



Health, Safety & Environmental Policy

AXIA ASD LTD

Rev E

Issue Date: 28th November 2023

Review Date: 28th November 2024



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Part 1 - Introduction

Axia ASD Ltd believe that the health and safety of persons within the company is of paramount importance. It is our intention to prevent accidents and occupational ill health and where possible eliminate hazards in the workplace.

It is the intent of the company to ensure that a safe and healthy workplace is provided and maintained for all our employees, clients and contractors. This will include the provision of safe systems of work, safe equipment and a safe access and egress to the premises. We will ensure that adequate information, instruction, training and supervision is provided to ensure that staff can carry out their work safely.

Axia ASD Ltd will ensure that others who are affected by our activities are not subjected to risks to their health and safety. This will include employees, clients and contractors.

It is the policy of Axia ASD Ltd that all provisions of the Health and Safety at Work Etc. Act 1974 and the Environmental Protection Act 1990 shall be complied with as minimum standards.

It is the Policy of Axia ASD Ltd that high standards of Health, Safety and Welfare Provisions shall be achieved and maintained at all locations and offices.

Axia ASD Ltd is aware of its duties under the many associated Acts and Regulations, several of these are listed below, and form the basis of Axia ASD Ltd Health and Safety Policy.

Health and Safety at Work Act 1974

Management of Health and Safety at Work Regulations 1999

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

Manual Handling Operations Regulations 1992 (amended 2002)

Personal Protective Equipment Regulations 2002

Health and Safety (First Aid) Regulations 1981

Workplace (Health, Safety and Welfare) Regulations 1992

Health and Safety (Miscellaneous) Amendments Regulations 2002

The Regulatory Reform (Fire Safety) Order 2005

Control of Substances Hazardous to Health Regulations 2002 (COSHH)

Work at Height Regulations 2005

Health and Safety Policy Statement

Axia ASD Ltd recognises its responsibilities under the Health and Safety at Work Act 1974, and all other relevant legislation.

This policy statement sets the direction of Axia ASD Ltd by communicating its management values, beliefs and commitment to health and safety.

Axia ASD Ltd is committed to do all that is reasonably practicable to ensure the health, safety and welfare of its employees, personal care assistants, volunteers, clients, contractors and members of the general public and those who may be affected by its activities. We are also committed to continually improving our occupational health and safety performance and to the prevention of injury and ill health.

Axia ASD Ltd shall ensure:

- A place of work, systems of work and equipment that are safe and do not create a risk to the health, safety and welfare of our employees, members of associated companies and the general public, so far as it is reasonably practicable to do so.
- Appropriate information, instruction, training, and supervision is provided to all employees.
- The allocation of sufficient resources to enable the health and safety policy to function effectively.
- Specialist health and safety managers/advisors whose duties include monitoring on-going health and safety performance and providing advice in connection with establishing a healthy and safe place of work.
- Effective communication facilities to ensure that employees are kept fully aware of their responsibilities under this policy and that an effective employer/employee consultation facility exists.
- Commitment to ensuring health and safety matters are an integral part of the business.
- Commitment to complying with statutory requirements, approved codes of practice, recognised guidelines, and other relevant industry standards.
- Commitment to the understanding of changes in working arrangements which have significant implications for Health and Safety.
- Technical guidance notes and supporting information in order to assist management and health and safety personnel in developing Risk Assessments and associated Method Statements.
- That employees and others who carry out work on behalf of Axia ASD Ltd are fully competent to discharge their duties and responsibilities through the relevant training, information and instructions.
- All necessary safety devices and personal protective equipment together with information relating to the health, safety and welfare of the employees are available and provided free of charge.

- All work equipment provided is safe and properly maintained, with all employees trained in its correct use and handling.
- That training is given on each new place of work on which Axia ASD Ltd employees will be working. This is to include emergency procedures and specific information.
- That all policies, procedures and documentation relating to Health and Safety are monitored, reviewed and remain up to date at all times.

The On-site IT Technician & Maintenance Engineer is responsible for ensuring that this policy is effectively established, implemented, maintained throughout the company and continually improved. Line Managers are responsible for ensuring that all individuals affected receive training and information on the implementation of this policy.

Axia ASD Ltd involves its employees in the discussion and resolution of health and safety matters that may affect them or their work activities through its 'open door policy, consultation and participation'. This is done either directly with individual employees on a 'one-to-one' basis, or, through the regular meetings. Changes to the health and safety policy, procedures, practices and arrangements which may affect our employees and/or their health, safety and welfare, will be discussed and agreed prior to introduction or implementation.

The company's initial induction training will be used to communicate the health and safety policy and any other relevant health and safety information, including safety rules, procedures and instructions. Periodic refresher training and internal memos will supplement this as required.

