



HEALTH AND SAFETY POLICY

UNIVERSAL SYSTEMS SOLUTIONS SERVICES LTD

**18 Witney Way
Boldon Business Park
Boldon
Tyne and Wear
NE35 9PE**



Prepared by:

David Whitaker *TechIOSH*
Health and Safety Consultant / Trainer
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HEALTH AND SAFETY POLICY STATEMENT

UNIVERSAL SYSTEMS SOLUTIONS SERVICES LTD

The policy of our company **Universal Systems Solutions Services Ltd** is to provide and maintain a safe and healthy workplace by ensuring that work equipment is safe and that a safe system of work is provided for all of our employees. We will also provide suitable and sufficient information, instructions training and supervision as is necessary to ensure the health and safety of our employees and this shall include suitable and sufficient welfare, sanitary and working facilities as required.

All employees of **Universal Systems Solutions Services Ltd** have a duty to ensure that they work in a safe manner and that their acts or omissions do not cause harm to themselves or others in the vicinity. Employees will be encouraged to bring to the attention of the management any concerns regarding any health and safety issues.

Universal Systems Solutions Services Ltd recognises its duty of care towards others that are not in our employment. These people include; visitors and contractors who have reason to come into contact with our business activities and premises. These persons will be given suitable and sufficient information and instructions to ensure their health and safety. The actions of visitors and contractors will be controlled in such a way so as not to cause harm to our employees or themselves.

To ensure that the Policy is implemented and maintained so that **Universal Systems Solutions Services Ltd** keeps within the requirements of the **Health and Safety at Work etc Act 1974** the person named below will ensure that sufficient resources, both financial and physical are available so that the Policy and its arrangements can be implemented effectively.

We believe that this Health and Safety Policy complies with the requirements of the **Health and Safety at Work etc Act 1974** and will be subject to a regular review annually or when there are any significant changes.

Overall Responsibility for Health and Safety in Universal Systems Solutions Services Ltd rests with:

Signed:



Position: Finance Director.

Dated: 01/01/2010

LEGAL DUTIES AND RESPONSIBILITIES OF EMPLOYERS

It is our duty and responsibility as employers under the **Health and Safety at Work etc Act 1974 section 2.1 and 2.2 a-e** and this policy to:

- Ensure so far as is reasonably practicable the health, safety and welfare at work of all our employees and others who may come into our company.
- To provide and maintain plant and safe systems of work that are, so far as reasonably practicable, safe and without risk to a persons health or safety.
- To make arrangements for ensuring, so far as is reasonably practicable, the safety and absence of risks in connection with the use, handling, storage and transportation of articles and substances.
- To provide information, instruction, training and supervision as is necessary to ensure so far as is reasonably practicable the health and safety at work of our employees.
- And as far as is reasonably practicable, we will maintain any place of work in our control in a safe manner and maintain safe access and egress from it.
- Provide and maintain so far as is reasonably practicable a safe working environment with adequate facilities and arrangements for the welfare of our employees and others who enter our workplace.

We also recognise that a breach of health and safety legislation by our company constitutes a criminal offence. An Enforcing Authority may take criminal proceeding against the Company or its management. This can result in penalties, i.e. fines and / or imprisonment.

LEGAL DUTIES OF EMPLOYEES

In addition to the previously described general responsibilities, the **Health and Safety at Work etc Act 1974** places legal duties on all employees.

These are:

Section 7 ‘Health and Safety at Work etc Act 1974’

- To take reasonable care for the health and safety of them and other persons who may be affected by their acts or omissions at work.

- To co-operate with management to enable the employer to carry out legal duties or any requirements as may be imposed.

Section 8 ‘Health and Safety at Work etc Act 1974’

- No person shall intentionally or recklessly interfere with or misuse any item provided in the interest of health, safety, and welfare.

Employees should bear in mind that a breach of health and safety legislation by an individual constitutes a criminal offence and action may be taken by an Enforcing Authority against an individual. Such action can result in penalties, i.e. fines and / or imprisonment.

HEALTH AND SAFETY RESPONSIBILITY

The overall responsibility for health and safety within **Universal Systems Solutions Services Ltd** rests with:

Michelle Reay / Finance Director

The above named person will ensure that sufficient resources, both financial and physical are available so that the Policy and its arrangements can be implemented effectively.

To ensure that the Policy is implemented and maintained so that **Universal Systems Solutions Services Ltd** keeps within the requirements of the **Health and Safety at Work etc Act 1974** the above named person may delegate duties to employees who will provide support to meet the responsibilities.

These individuals may also delegate duties to other employees so as to enable the requirements of the Policy to be carried out with due diligence.

Delegation of the individual duties and responsibilities to employees does not in any way detract or remove the ultimate responsibility and duty of care placed on the above person by the **Health and Safety at Work etc Act 1974**.

INDIVIDUAL RESPONSIBILITIES

The duties of those employees with responsibility for health and safety are set out within our Policy. Details of their individual responsibilities are set out within the Arrangements for Health and Safety section.

The person responsible for ensuring this Policy is put into practice is:

Michelle Reay / Finance Director

Other duties will include:

- Identifying hazards present within any business activities.
- Ensuring risk assessments are undertaken and any actions are followed through to completion
- Ensuring that hazardous substances are assessed and any actions are followed through to completion.
- Liaising with the Enforcing Authorities as and when required.
- Identifying any training needs.
- The development and implementation of safe systems of work.
- The maintenance of the workplace and buildings.
- Fire and emergency management.
- Ensuring waste is managed.
- Ensuring accidents are reported and investigated.
- Ensuring that any ill-health situations that are caused by work activities are reported and investigated.

