

Innes England

Health and Safety Policy Statement

We believe that high standards of health and safety control are an essential part of business management, and rank in equal importance with other fundamental business elements.

We recognise our health and safety duties under the Health and Safety at Work Etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, the Regulatory Reform (Fire Safety) Order 2005 and other relevant legislation and codes of practice for our workplace.

Our accident and near-miss incident prevention function is an integral part of operational management. The main objective is the elimination of accident and incident causes by tackling them at source. As a matter of policy we will take all reasonable care to protect our employees and others who may be affected by our activities and facilities, by implementing safe operating procedures and safe systems of work from the outset to eliminate foreseeable hazards. We regularly review these procedures and systems so as to continuously improve how we operate.

We will also take all practical steps necessary to prevent or reduce harmful impacts on the environment, which may result from our activities, products or waste. We will respect legal standards and will implement changes that are appropriate to achieve compliance.

The Managing Director has the overall responsibility for effective health and safety management in the workplace. He will appoint a Director responsible for Safety to oversee health and safety matters in the workplace and report back their findings to the board. The Director responsible for Safety will ensure that the necessary resources and arrangements are provided for the implementation, monitoring and reviewing of this Policy and associated safety arrangements. They will also ensure that if a competent employee is not available, an external source of competent assistance and advice will be sought. It is the responsibility of the Director responsible for Safety and the Health and Safety Co-ordinators to ensure we achieve day-to-day health and safety compliance in the workplace and to liaise with our competent advisor.

All employees must comply with the legal safety obligations placed upon them by legislation and company policies. They must also co-operate with the company in meeting its legal requirements and responsibilities.

We will provide appropriate health and safety information, instruction, training and supervision for our employees. We will also actively involve them in all health and safety matters, where appropriate, through a process of consultation and communication.

SIGNED: 

POSITION: MANAGING DIRECTOR

DATE: 19th February 2025

HEALTH & SAFETY RESPONSIBILITIES

We have many responsibilities under health and safety legislation towards:

- our employees;
- clients and visitors to our premises;
- contractors and sub contract labour;
- members of the general public.

The Company's obligations can only be met by ensuring that all our employees carry out their own individual responsibilities.

EMPLOYEES AT ALL LEVELS

As an employee of this Company it is your individual responsibility and duty to:

- a) take reasonable care of your own health, safety and welfare
- b) take reasonable care of your fellow employees, visitors, members of the public and others working on our premises whose health and safety who may be affected by your acts or omissions while at work
- c) co-operate with the Company in regard to its health and safety responsibilities and duties
- d) not interfere with or misuse anything provided in the interest of health, safety or welfare
- e) be aware of your health and safety responsibilities and duties as imposed by legislation and management, and ensure all work you carry out complies with them
- f) readily accept training, instruction, information and supervision to allow you to carry out your job in a safe manner
- g) provide assistance to the Director responsible for Safety and the Health and Safety Co-ordinators in fulfilling their safety related duties
- h) report all potential hazards to the relevant Health and Safety Co-ordinator or designated person immediately
- i) as you work, you do not leave materials or equipment where there may be a danger of other employees or other persons on the premises tripping over them
- j) ensure you are aware of the hazards and risks associated with your job
- k) inform the Company as soon as practicable if you discover you are pregnant so we can ensure you are not undertaking any activities which may put you or your unborn child at risk

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- l) always wear personal protective equipment issued to you by the company when working in areas of potential risk or health hazards
- m) ensure due care and attention is paid when manually lifting, carrying, pushing or pulling loads, equipment or materials whilst carrying out work activities
- n) ensure your display screen equipment is set-up in accordance with legal and ergonomic requirements, as well as being comfortable for your use
- o) only operate workplace equipment you are competent, trained and authorised to use
- p) ensure all workplace equipment under your control is operated in a safe and competent manner, using appropriate safeguards and safe systems of work
- q) ensure when working at height you adhere to the control measures in place and always use the appropriate access equipment
- r) pay due care and attention when handling and using hazardous substances ensuring you adhere to the relevant safety data sheets or COSHH¹ assessments
- s) assist the Director responsible for Safety and the Health and Safety Co-ordinators in investigating accidents or near miss incidents which occur in your area of work
- t) ensure all accidents, near-miss incidents and motor vehicle accidents you are involved in whilst at work are reported to the appropriate person verbally and details entered into the accident book and report form as soon as possible
- u) ensure any vehicle you operate for company business is road legal and you hold an appropriate valid driving licence. Details of this licence must be given to the company prior to driving any vehicle for company business.
- v) when driving your own vehicle for work purposes ensure appropriate business motor insurance and vehicle road tax is in place. Vehicles should also have a full MOT certificate if the vehicle is over 3 years old.
- w) ensure you are familiar with the fire emergency action plan in place for your work location
- x) ensure you are familiar with the first-aid arrangements for your work location
- y) report any electrical faults immediately to your line manager or the relevant health and safety co-ordinator . Do not attempt to repair any fault yourself unless you are trained and authorised to do so.
- z) ensure visitors and clients under your control adhere to our health and safety rules and procedures
- aa) inform the appropriate person within the company of any medical condition or medication you are taking which may affect your ability to work in a safe manner
- bb) ensure that you or visitors under your control do not smoke within our premises or in relevant company vehicles

¹ COSHH = Control of Substances Hazardous to Health

REMEMBER

ANYONE FOUND WORKING TO THEIR OWN, OR OTHER PERSONS DETRIMENT, OR IN DISREGARD TO THIS POLICY OR OTHER HEALTH AND SAFETY PROCEDURE, COULD BE HELD PERSONALLY RESPONSIBLE IN LAW. THEY MAY ALSO BE SUBJECT TO DISCIPLINARY PROCEEDINGS THAT MAY LEAD TO THEIR DISMISSAL FROM INNES ENGLAND.

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**MANAGING DIRECTOR:
MATTHEW HANNAH**

In addition to the general responsibilities you have to yourself and others, it is also your specific responsibility to ensure that:

- The Board and all senior management are fully aware of their health, safety and welfare duties required for our company in relation to our employees and others that may be affected by our work activities.
- You are aware of the statutory requirements affecting our Company.
- The Company has a suitable means of being made aware of current legislative requirements and being kept up-to-date with any changes that may occur to these requirements.
- This Policy is brought to the attention of all employees¹ and contractors used on a regular basis.
- Provisions are in place for employees to be made aware of, and instructed in their responsibilities as imposed by legislation.
- Systems are in place to review and up-date this document :
 - a) annually; or
 - b) when significant changes in legislation or best practice occur; or
 - c) when significant employment changes occur; or
 - d) when significant new plant, equipment or process is introduced
- Sufficient arrangements, facilities and finances are available to fully implement this Policy successfully and appropriately.
- Safe systems of work are in operation and employees receive adequate and appropriate training, information, instruction and supervision.
- The Company's health and safety management performance is reviewed at least annually and any corrective action needed is taken to implement new procedures and control measures.
- A Director is appointed as the Director responsible for Health and Safety to be responsible for ensuring the company is complying with its health and safety duties and the requirements of the Board.
- A Health and Safety Co-ordinator for each office is nominated to manage day-to-day health and safety arrangements and to implement this Policy on your behalf.
- If a competent safety trained employee is not employed within the company, a "Competent Advisor"² is

¹ All employees refer to full-time, part-time and temporary staff.