This Health and Safety Policy will be reviewed by the On-site IT Technician Maintenance Engineer and General Manager at least annually, to ensure that it is relevant to our Organisational activities and arrangements, and, that it is up to date. The policy will also be reviewed upon the introduction of any relevant health and safety legislation or change to any existing legislation. Where necessary, the policy will be revised to reflect the outcome of the review.

It is a condition of service that every employee co-operate fully in helping to implement and complying with this policy.

This policy statement, including any changes, will be communicated to all persons working under our control and shall be made available on our website to all interested parties.

Yours sincerely



Dr Linda Buchan
Co-Director

Yours sincerely



Calvin Atkinson B.Sc. (Hons)
Co-Director

28th November 2023

This policy will be reviewed at least annually to ensure that it remains up do date in respect of the legal requirements and good practice.

Environmental Policy Statement

It is the policy of Axia ASD Ltd to protect the environment through sound practices that reduce waste generation and minimise risk to the environment.

To meet the objective of this policy:

- Axia ASD Ltd is committed to developing a culture in which the protection of the Environment is encouraged by greater awareness, understanding and management of Environmental issues.
- Axia ASD Ltd is committed to complying with all applicable Environmental Legislation.
- Axia ASD Ltd is committed to a regular review of all its activities in order to define specific targets for action.
- Axia ASD Ltd will minimise energy use.
- Axia ASD Ltd will provide appropriate Environmental guidance for all staff, if required.
- Axia ASD Ltd will nominate a Director to be responsible for Environmental issues.
- Axia ASD Ltd will expect all employees to conduct their duties in accordance with this Policy.
- Axia ASD Ltd will seek to minimise its Environmental impact and aim to enhance the quality of the Environment.
- Axia ASD Ltd will use questionnaires and contract documents to increase Environmental awareness.
- Axia ASD Ltd will aim to preserve and enhance biodiversity.

Yours sincerely



Dr Linda Buchan
Co-Director

Yours sincerely



Calvin Atkinson B.Sc. (Hons)
Co-Director

28th November 2023

This policy will be reviewed at least annually to ensure that it remains up to date in respect of the legal requirements and good practice.

Policy for Equal Opportunity

Axia ASD Ltd recognises its duties under The Disability Discrimination Act 2005 and will make reasonable adjustments in the workplace to help accommodate a disabled person.

Axia ASD Ltd will not treat a disabled person less favourably because of a reason relating to their disability without a justifiable reason.

Axia ASD Ltd recognises its duties under the Equality Act 2010 and will give men and women equal treatment in the terms and conditions of employment if they are employed on 'like' work.

Axia ASD Ltd recognises its duties under Equality Act 2010 and will not treat a person less favourably than others on racial grounds.

Axia ASD Ltd recognises its duties under The Equality Act 2010 and will ensure that Axia ASD Ltd's recruitment, selection and employment practices will treat everyone fairly regardless of religion or belief.

Axia ASD Ltd recognises its duties under The Equality Act 2010 and in general, to not discriminate on grounds of sex, marriage or gender reassignment.

Axia ASD Ltd recognises its duties under The Equality Act 2010. Axia ASD Ltd's recruitment, selection and employment practices will treat everyone fairly regardless of their sexual orientation.

Social and Ethical Policy Statement

It is the Policy of Axia ASD Ltd to undertake its activities in a socially, ethically and environmentally responsible manner. This includes the ethical treatment of employees, clients, contractors and members of the public.

Axia ASD Ltd is committed to making continuous improvements in the management of our environmental impact as part of our goal of developing a sustainable business. Indeed, many of our products support other organisations in doing this. We work to promote environmental care and awareness, with emphasis on the need to reduce energy consumption and waste production. Action being taken includes recycling of materials, using timing switches to reduce energy consumption and reducing the need to travel. We monitor and report on environmental issues and compliance with local legislation.

We will conduct our operations in accordance with accepted principles of good corporate governance.

Information received by employees in the course of business dealings cannot be used improperly for personal gain or for any purpose except that for which it was given. All employees have the right and the responsibility to resolve doubts or uncertainties about ethical questions or compliance with the law. We also strongly encourage an “open door” policy to bring any such queries, if necessary, to a higher level of management.

At all times, it is our policy to stay within the laws, rules and regulations of the countries, states or other jurisdictions in which we operate. It is our policy to co-operate fully with relevant public authorities and regulatory bodies as appropriate.

The Policy objectives are regularly reviewed and are supported by a number of issue-specific policies and procedures, which are regularly audited, in particular, the Health and Safety and Environmental Policies.