COMPETENT ASSISTANCE

The competent assistance and advice is provided by:

Employment Law Advisory Services Ltd

The **Management of Health and Safety at Work Regulations 1999, regulation 7**, requires that every employer must appoint one or more competent persons to assist them with the implementation and provision of health and safety measures.

The organisation of Health and Safety Consultants indicated above has been contracted to ensure that **Universal Systems Solutions Services Ltd** is provided with the necessary information, advice and assistance to comply with current Health and Safety Legislation.

Employment Law Advisory Services Limited will carry out audits of our Health and Safety Management Documentation in order to measure our health and safety performance. These will be completed within the contractual arrangements at no more than twelve monthly intervals.

ARRANGEMENTS FOR HEALTH AND SAFETY AT WORK

HEALTH AND SAFETY INFORMATION FOR EMPLOYEES REGULATIONS 1989

The regulations require information relating to health, safety and welfare to be provided for our employees by means of posters or leaflets in the 'approved form' and published for the purposes of the regulations by the Health and Safety Executive (HSE).

The regulations require the name and the address of the Enforcing Authority and the Employment Medical Advisory Service to be written in the appropriate spaces on the poster, and when the leaflet is provided, you should specify the information in a written notice.

The poster 'Health and Safety Law' – 'What You Should Know' will be displayed in a prominent position in the workplace where it can be read by all our employees.

Information on the poster states who has overall responsibility for health and safety within **Universal Systems Solutions Services Ltd** and the name of any safety representatives that have been identified.

NOTICES

All notices whether on **Universal Systems Solutions Services Ltd** premises or elsewhere issued in accordance with the **Health and Safety at Work etc Act 1974** and its associated legislation must be complied with.

All employees, visitors, and contractors alike must take the necessary action to ensure that they are familiar, as far as is reasonably practical, with any warning signs and the meanings and interpretations of signs, both advisory and warning, and comply with them.

Any suggestions on how we may improve health and safety within **Universal Systems Solutions Services Ltd** should be communicated to your manager/supervisor for assessment and feasibility.

All employees and others who may be affected by the contents of this Policy are advised and a master copy of the 'Health and Safety Policy' statement for **Universal Systems Solutions Services Ltd** is retained in the main office. The policy contains detailed information relating to the business activities and a copy is available for you to read.

Universal Systems Solutions Services Ltd consider themselves responsible employers, we will ensure that all employees read the policy and any areas that are not understood are explained to them in detail.

**THE HEALTH AND SAFETY (CONSULTATION WITH EMPLOYEES)
REGULATIONS 1996**

Where there are employees, who are not represented by safety representatives under **The Safety Representatives and Safety Committees Regulations 1977 amended 1997** the employer must consult those employees in good time on matters concerning their health and safety at work. This will be carried out by meetings, toolbox talks, use of the notice board and an open door policy.

- The introduction of any measures in the workplace, which may substantially affect the health and safety of the employees.
- The employer's arrangement for appointing or nominating an employees representative and their responsibilities and any resources that may be required to allow them to carry out the duty.
- Any information that the employer is required to provide under relevant statutory provisions.
- The planning and organisation of any training requirements with regard to health and safety.
- Any new technologies that are brought into the workplace and the training and consequences with regard to health and safety that may arise from the new technology.

To allow the business to carry out this duty consultation with employees will be the responsibility of:

Michelle Reay / Finance Director

The elected or nominated person/s to act as the employees' representative is:

Allison Page

Health and Safety meetings or toolbox talks will take place:

Monthly

Regular health and safety information will be posted on a specific notice board. The notice board is located in:

Main Office

IDENTIFYING AND MANAGING HEALTH AND SAFETY RISKS

RISK ASSESSMENTS

The **Management of Health and Safety at Work Regulations 1999, Regulation 3**, requires that we must carry out a suitable and sufficient assessment of the health and safety risks to our employees whilst they are at work. We will also consider those that are not in our employment who may come into contact with our business activities or premises. Before embarking on this task we need to have an understanding of the following:

- A **Hazard** is something with potential to cause harm.
- The **Risk** is a measure of the likelihood that harm will be caused.

Universal Systems Solutions Services Ltd will ensure that we carry out suitable and sufficient risk assessments of all the tasks and equipment connected with our business activities that are likely to present a significant risk of injury or ill health to our employees or others within our activities.

The person responsible for carrying out the risk assessments is:

John Ramsay / Operations Director

The risk assessments will be made available to all our employees who will read them. After reading and understanding the content of the risk assessment, the employee must sign our confirmation sheet to confirm that they have read and understood the assessment and its findings.

The responsibility for the implementation of risk assessments and any controls that are required rests with the nominated person identified above and shall be supported by other employees as is required.

The managers or supervisors will also monitor the effectiveness of any actions resulting from the findings of the risk assessments. Any deficiencies that are identified will be reported to the person responsible for carrying out the risk assessments.

All risk assessments will be reviewed annually as a minimum or if there is any significant change that affects the validity of the risk assessment, whichever comes sooner?

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

The **Control of Substances Hazardous to Health Regulations 2002 as Amended** require us to carry out an assessment and record the risks involved with using, storing and handling hazardous substances.

