



**The Entryphone Company Ltd**

23 Granville Road, London SW18 5SD

Tel 020 8870 8635 Fax 020 8874 0066

# HEALTH AND SAFETY Policies and Manual

Under the Health and Safety at Work Etc Act 1974

Policy Date:  
September 2009

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# 1 Company Health and Safety Structure

**Premises located at:**

23 Granville Road  
London  
SW18 5SD

**Director of safety:**

Giles Ashbee

**In the absence of the director of safety**

Oliver Ashbee

**Safety Managers**

Tim Hepple  
Ron Hitchins  
Robert Scarman

**First Aiders**

Daniel Baker and Diane Johnson

**Health and Safety Advisor**

Jon Austin  
Safety Services (UK) Limited  
Lakeside Industrial Estate  
Stanton Harcourt  
Oxfordshire  
OX29 5SL  
T: 01865 883288  
F: 01865 883467

**H & S Enforcement Authority**

Head of Environmental Services  
Andrew Waren  
78 Garratt Lane  
Wandsworth  
SW18 4DJ.  
[awaren@wandsworth.gov.uk](mailto:awaren@wandsworth.gov.uk)

**Employment Medical Advisory Service**

1 Long Lane  
London SE1  
020 7407 8911

## 2 Statement of Intent

**It is the policy of The Entryphone Co Ltd to take all measures which are reasonably practicable to:**

- (a) ensure the health, safety and welfare of all persons at work; and
- (b) protect employees, visitors to premises and the public generally against risks to their health and safety at work which may arise from this organisation's activities.

Entryphone undertakes to provide the necessary resources and seeks the co-operation of all persons at work with a view to implementing the requirements of the Health and Safety at Work etc Act 1974 and the relevant statutory provisions shown at Appendix to this Statement.

The Safety Director, Giles Ashbee, has general responsibility for implementing this Statement of Health and Safety Policy.

**The Entryphone Co Ltd undertakes, so far as is reasonably practicable:**

- (a) to provide and maintain plant and systems of work that are safe and without risks to health;
- (b) to arrange for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of articles and substances;
- (c) to provide such information, instruction, training and supervision as is necessary to ensure the health and safety at work of all persons at work;
- (d) to maintain all places of work in a condition that is safe and without risks to health, including the means of access to and egress from such places of work;
- (e) to provide and maintain a working environment for persons at work that is safe and without risks to health, with adequate arrangements for the welfare of such persons;
- (f) to define the responsibilities for health and safety of all persons at work;
- (g) to promote joint consultation and employee involvement in health and safety at work;
- (h) to identify any hazards which may exist and bring these hazards, together with the precautions necessary, to the attention of persons at work;
- (i) to record and investigate accidents and the causes of occupational ill-health;
- (j) to monitor health and safety performance of the organisation on a regular basis; and
- (k) to review this Statement of Health & Safety Policy on a regular basis.

In this Statement of Health and Safety Policy, 'all persons at work' include: directors, managers, employees, contractors, the employees of contractors, other persons visiting the premises of the organisation, employees of other organisations affected by the organisation's work activities and members of the public who may be affected by their work activities.

### **3 Organisation and arrangement for implementation**

#### **3.1 Individual Responsibilities**

The safety director has ultimate responsibility for the health and safety at work of all persons at work, including members of the public who may be affected by the organisation's activities. Directors and managers have responsibility for ensuring the health and safety of persons at work, contractors and visitors in their areas of responsibility respectively. Individual responsibilities are shown at Section 4 of this Statement of Health and Safety Policy.

#### **3.2 Legal Requirements**

Directors and managers will take all necessary measures to ensure compliance by the organisation with legal requirements and duties. They will, in particular, take into account Approved Codes of Practice and Guidance Notes published by the Health and Safety Commission and Health and Safety Executive respectively, together with information provided by the organisation's health and safety adviser.

