






Health and Safety  
**Policy**

## Initial Implementation (Version 1.1)

Policy Approved by	Position	Date	Signature
Patrick Ramsdale	Co Managing Director	June 2023	

## Review Record

Changes	Date	Version	Approved by
Approver Job Title	June 2023	1.1	
Key Contacts addresses	June 2023	1.1	

## Key Contacts

Department	Email Address
People and Talent	Co Managing <a href="mailto:people@proman-uk.com">people@proman-uk.com</a>
Facilities and Fleet	helpdesk.proman-uk.com
Information Technology (IT)	helpdesk.proman-uk.com

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# Our Commitment to Health and Safety

At PROMAN, we wholeheartedly understand and accept both our legal and moral duties to protect the health, safety and welfare of our employees, those working on our behalf and any members of the public affected by our activities.

This statement forms part of our overall Health and Safety Policy and is our commitment to –

- Assess and control foreseeable risks as far as practicable around Health and Safety, including (but not limited to) those relating to work activities (including at home, at our premises and when working away from these locations) which could affect our premises, employees, or members of the public
- Provide a safe environment for all of our employees and ensure the suitability of the work environments of our home workers
- Ensure that any work equipment provided by the company is fit for purpose, including being well maintained and serviced appropriately
- Ensure access to clean and suitable welfare facilities for the well-being of those working at or visiting our premises
- Invest in our employee's development, providing suitable training, instruction, and supervision so they can undertake their work activities safely and effectively
- Lead by example and promote a positive Health and Safety Culture where we communicate and engage with our employees
- Monitor and review our Health and Safety performance on an ongoing basis to continually improve and prevent accidents and incidents wherever possible

Through this policy, alongside supporting areas of our management systems and adopting Health and Safety into a part of our day-to-day routine we aim to provide a consistently safe and healthy environment where a positive culture is encouraged and can thrive.

## Signature



**Name** | Patrick Ramsdale

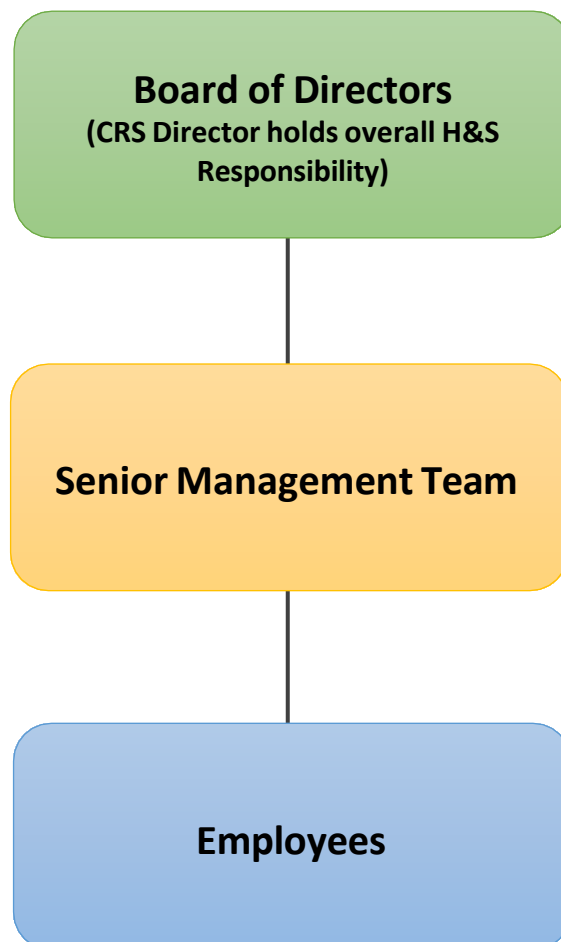
**Position** | Co Managing Resources Director

**Date** | June 2023

# Our Organisation

This section of our policy shows our organisational structure and responsibilities towards Health and Safety. When it comes to Health and Safety, every person has a responsibility, both legally and morally to look after themselves and others.

## Organisation Chart and Responsibilities



## Board of Directors

The PROMAN Board of Directors will lead Health and Safety from the highest level and promote a positive culture at all times.

Our Strategy and Corporate Resources (SCR) Director has the core overall responsibility to do all that is reasonably practicable to comply with Health and Safety Law.

Each Director understands and accepts their responsibility to -

- Treat this Health and Safety policy as a live document that is reviewed regularly and communicated effectively to all persons within the organisation
- Always set a positive example toward Health and Safety, including promoting a positive culture and be seen working to all rules and requirements set by the organisation
- Set reasonable and appropriate objectives to continue the development and improvement of Health and Safety within the organisation
- Appoint a suitable number of competent persons internally and externally to assist in Health and Safety and allow understanding of the legal and moral requirements which are relevant to the organisation
- Make adequate resources available for the effective management of Health and Safety to ensure the health, safety and wellbeing of employees as well as those affected by our activities
- Only discharge duties relating to Health and Safety to those who are competent
- Ensure there are suitable emergency procedures available, including fire and first aid
- Ensure that there is a suitable investigation completed for each accident and incident, including near misses and dangerous occurrences, and implement reasonable controls
- Report any accidents or incidents which fall into the category of RIDDOR to the Health and Safety Executive (HSE) in the required timeframes
- Ensure there are suitable proactive as well as reactive measures in place to monitor and review Health and Safety within the organisation
- Never plan or conduct works in any way which would knowingly cause harm to employees, members of the public or breach legislative or our own requirements
- Ensure that any relevant safe systems of work, such as risk assessments, are provided and communicated to all relevant employees and interested 3<sup>rd</sup> parties
- Provide suitable provision of work equipment, including personal protective equipment, which is fit for purpose for the works being undertaken and in line with safe systems of work
- Ensure appropriate records are kept in line with our procedures and legislative requirements
- Engage, consult and communicate with the workforce on matters relating to Health and Safety as appropriate
- Consider training and development of employees as an investment and ensure that there are suitable steps in place to ensure the competency of those within the organisation
- Stop any person or works immediately which are deemed to be unsafe

## Senior Management Team

Our Senior Management Team have the responsibility for the planning, preparation and execution of our works on a day-to-day basis whilst supporting the CRS Director.