Axia ASD Ltd strives to ensure that all employees are treated with respect and are appropriately rewarded. Axia ASD Ltd seeks to operate above the standards laid down by employment legislation and the 1998 Human Rights Act requirements, to implement an effective Equal Opportunities Policy and to acknowledge staff representation.

Axia ASD Ltd facilitates effective communication with and between its staff by various means.

Axia ASD Ltd does not tolerate sexual, racial or any other form of discrimination. Employees are encouraged to develop their skills on an ongoing basis.

We aim to recruit, employ and promote employees on the sole basis of their ability and are committed to developing and enhancing each employee’s skills and capabilities. Our policies are designed to provide employees with safe and healthy working conditions and practices, and to enable everyone to work free from discrimination, harassment or bullying of any kind.

In return we expect our employees to act with integrity and maintain high ethical standards.

Commitment to Recycling:

Axia ASD Ltd will recycle paper where possible.

Axia ASD Ltd will recycle computer equipment where possible.

Axia ASD Ltd will recycle used printer cartridges where possible.

Health and Safety:

Through its Health & Safety Policy, Axia ASD Ltd conducts its activities with due regard for the health, safety and welfare of its employees, clients and contractors and members of the public wherever Axia ASD Ltd's activities are carried out.

Neathouse Partners

Under the Management of Health and Safety at Work Regulations 1999 Axia ASD Ltd must have access to competent help in applying the provisions of health and safety legislation and in devising and applying protective measures.

Axia ASD Ltd has appointed Neathouse Partners as Axia ASD Ltd's Health & Safety Advisors. Neathouse Partners' role is to provide Axia ASD Ltd with independent professional advice and guidance on all aspects of health and safety.

Upon request Neathouse Partners will: -

- Carry out Risk Assessments and COSHH assessments - these can be carried out on the premises as required.
- Provide assistance to Management to compile and develop health and safety documentation and procedures.
- Carry out health and safety training where identified as necessary.
- Investigate major accidents if they occur.
- Provide help and guidance on Health & Safety matters.

Neathouse Partners will provide continuing advice to Axia ASD Ltd on current and future Health and Safety Legislation and best practice.

Part 2 - Organisation and Responsibilities

Overall responsibility for the implementation of the Health and Safety Policy is with the Company Directors.

To clarify the roles and responsibilities for health and safety, the following duties have been allocated to nominated employees and must be carried out.

Induction Training	- Nominated with team
COSHH Assessments	- Nominated with team
Risk Assessments	- Nominated with team
DSE Assessments	- All DSE Users
Portable Appliance Testing	- Competent Person
Manual Handling Assessments	- Nominated with team
Fire Warden	- Nominated with team
First Aider	- Nominated with team
PPE Inspections	- All PPE Users
Equipment Inspections	- Nominated with team

Director

The Director accepts the ultimate responsibility for all health, safety and welfare matters in all aspects of Axia ASD Ltd's operations. However, the Senior Management team and all staff have a responsibility towards safety with the specific lines of delegation as set out below.

Relevant Nominated Persons, will: -

- a) Establish systems to monitor compliance with the statutory duties laid down under the Health and Safety at Work Act 1974 and the appropriate Regulations and Codes of Practice.
- b) Review this Health and Safety Policy at least once annually.
- c) Ensure that Health and Safety forms an integral part of the operations of the organisation.
- d) Oversee and ensure that those for whom they are responsible also comply with the proper standards of Health, Safety and Welfare as are applicable to the tasks being performed.
- e) Ensure that adequate financial resources are available and are applied so as to meet the needs of Health and Safety.
- f) Review any risk assessment findings when developing this Health and Safety Policy.
- g) Nominate specific staff with designated safety roles within the organisation.
- h) Institute proper reporting, investigation and costing of ill health, injury, damage and loss.
- i) Promote action and analysis to discover accident trends.
- j) Ensure that inspections are carried out periodically to monitor compliance with this Policy and to ensure that all standards are being met.
- k) Ensure that emergency procedures and fire evacuation practices are in place within all premises, including offices.
- l) Have a general oversight and understanding of the required First Aid and Fire Safety Arrangements at all company locations or places where employees are regularly required to work.
- m) Hold periodic meetings at which they should discuss Health and Safety matters raised by employees. At these meetings consider any information / reports from Axia ASD Ltd Senior Management, as to whether any procedural changes are called for and whether the Health and Safety Policy should be revised.

- n) Ensure that all levels of staff receive adequate and appropriate safety information, instruction and training.
- o) Ensure arrangements are made for all staff (part-time, full-time and apprentices) to be provided with adequate information concerning relevant sections of the Health and Safety Policy.
- p) Set an example by high personal standards of application and discipline in 'health and safety' such as the wearing of appropriate personal protective equipment when visiting locations where this is deemed necessary.