#### **3.3 Health and Safety Instruction and Training**

Directors and managers, in conjunction with the health and safety adviser, are responsible for the identification of the general and specific health and safety instruction and training needs of all persons at work

Health and safety instruction and training will be undertaken in accordance with Section 5 of this Statement of Health and Safety Policy.

#### **3.4 Health and Safety Information**

Managers, in conjunction with the safety director, will ensure the dissemination of comprehensible and relevant health and safety information to all persons at work. Facilities will be provided whereby the relevant health and safety information can be acquired or read by persons at work.

#### **3.5 Joint Consultation**

Directors and managers will ensure that there is an effective system for joint consultation with employees and other persons at work on health and safety-related issues.

#### **3.6 Risk Assessment and Safe Systems of Work**

The organisation recognises its duties as employers to undertake suitable and sufficient risk assessments which, in some cases, may lead to formally-documented health and safety management systems, including the preventive and protective measures necessary to prevent or control exposure to hazards.

Risk assessments will be undertaken and, where necessary, appropriate preventive and protective measures prepared, documented and implemented by managers for those workplaces, activities and tasks where there is a risk of injury or occupational ill-health.

Where appropriate, all persons at work will be trained and supervised in the implementation of documented safe systems of work and other precautionary measures arising from risk assessments.

#### **3.7 Safety Monitoring and Hazard Reporting**

Managers will ensure there is an effective system of safety monitoring at individual locations, including regular workplace inspections. Recommendations arising from safety monitoring will be implemented with as far as is reasonably practicable.

A formal procedure, whereby persons at work may report hazards and shortcomings in protection arrangements, will be maintained.

### **3.8 Accident and Ill-Health Reporting, Recording and Investigation**

Managers will ensure there is an effective system for the reporting and recording of accidents and ill-health involving persons at work, visitors and contractors' employees in accordance with current legal requirements.

All accidents and cases of occupational ill-health must be investigated with a view to identifying the causes, both direct and indirect, and remedial measures to prevent recurrences. Remedial measures arising from investigation must be implemented forthwith.

All accidents MUST be reported to your Giles Ashbee and the details recorded in the accident book (held at head office). Serious accidents where hospital treatment is required must be reported to the Health and Safety Advisor as soon as possible after the incident.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (R.I.D.D.O.R.):

Certain accidents are reportable to the HSE's Incident Contact Centre. Giles Ashbee must be notified as soon as practicable after incidents causing the following injuries:

- any work related injury that leads to an employee being absent from work for more than 3 working days
- fracture other than to fingers, thumbs or toes;
- amputation;
- dislocation of the shoulder, hip, knee or spine;
- loss of sight (temporary or permanent);
- chemical or hot metal burn to the eye or any penetrating injury to the eye;
- injury resulting from an electric shock or electrical burn leading to
- unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours;
- any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours.

All accidents / incidents will be investigated by senior management and any action taken as a result of an investigation will be formally recorded.

### **3.9 Welfare Amenity Provisions & Facilities**

Managers will ensure that welfare amenity provisions i.e. sanitation, hand washing, clothing storage, drinking water and facilities for taking meals, are provided and properly maintained.

Wherever possible arrangements will be made with the Client and/or Principal Contractor for the use of Welfare facilities at sites under their management. As a minimum the following requirements will be adhered to:

- Toilet/washing facilities accessible on site
- Eating/rest facilities accessible on site

### **3.10 First Aid Arrangements**

Managers will ensure adequate provision of first aid treatment for employees and other persons present. Traveling first aid kits will be provided for all persons working away from base on a regular basis.

### **3.11 First Aid Provision**

Adequate first aid provision will be made at every place of work occupied by Entryphone

### **3.12 PPE Personal Protective Equipment**

Appropriate personal protective equipment will be issued to employees as and when necessary for work activities. Training will be provided for employees on the safe use, storage and maintenance of the relevant equipment before issue, and a written record detailing what PPE has been issued will be

signed by the employees on receipt of the equipment and the hard copy kept on file. Employees have a legal duty to wear PPE as specified in relevant site rules, risk assessments and method statements. Any defects or malfunction of PPE must be reported to: Giles Ashbee

### **3.13 Work Equipment and equipment safety**

Managers will ensure that all new work equipment, processes and project work do not expose persons at work to risk of injury and/or ill-health.