² As required by Section 7 of the Management of Health and Safety at Work Regulations 1999.

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nominated to advise the Company on health and safety matters.

- Our Health and Safety Co-ordinators liaise with **AW Safety Management Ltd**, our nominated Competent Advisors, for health and safety matters.
- Our Competent Advisors are accredited under an SSIP (Safety Schemes in Procurement) provider. This is to demonstrate their continued competence in the field of health and safety.
- You lead by example and always adopt safe working practices in the workplace.

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**DIRECTOR RESPONSIBLE
FOR HEALTH AND SAFETY:
MIKE THORNE**

In addition to the general responsibilities you have to yourself and others, it is also your specific responsibility to ensure that:

- The Managing Director and the Board of Directors are kept informed of all relevant health, safety and welfare issues concerning the Company.
- The Health and Safety Co-ordinators are fully supported and assisted by you and senior management in carrying out their safety related duties.
- You are aware of the statutory requirements affecting our company, and have necessary competence, resources and support from the Board and senior management to ensure they are being fully implemented.
- The company's health and safety management performance is reviewed at least annually with the Health and Safety Co-ordinator, and if necessary the Competent Advisors, and any corrective action needed is taken to implement new procedures and control measures.
- You liaise with the Company's Competent Advisors for health and safety matters when necessary to ensure the Company is fully compliant with its legal requirements.
- Visits from the enforcing authorities, company insurers and Competent Advisors are fully managed, reported to senior management and points raised in their reports are acted upon within the agreed timescales.
- Provisions are in place for employees to be made aware of, and instructed in their responsibilities as imposed by legislation and company safety requirements.
- You fully participate in the safety consultation forum, ensuring all employees are consulted in regard to issues that may affect their health and safety.
- Safe systems of work are in operation for all identified work activities and hazards and they are regularly reviewed to determine their suitability for the Company.
- An employee induction programme is in operation and an on-going health and safety training programme is available and in place for all employees.
- Working in partnership with the Health and Safety Co-ordinators you assist whenever necessary in carrying out their safety related duties.

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- All hazards are examined, evaluated and subject to appropriate control measures.
- Risk assessments are carried out and recorded in a written format with copies being supplied to relevant employees for information and implementation of control measures.
- Statutory tests, inspections and maintenance of plant and work equipment is carried out by a competent person. After tests, inspections and maintenance, necessary equipment guards and other control measures must be back in place before use.
- All work activities involving work at height are risk assessed and appropriate control measures implemented.
- Responsible employees are appointed and suitably trained to render appropriate levels of first aid cover in the workplace.
- The person who has control over the company premises (responsible person) complies with the requirements of the Regulatory Reform (Fire Safety) Order 2005.
- The 'responsible person' or their appointed competent persons have carried out a fire risk assessment of the premises and appropriate preventative and protective measures are in place.
- Accidents and near-miss incidents are thoroughly investigated by the designated person and you are made fully aware of the investigation findings for implementation of control measures to prevent a reoccurrence.
- You or a senior member of management appropriately reports RIDDOR¹ accidents and incidents to the RIDDOR Incident Centre.
- Periodic inspections of fixed electrical installations for each office and portable electrical appliances are carried out by a competent person at the intervals indicated by legislation and industry requirements.
- All persons working on or visiting company premises or using company vehicles adhere to the smoke-free requirements in place.
- You lead by example and always adopt safe working practices in the workplace and wear the correct personal protective equipment on client visits.

¹ Reporting of Injuries, Disease and Dangerous Occurrences Regulations 2013

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HEALTH & SAFETY CO-ORDINATORS:
DEBBIE THOMPSON (DERBY);
LIESL STERLAND (LEICESTER);
MIKE THORNE (NOTTINGHAM)

In addition to the general responsibilities you have to yourself and others, it is also your specific responsibility to ensure that:

- The Managing Director and the Director responsible for Health and Safety are kept informed of all health, safety and welfare issues concerning the implementation of this policy.
- You are aware of the statutory requirements affecting our Company, and have necessary competence, resources and support from the Board to ensure they are being fully implemented.
- You have enough time and suitable knowledge to carry out this role to the best of your abilities. You must inform the Director responsible for Health and Safety if your work load increases and any inability to carry out your safety related duties.
- All employees are aware of and instructed in their responsibilities and duties as imposed by legislation and management.
- All work carried out and all plant and work equipment complies with the requirements of the Health and Safety at Work etc Act 1974, the Management of Health and Safety at Work Regulations 1999 and other relevant legislation for your workplace and activities.
- Safe systems of work are in operation for all identified work activities and hazards.
- In-house reports on hazards, accidents and near-miss incidents are immediately acted upon.
- Employees receive adequate health and safety induction, job specific and on-going refresher training to perform their job safely and competently.
- Detailed information on safety, health and welfare matters is effectively communicated to all employees.
- All employees are appropriately consulted in regard to issues that may affect their health and safety at work.
- You lead by example and always adopt safe working practices in the workplace.
- Suitable personal protective equipment is available, issued and used by relevant employees within your office.
- Employees involved in manually handling loads are adequately trained in the correct lifting principles

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and are aware of the risks present.

- Hazardous substances used in the workplace are risk assessed, appropriately controlled, stored and used.
- The appropriate access equipment is readily available and used by employees working at height.
- First-aid facilities are available in accordance with the Health and Safety (First-Aid) Regulations 1981 (rev 2009) and associated Approved Code of Practice (ACoP).
- You are familiar with the in-house accident and near-miss procedure and your responsibility to assist in investigating accidents and incidents.
- You are familiar with the HSE (RIDDOR¹) accident and damage reporting procedure and your responsibility to assist in reporting necessary accidents and incidents to the RIDDOR incident report centre.
- Procedures are in place to ensure all persons working on or visiting the premises are aware of the fire risks they are exposed to and the fire safety arrangements in place.
- Fire wardens are appointed and suitably trained to assist in safely evacuating our premises in an emergency situation.
- Arrangements are in place for the necessary statutory notices and signs to be clearly displayed, and all relevant statutory registers provided and used in the workplace.
- Procedures are in place for contractors and sub-contract labour working on our premises to be made aware of our safety rules and requirements.
- Any member of staff driving a vehicle² for company business must hold a valid driving licence. When employees drive their own vehicles for work purposes, they must have valid business motor insurance, road tax and MOT certificate (when the vehicle is over 3 years old) in place.
- Annual driving licence checks³ are carried out for all employees who drive as part of their employment (even on an occasional basis or for short journeys). Additional motor vehicle documentation checks will also be required for employees who drive their own vehicle for work purposes.
- Arrangements are in place to instruct all persons working on or visiting the company that it is their legal duty not to smoke inside the premises or within company vehicles.