Our Senior Management Team understand and accept their responsibility to -

- Understand and implement the details and requirements within this Health and Safety policy
- Always set a positive example toward Health and Safety, including promoting a positive culture and be seen working to all rules and requirements set by the organisation
- Never plan or conduct works in any way which would knowingly cause harm to employees, visitors or breach
  - Health and Safety Legislation
  - PROMAN rules/requirements
- Ensuring there are adequate -
  - Assessments of risk made, with safe systems of work and instruction prepared taking account of the activities undertaken;
  - Resources available for the supervision concerning the individual requirements of each activity;
  - Communication and co-cooperative measures in place with the employees
- Provide suitable provision of work equipment, including personal protective equipment, which is fit for purpose for the works being undertaken and in line with safe systems of work
- Source equipment and all other relevant resources from reputable and appropriate suppliers/manufacturers
- Ensure that all required checks, inspection and maintenance is undertaken on work equipment
- Ensure all accidents and incidents, including Near Misses and Dangerous Occurrences, are reported to the CRS Director and support the investigation process where requested
- Ensure that employees under their control are suitably trained and competent to undertake the activities asked of them
- Stop any person or works immediately which are deemed to be unsafe
- Undertake proactive monitoring in line with the requirements set by the CRS Directors and Board of Directors

## Employees

We require all our employees to co-operate and comply with the organisation in all areas of Health and Safety whilst taking care of their own Health and Safety and that of those around them.

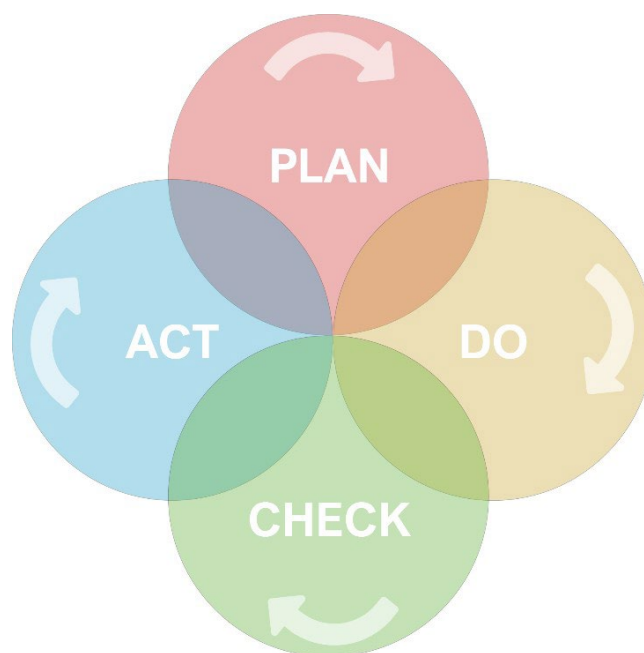
We ask for all employees to understand and accept their responsibility to -

- Take all reasonable steps to look after the Health and Safety of themselves, as well as others around them that may be affected by their activities
- Always co-operate with the organisation with Health and Safety whilst acting professionally and safely at all times whilst undertaking work activities, whether at home, our premises or at a client's premises
- Work in line with all relevant safe systems of work, such as risk assessments
- Take the time to understand all relevant Health and Safety documentation, information and training issued, asking questions if unsure or have any concerns about a subject
- Perform regular checks on work equipment, never using any item which is not fit for purpose or has signs of damage/defects
- When working away from the main premises, familiarise themselves with the procedures to follow in the event of an emergency
- Always set a positive example toward Health and Safety, including promoting a positive culture and be seen working to all rules and requirements set by the organisation
- Report any Health and Safety concerns, accidents, near-misses, dangerous occurrences or dangerous conditions to your Line Manager or the People and Talent Department.



# Health and Safety PDCA

We adopt the “*Plan, Do, Check, Act*” approach to our management of Health and Safety to assist not only our performance on individual activities but also to provide a support network aimed at the continual improvement of Health and Safety performance within our organisation as a whole.



## PLAN

During the “**Plan**” stage we will assess our current position to then set objectives and targets to achieve the position we desire, ensuring we meet our Health and Safety policy and legislative requirements.

## DO

Within the “**Do**” stage we will assess and implement controls, responsibilities and procedures with the intention of achieving what has been laid out in our plans and policies.

## CHECK

The “**Check**” stage sees the organisation undertake Proactive and Reactive monitoring to measure the effectiveness and performance against our plans and objectives.

## ACT

In the “**Act**” stage we will then evaluate our performance to determine if our plans are being implemented correctly or whether there are additional improvements that can be made.

# Health and Safety Arrangements

This section of our policy is to show our arrangements as an organisation/employer concerning Health and Safety.