Staff Members

This includes volunteers. All staff are responsible for their own immediate safety. In addition, each member of staff will:

- a) Undertake and implement risk assessments for specific activities and ensure that safe working procedures are followed personally.
- b) Take proper care of and make proper use of all personal protective equipment in accordance with instructions.
- c) Give adequate safety information regarding the activity being undertaken prior to the activity commencing and during the activity as and when required.
- d) Use only those items of equipment they have been trained and authorised to use and use in accordance with the manufacturer's instructions.
- e) Follow the information, instruction and training provided.
- f) Make themselves aware of the location of: -
 - i. First Aid Box
 - ii. Accident Book
 - iii. Fire Protection Equipment
 - iv. Emergency Assembly Point
- g) Not use alcohol or drugs in such a way as to influence their performance at work. Consumption of alcohol or illegal drugs at work as a breach of Company rules and disciplinary measures will be taken.
- h) Ensure that special working procedures, protective clothing and equipment, etc are provided and used where necessary.
- i) Monitor that rules and other instructions are observed at the place of work.
- j) Remain alert and conscious of the safety arrangements contained within this Policy and all associated Risk Assessments.
- k) Plan and maintain a tidy work area and ensure welfare facilities are maintained in a clean safe condition.
- l) Report defects and make recommendations to their line manager where necessary.

- m) Ensure all accidents, incidents and near misses within the area of responsibility are recorded in line with the company policy.

Health and Safety Advisors

Axia ASD Ltd may appoint an external Consultant to act as its Health and Safety Advisors with responsibility for:

- a) Advising senior management of any new safety legislation or changes in existing legislation which may affect them.
- b) Providing general assistance, when requested, to the company in the fulfillment of its obligations and duties as set out in statutes and by clients/principal contractors.
- c) Providing assistance, when requested, in the formulation of safe systems of work and project specific method statements.
- d) Providing specific health and safety training to company employees and others as and when required.
- e) Providing an interpretation, when requested, of safety legislation so that the management fully understands the actions required in order to meet the legislation.
- f) Assisting, where required, with the initial implementation of the changes required by changes to safety legislation.
- g) Suggesting, when requested, suitable training for employees, posters, reference texts, films etc to provide awareness of safety management, accident prevention and hazards to health.
- h) Recommending, when requested, to senior management ways to improve working conditions.
- i) Investigating, at the request of the company, notifiable accidents or dangerous occurrences and submitting to the company a written confidential report, when required by the company.
- j) Undertaking pre-arranged inspections/audits, as required by the company.

It is the responsibility of the Director & General Manager to ensure that the Safety Advisors are notified whenever assistance or support is needed.

The Safety Advisors should ensure that regular systematic inspections/audits are carried out within all locations through both scheduled and un-scheduled visits, where commissioned to do so by the company. Written inspection reports will be completed for all such inspections and issued to the company's Director. Such reports will not only identify potential hazards and comment on the operative's compliance with the safety policy and procedures but will also recommend improvements to working methods and any training considered necessary for the employees, personal care assistants and volunteers and supervisory teams.

The visiting Safety Advisor shall, wherever possible, be accompanied by a member of the company's senior management team or other responsible person when carrying out his inspections.

The Safety Inspector will keep and analyse inspection reports and concentrate on weaknesses that may become evident from such reports. The Safety Inspector will stop work if, in his opinion, the place, condition or method of work is dangerous.

The nominated Safety Consultant/Advisor will be clearly displayed on the company's health and safety notice board.

Client Care Policy Statement

Whenever clients have contact with Axia ASD Ltd they will receive consistently excellent standards of client service. These standards will ensure that all clients are able to fully access our services. Axia ASD Ltd is committed to ensuring that client service excellence is an integral part of the planning, resourcing, and delivery of its services.

Policy Statement

Our guiding principles as an organisation we will be to be:

- Helpful and courteous in delivering high quality services.
- Professional and positive in our approach, taking pride in what we do.
- Well informed, so that our clients know what they can expect from us.
- Effective in listening to clients when they express dissatisfaction or complain.
- Fair and equitable towards individuals with differing needs.

Who are our clients?

Our clients are all the people we come into contact with Axia ASD Ltd. This includes people who have purchased our products and those that are utilizing our services.

What do our clients want?

Our clients want safe high-quality products and accessible, efficient and responsive services, and we must strive to meet these demands.

What is Client care and why is it important?