¹ RIDDOR = Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

² This includes vehicles owned, leased or hired by the company or vehicles owned by employees who use them for work purposes.

³ As from the 8th June 2015 the paper counterpart of the driving licence will no longer be up-dated and will therefore be invalid. Driving licence checks will be made via the DVLA driver record checking service or via a suitable intermediary.

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**MANAGEMENT LEVEL:
MANAGING DIRECTOR, DIRECTORS AND
COMMERCIAL AGENTS**

In addition to the general responsibilities you have to yourself and others, it is also your specific responsibility to ensure that:

- You are aware of, and adhere to, the statutory requirements affecting our Company and fully support the Director responsible for Safety in carrying out their safety related duties.
- Employees under your control are aware of, and instructed in, the safety rules and standards expected of them, and their safety responsibilities as imposed by legislation, best practice and company requirements.
- All work carried out and all work equipment in use complies with relevant legislation.
- Employees under your control receive suitable and adequate health and safety induction, job specific and on-going refresher training to perform their job safely and competently.
- Information on safety, health and welfare matters is effectively communicated to all employees under your control. This should include making them aware of the hazards and risks associated with their work area and job, and the appropriate control measures in place to protect them.
- Employees under your control are aware of the hazards and risks associated with their work area and job, and the appropriate control measures in place to protect them.
- Pregnant workers are not permitted to undertake any activities, detailed in their risk assessment, that may adversely affect their health and safety or that of their unborn child.
- Young workers¹ (under 18 years of age) are individually risk assessed and are provided with a high level of supervision for the tasks they are carrying out.
- You lead by example and always adopt safe working practices in the workplace and wear the correct personal protective equipment.
- An ample supply of personal protective equipment is available, issued and used by relevant employees.
- Staff carrying out manual handling activities in areas under your control adhere to the correct manual handling principles.
- Work equipment in areas under your control is correctly guarded and maintained to a safe working

¹ Young persons who are either employed by the company or are on work experience/placement with the company.

<p style="text-align: center;">Innes England Health and Safety Responsibilities</p>

standard.

- Any persons working at height are provided with the appropriate access equipment for the task and they are trained in its safe use.
- Any persons working in or visiting areas designated noise protection zones are wearing appropriate hearing defenders.
- Any COSHH¹ items used are assessed and control measures in operation for their correct and safe use.
- Working in partnership with the Health and Safety Co-ordinators you identify and wherever possible remove hazards which may exist in areas under your control.
- Accidents and near-miss incidents in areas under your control are correctly reported and thoroughly investigated by the Director responsible for Health and Safety, or you in his absence.
- All persons working on or visiting the premises are aware of the fire risks they are exposed to and the fire safety procedures in place.
- Any member of staff under your control driving a Company vehicle² or using their own vehicle for Company business must hold a valid driving licence. When driving own vehicles, staff must also have the valid business motor insurance, road tax and MOT certificate (where relevant).
- You have received information and instruction in how to identify signals that staff under your control may be experiencing stress. You are also aware of the necessary action to take to assist this member of staff.

¹ COSHH = Control Of Substance Hazardous to Health

² This includes vehicles owned, leased or hired by the company for business purposes.

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SURVEYORS AND GRADUATES

In addition to the general responsibilities you have to yourself and others, it is also your specific responsibility to ensure that:

- On visits to client premises or premises under their control you are familiar with their safety arrangements, and their fire evacuation arrangements and first aid facilities in the event of an emergency. Whilst on their premises, or in areas under their control, you must adhere to their rules and procedures, reporting any hazards to their Health and Safety Co-ordinator or your client contact.
- On visits to construction sites, or similar locations, you are wearing the necessary personal protective equipment, have undertaken site induction training and are fully aware of the fire evacuation arrangements and first aid facilities in the event of an emergency. Whilst on site you must adhere to the site rules and procedures, reporting any hazards to site management.
- You lead by example and always wear the correct personal protective equipment and adopt safe working practices in the workplace, on client premises and on site.
- Your Display Screen Equipment is set-up correctly and comfortably for your use.
- You take regular breaks from working specifically on Display Screen Equipment.
- If your work involves working on a laptop ensure that it is set-up in accordance with ergonomic requirements and best practice.
- You drive any vehicle used for company business in a safe and professional manner, adhering to the Highway Code, Company traffic rules and other road traffic requirements in operation.
- User vehicle checks are carried out with findings, recommendations and action taken being documented. You should not drive a vehicle for company business if you believe it to be unsafe or non-road worthy.
- You take regular breaks from driving for extended periods of time on company business. This is especially important when driving on long journeys, in adverse weather conditions or when driving in the early hours or late at night when you can be naturally more tired. Where possible alternative means of transport will be provided.

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OFFICE-BASED STAFF

In addition to the general responsibilities you have to yourself and others, it is also your specific responsibility to ensure that:

- You take regular breaks from working specifically on Display Screen Equipment.
- If your work involves working on a laptop ensure that it is set-up in accordance with ergonomic requirements and best practice.

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YOUNG WORKERS (UNDER 18 YEARS OF AGE)

In addition to the general responsibilities you have to yourself and others, it is also your specific responsibility to ensure that:

- You are familiar with and adhere to the safe systems of work in operation within the Company.
- You co-operate with all relevant health and safety requirements, and do not interfere with or misuse anything provided in the interest of health, safety or welfare.
- Your immediate workplace is safe, and you only operate workplace equipment or carry out activities that management has given you permission to undertake or you are receiving training in from a competent person.
- Always obtain suitable permission, supervision and instruction from a competent person before attempting any new task or operating workplace equipment you are not competent in.
- Appropriate supervision, training, information and instruction will be provided, ensure that it is readily accepted to enable you to carry out your job or a task in a safe manner.
- Appropriate personal protective equipment is worn when and where instructed in the workplace. If you are unsure as to what protective equipment is required seek advice from your supervisor.

HEALTH & SAFETY ARRANGEMENTS

1. Systems and procedures

We recognise the importance of health, safety and welfare within the company and will establish the procedures to allow the necessary action to be taken to procure that a healthy and safe environment is provided and maintained for all employees, contractors, sub-contractors and other persons who could be affected by our work activities.

It is therefore our ultimate aim that in conducting our activities account must be taken of the need to:

- formulate and maintain safe working systems
- take all necessary steps to establish the causes of accidents and near-miss incidents and ensure that reasonable measures are taken to prevent recurrence
- ensure that no process, hazardous substance, plant or equipment is introduced unless it complies with statutory testing or examination requirements and is risk assessed, and so far as is reasonably practicable the health and safety of employees will not be affected
- provide proper and adequate induction and on-going training in order to ensure all employees are fully instructed and trained in safe working methods applicable to their work
- encourage the consultation between our designated safety personnel, management and employees of all levels in matters relating to health and safety
- ensure all statutory requirements relating to our activities are fully complied with, and we progressively improve upon our levels of health and safety performance
- advise and keep employees informed of their duties and responsibilities under legislation.