All work equipment (including Electrical equipment) used at work, as part of the Company's undertaking will comply with the Provision and Use of Work Equipment Regulations (P.U.W.E.R.).

Before new equipment is introduced into the working environment, an assessment will be made by Giles Ashbee in order to ascertain that the equipment is suitable for its intended use.

No employee will use work equipment for which they have not received specific training.

No employee will knowingly misuse work equipment or remove any guards that are in place to minimise a specified risk.

All work equipment will be maintained and inspected at suitable intervals either internally by a competent person or by specialist external companies. The frequency of work equipment maintenance or inspection will be based on manufacturers guidance and industry best practice. Any maintenance / inspections undertaken on company equipment will be recorded on the intranet H & S site

If any faults or damage are found on any equipment, stop using the work equipment and report the fault to Giles Ashbee.

### **3.14 Maintenance of the Workplace, Equipment, Systems and Devices**

Managers will ensure there is a satisfactory and effective system for maintaining workplaces, equipment, safety systems and safety devices in an efficient state, in efficient working order and in good repair, including the frequent examination, testing and maintenance of any equipment and any safety systems and safety devices to such equipment.

### **3.15 Emergency Procedure**

Managers will ensure there is a formally established procedure to cover identified major emergencies, including the appointment of competent persons to oversee the implementation of any evacuation procedures incorporated in such emergency procedure.

### **3.16 Contractors' Activities**

Managers will ensure there is an effective procedure for regulating the activities of both large and small contracting activities and in accordance with the organisation's Contractors Health and Safety Regulations or Rules for the Safety Conduct of Project Work.

### **3.17 Hazardous Substances**

Managers will ensure that substances classified as 'hazardous to health' are identified, assessed and controlled in such a way as to prevent risk of injury or ill-health to persons at work during their use, handling, storage or transport at work.

Managers will ensure that flammable and explosive substances are identified and controlled in such a way as to prevent the risk of fire and explosion during their use, handling, storage or transport at work.

Managers will ensure that sufficient information relating to the hazards and precautions necessary in the use handling, storage and transport of hazardous substances is provided to persons at work who may be exposed to such substances.

Before any hazardous substances are used during a work process, a material safety data sheet (MSDS) will be requested from the supplier and an appropriate assessment made of the risks from that substance undertaken by the Health and Safety Co-ordinator / Representative, in line with the Control of Substances Hazardous to Health Regulations (COSHH).

An inventory of all substances and materials hazardous to health is held at head office.

### **3.18 Manual Handling**

Manual handling risks are considered prior to each work activity. The method of work is adapted to minimise manual handling risks wherever possible, including use of alternative lifting and carrying methods. Our employees are advised not to manually handle loads which they feel incapable of moving safely. All employees are trained on manual handling techniques and given Risk Assessments on Manual Handling BEFORE undertaking any manual handling task.

### **3.19 Security and Violence at Work**

Managers will take all reasonably practicable measures to protect all persons at work from physical assault, harassment, bullying, vandalism and theft of property, arson and bomb attack.

### **3.20 Fire Prevention and Protection & Emergency Procedures**

Managers will ensure that arrangements for fire prevention and protection are adequate and maintained. Fire drills will be undertaken on a regular basis. Where appropriate, fire risk assessments will be undertaken.

It is the Entryphone's policy to take account of fire hazards in the workplace and have Fire Risk assessments for all areas. All employees have a duty to conduct their operations in such a way as to minimize the risk of fire. This involves compliance with the Company's no smoking policy, keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials.