Hazardous substances will not be used, handled or stored until a suitable and sufficient risk assessment has been carried out. The findings and content of the risk assessment will be communicated to all employees likely to come into contact with the substance.

Material safety data sheets (MSDS) will be obtained for all hazardous substances purchased and this information will be retained. We understand these data sheets are freely available from suppliers and manufacturers who have a legal obligation to provide them.

The person responsible for carrying out the CoSHH assessments is:

John Ramsay / Operations Director

After reading and understanding the content of the CoSHH assessments the employee will sign the confirmation sheet to confirm that they have read and understood the assessment and its findings.

Responsibility for implementation of CoSHH assessments and any controls that are required rests with the nominated person identified above and supported by other employees as is required.

The manager / supervisor will monitor the effectiveness of the CoSHH assessment and any deficiencies will be reported to the person responsible for carrying out the CoSHH assessments.

All CoSHH assessments will be reviewed annually or if there are any significant changes that affect the validity of the risk assessment, whichever comes sooner?

MANUAL HANDLING

The **Manual Handling Operations Regulations 1992 (as amended)** require that all manual handling tasks must be avoided where reasonably practicable, and where this is not reasonably practicable then an assessment of the risks to employees must be carried out. The manual handling assessments will be made available to all employees.

After reading and understanding the manual handling assessment, the employee will sign the confirmation sheet to confirm that they have read and understood the content of the assessment.

The person responsible for carrying out the manual handling assessments is:

John Ramsay / Operations Director

Responsibility for implementation of manual handling assessments and any controls that are required rests with the nominated person above, supported by other employees as required.

The manager/supervisor will monitor the effectiveness of the manual handling assessments. Any deficiencies will be reported to the person responsible for carrying out the manual handling assessments.

However, management cannot carry out an assessment for all minor tasks therefore it is the responsibility of employees to mentally assess the risk of harm to themselves and others before carrying out manual handling.

Before carrying out any manual-handling task employees must consider

The Task - What you are going to do

The Individual – The persons own capabilities

The Load - The weight, size and shape of the load

The Environment – The environment to which the task is being undertaken

If in doubt get help

All manual handling assessments will be reviewed annually or if there is any significant changes that affect the validity of the risk assessment, whichever comes sooner.

PERSONAL PROTECTIVE EQUIPMENT

Personal protective equipment (PPE) must be provided for employees where a risk assessment indicates there is a requirement. The equipment provided will be suitable for the task affording the necessary protection.

An assessment of personal protective equipment will be carried out and where a need is identified, the equipment will be provided at no cost to the user.

Where PPE is supplied then employees must use the equipment provided; this is a legal requirement under the **Health and Safety at Work etc Act 1974 section 7**.

The person responsible for the assessment and provision of PPE is:

John Ramsay / Operations Director

Any questions or complaints (e.g. discomfort) about the PPE provided should be directed to:

John Ramsay / Operations Director

The requirement for PPE will be reviewed regularly. PPE will always be used as a last resort when controlling risks.

WORK EQUIPMENT

The **Provision and Use of Work Equipment Regulations 1998** requires that all equipment and machinery used for work must be suitable for the task. When choosing work equipment a number of factors must be considered:

- The task that the equipment or machinery is to be used for.
- The environment where it is going to be used.
- Who is going to use it?
- All equipment purchased or hired by **Universal Systems Solutions Services Ltd** must comply with the minimum safety standards as are required by **The Supply of Machinery (Safety) (Amendment) Regulations 2005**, We will also ensure our equipment is in compliance with British and ISO standards and it is CE marked when purchased within the European Union.

The person responsible for the supply, procurement, and repair of work equipment and machinery is:

John Ramsay / Operations Director

Items of work equipment that require statutory inspection by competent persons will be inspected at the required intervals as stated below,

All portable electrical equipment will be inspected at regular intervals dependent on its type and usage.

The competent person responsible for inspection of electrical equipment is:

John Ramsay / Operations Director

Records of these inspections are kept in:

Main Office

All defects of any work equipment must be reported to:

John Ramsay / Operations Director

Records of repair and maintenance are retained and inspections of other work equipment that may deteriorate with use (e.g. ladders and stepladders) require such inspections.

Records of repair and maintenance are kept in:

Electronically on Company Portal

WORK EQUIPMENT Cont

Machinery Guarding

Under the **Provision and Use of Work Equipment (PUWER) 1998, Dangerous Parts of Machinery or Equipment (Regulation 11)**, requires that all dangerous parts of machinery or equipment must be guarded or covered. Management will ensure that where practicable and technically possible, appropriate guards or covers will be fitted to dangerous parts of machinery or equipment.

Where this isn't practicable, alternative safety devices and jigs will be provided for the safety of its employees.

Employees are also reminded that they have a duty under the **Health and Safety at Work etc Act 1974** and **The Management of Health and safety at Work Regulations 1999** to work in a safe manner and to use all equipment provided for their safety. Failure to do this may lead to disciplinary action.

Any electrical work equipment that is used outside will be connected to the electrical circuit via a Residual Current Device that will break the circuit in the event of an accident.

DISPLAY SCREEN EQUIPMENT (DSE)

The **Health and Safety (Display Screen Equipment) Regulations 1992** require that an assessment of all display screen equipment (DSE) and the workstation be carried out to identify any risks present.

Prior to carrying out the assessment a checklist will be completed so as to identify the presence of any significant risk.