2. Arrangements for implementing Policy

1. Health and Safety Management

In all areas under our control arrangements will be put into practice to, so far as is reasonably practicable, prevent harm to our employees and others who may be affected by our work activities. This is as required by the Health and Safety at Work Etc Act 1974, the Management of Health and Safety at Work Regulations 1999 and other relevant Health and Safety legislation.

Systems will be put into operation to control, monitor and review all arrangements to ensure preventative steps taken are still appropriate. We shall also carry out at least annually a full review of our Health and Safety management systems and associated documentation to ensure it is still appropriate for our work activities. Our in-house system follows the Health and Safety Executive Managing for Health and Safety 'Plan, Do, Check, Act' (PDCA) approach (formally known as HSG65). We will adhere to the principles and management practices outlines within it to achieve effective health and safety management within the workplace.

Since the 1st October 2012 the Health and Safety Executive have introduced 'Fees for Interventions (FFI)'. If an inspector visiting our premises (or investigating an event involving a member of our staff) discovers a material breach then they will charge the duty holder £154 an hour for the time they spend investigating and resolving the breaches. The duty holder will also be subject to the costs generated by any specialists involved in the investigation. Where the Environmental Health Office issue us with a prohibition or improvement notice or we are issued with an invoice for a FFI material breach, we will take immediate steps to remedy the situation within the allocated time period. The Director responsible for Safety and the Health and Safety Co-ordinator will be immediately informed of the issuing of such notices and ensure corrective actions are taken and any invoices paid as required.

2. Health and Safety Policy

As required by the Health and Safety at Work Etc Act 1974 all employees will have access to a full copy of this policy document and will be actively encouraged to familiarise themselves with it.

A system will be put in place to monitor and annually review this Policy to ensure it is still relevant to our Company and its work activities.

An up-to-date copy of the Statement of Intent signed by our Managing Director will be displayed in a prominent position on our premises.

3. Employers Liability Insurance

We will ensure that relevant insurance policies are in place as required by legislation and to provide additional assurance in the workplace to our employees.

The insurance policy certificate will be displayed in a prominent accessible position on our premises or employees will have reasonable access to an electronic version of the certificate. A copy of the out-of-date certificate or our insurance details will be kept for 40 years in case a current or former employee makes a

future claim against the company.

4. Induction and training procedure

Training is an excellent and important means of achieving employee competence and ensuring safe working practices are utilised.

We will provide comprehensive induction-training, with health and safety being a key element. It will be the responsibility of the Health and Safety Co-ordinators or the Director responsible for the department the new starter is employed in to carry out the health and safety element of the induction training. All induction training carried out will be in a documented format, with signatures obtained from both the inductor and inductee, once the process is completed.

We will also provide job-specific training, with necessary health and safety sections, for all employees to ensure they are able to carry out their job without risk to themselves or others. Job-specific and relevant health and safety refresher training will also be provided to ensure continued competence.

5. Consultation with Employees

We will consult directly with our employees, if practicable, or with their elected safety representatives in regards to health and safety matters affecting the Company and their well-being, as required by the Consultation with Employees (Health and Safety) Regulations 1996 in non-unionised organisations.

The Director responsible for Health and Safety, the Health and Safety Co-ordinators and the company directors will ensure that all employees are consulted with in regard to health and safety matters, either verbally or in a written format. All employees will be encouraged to bring their health and safety concerns, issues or suggestions to the attention of the relevant Health and Safety Co-ordinator or Director responsible for safety.

6. Risk Assessments

All hazards in the workplace will be identified, as well as who is at risk and how they may be harmed. Once identified we will evaluate the extent of the risks these persons are exposed to, as well as the control measures already in place. Any significant risks will be assessed and the findings recorded in a written format as required by the Management of the Health and Safety Regulations 1999. It is the responsibility of the Director responsible for Health and Safety and other designated employees to ensure the relevant risk assessments have been carried out in a written format. These assessments will be made available to those employees at risk.

Risk assessment documentation will be regularly reviewed¹ to ascertain if any new hazards have been introduced into the workplace, to ensure existing control measures are still adequate and to incorporate any changes of legislation or best practice. Reviews will be undertaken at least annually.

Systems are in place to ensure that additional individual assessments of risk will be carried out for young

¹ The review frequency will be dependent upon the current existing level of risk

workers¹ and pregnant employees when necessary.

Safe systems of work will be applied where practicable to assist in managing effectively significant risks identified in any risk assessment.

7. Persons at potential additional risk

Certain persons in the working environment are at a perceived higher level of risk due to their lack of experience and risk awareness, or due to medical or physical limitations. Therefore young workers, pregnant workers and disabled workers will have individual assessments of risk carried out and appropriate control measures implemented to protect their safety and well-being.

Pregnant Workers - As required by the Management of Health and Safety at Work Regulations 1999, the company will protect their employees who in the future could be a new or expectant mother. A risk assessment will be carried out on the individual member of staff as soon as the company is informed of their pregnancy. The risk assessment will identify any control measures required to protect the well-being and safety of the pregnant employee and her unborn child. The assessment will also identify the required assessment review frequency.

Young Workers- When employing a person under 18 years old, or allowing a person under 18 years old on work experience, the company will assess the risks the young worker will be exposed to before they start work and ensure the appropriate control measures are put into operation. An individual risk assessment will be carried out on the individual young worker which will take into account their psychological and physical immaturity, inexperience or lack of awareness of existing or potential workplace risks. A copy of the individual risk assessment will also be forwarded to the young workers parents or carers.

Disabled Workers- Disability is classified by the Equality Act 2010 as any person having a physical or mental impairment which has substantial and long term adverse effects on their ability to carry out normal day-to-day activities. The company will ensure any disabled persons applying for a job role or already working for the company will have equal opportunities by making 'reasonable adjustments' to overcome any potential risks they may experience. We will also obtain consent from the disabled person before approaching specialists or their GP who may advise on necessary workplace adjustments.

8. Personal Protective Equipment (PPE)

Personal Protective Equipment will always be used as a last resort in the workplace². If other control measures cannot protect employees from a risk, we will provide suitable and appropriate PPE as required under the Personal Protective Equipment at Work Regulations 1992.

We will ensure employees are involved in the selection process for necessary Personal Protective Equipment, and that it is appropriate for the hazards highlighted; the working conditions; and the employee's needs. Personal Protective Equipment will be provided free of charge for employees exposed to risks, and will be replaced at regular intervals to prevent exposure to the identified hazards.

¹ Employees, apprentices and young persons on work experience aged under 18 years old.

² In some circumstances, other Health and Safety legislation requires the mandatory wearing of specific Personal Protective Equipment and in these cases must be used where/when required.

All employees and others required to wear Personal Protective Equipment on our premises or as part of their employment will be provided with information and instruction to ensure it is being worn correctly.

Employees continually not wearing the Personal Protective Equipment provided or required by the Company may be subject to disciplinary action or removal from the Company premises.