Client care means:

- Providing a good quality service in a friendly, efficient and helpful way. We should continually strive to improve services by ensuring good communication and a positive attitude towards clients.
- Treating other people how **they** would like to be treated.
- Treating each person as an individual. In order to do this, we must understand and recognise that we are all different and that we all have diverse needs. These differences and needs can be based on our culture, language, ethnicity, age, gender, disability, literacy, sexual orientation or religion. Good client care is about having a positive attitude towards and respect for diversity and, in turn, having the flexibility to adapt our behaviour and actions in a way that is appropriate for the individual.
- Treating people with dignity, respect and courtesy. Generally, clients will request a service from Axia ASD Ltd. In some instances, we may need to be involved with people when they do not particularly want our involvement. In all cases, clients have a right to be treated with dignity, respect and courtesy.
- Offering choices where possible.

- Giving information about what is available and providing an explanation if a service is not available.

How will we introduce and maintain our Client Care Policy?

The development of our Client Care Policy is an important part of Axia ASD Ltd commitment to its clients and monitors and evaluates the effectiveness of this policy periodically, ensuring standards are maintained and any new employees are trained to deliver these standards appropriately.

Setting Standards for Staff to Follow

In developing these standards, we have sought to:

- Set standards which are user friendly, client focused and measurable.
- Clearly state how staff should behave in dealing with clients.
- Set performance targets, which can be reviewed regularly.
- Give consideration to legislation, good practice and national standards

General principles when dealing with an enquiry:

When dealing with an enquiry from a client, whether face to face or by telephone:

- Listen carefully to the enquiry.
- Identify and address any special needs with sensitivity, tact and diplomacy.
- Record client contact details accurately.
- Ensure that the nature of the client's enquiry is understood clearly.
- Aim to resolve enquiries at first contact where possible.

Telephone callers

- Aim to answer the telephone within 15 seconds or at the most within 30 seconds.
- Greet the client in a polite and courteous manner.
- Give your full attention to the client.
- Take ownership of the call, resolving the client's enquiry wherever possible.
- When taking a call for a colleague, use an effective message taking system and make sure the Client is called back.
- End the call with a thank you and confirm with the client the outcome.

Use of Voicemail

- Only use voicemail to ensure that telephone calls do not go unanswered.
- Use voicemail only for short periods or specific purposes.
- Ensure recorded messages are audible, accurate, and appropriate and where possible, provide alternative contact details.
- Give the caller an option to leave a message.

- Respond to all messages within 24 hours or the next working day if the message is left over a weekend or Bank Holiday.
- Regularly update your voicemail message.

Face to Face contact – this covers personal callers with or without appointments and direct contact with clients.

- Aim to greet clients as soon as practicable, and preferably within 5 minutes of their arrival.
- Greet the client in a polite and courteous manner.
- Give your full attention to the client.
- Keep the client informed of the length of time they are likely to wait to see the person they need.
- Offer an appointment where this may be more appropriate, responsive or efficient.
- When a client has special needs, find out what they need and aim to provide it.
- When discussing personal information, always arrange to do so in a confidential environment e.g. interview room.

Personal calls to Clients – this covers visits to clients' homes/properties and workplaces.

- Wherever possible or appropriate make visits by arrangements with the client, clearly stating the purpose of the visit.
- Keep clients informed of any changes to the visit arrangements.
- Carry an identify card at all times and show it to each client before entering the property.
- Encourage clients to check your identity with Axia ASD Ltd, for example by telephoning.
- Follow policies and guidelines on Lone Working for your safety.
- Use tact and courtesy as a visitor in another person's home, treating their property with respect.
- Close the visit by explaining the next steps and leave written information where possible.
- Follow up your commitment to the client with action.

Written communication – Letters, faxes and e-mails

- Reply to all written communication within 10 working days.
- Ensure the presentation of all written correspondence is easy to understand, professional and accurate.
- Include a contact name and direct dial telephone number, together with any other information needed (e.g. reference number) to assist the client.

Comments, compliments and complaints

- Be open to receiving feedback from clients.
- Pass comments and suggestions on to your manager, if they may improve the service.
- Ensure compliments are recorded and shared with colleagues.
- Aim to resolve all concerns (except serious complaints) raised by clients immediately and informally wherever possible.

- If informal resolution is not successful, tell the client they can make a formal complaint, and help them to do so.
- In the case of a serious complaint, inform your manager.

Part 3 - General Arrangements

Training, Instruction and Information

Basic induction training will be provided to ensure that all new employees are given basic health and safety information upon starting employment within Axia ASD Ltd, prior to commencement of work.

Such basic induction training will fundamentally cover:

- a) Axia ASD Ltd Safety Policy.
- b) Fire procedures, warning systems, actions to be taken on receiving warning, locations of exits or escape routes, evacuation and assembly procedures.
- c) First Aid and injury reporting procedures, names of first aiders/appointed persons.
- d) Instruction on any prohibited areas (i.e. no smoking).
- e) Issue of personal protective equipment and its use.
- f) Instruction applicable to their particular duties at work etc. and any particular hazard connected with their own work or Axia ASD Ltd's operations.