We recognise that DSE users require training and will provide it as necessary.

The person responsible for the assessment of display screen equipment is:

Allison Page

The assessments will be reviewed annually or when any significant change occurs.

Eyesight Tests and Corrective Glasses

Universal Systems Solutions Services Ltd accepts their responsibility under these regulations. Should an employee have difficulty with their eyesight whilst using the display screen for their work, we will pay for an eyesight test. This will determine if the employee requires corrective glasses to reduce the health risks involved in the use of computer screens.

If corrective eyewear is required then we will provide basic eyewear, which must be used whilst the operative is using the computer.

Universal Systems Solutions Services Ltd will not pay for any other type of eyewear, such as bi focal or varifocal, so if an employee requires these then they must pay the cost difference.

THE WORKPLACE

The **Workplace Health Safety and Welfare Regulations 1992** are designed to provide all employees with a safe place to work and adequate welfare facilities.

We will also ensure that the premises as well as any fixtures, fittings and plant within it do not present a health and safety risk to any visitors and contractors who may come into contact with our business activities and premises.

Workplace inspections that identify defects and omissions early will be carried out at regular intervals, and when defects and omissions are identified then a time scale and person responsible for repair or implementation will be set.

Inspections of the buildings and outside environment will be carried out every:

South Tyneside Council -Landlord

All defects and omissions must be reported promptly so that they can be dealt with. The person responsible for dealing with workplace defects is:

Michelle Reay / Finance Director

The Institution of Electrical Engineers Regulations and the HSE recommend that a competent electrician should inspect fixed electrical installations at least every five years and a certificate of inspection obtained and retained.

The person responsible for ensuring electrical installations are inspected is:

John Ramsay / Operations Director

Any electrical defects must be reported to:

South Tyneside Council / Landlord

In order to maintain a safe and health workplace, good housekeeping is extremely important. All employees have a part to play in the delivery of this requirement. They will ensure that their workplace and work equipment is kept in a clean and tidy condition, items and equipment must not be left on the floor to present a trip, slip or fall hazard and any cables are tucked away or routed away from traffic routes.

THE HEALTH ACT 2006

Chapter 28 of the Health Act is to make provision for the prohibition of smoking in certain premises, places and vehicles and therefore “Smoking” is not allowed in any of our workplaces or entrances where smoke can enter the building. This also applies where cigarette smoke can enter the building through a window. It is also our policy to ensure that this legislation is fully applied and also includes our vehicles therefore “Smoking” is not allowed. In the event of a person smoking in the workplace areas, disciplinary action will be taken.

Good Housekeeping is Everybody’s Responsibility

THE WORKPLACE Cont

Under the **Gas Safety (installation and use) Regulations 1998** we have a duty to ensure that any installations within the premises are installed and maintained by a competent person. The annual checks will include the effectiveness of any flue, the supply of air for combustion, the operational pressure and the safe function of appliances.

The person responsible for ensuring a Gas Safety engineer inspects gas installations is:

Michelle Reay / Finance Director

CONTROL OF CONTRACTORS

All workplaces use contractors from time to time for example electricians, window cleaners, painters and decorators, plumbers and other trades persons. These will be controlled so that they work in a safe manner and do not cause any employee and other visitors to be at risk.

We also understand that the controls must also protect the contractor from any risk them from any hazards that may arise as a result of our business activities.

Prior to any contractor carrying out any work at our business premises or elsewhere on our behalf, the contractor must produce or complete the following:

- A copy of their current Employer and Public liability insurance.
- Copies of any accreditations applicable to the job they may have.
- A method statement for the task they are to carry out.
- Copies of any risk assessments relevant to the job.
- Any other information that may affect the health and safety of anybody involved.

The person responsible for the control of contractors is:

Michelle Reay / Finance Director

CONSTRUCTION (DESIGN & MANAGEMENT) REGULATIONS 2007

The Construction (Design & Management) Regulations 2007 (CDM 2007) came into force on 6 April 2007. The Regulations place legal duties on virtually everyone involved in construction work. The purpose of this section is to clarify the roles of the key duty holders.

As a business we will most commonly take the role of a contractor but it is important that we understand the roles of other duty holders.

Client

A 'client' is anyone having construction or building work carried out as part of their business. This could be an individual, partnership or company and includes property developers or management companies for domestic properties.

CDM co-ordinator

A 'CDM co-ordinator' has to be appointed to advise the client on projects that last more than 30 days or involve 500 person days of construction work. The CDM co-ordinator's role is to advise the client on health and safety issues during the design and planning phases of construction work. In particular to

1. Advise and assist the client with his/her duties
2. Notify HSE
3. Co-ordinate health and safety aspects of design work and cooperate with others involved with the project
4. Facilitate good communication between client, designers and contractors
5. Liaise with principal contractor regarding ongoing design
6. Identify, collect and pass on pre-construction information
7. Prepare/update health and safety file

Designer

Designers are those who, as part of their work, prepare design drawings, specifications, bills of quantities and the specification of articles and substances. This could include architects, engineers and quantity surveyors. They should;

1. Eliminate hazards and reduce risks during design
2. Provide information about remaining risks
3. Check client is aware of duties and CDM co-ordinator has been appointed
4. Provide any information needed for the health and safety file

CONSTRUCTION (DESIGN & MANAGEMENT) REGULATIONS 2007 Cont

Principal Contractor

A 'principal contractor' has to be appointed for projects that last more than 30 days or involve 500 person days of construction work. The principal contractor's role is to plan, manage and co-ordinate health and safety while construction work is being undertaken. The principal contractor is usually the main or managing contractor for the work.