Each subject is split into our actions as an Employer and the general responsibilities of our Employees. Below shows how this policy is split -

Summary	A summary of why the arrangement subject applies to our organisation
Employer	Our actions as an Employer are defined by the green section of each subject
Employee	Employee responsibilities are defined by the blue section for each subject
Link	This section is added to certain sections where there is a link to an external resource

# General Arrangements

These arrangements apply to all non-agency employees of the organisation, regardless of their working location.



## Accidents and Incidents

### Summary

Accidents and incidents by their very nature are unplanned events. Whilst we are continually taking steps to improve our Health and Safety systems in the attempt to eliminate these from occurring, it remains necessary to plan actions to take in the unlikely event that one does occur.

### Employer

An **accident record form** is made available digitally which is to be completed following any work-related accident and sent to the People and Talent Department.

The People and Talent Department will be responsible for ensuring that each accident or incident, including any near miss or dangerous occurrence, is reviewed and **suitably investigated and reported (as required)**.

Each investigation will be conducted to identify the **root cause**, alongside relevant and reasonable control measures to prevent reoccurrence as far as practicable. Depending on the severity of the situation this may require input from external agencies.

Each accident or incident will be checked against the requirements and definitions of the Reporting of Injuries and Dangerous Occurrences Regulations (commonly known as **RIDDOR**) and where applicable we will report to the Health and Safety Executive (HSE) within the required timeframe specified on their website.

We will keep a running **yearly tracker** of the number of accidents and incidents which occur to support our monitoring of Health and Safety.

We encourage all employees to **report any unsafe working conditions** which could have the potential to lead to an accident/incident so we can assess and take reasonably practicable measures.

### Employee

Report any work-related accident (regardless of how small), incident, or any other health and safety concerns immediately to the People and Talent Department so that they can be reviewed.

If you discover an unsafe working condition, do not ignore it as you may be putting yourself or others at risk.

**Remember, if we are not aware of a problem then we can't take measures to address it.**

### Link

HSE RIDDOR - <https://www.hse.gov.uk/riddor/>



## Alcohol and Drugs

### Summary

When a person is under the influence of alcohol or illegal drugs, their judgement, cognitive skills, risk perception and mobility can be significantly affected, causing them to potentially act in a manner that puts themselves or people around them at serious risk.

Side effects of prescribed medication may also negatively affect a person's ability to perform tasks effectively and safely which we have to consider.

### Employer

We have prepared a full policy relating to drugs and alcohol within our **People and Talent policies and procedures**.

Wherever possible we will **actively support any employee suffering addiction/dependency** with alcohol, illegal drugs or any other substances in seeking support via a suitable agency/group.

Employees are permitted to work whilst being prescribed medication where safe to do so, however, we require each member of the team to notify us if they are taking any medication which may **affect their ability to work effectively or safely**.

### Employee

Talk to the People and Talent Department if you –

- Suspect of being under the influence of alcohol or illegal drugs, or
- Are personally suffering from addiction/dependency
- Are suffering due to caring for someone who is suffering from addiction/dependency

If you are taking any prescribed or over the counter medication which may affect your ability to work notify your Line Manager.

### Link

Useful contacts for persons suffering addiction –

Alcoholics Anonymous – 0800 9177 650 (Alcohol)

Talk to Frank (24hr helpline) – 0300 123 6600 (Medicine and recreational drugs)



## Consultation and Engagement with our Employees

### Summary

Effective Health and Safety requires input from all levels and relies on communication and engagement by all the team at PROMAN.

We want each person in the business to consider themselves as a Champion of Health and Safety, as well as feeling encouraged to share their thoughts and ideas with the knowledge that they will be valued.

### Employer

As we continue to develop and review our Health and Safety systems we will actively **engage** with our team, obtaining constructive feedback and opinions on key areas, such as the development of key procedures.

Each employee will be given suitable **training, instruction, and supervision** to perform their roles and activities safely and effectively.

We will **communicate with our employees** on all relevant areas of Health and Safety information within the organisation, such as when issuing/updating key documentation or where there are updates to legislation, using the appropriate methods of communication such as our internal discussions, broadcasts through our portal system, email, Huddle meetings and memos.

We will give employees the opportunity to provide named and anonymous feedback relating to Health and Safety through the use of a **Spotter Card system**.

We will ensure that **Health and Safety** is raised as a topic and discussed at each management meeting. These meetings will be recorded and raised points acted upon where required/appropriate.

Before starting, we will ensure that each new employee has received a **suitable induction** and has been **communicated the relevant safe systems of work**, making sure that they fully understand the risks, controls, and their requirements.

### Employee

Take the time to understand any information being issued regarding Health and Safety.

If you are ever unsure or have any follow-up questions always ask. Employees will never be penalised for working safely.

If you have any ideas on how to improve the Health and Safety within the organisation speak to Line Manager or complete a H&S Spotter card so these can be considered.



## Display Screen Equipment (DSE)

### Summary

Display screen equipment (commonly referred to as “DSE”) consists of any equipment with a screen, such as our desktop computers and laptops, however, this can also extend to items such as mobile devices.

As an organisation, we recognise any employee who uses **DSE for an hour or more** at a time as a “DSE User”.

### Employer

DSE Users will be given appropriate **guidance** to understand hazards and controls associated with DSE use and workstation set up.

We will ask each DSE User to complete a relevant **self-assessment** based on their working location at least annually or when there is either a significant change to their current workstation or they move to a new workstation. The relevant Line Manager will review this assessment and action reasonable controls.

We provide financial support for an **annual eye test paid for by the organisation** for each DSE User. The company will contribute £25 to the cost of an eye test, and where an individual has a DSE specific prescription we will contribute £40 basic frames and lenses.

