belongings.

2.3 Employees and Visitors must remain at their assembly point (or move to any other area when directed by the Senior Staff Member or emergency services) until authorised to re-enter buildings.

2.4 On completion of evacuation, the Senior Staff Member must be able to confirm that all Employees and Visitors evacuated the premises and / or whether there are any remaining Employees and Visitors within the premises and, if so, their identity.

2.5 Every event of fire shall be reported to and recorded in writing by the Group health and safety officer (immediately after the event) who shall report this to the Health and Safety Executive, as required by law. Any fire outbreak may be investigated and suitable

procedures and / or arrangements put in place to prevent the future occurrence of similar incidents.

3. Fire extinguishers

3.1 Prompt and correct use of fire extinguishers can prevent a fire from spreading. The correct type of fire extinguisher must be used, to avoid increased risk and danger to the operator. Training in use of fire extinguishers may be arranged through the health and safety officer .

3.2 There are only two types of fire extinguisher located in the Group offices: water type and carbon dioxide type. A water type (silver, red or silver band or label on red) extinguisher should be used for all carbonaceous materials (eg wood, paper, fabrics etc). *Water and water-based extinguishers must never be used on electrical fires.*

. Carbon dioxide (black / black label or band on red) extinguisher should be used on all electrical fires, flammable liquids and gasses, solvents, petrol, oil and similar materials

Whenever a fire extinguisher has been used, or the tamper seal has been broken, it must be reported to the health and safety officer, who will arrange for servicing.

BOMB ALERT PROCEDURE

In the event of a Bomb being discovered, or a alert being notified, the Building should be immediately evacuated as in the case of the standard fire procedure.

1. Anyone receiving a bomb threat or discovering a suspicious object / vehicle should inform the emergency services on 999 immediately and remain in the vicinity and make him/her-self known to the first security personnel arriving on the scene.

2. If a bomb threat is received, it is important to try to:

2.1 get answers to the questions “where is the bomb”; “what time will it go off”; “what kind of a bomb is it”; “why are you doing it”; and “do you have a codeword”;

2.2 assess the gender, age group, accent and state of mind (eg intoxicated or irrational) of the caller;

- 2.3 identify any noticeable background noise / distraction (eg traffic);
- 2.4 assess whether the call is from a public, mobile or private telephone.

3. If a suspicious object or vehicle is identified / found, it is important to:

- 3.1 note its exact location and easily recognisable identifying features (eg registration number, name markings);
- 3.2 advise those present in the immediate vicinity to clear the area and remain at a safe distance;
- 3.3 detail in one's mind why suspicion was aroused.

4. *Under no circumstances should anyone touch a suspicious object or vehicle.*

5. Mobile phones and radio transmitters must be switched off before approaching a suspicious object / vehicle.

EMERGENCY FIRST AID TREATMENT

1. It is the responsibility of the health and safety officer to maintain adequately stocked first aid boxes; obtain (or make arrangements to obtain) first aid supplies; select and provide training to first aider(s) and post a full list of their location and internal phone numbers and the location of first aid box(es) on each departments notice board .

2. Employees are required to familiarise themselves as to the exact position of the first aid box nearest to them and the name of the person responsible for it. Mobile Employees shall carry with them a first aid kit suitable for treating minor injuries.

3. Where necessary, first aider(s) shall be called to the scene of an accident / incident where they will apply their training and experience; arrange for any injured person to be taken to hospital, see a doctor or go home (as appropriate); and ensure that an accident / incident report is completed and returned to the health and safety officer and that the Accident Book is filled in. Unless there is an imminent threat to life, an injured person

should not be moved except by the ambulance service or a suitably qualified person . All first aiders shall receive HSE approved training; attend refresher courses every three years; pass all necessary examinations; and hold a current first aid at work certificate.

The names of the first aider (s) is (are) displayed on the Group Notice Boards.

REPORTING OF ACCIDENTS

1. Any accident at work or in connection with work (whether involving an Employee, Visitor or other person, whenever and wherever it occurs on The Group 's premises) must be reported *immediately* and fully to the health and safety officer (first verbally and then in writing) who shall arrange for the accident to be investigated and for a written report to be prepared.

2. It is the responsibility of the health and safety officer to report to the HSE's Incident Contact Centre or the local authority's environmental health department the incidents described in [the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations](#).

3. Every report (to the health and safety officer and to the Incident Contact Centre / local environmental health department) must include [all the details required in the Accident Book report](#).

4. Record of any reportable injury, disease or dangerous occurrence shall be kept by the health and safety officer in the appropriate Accident Book for at least 3 years after the date of the person leaving the Group's employment or in the case of a visitor or contractor, from the date of the record.

5. Where an accident occurs to a Visitor or Contractor it is the responsibility of the health and safety officer to complete the accident reporting and investigation, copies of all reports shall be sent to the Contractor or Visitors employer as appropriate.