Site operatives are responsible for keeping their operating areas safe from fire, ensuring that they consider and mitigate fire prevention practices and emergency procedures.

The person with responsibility for the maintenance and testing of fire alarms and fire fighting equipment is Tim Hepple.

In the event of the fire alarm being activated, or in any other emergency situation (e.g. bomb scare), all employees must leave the building by the nearest available exit and assemble at the assembly point in the car park.

### **3.21 Policy Review**

Entryphone will carry out a regular reviews, (at least annually or on any change of relevant legislation or best practice procedure) of this policy to ensure that these standards of health and safety are maintained.

### **3.22 Advice and Information**

Advice and information on aspects of health and safety at work is available from the health and safety director.



2<sup>nd</sup> September 2009

Giles Ashbee

## 4 Current Health and Safety Legislation affecting Entryphone

The following statute and regulations ('the relevant statutory provisions') apply to the organisations operations and activities.

Health and Safety at Work etc Act 1974  
Children (Protection at Work) Regulations 1998  
Confined Spaces Regulations 1997  
Construction (Design and Management) Regulations 2007  
Construction (Head Protection) Regulations 1989  
Construction (Health, Safety and Welfare) Regulations 1996  
Control of Asbestos at Work Regulations 2006  
Control of Lead at Work Regulations 2002  
Control of Substances Hazardous to Health Regulations 2002 (amended 2004)  
Control of Vibration at Work Regulations 2005  
Disability Discrimination Act 2005 and codes of practice  
Electricity at Work Regulations 1989  
Employers' Liability (Compulsory Insurance) Regulations 1999  
Health and Safety (Consultation with Employees) Regulations 1996  
Health and Safety (Display Screen Equipment) Regulations 1992  
Health and Safety (Safety Signs and Signals) Regulations 1996  
Health and Safety (First Aid) Regulations 1981  
Health and Safety (Information for Employees) Regulations 1998  
Highly Flammable Liquids and Liquefied Petroleum Gases Regulations 1972  
Ionising Radiation Regulations 1999  
Lifting Operations and Lifting Equipment Regulations 1998  
Management of Health and Safety at Work Regulations 1999  
Manual Handling Operations Regulations 1992  
Noise at Work Regulations 2005  
Personal Protective Equipment at Work Regulations 1992  
Pressure Systems Safety Regulations 2000  
Provision and Use of Work Equipment Regulations 1998  
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995  
Safety Representatives and Safety Committees Regulations 1977  
Working Time Regulations 1998 (amended 2002)  
Workplace (Health, Safety and Welfare) Regulations 1992  
Smoke-free (premises and Enforcement) regulations 2006  
Work at Height 2005

And

Regulatory Reform (Fire Safety) Order 2005

## **5 Individual Duties and Responsibilities for Health and Safety at Work**

### **5.1 Safety Director**

The safety director will ensure there is an effective Statement of Health and Safety Policy and will periodically assess the effectiveness of same.

### **5.2 Directors and Senior Managers (Head of Departments, etc)**

Directors and managers are primarily responsible for demonstrating commitment and leadership on matters relating to health and safety in areas under their control.

In particular, they are responsible for:

- (a) co-ordinating the implementation of this Statement of Health and Safety Policy in the areas under their control;
- (b) monitoring and reviewing the effectiveness of this Statement of Health and Safety Policy in terms of its application to the particular operations and activities of the division/department/area of control;
- (c) ensuring the development and implementation of health and safety information, instruction and training for their managers and employees;
- (d) promoting health and safety awareness within their respective areas of control;
- (e) keeping themselves informed of incidents, accidents and ill-health arising within their division/department/area of control;
- (f) monitoring systems for ensuring the provision and maintenance of safe work equipment, working conditions and systems of work in their respective areas of control;
- (g) monitoring procedures for the provision and maintenance of personal protective equipment for employees within their area of control;
- (h) monitoring the provision and maintenance of welfare facilities, including first aid and fire protection procedures within their Area of control;
- (i) monitoring health and safety performance, including the successful implementation of health and safety management systems by line managers and employees, systems for the reporting, recording, investigation and analysis of accidents and ill-health to persons at work;
- (j) monitoring the effectiveness of joint consultation procedures on health and safety matters;
- (k) coordinating health and safety training activities and the provision of information to persons at work.