### Employee

If you have any concerns with your workstation or any display screen equipment, report these straight away to your Line Manager so they can be assessed.

If you are a DSE User and require an eye test, please arrange for a suitable test and claim the costs as per the standard company expenses process.



## Driving for Works Purposes

### Summary

As an organisation, we have various employees who are required to drive under our instruction (not including general commuting). These journeys are considered “work-related travel” and typically include attending meetings and events.

Road traffic accidents and incidents have the potential to be catastrophic to both our employees and members of the public.

### Employer

We will check the **driving licence** of each person who drives under the instruction of the organisation at least every 12 months for penalty points and bans via LicenceLink.

The Facilities and Fleet Manager will ensure that each PROMAN vehicle is maintained in a roadworthy manner (inclusive of service and valid MOT certification) whilst being **fit for purpose for the activities expected** of it. We will always hold **valid business fleet insurance** for the vehicles we expect our employees to drive.

Where an individual drives their **personal vehicle** for work purposes, we will require a copy of their **insurance** which states cover for a suitable level of business mileage alongside evidence that the vehicle has a valid MOT certificate.

When providing a vehicle to an employee through a **3<sup>rd</sup> party hire company**, we will only use reputable suppliers, ensuring appropriate insurance and liability cover is purchased.

### Employee

If you use your own vehicle for work purposes, always make sure it is in a roadworthy condition, including holding valid tax and an in-date MOT certificate. You must also have suitable insurance cover which includes adequate business mileage cover.

You must make any reasonably requested documents relating to your licence, insurance, and vehicle available for inspection.

Always check the condition of a vehicle before starting your journey. Never use a vehicle that is not considered roadworthy. If you have concerns with a company owned/leased/hired vehicle, then contact the Facilities and Fleet Manager.

Report any penalty points or driving bans to the Facilities and Fleet Manager immediately if you are required to drive for work purposes.

Mobile phones (or similar devices) should not be used without a suitable hands-free kit whilst driving, with calls taken only if it is necessary and safe to do so.

Never smoke in a company vehicle, or in a personal vehicle that is being used for works purposes where you are carrying a passenger.





## Manual Handling

### Summary

Manual Handling can refer to the lifting, putting down, pushing, pulling, carrying or moving of any load. Injuries due to poor manual handling can have both short- and long-term effects so it is important to ensure that activities are controlled and executed correctly.

Within our organisation, there is a range of general office low risk activities to more substantial activities performed by the Facilities Team.

### Employer

We will ensure that there is an appropriate assessment made for our manual handling activities, taking into consideration of the **Task, Individual, Load and Environment**.

Once this assessment has been made, **suitable controls** will then be introduced which are reasonably practicable.

Those involved with manual handling activities will be provided with **Manual Handling training** proportionate to their activities which will be logged on our training matrix and monitored.

### Employee

Always follow the correct manual handling techniques and safe systems of work provided. Never undertake any activity that you do not feel is within your capability to do.

If you are suffering from any medical condition or injury which may be affected by your work activities, speak to the People and Talent Department.



## Mental Health and Wellbeing of all Employees

### Summary

We are committed to supporting the mental health and wellbeing of our team. We understand that there can be work-related factors that may affect a person, and potentially contribute to conditions such as stress and anxiety, including (but not limited to) –

- Excessive pressure
- Negative and hostile work environments/relationships
- Job and work insecurity

We want to maintain a supportive working environment where individuals are not subject to any unnecessary pressures or harmful cultures that could develop new or exacerbate existing mental health concerns.

### Employer

Wherever possible we will **proactively support individuals suffering with their mental health and wellbeing**. This may be from providing a supportive and private environment to allow the employee to talk plainly, or by providing information on local support groups.

We will consider all feedback from our workforce to ensure that **workload and activities set by the organisation are within reasonable timeframes and with the required resources**.

We **encourage any individual who has a work-related problem to speak openly to their Line Manager or the People and Talent Department** so that it can be discussed and reviewed at the earliest opportunity.

We will **investigate any formal complaint** relating to a negative/hostile work environment/relationship.

We will maintain **clear and fair People and Talent policies**, especially around work performance with communication playing a vital role throughout any applicable situation.

### Employee

If you are struggling with your mental health and wellbeing, or have any complaints relating to your work, the work environment or any work relationships then speak Line Manager or the People and Talent Department immediately. Never suffer in silence.

### Link

Useful contacts for persons suffering with their mental health and wellbeing -

PROMAN Counselling Helpline – 0117 934 0105 (Access Code – 100002730 GPA)

Samaritans (24hr helpline) – 116 123

mind – <https://www.mind.org.uk> (Click “Get help now” button)



## Foreign Travel

### Summary

Due to the nature of our organisation, on occasion, we will travel outside of the United Kingdom to perform work activities, such as attending our French Head Office.

Although the majority of our travel will be considered low risk, it is still an area that must be considered to protect travellers involved.

### Employer

We will **assess each trip**, utilising available information such as the Government Foreign Travel Advice website to ensure that the organisation puts into place reasonable measures to keep all travellers safe. A copy of this risk assessment will be communicated and provided to each traveller.

We will always **follow the Government travel advice**, avoiding travel where it is not advised.

We will prepare an itinerary in advance for each trip, only using **reputable suppliers** for transport, accommodation, tours and any other relevant activity. Each itinerary will also include information on what action to take in the event of an incident.

We will ensure that as an organisation we hold the relevant **insurance** to allow for foreign travel, including that each traveller is also suitably insured for every trip.