9. Manual Handling

Any manual handling operation in the workplace likely to cause an employee harm will be risk assessed. Appropriate control measures will be introduced to reduce the risk of injury as outlined in the Manual Handling Operations Regulations 1992 (rev).

As a first step in risk management we will, where practicable, avoid the manual handling of loads by using mechanical means for lifting. Where not practicable, we will assess the load weight; the shape and size of the load; the way the task is carried out; the working environment; and the individual's capabilities to allow appropriate control measures to be introduced.

Any member of staff at risk from manual handling activities will be provided with an appropriate level of manual handling principles training, and job specific information and instruction to prevent potential injuries.

10. Display Screen Equipment (DSE)

Employees who, habitually¹ use display screen equipment; need to transfer information to and from the screen quickly; are highly dependent on DSE for everyday tasks; have no choice about using DSE for work will be classified as a 'user'. We will therefore ensure a competent person carries out an individual risk assessment on the user's workstation and working environment or where practicable the individual user will carry out their own assessment following detailed documented guidance and support from the relevant Health and Safety Co-ordinator. Relevant information and training will also be provided to the users.

Employees who use laptops for prolonged periods of time (either in the workplace or other locations) will be provided with a docking station or additional equipment to allow their laptop to be set-up in line with the requirements of the Regulations. Where the use of a docking station is not possible or practicable outside of the workplace the employee will adhere to the requirements of the DSE Regulations as closely as practicable and limit the time they work in this situation. They will be provided with additional information to be able to achieve this.

A DSE user is also be entitled to a DSE eyesight test paid for by the Company at intervals stated by their optician (this is normally every two years). A specified financial contribution will also be made by the Company, as indicated in the Health and Safety (Display Screen Equipment) Regulations 1992 (rev 2003), for Users requiring corrective glasses for specific use on DSE². Details of the DSE Eyesight test policy can be obtained from the company upon request.

¹ For continuous spells of an hour or more on a daily basis

² Refer to Display Screen Equipment Policy.

11. Welfare Arrangements

Health, safety and welfare facilities and arrangements will be provided and maintained on all our premises to the standard required by the Workplace (Health, Safety and Welfare) Regulations 1992. The Regulations cover over 20 areas of welfare requirements.

The Health and Safety Co-ordinator will carry out visual inspections of the workplace on a continual basis. On scheduled basis the Health and Safety Co-ordinators will carry out a thorough inspection of their office and findings will be recorded for reference and remedial action.

Temperature

We will adhere, where practicable, to provide a comfortable working temperature. The current recommended minimum working temperature is 16 °C in normal working conditions and 13°C where physical work is being carried out. This may not be achievable in certain working conditions or provide reasonable comfort, as such the temperature should be as close to the above temperatures as practicable. There is no maximum working temperature currently but appropriate control measures will be introduced to provide a comfortable working environment for our employees and others.

Ventilation

Our workplace will be well ventilated to allow stale, hot and humid air to be replaced at a reasonable rate by fresh or purified air. In cases where windows and other openings do not provide sufficient ventilation, necessary mechanical ventilation systems should be provided.

Lighting

Lighting will be set at levels to allow employees to work and use facilities without experiencing eye-strain, and safely move from place to place. Emergency lighting should be provided in areas where sudden loss of light would present a serious risk.

Room Dimensions and Space

Workrooms will have enough free space to allow people easy access to and from their workstations, to move within the room with ease and not to restrict their movements while performing their work.

Sanitary Conveniences

Sufficient toilet and washing facilities will be provided to allow everyone at work to use them without unreasonable delay. Provision will be made for any workers with a disability to enable them to have access to facilities which are adjusted for their use if necessary. All facilities should be located so they are convenient. Washbasins will have hot and cold, or warm, running water, and be large enough to allow a worker to wash their face, hands and forearms.

Conditions of floors, staircases and walkways

Floor and traffic routes will be of sound construction and will have adequate strength and stability, taking account of the loads placed on them and the traffic passing over them. The surfaces of floors and traffic routes will be free from any hole, slope, or uneven or slippery surface.

Traffic and pedestrian routes

Where practicable, there will be enough traffic routes, of sufficient width and headroom, to allow people on foot or in vehicles to circulate safely and without difficulty. For safety purposes, separate routes will be provided, where practicable, for pedestrians and they will be guided to use the correct route by clear marking. Such routes will be kept unobstructed.

12. Working at Height

Wherever possible, working at height¹ will be eliminated by carrying out the activity from ground level or a safe existing place of work. Where not practicable, the activity requiring work at height will be risk assessed and appropriately planned, organised and carried out by competent people. This is as required by the Working at Height Regulations 2005.

The risk assessment will take into account the work activity; the physical capabilities of the persons carrying out the task; the duration of the job; the location; and the working environment. From this the appropriate access equipment will be selected, provided and used. Additional to this will be the provision of other control measures to prevent the fall of persons or equipment from height.

13. Workplace Equipment

We will take into account the working conditions and risks present in the workplace when selecting equipment. We will also ensure that any equipment provided is suitable for its intended use, correctly guarded and is properly maintained by competent persons.

Written risk assessments and safe systems of work will be in place for all necessary work equipment, and these will be discussed with employees using such work equipment.

Our employees will also be supplied with adequate information, instruction, training and supervision as required by the Provision and Use of Work Equipment Regulations 1998 (PUWER) to operate work equipment correctly and safely, and to carry out their job in a safe manner.

Where practicable a Planned Preventative Maintenance programme will be in operation for workplace equipment. Where not practicable a Breakdown Maintenance programme will be introduced, which will involve the non-working equipment to be removed from use until repaired (or replaced). Persons carrying out maintenance work will be suitably trained, qualified and competent to do so.

14. Control of Substances Hazardous to Health (COSHH) (including asbestos)

The requirements of the COSHH Regulations 2002 (rev) will be satisfied. The least hazardous type of any substance will be purchased and used in order to minimise risks to our employees and others. A COSHH control procedure will be in operation to ensure that we are aware of the substances held on our premises.

All products that are hazardous to health, all work activities where these substances are used, and work activities which produce hazardous substances as a by-product will be identified. Assessments of risk will be carried out, monitored and reviewed to ensure the control measures in place are effective. All employees will have access to these assessments and any associated information.

The requirements of the Control of Asbestos Regulations 2012 will be adhered to. Where we are the duty holder, we will make the assumption that materials in the fabric of the building contain asbestos unless there is strong evidence to the contrary; we will undertake a risk assessment into where asbestos containing materials may be located on the premises; we will engage a suitably trained competent person to carry out

¹ Covers work activities where a fall from height is liable to cause injury

a building survey and take appropriate samples for analysis; from their results we will produce a written plan identifying such areas and highlight the measures to be taken to manage the asbestos risk. All such information will be readily available for persons coming onto our premises who are likely to disturb it.

All asbestos containing materials identified on the premises will be maintained in a good condition or if not possible it will be safely and appropriately removed by a competent licenced contractor.