Where specific professional qualifications are required, this will be identified and fully taken into account in recruitment procedures.

On-Going Training

A training needs analysis has been undertaken by the Senior Management, to identify the mandatory health and safety training required for each member of staff and this will be reviewed annually.

All members of staff will receive a comprehensive health and safety induction when they commence employment with the company and the induction will include specific elements of this policy being brought to their attention.

The General Manager will:

- a) Inform staff of any changes in the policy.
- b) Assess the training requirements of the staff and integrate those needs onto the company improvement plan.
- c) Assess the training needs of new members of staff.

If any member of staff feels the need for training, they must alert the Senior Management team. Staff are also reminded that they must provide 3 months' notice for any qualifications relating to Health and Safety that are due to expire, e.g. First Aid.

Training will be repeated periodically, and where risk assessments identify a need for specific training to be carried out before staff are exposed to new or increased risks due to a change of responsibility, new working methods or equipment, etc.

Contractor Selection and Management

All contractors will be expected to comply with the company's Health and Safety Policy and submit their own Health and Safety Policy and procedures to the company for verification.

Contractors will receive a copy of this company's Safety Rules and Requirements and contractors' operatives will be expected to be fully aware of what is required of them whilst working on the company's premises or within client homes.

All work must be carried out in accordance with the relevant statutory provisions and take into account the safety of others on the site including the general public. All contractors' employees must comply with any safety instruction given to them.

All plant, equipment and tools brought onto the premises by contractors must be safe and in good working condition, fitted with any necessary guards and safety devices, and with any necessary certificates available for checking. All operatives must be adequately trained in the use of such plant and equipment and, where appropriate, provide proof of their competence.

Employees of contractors are not permitted to alter any scaffold provided for their use, or use, or interfere with any plant or equipment on the site unless authorised and competent to do so. Where contractors are required to hire or erect scaffolding (or other working platforms) they shall ensure that it is inspected at weekly intervals by a suitably trained and competent person and the appropriate inspection report is completed.

No power tools or electrical equipment of greater voltage than 240 volts may be brought onto site. All transformers, generators, extension leads, plugs and sockets must be to the latest British Standards for industrial use and in good condition. All such equipment must be regularly tested for safe working and suitably tagged in accordance with the requirements of this policy.

Any injury sustained or damage caused by contractors' employees must be reported immediately.

Contractors informed of any hazards or defects noted will be expected to take immediate action. Contractors will provide Axia ASD Ltd with the name of the Responsible Person they have appointed to manage and control their works.

Suitable welfare facilities and first-aid arrangements in accordance with the Regulations must be provided by contractors for their employees, unless arrangements have been made for contractor's employees to have the use of shared facilities, in which case notification will be issued detailing the

shared facilities provided. Subcontractors will be required to provide, when appropriate, that at least one of their workforces on the premises is a suitably trained first aider.

Any material or substance brought onto the premises which has Health, Fire or Explosion risks must be used and stored in accordance with regulations and current recommendations, and that information must be provided to the Works Supervisor and any other person who may be affected on or off the premises.

Contractors are particularly asked to note that workplaces must be kept tidy and all debris, waste materials, etc cleared as work progresses.

Contractors will be required to provide and wear and/or use any appropriate items of protective clothing and equipment required for the process in which they are engaged.

Axia ASD Ltd will only appoint competent contractors, an assessment of each contractor engaged by the company will be carried out before such contractors are employed for the first time and at regular intervals thereafter.

Young People

Axia ASD Ltd recognises its responsibilities under The Management of Health and Safety at Work Regulations 1999 (management Regulations) relating to young persons. Axia ASD Ltd will: -

- (a) Assess risks to young people and those who are considered to be unaware of the new working environment, *before* they start work.
- (b) Take into account their inexperience, lack of awareness of existing or potential risks and immaturity.
- (c) Address specific factors in the risk assessment.
- (d) Take account of the risk assessment in determining whether the young person should be prohibited from certain work activities, except where they are over minimum school leaving age and it is necessary for their training and:
 - i. Where risks are reduced so far as is reasonably practicable
 - ii. Where proper supervision is provided by a competent person

Lone Working

In the event of employees being required to work alone, the following is mandatory:

- (a) Access to contacting assistance (mobile phone or radio device in areas without signal).

- (b) The employee is required to inform the immediate line manager of where they are going and for how long. Details shall also be entered into the office diary which is kept by the administrative staff.
- (c) No employee shall enter a void alone if there is a significant risk of the area being occupied by unauthorised persons liable to commit acts of violence if disturbed.
- (d) No employee shall enter a void area alone if the state of the premises is unknown and a risk of falling due to unsound structural materials exists.
- (e) Employees are required to call the office on a regular basis to confirm their whereabouts.