1. Plan, manage and monitor construction phase in liaison with contractor
2. Prepare, develop and implement a written plan and site rules (Initial plan completed before the construction phase begins)
3. Give contractors relevant parts of the plan
4. Make sure suitable welfare facilities are provided from the start and maintained throughout the construction phase
5. Check competence of all appointees
6. Ensure all workers have site inductions and any further information and training needed for the work
7. Consult with the workers
8. Liaise with CDM co-ordinator regarding ongoing design
9. Secure the site

Contractor

A 'contractor' is a business that is involved in construction, alteration, maintenance or demolition work.

1. Plan, manage and monitor own work and that of workers
2. Check competence of all their appointees and workers
3. Train own employees
4. Provide information to their workers
5. Comply with the specific requirements in Part 4 of the Regulations
6. Ensure there are adequate welfare facilities for their workers
7. Co-operate with principal contractor in planning and managing work, including reasonable directions and site rules
8. Provide details to the principal contractor of any contractor whom he engages in connection with carrying out the work
9. Provide any information needed for the health and safety file
10. Inform principal contractor of problems with the plan
11. Inform principal contractor of reportable accidents, diseases and dangerous occurrences

Health and Safety File

The health and safety file amounts to a normal maintenance manual enlarged to alert those who will be responsible for a structure after hand over to risks that must be managed when the structure and associated plant is maintained, repaired, renovated or demolished. It is a record of information to inform future decisions on the Management of health and safety.

The person responsible for ensuring the Health and Safety File is up to date is:

Michelle Reay / Finance Director

LONE WORKING

Universal Systems Solutions Services Ltd has a duty to ensure the safety of lone workers as far as reasonably practicable. As far as the Health and Safety at Work, etc Act 1974 is concerned, the responsibility of the employer to ensure the safety of lone workers does not differ much from that of the responsibility to ensure the safety of employees working in a group or under close supervision.

Employees must co-operate with management to enable them to comply with their health and safety duties in respect of lone working. Section 7 of HASWA requires employees to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Universal Systems Solutions Services Ltd will manage the risks associated with lone working by the following means;

- Risk assessments will be carried out for all lone working activities. This will enable us to establish the degree of risk and to put in place the control measures required to reduce the risk to an acceptable level. Risk assessment will take into consideration the person, the equipment/ materials being used and the environment where lone working is carried out. The assessment will also consider the emergency arrangements including rescue and first aid.
- We will ensure that the required communication equipment and procedures are implemented to enable employees to be communicated with at suitable intervals (the degree of risk determines what constitutes a suitable interval). The means of communication will be determined via the risk assessment process, but the telephone is an obvious means, with mobile telephones or two-way radios for workers who may be working at remote out-stations.
- Only trained, competent and authorised persons will be permitted to work alone. Training, information and instruction will be provided following the satisfactory completion of a suitable and sufficient risk assessment.

Whether or not a person will be permitted to work alone in or out of normal hours, will depend on the degree of risk posed by the work, the working environment and on the individual.

The person responsible for carrying out risk assessments for lone working is:

John Ramsay / Operations Director

The person responsible for developing procedures for the lone working activity is:

John Ramsay / Operations Director

FIRST AID

The **Health and Safety (First Aid) Regulations 1981** requires us to provide adequate first aid equipment and a sufficient number trained people to administer first aid when required.

We will carry out a first aid risk assessment; this will enable us to establish the number of trained first aid person/s we require as well as the amount of first aid equipment needed.

Factors considered will be:

- The number of people involved.
- The level of risk that our business activity presents (low, medium or high risk).
- The proximity of our business (location e.g. rural or town centre that may affect the speed at which the paramedics will arrive).
- Any other issues that may affect the assessment.

The qualified first aid people or appointed persons are:

Allison Page

The first aid boxes are located at:

Build Room and Kitchen

All accidents are to be reported and entered in the accident book, which is located in:

Finance Directors Desk

All accidents will be investigated and remedial actions identified. This will prevent reoccurrence of the same or similar incidents. The level of investigation will depend up on the seriousness of the accident.

The person responsible for investigation of accidents is:

Michelle Reay / Finance Director

REPORTING OF INJURIES DISEASES AND DANGEROUS OCCURENCES (RIDDOR) REGULATIONS 1995

Under these regulations specific work related accidents, diseases, and dangerous occurrences must be reported to the Enforcing Authorities. The method of reporting is through the **Incident Contact Centre (ICC)**.

Although there is a comprehensive list of reportable situations within the regulations the main incidents that must be reported are:

- Fatalities –These must be report as soon as possible by the quickest method possible, usually by telephone.
- Major injuries such as broken bones and back injuries etc.
- Injuries that causes the employee to be away from his/her normal work activity for more than three days.

The person responsible for reporting incidents is:

Michelle Reay / Finance Director

Records are to be securely kept of any reportable incidents.

The record must include information such as:

- The name and occupation of the injured person or those involved in the incident.
- The status of the injured person (employee or visitor/contractor).
- The location of the incident.
- A brief description of the incident or disease.
- The date, time and method of reporting.