15. Control of Asbestos: working in locations in which it may be present

The Control of Asbestos Regulations 2012 (up-dated in April 2012) and Approved Code of Practice The Management of Asbestos in non-domestic Premises (L127) will be adhered to when working in, or visiting, locations in which asbestos containing materials (ACM) is known to be, or may be, present.

It will be required that a client, or their representative, will provide us with detailed information on the amount and type of ACM present on the premises or work location they require us to work on or visit prior to the contract commencing.

A detailed risk assessment will be carried out to ensure that appropriate control measures are put into place prior to any work commencing, this will be linked with our documented safe working procedures. This will protect our employees and others from being exposed to asbestos containing materials whilst carrying out their work activities. All employees will be made fully aware of the risk assessment and safe systems of work prior to working in, or visiting, environments in which ACM is known to be present.

We also have in place a documented emergency procedure in the event that asbestos containing materials we were unaware of is discovered by our employees whilst on site or client premises. All relevant employees have been fully instructed in the requirements of the emergency procedure in operation and the action they must take.

Any staff liable to be exposed to asbestos fibres at work will have undertaken the mandatory training as required by Regulation 10 of the Control of Asbestos Regulations 2012. Appropriate refresher training will be carried out annually or when changes in legislation or work practices occur.

16. First-aid arrangements

The terms of the Health and Safety (First-Aid) Regulations 1981 (rev 2013) and associated Approved Code of Practice will be observed as a minimum standard of cover.

We will determine the necessary level of first aid provision¹ required in our workplaces by undertaking a suitable risk assessment. Once the level of first aid cover required is determined we will select from our employee's suitable persons to undertake the necessary level of certificated first aid training to enable us to achieve compliance and provide adequate cover. We will ensure that first aid training is carried out by a competent reputable training provider. First aid personnel will undertake refresher training² at the

¹ First aid cover can be in the form of a First Aider at Work, (FAW), Emergency First Aider at Work, (EFAW) or an Appointed Person.

² Refresher certificated training is required at 3 yearly intervals (before the certificate expires). Attendance of an optional annual skills up-date course is also recommended by the Health and Safety Executive for persons holding the First Aid at Work or Emergency First Aid at Work certificates.

intervals specified by the Regulations.

If our first aid personnel is in the form of an Appointed Person they will only be permitted to carry out first aid treatment if they have successfully completed an appropriate first aid training course.

Details of our first aid personnel will be displayed in prominent positions throughout our premises for the benefit of all our employees. New employees will be informed of the first aid arrangements during their induction to the company. Any changes in the first-aid arrangements will be immediately circulated to all relevant employees.

Supply levels and content of first aid box will be checked and re-stocked at regular intervals by the designated first aid personnel. First-aid boxes will be kept secure, yet will be quickly available in an emergency. We will not provide employees with any medication, nor will it be allowed to be kept in the first aid box. Special arrangements will be made for employees requiring prescribed medication to be taken in an emergency.

Employees should make the company aware of any pre-existing medical conditions or allergies they may have or other medical information which in the event of an accident the first aid personnel or emergency services may need to be made aware of. All such information will be kept in line with GDPR requirements.

17. Accident and near-miss reporting

Accident details will be recorded in the company accident book. To conform with GDPR requirements no personal information may be kept in the accident book. Once an entry has been made the completed entry will be removed by the relevant Health and Safety Co-ordinator or the Director responsible for Health and Safety, reviewed, then kept in a separate secure location away from the accident book for future reference. An additional Company accident or incident report form will also be submitted to the relevant Health and Safety Co-ordinator or the Director responsible for Health and Safety for specific injuries and near-miss¹ incidents to provide more detailed information than that allowed in the accident book. To conform with GDPR requirements this information will be kept in a secure location.

If our employee suffers an injury when working on someone else's premises (not under our control), we will adhere to the incident reporting and investigation procedure in operation for that location. The incident will be recorded in our company accident book and our company incident reporting procedure will also be adhered to.

The requirements of Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) will be followed in respect of any reportable accident, dangerous occurrence or workplace disease.

If there is an accident connected with our work and an employee, or self-employed person working on our premises, or a member of the public, is killed or suffers a major injury we will notify the RIDDOR Incident Contact Centre (ICC) immediately by telephone or via the HSE web-site.

If there is an accident connected with our work (including an act of physical violence) and an employee, or a self-employed person working on our premises, suffers an over-seven-day injury we will report it to

¹ Incident, which had the potential to cause harm, but in this instance fortunately no one, was hurt.

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the RIDDOR Incident Centre within fifteen days. An over-7-day injury is one which is not "major" but results in the injured person being away from work OR unable to do their full range of their normal duties for more than seven days.

We will contact the RIDDOR Incident Contact Centre by completing the appropriate HSE report form F2508 on their web-site within the required time frame. Completed RIDDOR report forms will be kept on file in a secure location to conform with GDPR requirements.

If a doctor notifies us that an employee suffers from a reportable work-related disease, then we will report it to the RIDDOR Incident Contact Centre. We will adhere to the above reporting procedure except will complete a F2508A report form.

If something happens on our premises that does not result in a reportable injury, but which clearly could have done, then it may be classified as a dangerous occurrence under the RIDDOR Regulations. Further details on what constitutes a dangerous occurrence are listed on the HSE RIDDOR web-site. If the incident is classified as a dangerous occurrence we will complete the appropriate HSE report form on their web-site within the required time frame.

18. Accident and near-miss investigation

The Health and Safety Co-ordinators will review the completed accident book reports and incident report sheets (including near-miss incidents) as soon as practicable after completion to determine if further investigation is required. The Health and Safety Co-ordinators or Director responsible for Safety will investigate the necessary reported incidents to determine if any new control measures need to be introduced to prevent a reoccurrence. Incident investigation findings will be documented.

A thorough investigation will be carried out by the Director responsible for Safety for all workplace accidents resulting in a fatality; an employee being absent from work; an employee or member of the general public requiring hospital treatment due to a workplace accident; or near-miss incidents of a serious nature.

If our employee suffers an injury when working on someone else's premises (not under our control), we will co-operate with the investigating procedure they undertake. We will request a copy of any incident investigation report prepared by persons who were in control of the location.

A full report will be prepared to identify causes of the accident and to identify areas in which remedial action is required. A copy will be forwarded to the Managing Director, Company Insurers and appropriate enforcing authority if necessary.

19. Fire Safety

On our premises we will adhere to the requirements of our detailed written fire risk assessment as required by the Regulatory Reform (Fire Safety) Order 2005. The fire risk assessment will identify the fire hazards on the premises, the control measures needed to reduce fire risks to as low as reasonably practicable, and the arrangements required if a fire does start. The fire risk assessment will be reviewed at intervals specified within the assessment, if the assessment is no longer believed to be valid, or after significant changes have occurred within the premises. The fire risk assessment will be reviewed by the Director responsible for Health and Safety.

It is the responsibility of the 'responsible person' to ensure the requirements of the Order are being complied with. The responsible person is the employer or any other person who may have control of any part of the premises (the occupier, owner, landlord etc). If there is more than one responsible person in the premises (shared premises etc) reasonable steps must be taken to ensure co-operation and co-ordination of arrangements takes place.