We will ensure that any person asked to travel **is not suffering any medical condition** which could be affected by the activities.

### Employee

Always follow the information contained within the risk assessment and trip itinerary.

If you have any concerns, questions or are required to amend the itinerary then contact the nominated contact for the trip immediately.

### Link

Government Foreign Travel Advice Website - <https://www.gov.uk/foreign-travel-advice>



## Personal Protective Equipment

### Summary

Personal Protective Equipment (PPE) is used as a last resort control for risks where they can't be controlled in any other reasonable manner.

Although during our typical activities we do not have a call for regular PPE, there may be times where it is required, such as attending a laboratory where it is required but not provided by the laboratory itself.

### Employer

Where required we will provide fit for purpose PPE to our employees **free of charge**.

We will give suitable **guidance** to our employees on the PPE they are required to wear so they know how to use, maintain and store the equipment correctly.

Where multiple items of PPE are provided and required to be used at the same time, we will ensure that all items are **compatible** with one another.

### Employee

Always use PPE correctly. It is your responsibility to look after each item of protective equipment issued.

Never tamper or modify a piece of PPE from its standard manufacturer's issued condition.

Where an item of protective equipment is lost, stolen or damaged then speak to your Line Manager so the equipment can be repaired/replaced. For any non-typical PPE/RPE speak to the Facilities and Fleet Manager.

Never work without the correct PPE identified for your role/activities.



## Public-Facing Activities (Violence and Aggression)

### Summary

Members of our team have activities away from our premises which may be public facing, such as attending meetings.

In the majority these activities will not cause concern, however, the organisation, as well as our team, need to understand and be able to recognise the risks which can occur such as violent or aggressive situations.

### Employer

We operate a **zero-tolerance** policy for any person who is violent or aggressive, verbally, sexually or physically, to any member of our team.

Our **risk assessments** for activities that involve working in a public-facing situation will include the risk of violence and aggression which will be communicated to all relevant individuals.

We will **provide suitable guidance** on what actions to take in a situation where an employee feels uncomfortable or at risk.

Where appropriate, we will **report** situations involving members of the public to the relevant authorities.

We are committed to **supporting** any person who has been subject to an assault (verbal or physical) through undertaking their work activities on behalf of PROMAN with access to independent counselling.

### Employee

Never engage, interfere or intentionally make an existing situation worse.

Report any situation or concern relating to public-facing activities to your Line Manager or the People and Talent Department immediately.

If at any time you feel unsafe, leave the situation immediately and contact the People and Talent Department.

In extreme situations that cannot be resolved contact the Police on 999 for their support.



## Provision and Use of Work Equipment

### Summary

We use a variety of work equipment every day to enable our employees to work safely and effectively. This can be through furniture items (such as chairs and desks) to electrical equipment (such as laptops and mobile devices)

All work equipment must be used correctly and well maintained to prevent accidents and incidents.

### Employer

We only allow work equipment that is **fit for purpose and well maintained**, which includes any relevant safety devices, to be used.

Where an item of work equipment is considered to require **instruction and/or training** to be used effectively, we will ensure that this is promptly provided.

We will ensure that each piece of work equipment is subject to any relevant **servicing and/or inspection** by a suitably competent person/company. Records of any formal inspection will be maintained digitally to evidence that they have been conducted.

A **PAT Testing register, and regime** will be maintained for electrical equipment where appropriate, with testing undertaken at the required intervals as identified based on its type and use.

We will **risk assess** work equipment where appropriate to identify and control foreseeable hazards as far as reasonably practicable.

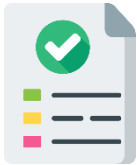
### Employee

Never use any work equipment you are not competent or permitted to use.

Always perform the required checks to make sure that work equipment is in a safe and suitable condition, and only ever use it for its intended purpose.

Report any concerns relating to IT equipment and infrastructure to the IT Manager. For any other equipment contact the Facilities and Fleet Manager.

Never use any work equipment which is not in a safe or suitable condition.



## Safe Systems of Work

### Summary

Safe systems of work are introduced to assess risk and control activities that without intervention could be hazardous to employees and/or people affected by our work activities.

They can include various documents and instructions such as risk assessments and safe working instructions.

### Employer

We will undertake **risk assessments** for our work activities and premises to identify and control foreseeable hazards as far as reasonably practicable.

We will prepare appropriate **safe systems of work** for activities where these are deemed required.

During the process of developing any safe system of work, we will **consult and engage** with relevant members of the team, alongside other relevant parties and ensure that all safe systems of work are **communicated and understood** by all relevant people.

Safe systems of work will be **reviewed** –

- following any accident/incident,
- where there is a fundamental change to our premises or activities that affects the contents of the assessment, or
- no later than 12 months from the previous assessment date

### Employee

Co-operate and engage when consulted about safe systems of work.

Ensure you read, understand and work to the appropriate safe systems of work at all times.

If you require a copy of any safe systems of work, request them from your Line Manager so they can be provided.



## Training

### Summary

Training is a key element to overall competence, and we consider it an investment to support effective and safe working.

We are committed to providing the right training for each of our employees, not just to give them a certificate but to provide them with the knowledge and understanding required for their activities.

### Employer

We will provide suitable and sufficient **training** to enable all employees to work safely and effectively in their roles.

All training will be logged on our internal **training matrix** within PeopleHR which will be regularly monitored by People and Talent Department, or their nominated representative.

We will regularly **update and refresh training** either by classroom course, e-learning or short sessions, whichever is the most appropriate for the skills needing to be refreshed.