Incidents and diseases can be reported by the following methods:

- By post on forms F2508 (for incidents) and F2508A (for diseases).
- By telephone **0845 300 9923**
- By fax 0845 300 9924
- Online at www.riddor.gov.uk

FIRE SAFETY

Under the **Regulatory Reform (Fire Safety) Order 2005** and the **Management of Health and Safety at Work Regulations 1999** and through the employers are required to undertake a specific risk assessment of the risks posed by fire within their businesses undertaking.

A specific fire risk assessment will be undertaken and the findings implemented.

The fire risk assessment will be review at least annually, or if there is any significant change in the circumstances.

The fire evacuation will be practiced at least twice annually but not in the same six months.

The alarm system will be tested weekly.

The person responsible for carrying out the evacuation practice and tests then recording the results is:

Allison Page

The fire marshals are:

Allison Page and Michelle Reay

The assembly point is situated at:

Car Park Adjacent to the Main Office

All fire extinguishers are inspected by a competent person annually and must be replaced when discharged. The competent person for fire extinguisher inspection is:

Michelle Reay / Finance Director

The emergency lighting will be tested monthly and any defects found reported and repaired. The person responsible for this is:

John Ramsay / Operations Director

Flammable Liquids

All flammable liquids will be stored safely, Flammable liquids will be kept in a flameproof locker and employees will return them to the locker after use.

Flammable Liquids are not to be left near sources of heat or ignition.

FIRE SAFETY Cont

Emergency exits and evacuation routes will be kept clear at all times and checked at regular intervals the person responsible is:

Allison Page

The evacuation plan will also include a procedure for the removal of visitors and contractors.

A roll call will be carried out to ensure that all people are present. The role calls coordinators are:

Michelle Reay and Allison Page

The Fire Procedure is as follows:

If you discover a fire:

- Raise the alarm by the recognised method.
- Only tackle the fire if trained to do so, with the equipment provided, ensuring your exit is clear at all times and without taking personal risks.
- Call the Fire Brigade Immediately by telephone.
- Give the operator the contact telephone number.

When speaking to the Fire Brigade provide the following information:

- We have a fire at **Universal Systems Solutions Services Ltd** and give the operator the full address.
- Do not replace the receiver until the Fire Brigade has repeated the address.
- Call the Fire Brigade immediately to every fire or on suspicion of a fire.

Upon hearing the recognised alarm:

- Evacuate the building by the nearest available emergency exit.
- Move towards the fire assembly point and report for role call.
- The fire role call coordinator will inform the fire service of any missing persons.
- Do not stop to collect personal belongings.
- Do not re-enter the building until the Senior Fire Officer informs you it is safe to do so.

* * *

NOISE EXPOSURE

The **Control of Noise at Work Regulations 2005** requires us to monitor noise levels within the workplace. This is to ensure that all our employees and any contractors or visitors are not exposed to noise levels likely to cause short or long-term hearing damage.

The current noise exposure levels are set as follows:

The **Lower Exposure Action Values** are:

- A daily or weekly exposure level of **80dB(A)**
- A peak sound pressure level of **135dB(C)**

The **Upper Exposure Action Values** are:

- A daily or weekly exposure level of **85dB(A)**
- A peak sound pressure level of **137dB(C)**

In situations where an employee is exposed to noise levels that vary markedly throughout the day and on a day to day basis, then a weekly exposure values will be used. These levels are:

- A daily or weekly exposure level of **87dB(A)**
- A peak sound pressure level of **140dB(C)**

These limits will take into account the effectiveness of any hearing protection that is provided and worn.

So as to ensure that our noise levels are maintained to the lowest levels possible we at **Universal Systems Solutions Services Ltd** will ensure that a suitable and sufficient risk assessment is carried out. It is the policy of **Universal Systems Solutions Services Ltd** to ensure that using sound damping equipment reduces the amount of noise in our business premises and activities.

Personal protective equipment such as earplugs and ear defenders will be provided as a last resort. This personal protective equipment will be suitably assessed and meet the European conformance standards.

When the level of noise exposure has been established, we will be able to instigate control measures to combat the risk of noise induced hearing loss at source. When it is not practicable to remove or control the source of noise then personal protective equipment will be put to use. The actions instigated will follow the legal standards below.

- At the **Lower Noise Exposure Action Level** hearing protection will be provided (this will usually be in the form of ear-plugs). The hearing protection will be provided along with a recommendation that it is worn by employees and any visitors likely to be exposed to the noise.
- At the **Upper Noise Exposure Action Level** hearing protection will provided for all employees and visitors. In areas deemed as set at this noise level it will be mandatory for employees to wear the hearing protection. Employees found to be in breach of this rule will be subject to disciplinary action. Any visitors refusing to wear the hearing protection will not be allowed in the area.

Health Surveillance programmes will be put in place where necessary. Employees who are likely to be subject to regular daily noise exposure may be expected to attend audiometric testing. This will establish if the noise exposure is causing hearing loss and enable us to take action. Noise assessments will be reviewed at least annually or when there are changes instigated that are likely to effect the original assessment.

VIBRATION EXPOSURE

The **Control of Vibration at Work Regulations 2005** requires **Universal Systems Solutions Services Ltd** to take measures to protect employees from the effects of exposure to vibration in the workplace. The vibration can be as a result of the use of work equipment in use or the process itself. There are two particular subject areas that require consideration; these are vibration exposure to the hand and arms or vibration exposure to the whole body.