First Aid

At least one trained First Aider or Appointed Person will always be available during working hours. Records and dates must be kept by the office Administrator of any First Aiders' qualifications.

Details of the First Aider will be displayed on the premises.

An assessment will be made by the First Aider or Appointed Person to ensure that there is adequate and appropriate provision for first aid. The First Aider or Appointed Person is responsible for checking first aid boxes.

All injuries should be recorded on the appropriate forms and inserted into the Accident Book, regardless of how slight the injury may be.

Accident Reporting and Investigation

In the event of any accident, the following procedures must be followed:

- 1) Render any equipment inoperative
- 2) Summon assistance
- 3) If the injury is of a minor nature, ensure treatment is carried out by reporting to the qualified First Aider.
- 4) if the injury is of a major nature, then an ambulance should be summoned immediately without undue delay in attempting to contact next of kin or management first.
- 5) If the injured is mobile, then he/she should be taken for emergency treatment to the Hospital.
- 6) All staff must report any accident involving themselves or visitors/clients by reporting to senior management.
- 7) All injuries regardless of how minor they may appear must be entered in the accident book. Accident Books and records must be kept for at least three years from the date of the last entry.
- 8) At the earliest possible convenience, the accident must be reported to the Director who is responsible for safety.
- 9) Senior Management will investigate all accidents. The purpose of the investigation will be to find, where possible, the cause of the accident, so that a re-occurrence can be prevented.
- 10) All accident reports will be forwarded to the Director who is responsible for safety and who will ensure that all remedial action is taken.

RIDDOR Reporting

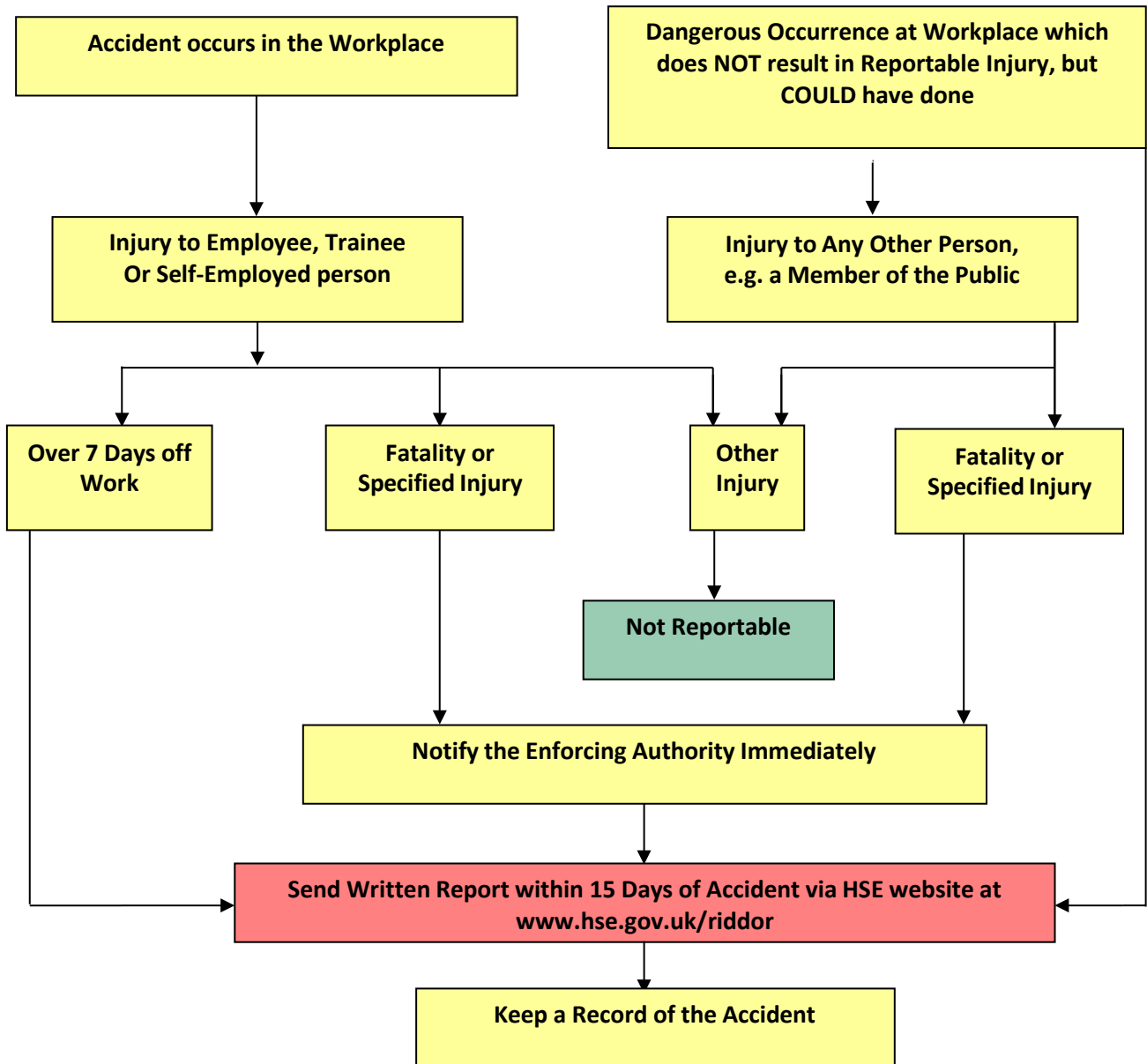
In recognition of our duties under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), the Company has instituted a system for recording and investigating accidents, diseases and dangerous occurrences to the Health and Safety Executive. In the first instance Axia ASD Ltd will, so far as is reasonably practicable, provide and maintain a safe place of work, a safe system of work, safe appliances for work and a safe and healthy working environment.