New employees will be informed of the Emergency Action Plan at their induction stage, along with a tour of the premises to highlight the location of fire exits, fire extinguishers etc. All employees will receive appropriate fire safety information and instruction at induction and at regular intervals thereafter. Any changes in the Emergency Action Plan or fire risk assessment will be immediately circulated to all relevant employees and non-employees.

Fire wardens and other persons with a designated safety task will be selected from suitable members of staff. They will be appropriately instructed and trained to carry out their designated fire safety tasks. Details of our fire wardens will be circulated to all employees and also displayed in prominent positions throughout our premises for the benefit of all employees and visitors.

Evacuation drills will be held at intervals determined in our fire risk assessment and recorded in the fire logbook. Any remedial action required to improve the effectiveness of evacuation drills will be carried out where practicable.

Inspections and maintenance will be carried out by a competent person on all firefighting and fire warning systems at the required intervals. Additional fire safety checks will be carried out by the designated employee at scheduled intervals. All inspections, maintenance and safety checks will be recorded in the fire logbook.

20. Electrical safety and Gas safety

All electrical equipment will be maintained to ensure it is safe for its intended use and does not present employees with additional risk, as required by the Electricity at Work Regulations 1989.

The mains electricity supply will be inspected and tested in accordance with the Regulations¹ at intervals not exceeding 5 years². A competent electrician will carry this out.

All portable electrical appliances will be inspected and tested on a regular basis by a trained and competent person in accordance with legislative requirements and best practice. Employees will also be provided with relevant instruction and information to allow them to carry out regular 'user' checks. Whenever possible 110-volt electrical equipment, double insulated equipment or battery-operated equipment will be used.

All cables, plugs and connections will be properly organised, inspected and maintained to minimise any risks to our employees. Employees will not carry out maintenance on electrical equipment or plugs without prior training and permission.

No live work will be carried out on electrical systems unless a permit to work certificate is in operation, and

¹ As required by the 18th edition of the IET Wiring Regulations and the Electricity at Work Regulations 1989.

² Different periodic inspection intervals are required for certain workplaces and the IET Wiring Regulations BS7671:2008 (2011) should be referred to for guidance.

a competent and trained electrician is carrying out the work.

The Gas Safety (Installation and Use) Regulations 1998 will be complied with in regard to the safe use of gas systems and appliances on our premises. We will ensure anyone carrying out work on our gas appliances or fittings is competent and registered with the Gas Safe Register (required as of April 1st 2009).

All gas systems and appliances will be maintained to prevent injury to our employees or others from carbon monoxide poisoning or fire and explosion.

21. Safety signage

We will provide and display relevant instructional, prohibitive and warning safety signs throughout the workplace to highlight hazards present and the control measures necessary. We will ensure they are unambiguous, easily seen and understood. They will also conform to the current British and European standards.

The Health and Safety law poster (rev 2009) will be displayed in a prominent location on our premises with the details of health and safety contacts displayed upon it, however this is not compulsory. If we do not wish to display the Health and Safety law poster we will issue each employee with a copy of the equivalent Health and Safety Executive leaflet.

22. Contractors working on our premises

We will ensure contractors, or individual sub-contractors, carrying out work on our premises are trained, experienced and competent to carry out the work, and will do so in a safe manner to protect themselves and others. Where necessary they will be required to complete a Contractor Selection questionnaire and provide us with the relevant documentary health and safety evidence required within it before they commence work on our premises. If the contractor has a current SSIP¹ accreditation certificate in place this will be accepted as proof of their current health and safety management systems.

We will provide contractors and their labour with necessary information to work safely on our premises. They must familiarise themselves with any health and safety rules and arrangements that apply to the part of the premises in which they will be working. They are also required to wear the necessary personal protective equipment for the risks present in that part of the premises or for the work activities they will be carrying out.

We will inform our employees of any risks to their health and safety, or changes to their working environment in advance of contract work commencing. We will also inform our employees of areas they will be restricted from during the work being carried out.

When having appropriate building alterations or new build work carried out we will adhere to our client duties as required under the Construction (Design and Management) Regulations 2015.

¹ SSIP – Safety Schemes in Procurement

23. Working alone

When working alone on or off our premises or in isolation on occupied premises, we will ensure so far as reasonably practicable that our employees will not be exposed to significantly more risks than when working in a group or in occupied parts of the building. A detailed risk assessment will be carried out and from its findings safe systems of work and other arrangements will be put in place. These will take into account the need for lone working and any foreseeable emergency situations a lone worker may be exposed to.

We will also put in place clear procedures and limitations on what our employees can and cannot do when working alone or in isolation. Employees will be provided with instruction and training on these procedures prior to working alone or in isolation.

Any employee found to be ignoring control measures in place to protect their safety when working alone or in isolation may be subject to our disciplinary procedure.

24. Violence at work

When our employees are working in environments or situations in which there is a potential for violence or abuse (whether verbal, psychological or physical) we will ensure so far as reasonably practicable that our employees are not put at personal risk and are fully trained in how to cope and diffuse the situation without harm to themselves or others.

A detailed risk assessment will be carried out to identify any significant hazards and from its findings safe systems of work and other protective measures will be put in place to try and eliminate or reduce violent situations whilst at work. Employees will be provided with instruction and training on these procedures prior to working in potentially violent situations.

Employees have a responsibility for their own safety and should never enter an environment or situation in which they feel threatened or unsafe.

25. Visitors to our premises

All visitors will be required to report to the reception area on entering our premises.

The receptionist or member of staff being visited will inform the visitor of the relevant health and safety rules and procedures to be followed whilst on our premises.

26. Driving and vehicle safety

We will ensure that all employees required to drive on company business, no matter how short the journey or how infrequently, are aware of the company driving policy in place. All company drivers are required to adhere to the requirements of the Highway Code and any additional company traffic management systems in place on our premises or any locations they may visit.

Employees will only be allowed to drive vehicles on company business if they present the company with their current driving licence details prior to first use (as of the 8th June 2015 the paper counterpart of the

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driving licence will no longer be up-dated by the DVLA and will not be valid). Company drivers will also be required to provide their consent (or a DVLA access code) to the company for them to carry out DVLA driving licence checks annually or upon request.

Where the company permits our employee's spouses and partners to drive company vehicles for their personal use, the company will require the necessary information from the additional driver to be able to check their driving licence details on the DVLA website prior to first use of the vehicle, and on an annual basis thereafter. The additional driver must immediately inform the company if they are involved in a motor accident in the company vehicle; if they receive any endorsement points to their licence; or are banned from driving motor vehicles. The driving policy and all company rules related to the company vehicle apply to the additional driver and it is the responsibility of the employee to ensure their spouse or partner are fully aware of these requirements.

We will ensure any vehicle used for company business is road legal, is serviced as required and has the appropriate business class motor insurance cover¹. Owner drivers will be responsible for ensuring their own vehicles are road legal and safe to drive.