As a safety-focused organisation, we will never ask or expect any person to undertake an activity that they do not have the correct level of **training and competency** to do safely and efficiently.

### Employee

Attend all required training or notify the nominated person arranging the course at the earliest opportunity if unable to attend.

If you have any concerns about your ability to perform your role safely or effectively, or require additional support, discuss this with your Line Manager or the People and Talent Department.



# Workplace Arrangements

These arrangements apply specifically to our workplaces, including the employees who work there.

For this policy, “Workplace” excludes employees’ homes, however, does include work away such as when attending meetings and events in person.



## Fire Safety in the Workplace

### Summary

Fires have the potential to happen in any premises and can start or spread for many reasons, including poor storage of flammable items (such as cardboard boxes), arson and faulty electrical equipment.

### Employer

Our Facilities and Fleet Manager is responsible to ensure that the following is in place for each of our premises –

- Up to date fire risk assessment and emergency plans
- Regular fire drills (at least once every 12 months)
- Fire extinguisher provision and servicing
- Adequate means of raising the alarm in the event of a fire
- Fire alarm testing and servicing (where appropriate)
- Fixed mains electrical testing
- Fire marshal and evacuation provisions

We will prepare a **Personal Emergency Evacuation Plan (PEEP)** for any person visiting our premises with a temporary or permanent condition that may prevent them from evacuating efficiently.

We will **assess the individual fire safety risk and requirements for home workers** through the self-assessment questionnaire and supporting safe systems of work and implement any reasonable controls (see Home Working arrangement).

### Employee

Never misuse or tamper with any fire safety equipment.

If you discover a fire, raise the alarm in the event of a fire and evacuate in a calm but efficient manner in the event of an emergency.

Report any concerns or issues relating to fire safety immediately to the Facilities and Fleet Manager.



## First Aid at Work

### Summary

Effective First Aid is a critical measure in ensuring that immediate care or at least management of situation can be given in the event of a workplace accident or instance of ill health.

### Employer

We will **assess our First Aid requirements/provisions**. Assessments will be reviewed when there is any fundamental change that affects their contents (such as if a nominated First Aider leaves the business) or as a minimum every 12 months.

Using our assessment, our People and Talent Department will ensure that the identified number of **trained first aiders are trained**, with suitable cover available for holidays/sickness.

The Facilities and Fleet Manager will co-ordinate with each premises to ensure that they have suitable first aid kits which will remain easily accessible. Details of the first aid provisions will be displayed using **First Aid Notices** and information given in the relevant induction.

Each First Aid Kit will be checked at least **monthly** to make sure it is compliant and suitably stocked.

We will **assess the individual first aid requirements for home workers** through the self-assessment questionnaire and supporting safe systems of work and implement any reasonable controls (see Home Working arrangement).

### Employee

Report any accident, incident, or any other Health and Safety concerns such as near misses immediately to the People and Talent Department so that they can be reviewed.

If you are a home worker, you must report any accident or incident which has occurred due to your work activities.

If you are unsure about any first aid provisions, then speak to the People and Talent Department.



## Housekeeping in the Workplace

### Summary

Poor housekeeping can lead to accidents, such as slips and trips, as well as pose additional risks around fire prevention and the ability to evacuate safely.

In addition to these risks, poor housekeeping at our office space can also damage the reputation of the organisation when we have visitors.

### Employer

We will maintain **safe access and egress routes** in areas under our control, ensuring they are well maintained, clear of obstruction and **suitably lit**.

Housekeeping hazards will form part of our **risk assessment** process and controls communicated to each relevant person.

We require and rely on all members of our team to maintain a **high level of housekeeping** in each working location, adopting a “clean as you go” mentality.

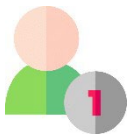
We will provide suitable **guidance** to each employee to make them aware of their responsibilities concerning housekeeping.

### Employee

Be mindful of the housekeeping standards in your working area, regardless of location, and follow a clean as you go system.

Keep any walkways clear of waste, equipment, or similar items as these can cause significant hazards, especially trailing cables.

Report any instances of poor housekeeping in the office space to the Facilities and Fleet Manager immediately.



## Lone Working

### Summary

There will be occasions where employees will be required to work alone, such as at our offices, when home working or whilst working away, such as when travelling to visit clients or suppliers.

Additional measures need to be considered with Lone Working to ensure that activities are suitable for somebody to complete alone and there is communication in the event of an accident/incident.

### Employer

Where reasonably practicable, Lone Working activities will be **avoided**.

Lone Working that cannot be avoided will be subject to **risk assessment** that will determine appropriate controls to be taken by the individual undertaking the work, as well as the organisation to maintain the lone workers' health, safety and wellbeing.

We will ensure that any person undertaking Lone Working is suitably **competent, trained and is not suffering any medical condition** which would make them unsuitable for working alone.

We will establish **emergency procedures** for Lone Working activities that are proportionate to the activities being undertaken.

### Employee

When working alone never work outside of the scope of the activities required and assessed or undertake any works which you feel are outside your capability.

Maintain communication as required by the risk assessment process and any instruction received by the organisation.



## Premises Maintenance

### Summary

As an organisation, we operate from 7 locations across the UK. Of these, 1 property is owned and the other 6 leased.

The company does not hold responsibility for the maintenance of employee's homes where they are home workers.

### Employer

Our Facilities and Fleet Manager will ensure that **routine and reactive maintenance** is conducted by competent persons in line with both legislative and manufacturer guidance (as appropriate) at each of our premises, including fixtures and systems integrated into our structure (such as fixed electrics, fire alarm and security devices).