We will ensure that **Universal Systems Solutions Services Ltd** complies with these regulations and also ensure that:

- We consider vibration exposure when we are carrying out specific risk assessments for the use of particular pieces of work equipment. This is particularly important when our employees are using hand held tools or are carrying out plant driving activities.
- When we consider that the levels of vibration exposure are fairly high and there is a possibility that the levels of vibration are likely to cause long-term health problems, we will call on the services of a competent body to carry out a survey. The results of the survey will enable us to determine whether we are within the Exposure Action Value of 2.8 m/s² A(8). We must also consider whether the Exposure Action Limit is being exceeded, and this is currently set at 5 m/s² A(8). If the results show that the limit is being exceeded then we must take immediate action to reduce the level of exposure.
- In order to control the level of risk from vibration we will consider as far as reasonably practicable the following:
 - The equipment we purchase in order to ensure that vibration exposure is suppressed to low levels.
 - We will ensure that all our equipment is well maintained and/or replaced as and when required.
 - We will reduce the length of time that employees are likely to use the equipment by eliminating the need to use the equipment or by job rotation.
 - We will provide our employees with sufficient information and instruction to raise their awareness of the exposure health risks. Typical information provided will be the recognition of the effects of hand arm vibration and vibration white finger.
 - We will provide personal protective equipment and emphasise the importance of maintaining heat in the body's extremities.
- Employees must inform management of any symptoms that they feel they are suffering as a result of vibration exposure. The symptoms may be:
 - Tingling of the hands and fingers.
 - Joint pains and numbness.
 - Back pain after driving activities.
 - Whitening of the fingers especially during cold weather.
- Employees identified as being regularly exposed to vibration may be requested to enter into a health surveillance programme. This programme will enable us to monitor our employees and ensure that our control measures are working effectively.

STRESS

Universal Systems Solutions Services Ltd recognises that work related stress can cause ill health and will put controls in place to help prevent stress. However, **Universal Systems Solutions Services Ltd** cannot be held responsible for stress caused by outside sources such as financial or domestic problems.

Because stress does not affect all people in the same way and that one person may find a job stressful when another does not, it is difficult to assess the risk to all employees. Therefore, employees must ensure that they report any undue stress that they may feel from different work activities.

Stressful situations can be reported in confidence to:

Any Director

Stress counselling will be provided if and when necessary by:

Any Director

VIOLENCE

Violence and aggression in the workplace is unacceptable but is a recognised hazard, therefore to reduce the risk to any of our employees a specific risk assessment will be carried out and reviewed as and when required but at least annually.

The assessment will:

- Recognise the risk from violence.
- Give commitment to reducing the risks.
- State which person is responsible for doing which task.
- Provide an explanation of what is expected from individual employees.
- Provide support for people who may have been assaulted or suffered verbal abuse.

Training in the prevention and management of violence and aggression will be provided where it is considered necessary.

The policy, risk assessments and procedures will be reviewed annually or if there is any significant change.

PREGNANCY

It is important to **Universal Systems Solutions Services Ltd** that the health, safety and welfare of all our employees are safeguarded. We recognise our responsibilities under the **Management of Health and Safety Regulations 1999 Regulation 16** and realise that if any of our employees become pregnant they must inform their manager/supervisor immediately. This can be verbally but must be followed up by a written confirmation from their doctor.

Management will carry out an individual specific risk assessment of the work that the employee does for the company to determine any risks to her and her unborn baby that may arise from the work activities.

The risk assessment will be carried out by:

Michelle Reay / Finance Director

Where the risks are significant then assistance or alternative employment will be provided.

Pregnant employees must not:

- Carry out manual handling tasks (Lifting and Carrying).
- Use or come into contact with any chemicals.
- Work at height (stand on stepladders, step ups etc).

Pregnant employees must.

- Work to the controls put in place by the risk assessment.
- Inform their line manager/supervisor of any problems or changes that may occur during their pregnancy so that the risk assessment can be reviewed.

To maintain a safe working environment for any pregnant employee a suitable rest area will be provided for them to rest if required.

Seating will be provided for the employee to carry out their work.

YOUNG PERSONS

The Management of Health and Safety at Work Regulations 1999 Regulation 19 defines a young person as someone who is over the legal school leaving age of 16 years but has not reached the age of 18 years.

Due to their lack of experience, maturity and lack of awareness it is essential that they are supervised at all times until they gain the required experience, maturity and awareness of the risks.

A risk assessment will be carried out to determine any risks that the young person may be exposed to. The risk assessment will be carried out by:

John Ramsay / Operations Director

Any young person will be provided with all the information; instruction, training and supervision they require. They will also be provided with a mentor (responsible employee), who has accepted the responsibility of overseeing the young person.

Young persons will not be allowed:

- To carry out work that is beyond their mental and physical capability.
- To be exposed to substances which are toxic or carcinogenic.
- To carry out tasks that can involve risks assumed to be beyond their recognition.
- To be exposed to extremes of heat, cold, noise and vibration.

The young person must

- Carry out all reasonable instructions given to them by their mentor.
- Refrain from horseplay or practical jokes.
- Report anything that they feel unsure or unsafe about.

WORKING AT HEIGHT

The **Working at Height Regulation 2005** requires us to consider a number of key elements prior to carrying out any work that involves climbing from floor level.