### 5.3 All Persons at Work

All persons at work must:

- (a) take reasonable care for their own health and safety, and that of other persons at work, together with members of the public, who may foreseeable be affected by their acts or omissions at work;
- (b) co-operate with management so far as is necessary for them to comply with current health and safety legislation; and
- (c) not intentionally or recklessly interfere with or misuse anything provided for the purpose of health and safety at work in furtherance of a statutory requirement.

In particular, every person at work must:

- (a) use any machinery, equipment, dangerous substance, transport equipment, means of production or safety device provided to him in accordance with any training in the use of the equipment concerned which has been received by him and the instructions respecting that use which have been provided by management; and
- (b) inform his immediate manager:
  - (i) of any work situation which represents a serious and immediate danger to health and safety;
  - (ii) of any matter which represents a shortcoming in the organisation's protection arrangements for health and safety.

### 5.4 Health and Safety Adviser

Reporting to managing director, the health and safety adviser will provide an advisory service to directors, managers, employees and other persons at work with regard to:

- (a) health and safety policy formulation and development;
- (b) structuring and operating all parts of the organisation (including the supporting systems) in order to promote a positive health and safety culture and to secure effective implementation of policy;
- (c) planning for health and safety, including the setting of realistic short-term and long-term objectives, deciding priorities and establishing adequate performance standards;
- (d) to-day implementation of policy and plans, including accident and incident investigation, reporting and analysis; and
- (e) reviewing performance and auditing the whole management system.

To fulfill these functions, the health and safety adviser will:

- (a) maintain adequate information systems on relevant law, guidance and developments in general and safety management practice;
- (b) be able to interpret the law and understand how it applies to the organisation;
- (c) establish and keep up-to-date organisational and risk control standards;
- (d) establish and maintain procedures for the reporting, investigation, recording and analysis of accidents, occupational ill-health and incidents;

- (e) establish and maintain adequate and appropriate monitoring and auditing systems;
- (f) ensure the provision of health and safety information, instruction and training to employees and other persons at work in accordance with current legal requirements; and
- (g) present advice in an independent and effective manner, safeguarding the confidentiality of personal information.

The safety officer has the following relationships:

Within the organisation

With directors and managers on matters of policy and implementation of that policy.

Outside the organisation

Liaison with enforcement officers of the Health and Safety Executive, environmental health officers, local police and fire service officers, equipment suppliers, licensing officials, insurance company liability surveyors, contractors and members of the public.

## **6 General Hazards and Risk Assessments**

*As of March 2007 all Entryphone Risk Assessments and Health and Safety Documents are available to staff via the Entryphone intranet (also available via the company extranet with password protection). This contains updated risk assessments, staff consultation details, and full details of H&S within the organization. For access to this data please email [giles@entryphone.co.uk](mailto:giles@entryphone.co.uk).*

## **7 Statement of Policy on Health and Safety Training**

The organisation recognises its duties under the Health and Safety at Work etc Act 1974 and regulations made hereunder to provide health and safety training for all employees.

Appropriate health and safety training will be provided for all employees in the following circumstances:

- (a) on recruitment (induction training);
- (b) on transfer of job;
- (c) on change of responsibilities eg promotion;
- (d) on the introduction of new work equipment or a change respecting equipment already in use;
- (e) on the introduction of new technology;
- (f) on the introduction of a new system of work or a change respecting an existing system of work;
- (g) in the correct and safe use of hazardous substances;
- (h) in correct manual handling techniques;
- (i) in the correct use of personal protective equipment; and
- (j) with respect to any other health and safety-related issue considered necessary by the organisation.