Similarly, we will ensure that any equipment, vehicles or similar owned or used by the business is maintained in a **safe and suitable condition**, including any safety devices, with all repairs, servicing and certification/inspections (where applicable) completed by competent persons.

### Employee

If you feel that there is any concern relating to the premises, including fixtures or fittings, then stop and report it to the Facilities Team via the ticket system.



## Signage

### Summary

Safety signs are commonplace in all commercial buildings and in some cases are a legal requirement.

Clear and simple safety signs are used to highlight multiple areas of Health and Safety, such as potential hazards and directing people to evacuation routes.

### Employer

Wherever required, we will provide safety signage that is clear and easy to understand where required to –

- Warn of hazards that cannot be entirely controlled by other means
- Prohibit actions, such as entry into areas by members of the public
- Detail mandatory actions to be taken
- Show the location of fire safety provisions
- Highlight emergency routes, fire escapes and other safety provisions

The **Health and Safety Law – What You Need to Know** poster will be displayed in a prominent location at each of our premises. A copy of this poster will be provided in digital format to all employees who work from home.

### Employee

Never interfere or tamper with any safety signs.

Report any damaged or faded signs to the Facilities Team using the ticket system so they can be renewed.



## Smoking

### Summary

Since 2007, it has been illegal to smoke inside commercial premises in the UK and as such we are obligated to comply with this requirement.

### Employer

We have a **zero-tolerance policy** when it comes to smoking inside any of our premises and we will ask any person attempting to smoke inside to leave immediately, this includes both employees and visitors.

We provide suitable **instruction and signage** at each of our premises to make all people aware of the rules around not smoking.

Smoking is only permitted during authorised breaks and in **designated smoking areas**. This includes the use of e-cigarettes.

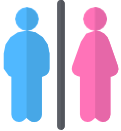
### Employee

Never smoke inside commercial premises, such as the office or client's premises.

Smoking is not permitted in any company vehicle, or where using a personal vehicle for works purposes that involves the carriage of a passenger.

Report anybody smoking or attempting to smoke within the premises to your Line Manager.





## Welfare

### Summary

We recognise the importance for employees to have access to clean and well-maintained welfare facilities for their wellbeing whilst at work.

The organisation is not responsible for the welfare facilities at our employee's homes.

### Employer

We will **provide adequate welfare facilities** within each of our premises, which includes –

- An area for employees to rest
- Access to hot running water
- Facilities to heat food and water
- Access to toilet facilities

The Facilities and Fleet Manager is responsible for ensuring that **welfare facilities are maintained**, with any damage/defect addressed in a timely manner.

### Employee

Ensure you look after all welfare facilities and report any issues to the Facilities Team via the ticket system.

# Home Working Arrangements

These arrangements are specifically for our employees who work from home, whether temporarily or permanently.



## Accidents and Incidents whilst Home Working

### Summary

Although at home, accidents and incidents can still occur. Where these are caused by the activities the person is asked to complete for work, they will be considered as a workplace incident and treated accordingly.

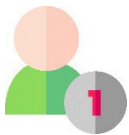
### Employer

**As per the General Arrangement.**

### Employee

Report any accident, incident or health and safety concern that is related to your home working activities to the People and Talent Department.

Accidents and incidents at home which are not due to your work activities do not need to be reported.



## Lone Working at home

### Summary

It is common for home workers to also be lone workers, although there is a notable difference between working alone in the comfort and privacy of your home, compared to working at a workplace.

### Employer

We will ask each homeworker to complete a **self-assessment** at least annually or when there is a significant change to their home working environment (such as when moving to a new house).

Where we deem it necessary, due to either the environment or work activities being conducted by a Home Worker we will complete an independent lone working assessment.

We will not ask any home worker to have an “in-person” work-related meeting at their home.

### Employee

Maintain communication as required by the risk assessment process and any instruction received by the organisation.

Remain vigilant and cautious of who you provide your home details to.



## Safe working environments for Home Working

### Summary

When our team are working from home, we are committed to taking proportionate steps to ensure their health, safety and wellbeing whilst remaining conscious to not invade any person's privacy.

### Employer

We will ask each homeworker to complete a **self-assessment** at least annually or when there is a significant change to their home working environment (such as when moving to a new house).

Homeworker assessments will include elements relating to **DSE and Lone Working** (See Display Screen Equipment and Lone Working arrangements).

The People and Talent Department will **review** completed home working assessments and action reasonable controls.

We will only ask a person to undertake home working activities where they have a **suitable and safe environment** to do so.

Only where deemed as necessary, a representative of the company **may be required to visit an employee at home** to –

- Ensure that the working condition is safe and suitable
- Maintain or repair work equipment, or,
- Conduct any other reasonable activity on behalf of the company

### Employee

Provide truthful information on your home working self-assessment and notify People and Talent Department if your home working situation significantly changes (such as due to a home move or significant alteration to the work area).

Keep your working area at home in a safe and tidy condition whilst undertaking work activities.

Notify any relevant 3<sup>rd</sup> parties that you are working from home (this may include insurers, Mortgage providers or Landlords depending on their terms and conditions).



## Violence and Aggression at home

### Summary

In the UK it is estimated that there are over 2 million adults (aged between 16 and 74) who experience domestic abuse each year.

With home working increasing the time spent at home, if an employee is faced with this environment, it may increase the difficulty for them to be able to communicate and seek support.