We are required to suitably and sufficiently assess the risks involved in working at height. This will involve consideration of the following key factors:

- Is there a specific need to work at height or can the operation or task be carried out without working at height?
- Is the equipment we provide suitable for the task involved and does it allow ease of access to the working area?
- Is the equipment used to access the work area maintained?
- Are the employees we intend to use suitably trained to carry out the task and is their level of fitness acceptable?
- If employees are required to access surfaces at height, then we must take into account the surface of sufficient strength to support the persons involved.
- The height involved must also be taken into account, as well as should a fall occur what is the employee likely to fall on or into. A secondary means of supporting the employee should he/she fall must be provided for the higher access tasks.
- If the task requires employees to work outside, then the weather conditions must be taken into account. If the weather conditions are adverse and likely to threaten the safety of our employees, then the task will be postponed until such time when it is safe to proceed.

We will carry out a risk assessment, taking into account the factors indicated above. If the work is beyond what we consider acceptable then we will call on the services of a specialist contractor to make the work zone easily accessible to our employees.

The person responsible for carrying out the working at height assessments is:

John Ramsay / Operations Director

TRANSPORT

The road transport safety of our employees is important to **Universal Systems Solutions Services Ltd**. To ensure that vehicles and users are safe at all times the company will carry out risk assessments to ensure that the correct controls and safeguards are put in place.

The person responsible for carrying out the risk assessments is:

John Ramsay / Operations Director

- Only authorised employees will be allowed to drive company vehicles.
- All drivers will hold full clean UK driving licenses.
- If required, the driver must undergo a thorough medical examination and eyesight test.
- All drivers must report any ill health, which may impair their driving abilities, road accidents and any fines and driving endorsements received. They may then be removed from the authorised drivers list.
- All vehicles will have a valid Road Fund Tax disc.
- All vehicles will have valid fully comprehensive insurance for the extent of the vehicles use.

The Company vehicle insurance provider is:

Allianz Certificate # C/15842462/5

- All vehicles will have a current MOT certificate if required.
- A competent garage will service all vehicles regularly.
- Employees responsible for company vehicles must fill in a weekly check sheet and report any defects immediately.

The competent garage is:

Vic Young's, South Shields

- Privately owned vehicles may only be used on company business if covered by fully comprehensive insurance with extra business or passenger cover dependent on the type of vehicle
- Privately owned vehicles used for company business must have all the relevant documentation.

The rules and assessments will be reviewed annually or if any significant change takes place.

Mobile phones

It is an offence under the **Road Traffic Act** to use a hand held mobile phone whilst driving, this includes waiting at traffic lights and in traffic queues.

Universal Systems Solutions Services Ltd will not place pressure on any employee to use the phone whilst driving. Therefore the company cannot be held responsible for any employee who is prosecuted for this offence. Before answering the phone the driver must pull over and park in a safe place. The use of call divert to voice mail is encouraged or the use of the answering machine. The text message service is not to be used whilst driving. Failure to comply with this rule may lead to disciplinary action.

TRAINING

Universal Systems Solutions Services Ltd recognises its duty to provide employees with whatever training is required so that they can carry out their job in a safe manner. This will ensure they are protected from hazards and that they do not cause anyone else to be harmed by their activities.

To ensure this is carried out the person below has been appointed to identify any training needs:

All Directors

The type of training that will be provided is:

- Induction training for all new employees
- Job specific training for all new employees or an employee who transfers to other roles.
- Health and safety training for all employees who have been given specific tasks in the policy and to allow all employees to carry out their jobs safely.
- Extra training and supervision will be provided for young people because of their immaturity and lack of experience.
- Training will either be provided in house where appropriate or by an accredited training provider.

All training will be recorded and retained with the employee's personnel file, and the employee will sign to confirm that they have received the training and understood it.

The person responsible for maintaining the training records is:

Allison Page

Health and Safety Training should include:

- Risk and CoSHH assessment training when applicable.
- Manual handling training as and when required.
- Use of Personal Protective Equipment (PPE) when issued.
- Use of Display Screen Equipment where necessary.
- [Personal and food hygiene.](#)
- Health and Safety awareness.
- Fire prevention and safe use of fire equipment.
- Any other training that may be relevant to their tasks or health and safety.

GENERAL GUIDELINES FOR EMPLOYEES

- You must not commit or allow to be committed any act which may result in potential danger in any way.
- You must attend as requested any training course, meeting etc, designed to further the interests of health and safety.
- You must observe all laid down procedures concerning work activities, equipment, materials and substances.
- You must ensure you understand the Health and Safety Policy and familiarise yourself with safety information and instructions.
- You must observe all safety rules on and off the Company's property.
- You must comply with all written or verbal instructions given to you to ensure your personal safety and the safety of others.
- You must conduct yourself in an orderly manner at all times and not stray from responsible behaviour.
- You must dress with health and safety of yourself and others in mind.
- You must use the safety equipment and/or protective clothing provided.
- You must avoid improvisation in any form, which may create a risk to your safety or the safety of others.
- All employees are to obey the rules of **Universal Systems Solutions Services Ltd** as contained in the Contract of Employment.
- You must not invite visitors onto **Universal Systems Solutions Services Ltd** premises without permission from Management.
- If at any time you are unsure about duties you may be asked to perform, then you must inform your Manager/Supervisor.
- Co-operation is vital to ensure successful health and safety standards.
- Health and safety notices will be posted on notice boards from time to time you must ensure you view this information.
- No alcohol or non-medical drugs are to be consumed during working hours. Employees found to be under the effects of either will subject to disciplinary action.