## **8 Statement of Policy on the Provision of Health and Safety Information**

The organisation recognises its duties under the Health and Safety at Work etc Act 1974 and regulations made hereunder to provide comprehensible and relevant information to employees on the hazards that may arise during their work and the precautions necessary.

Health and safety information will be provided by the health and safety adviser to any employee seeking such information.

External sources of information include:

- (a) the Health and Safety Executive;
- (b) local Environmental Health Departments;
- (c) the Royal Society for the Prevention of Accidents;
- (d) the British Safety Council.

## 9 Statement of Policy on Sickness Absence

The organisation recognises its duties to protect the health of employees and that employees may be subject to periods of absence as a result of ill-health or injury.

Sickness absence may take the form of certificated or uncertificated leave, which may be of a short-term or long-term nature.

Employees are advised that, under their Contract of Employment with the organisation, they are required to report all sickness absence and to produce a sickness certificate, signed by their general medical practitioner, where appropriate.

Where attendance records indicate: (a) failure to produce sickness certificates; (b) frequent and short unconnected periods of sickness absence; and/or (c) prolonged or continuous absence,

a manager will interview the employee with a view to ascertaining the cause of the sickness absence.

Where appropriate, employees may be required to attend a medical examination to assess future capacity to undertake the work for which they are employed.

## 10 Statement of Policy with respect to New or Expectant Mothers

The organisation recognises its duties to new or expectant mothers under the Health and Safety at Work etc Act 1974 and, in particular, the Management of Health and Safety at Work Regulations 1999.

Where any work is of a kind which could involve risk, by reason of her condition, to the health and safety of a new or expectant mother, or to that of her baby, from any process or working conditions, the risk assessment required by regulation 3(1) of the Management of Health and Safety at Work Regulations 1999 shall also include an assessment of such risk.

Where the risk assessment identifies risks to new or expectant mothers and these risks cannot be avoided by the preventive and protective measures taken by the organisation, the organisation will:

- (a) alter her working conditions or hours of work if it is reasonable to do so and would avoid the risks or, if these conditions cannot be met;
- (b) identify and offer her suitable alternative work that is available, and if that is not feasible;
- (c) suspend her from work on full pay.

Definition of 'new or expectant mother'

For the purpose of this policy, a new or expectant mother is defined as meaning an employee:

- (a) who is pregnant;
- (b) who has given birth within the previous six months; or
- (c) who is breastfeeding.

(Management of Health and Safety at Work Regulations 1999)

Duties of Employees

Employees must notify their manager as soon as they become aware that they are pregnant in order that the appropriate preventive and protective measures can be taken by the organisation.

## 11 Statement of Policy with respect to Young Persons at Work

The organisation recognises its duties towards young persons under the Health and Safety at Work etc Act 1974 and, in particular, the Management of Health and Safety at Work Regulations 1999.

The organisation hereby undertakes to ensure that young persons employed by them are protected at work from any risks to their health or safety which are a consequence of their lack of experience, or absence of awareness of existing or potential risks, or the fact that young persons have not fully matured

The organisation will not employ a young person for work:

(a) which is beyond his physical or psychological capacity; or

(b) which involves the risk of accidents which it may reasonably be assumed cannot be recognised or avoided by young persons owing to their insufficient attention to safety or lack of experience or training,

and in determining whether work will involve harm or risks, regard shall be had to the results of the risk assessment carried out under regulation 3(1) of the above regulations.

Nothing in the above paragraph shall prevent the employment of a young person for work:

(a) where it is necessary for his training;

(b) where the young person will be supervised by a competent person; and

(c) where any risk will be reduced to the lowest level that is reasonably practicable.

For the purposes of this Statement of Policy, a young person means any person who has not attained the age of eighteen years.

(Management of Health and Safety at Work Regulations 1999)

## 12 Statement of Policy With Respect to Lone Workers

With any Lone Worker situation, the common sense approach should be taken relative to the inherent risks involved. Consideration should be given to the suitability of the person in relation to medical condition and emergency procedures and facilities.