### Employer

We are committed to **supporting** any person who has been subject to domestic abuse (verbal or physical), such as with –

- Treating any matter in a confidential, serious, and appropriate manner
- Arranging alternative working arrangements where appropriate
- Remaining flexible regarding time and working days to support an employee

### Employee

If you are experiencing domestic abuse then you are strongly encouraged to speak to either the authorities, someone you feel safe with or a member of the team you feel comfortable in doing so with.

If at any time during home working you feel unsafe in your home, then you are encouraged to leave the environment where possible to do so.

### Link

Useful contacts for persons suffering domestic abuse -

Refuge – 0808 200 0247 (Women and Children)

Respect - 0808 801 0327 (Men)



## Use of Work Equipment at home

### Summary

We use a variety of work equipment every day to enable our employees to work safely and effectively. This can be through furniture items (such as chairs and desks) to electrical equipment (such as laptops and mobile devices)

All work equipment must be used correctly and well maintained to prevent accidents and incidents.

### Employer

As per the “Provision and Use of Workplace Equipment” General Arrangement.

**Additional Actions -**

**We will only allow low-risk equipment**, such as computers, laptops, and similar items to be used at home.

### Employee

Always perform the required checks to make sure that work equipment is in a safe and suitable condition.

Only ever use work equipment for its intended purpose.

Never modify, tamper or in any other way alter equipment (including both hardware and software) outside of any manufacturer and company approved way.

Never use any work equipment which is not in a safe or suitable condition.

Ensure that any work equipment provided for home working is made available for inspection/service where requested.

Report any damaged or defective work equipment which has been provided for use at home to the IT Manager so they can be repaired/replaced.

# Agency Worker Arrangements

These arrangements are specifically for agency workers.





## Accidents and Incidents to Agency Workers

### Summary

Accidents and incidents by their very nature are unplanned events, therefore it remains necessary to plan actions to take in the unlikely event that one does occur.

### Employer

We will ensure that **a clear agreement is in place with each client** where both parties are aware of who is responsible for –

- Recording the accident
- Investigating the accident
- The requirements of reporting under RIDDOR.

Where the responsibility falls under PROMAN, the information contained within the main “Accidents and Incidents” arrangement will be followed.

We will ensure that each Agency Worker is aware of the Accident and Incident reporting procedure for the location of where they are working via the induction.

### Agency Worker

Report any accident, incident or health and safety concern to the relevant person for the location you are working. If you are unsure of who this is, then contact the nominated PROMAN Manager for the client.



## Personal Protective Equipment for Agency Workers

### Summary

Personal and Respiratory Protective Equipment (PPE/RPE) is used as a last resort control for risks where they can't be controlled in any other reasonable manner.

Agency workers must have the appropriate PPE (including respiratory protective equipment where relevant) for each environment they work in and activity they undertake.

### Employer

We will ensure that a clear agreement is in place with each client where both parties are aware of who is providing what equipment to each agency worker. This agreement will also include the provision of any required training, guidance or other requirement (such as face fit testing).

We will ensure that, regardless of responsibility, agency workers are provided with any required PPE **free of charge** and that where multiple items of PPE are provided and required to be used at the same time, they are **compatible** with one another.

### Agency Worker

Always use PPE/RPE correctly as you are shown. It is your responsibility to look after each item of protective equipment issued.

Never tamper or modify a piece of PPE/RPE from its standard manufacturer's issued condition.

Where an item of protective equipment is lost, stolen or damaged then speak to the nominated responsible person so the equipment can be repaired/replaced.

Never work without the correct PPE/RPE.



## Safe working environments for Agency Workers

### Summary

We have a duty of care to ensure that the workers we place as an Agency into our clients' businesses have a safe and suitable environment.

### Employer

As an Agency, we will perform a **point-of-sale check** of our client's premises to ensure that they have a safe and suitable working environment for our placed workers. This includes being able to evidence that –

- Suitable and sufficient safe systems of work have been completed for the activities being completed by our placed workers
- There is adequate instruction, training, and supervision for placed workers
- There is ready access to suitable and sufficient welfare facilities.

Following the pre-contract check, we will **proactively monitor** working conditions through performing spot checks on the clients' working environments.

We will **reactively monitor** working conditions through monitoring feedback (including complaints) and incidents and intervene where necessary to protect the safety and health of placed workers.

We will provide each Agency Worker with a **PROMAN Agency Handbook**, which gives details of what to do if they feel at risk or have any concerns.

### Agency Worker

Ensure that you follow all rules and safe systems of work where you are working.

If you have any concerns about the working conditions, safe systems of work or any other health and safety related item then discuss this with your nominated Line Manager, or the nominated PROMAN Manager for the client.



## Training for Agency Workers

### Summary

Training is a key element to overall competence. We are committed to ensuring that every worker is provided with the right training to allow them to perform their role safely and effectively.

### Employer

We will ensure that each agency worker has undertaken an induction whether **through the client or via PROMAN**, which includes core elements of health and safety awareness training.

We will ensure that a **clear agreement is in place with each client** where both parties are aware of what training requirements are required for each role and where the responsibility for this training, including any refresher training is.

PROMAN will **proactively monitor** that training commitments made by clients are followed through sample spot checking of training records on a regular basis.

As a safety-focused organisation, we will never ask or expect any person to undertake an activity that they do not have the correct level of **training and competency** to do safely and efficiently.

### Agency Worker

Attend all required training or notify the nominated person arranging the course at the earliest opportunity if unable to attend.

If you have any concerns about your ability to perform your role safely or effectively, or require additional support, discuss this with your nominated Line Manager, or the nominated PROMAN Manager for the client.