The company must be immediately informed if an employee is involved in any motor vehicle accident whilst on company business (or at any time if driving a company vehicle); receives any endorsement points to their driving licence; or is banned from driving a motor vehicle.

Drivers will not be permitted to operate a vehicle on company business if they are suffering from certain medical conditions; are under the influence of alcohol or illegal substances; or are taking medication that affects their driving ability. Any employee not informing the company of their inability to drive a vehicle on company business and subsequently driving may be subject to disciplinary procedures.

Hand held mobile phones are not to be used when driving vehicles on company business. **Hands-free mobile** phones may be used for **verbal** communication whilst driving **when it is safe to do so**. Hands-free mobile phones **must not** be used for the drafting or checking of e-mails or text messages (or other messaging apps); programming or altering of satellite navigation programmes; or the physical operation of any other apps on the phone whilst the vehicle is in motion. All such activities must only be carried out when the vehicle is parked in a safe place and the engine is turned off. Any employee caught using a hand-held mobile phone, or a hands-free mobile phone in an unsafe or inappropriate manner, whilst driving by the authorities will be responsible for paying their own fines. The employee is also responsible for reporting the endorsement points they receive on their licence to the company.

27. Workplace Noise

The Company will require our employees working on site or in other locations that exceed the Upper Action Value, and are classified noise protection zone, to wear suitable hearing protection supplied.

28. Smoke-free Policy

We operate a smoke-free policy for our premises and company vehicles. Employees and others visiting the

¹ If an employee is driving their own vehicle for company business they will need to provide the company on an annual basis with a copy of their motor insurance policy and current MOT certificate (if age of vehicle warrants this).

company are only allowed to smoke outside of the company premises in the designated areas.

Appropriate smoke-free signage as required by the Health Act 2006 will be displayed at entrances to the premises and within necessary company vehicles. Employees and visitors not adhering to the smoke-free requirements will be responsible for paying their own fines issued by the authorities. Employees may also be subject to disciplinary action by the company.

29. Alcohol and Drug Misuse Policy

In the workplace alcohol and drug misuse can impair performance, result in inappropriate behaviour, and can place both the individual and those around them in danger, as well as affect health. Employees who develop alcohol or drug misuse related problems can cause harm to themselves, to others and impair their performance whilst at work.

The misuse of alcohol and drugs can affect a person's ability to carry out tasks in a safe manner. As such we have in place an Alcohol and Drugs Misuse Policy. A copy of the full policy will be issued, or made available, to all staff. The Policy covers alcohol, prescribed and over-the-counter medication, and illegal drugs.

The policy aims to:

- Promote awareness of alcohol and drug related problems and addiction;
- Encourage a sensible approach to drinking alcohol;
- Ensure that the Company complies with its legal obligations;
- Indicate restrictions on drinking alcohol at work;
- Protect Employees from the dangers of alcohol and drug abuse; and
- Support Employees with an alcohol or drug related problem.

Unless it is formally approved by the Managing Director or a member of senior management, employees may not consume alcohol, or bring it onto our premises, during normal working hours. Alcohol must not be consumed in any situation where, as a consequence, the safety of the individual, their colleagues or any non-employees within the working environment is put at risk.

All employees will be required to notify the Company if they are taking prescription and/or over-the-counter preparations that could affect their work performance and/or their ability to work in a safe manner (create a safety risk).

Substance misuse will not in itself constitute grounds for dismissal. Employees who are unfit or otherwise incapable for work through the consumption of alcohol or through drug abuse will be liable for disciplinary action, may be found guilty of gross misconduct, and may face summary dismissal.

In the event that an employee is diagnosed with a drug or alcohol-related problem the Company will treat it as a health matter, and the employee will be encouraged to seek guidance and assistance, this can be from their own GP or from a recommended counselling agency.

30. Workplace Stress Policy

We are committed to protecting the health, safety and welfare of our employees. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors. We have in place a Workplace Stress Policy, which will apply to all employees in the company.

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

We have adopted a positive workplace culture, in which your health, safety and well-being are important to us. However, it is important to realise, that there are peaks and troughs in any job or workload, and we are aware that being unable to cope with these situations may unfortunately cause pressure in some individuals. The company will identify all workplace stressors and conduct necessary risk assessments to eliminate stress or control the risks from stress. These risk assessments will be reviewed in line with our health and safety management system requirements.

If an employee feels that the demands of their job is causing them pressure or stress, either temporarily or permanently, they will be encouraged to discuss the matter with their manager, or the relevant Health and Safety Co-ordinator, who will recommend appropriate guidance and assistance. Management will also be instructed in how to identify signals that persons may be experiencing stress and the appropriate action to take.

We also appreciate that on occasions, out of work situations may arise which can result in additional pressure whilst at work. We will aim to react appropriately to all of the circumstances we are made aware of, and will offer appropriate support and understanding, where possible, to enable employees to rectify the matter.

31. Well-Being and Health in the Workplace

Work can have a positive impact on an individual’s health and wellbeing. Healthy and well-motivated employees can have an equally positive impact on the productivity and effectiveness of a business.

Employees can feel happier if they know what is going on and why. This could be improved further if they have a say in the decisions that are made or at least have the chance to express their opinions. Employees will be encouraged to discuss any concerns or issues they have with management, and where practicable we will consult with staff in regard to workplace changes or issues they concern them. Flexible working is another means of giving employees some control over their working life. Giving employees the chance to have a say in the hours they work or their place of work is also likely to improve their commitment and loyalty to the organisation, as well as improving their own personal well-being. Wherever practicable we will offer our employees flexible working that is both beneficial to the individual and the company as a whole.

We will ensure all managers in the organisation, including directors and board members, are committed to the health and wellbeing of our workforce and act as good role models. Employees will also be treated as an individual and we will avoid making stereotypical assumptions that would have an adverse impact on them.

We will ensure employees feel valued and trusted by:

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- offering support and training to help them feel competent;
- promoting team working and a sense of community;
- encouraging them to have a voice and actively seek their contribution in decision-making through staff engagement forums;
- valuing and acknowledging their contribution across the organisation. If practical, act on their input and explain why this action was taken. If employees' contributions are not acted on, then clearly explain the decision.

We will also take into account the effect on physical health when designing jobs. This will include ergonomic reviews, giving advice on posture and on moving and handling physical loads, and designing jobs to promote and improve the physical health of employees.

32. Working on, and visiting, client premises, construction sites and other premises

All work carried out on client premises, construction sites and other work locations is performed in a safe manner in order to protect non-employees as required by the Health and Safety at Work Etc Act 1974. Written risk assessments will be prepared and appropriate control measures are put into place to protect our employees and others who may be harmed by our activities.

If any hazards are determined whilst working on client premises or construction site our employees are aware to immediately inform the Company's representative or site management. They should not undertake work on a client premises, construction site or other work locations that has the potential to place themselves or others at risk.

All employees carrying out work on site. Client premises or other work locations are appropriately trained and competent to do so.