A system of regular phone calls is one way of reducing the risks to Lone Workers and all employees who find themselves in such a situation should comply with the company regulations as detailed.

When working alone no employee may not:

- Operate machinery – other than normal office equipment (photocopiers, computers, printers etc)
- Use steps or ladders
- Use hazardous substances
- Lift any object greater than 5kg
- Put themselves in any potentially dangerous situation

They should make sure that the phone system is in working order.

### **13 Statement of Policy on Smoking at Work**

The organisation recognises its duties under the Health & Safety at Work etc Act 1974 and in particular that:

- (a) it has a duty to protect, so far as is reasonably practicable, the health of employees and to provide a safe and healthy working environment; and
- (b) smoking is a risk to the health of smokers and non-smokers alike.

To this extent, smoking is not permitted in the organisation's premises except in the following areas but is currently allowed in the following outside areas (further consideration is being made on a complete ban on smoking in all areas)

1. Area outside stores
2. Area between main building and workshop

To assist smokers in giving up the habit, the organisation will provide the following:

- (a) free attendance at a smoking cessation course;
- (b) free nicotine patches and other aids to giving up smoking; and
- (c) free counselling and hypnotherapy in specific cases.

Managers are responsible for enforcing this policy and all employees are responsible for complying with same. Job applicants must be informed at interview stage of the requirements of this policy.

Employees are advised that disciplinary action may be taken against employees contravening this policy.

### **14 Statement of Policy for Employees using Display Screen Equipment**

The organisation recognises that employees using display screen equipment may be subject to visual fatigue.

The organisation further recognises its duties under the Health and Safety (Display Screen Equipment) Regulations 1992 to ensure the provision of eye and eyesight tests for employees designated as 'users' under the regulations, namely 'employees who use display screen equipment habitually as a significant part of their normal work'.

Eye and eyesight tests

The organisation undertakes to ensure designated users of display screen equipment are provided with an appropriate eye and eyesight test to be carried out by a competent person:

- (a) on commencement of their employment;
- (b) at their request, at regular intervals; and
- (c) where the employee experiences visual difficulties which may reasonably be considered to be caused by work on display screen equipment.

Special corrective appliances

In accordance with the above regulations the organisation hereby undertakes to meet any reasonable costs incurred in the provision of special correct tie appliances (spectacles) prescribed for designated users of display screen equipment to corrective vision defects at the viewing distance or distances used specifically for the display screen work concerned.

## **15 Statement of Policy on Violence at Work**

The organisation recognises that, from time to time, employees may be subject to both violence and aggression at work. Violence may take the form of bullying, physical contact, harassment, insulting behaviour, racist and sexist behaviour and other forms of behaviour which may cause stress to employees.

The organisation undertakes to take all necessary measures to prevent risk of physical injury and stress to employees arising from violence at work. All instances of violence must be reported forthwith to the safety director. Disciplinary action, including dismissal, will be taken in proven cases of violence or aggressive behaviour by one employee towards another employee.

In cases where employees, visitors, members of the public and other persons attending the premises have a past record of violence or aggressive behaviour, employees must always be accompanied by another employee when attending to or dealing with such persons.

The organisation reserves the right to deny access to their premises of persons with a past record of violence or aggressive behaviour

## **16 Statement of Policy on Consultation with Employees**

The organisation recognises its duties to consult with both trade union-elected safety representatives and/or non-trade union representatives in regard to Health and Safety matters relating to work under:

- (a) the Health and Safety at Work etc Act 1974;
- (b) the Safety Representatives and Safety Committees Regulations 1977; and
- (c) the Health and Safety (Consultation with Employees) Regulations 1996;

with a view to the making and maintenance of arrangements which will enable the organisation and its employees to co-operate effectively in promoting and developing measures to ensure the health and safety at work of employees, and in checking the effectiveness of such measures.