Reportable incidents should be completed and sent to the Health and Safety Executive within 15 days via the HSE RIDDOR Website. Deaths must be reported as soon as possible by telephone to the HSE.

An accident book will be available and maintained to ensure any injured employee can record details of his/her accident. It is important that all accidents and near misses, no matter how minor are reported and recorded within the accident book.

All fatalities, specified injuries, dangerous occurrences and other notifiable accidents will be recorded in a Register. These records will be kept permanently by the company in a safe place. All reportable accidents will be investigated and a copy of the Investigation Report, together with any photographs, statements or other relevant material forwarded to the company insurers or legal advisers. This Investigation Report is privileged information and will not be issued to any other person without permission of the company insurers or legal advisers.

All accidents and incidents including near missies and incidents that result in damage to premises or plant and machinery, will be thoroughly investigated. The purpose of the investigation will be to establish the root cause of the incident with a view to amending or developing procedures to help prevent a recurrence in the future.



Fire Safety

Fire precautions will be provided and maintained to the requirements of the Regulatory Reform (Fire Safety) Order 2005, the Health and Safety at Work Act 1974, the Workplace (Health, Safety and Welfare) Regulations 1992 and the management of Health and Safety at Work Regulations 1999.

A fire risk assessment will be completed for the company's premises, including any temporary offices. The fire risk assessment will be regularly reviewed to ensure that it remains valid and that the specified control measures are effective and are being implemented.

Fire extinguishers will be provided and located at strategic points throughout the workplace. Staff will be instructed in the use of office extinguishers in order that they may use them safely and effectively.

The company will enter into a contract service and inspection arrangement to ensure that all portable extinguishers are inspected and maintained. This is currently maintained by and the responsibility of Building Management.

The names, locations and actions to take in the event of an emergency will be posted at strategic positions throughout the workplace.

All employees must familiarise themselves with the location of fire doors and fire exits, so that they know as many means of escape as possible from the building. All employees should know the location of their nearest fire extinguishers and fire alarm call points and instructions for their use.

Emergency exit routes must remain tidy and free from obstacles. Employees must not leave or store flammable materials on emergency exit routes or blocking immediate access to fire alarms, fire equipment or electrical switchgear.

The company will carry out a Fire Risk Assessment of its premises (in conjunction with the Landlord, where appropriate) to determine what measures need to be implemented in order to safeguard its employees and premises.

The value of the nightly routine of switching off all unnecessary electrical equipment and closing all doors to rooms and staircase enclosures cannot be overstressed. Employees are reminded that smoking is not permitted on Company premises.

- Cleanliness and the removal of waste materials is essential. The storage of flammable materials will not be permitted within the company's premises.
- Appropriate fire extinguishers will be provided within the premises. Employees will be instructed in the correct use of the appliances.
- All extinguishers will be examined at least once per year and the details recorded.

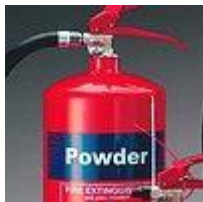
Types and Suitability of Fire Extinguishers



The most widely used and available fire extinguisher. Used for **SOLIDS** such as paper, wood, plastic etc. NOT suitable for use on electrical or flammable liquids.



More versatile than water extinguishers. Used for **SOLIDS** such as paper, wood, plastic and **FLAMMABLE LIQUIDS** such as paraffin, petrol, oil etc



Multi-purpose extinguisher, can be used on: **SOLIDS**; Paper, wood, plastic, fires. **FLAMMABLE LIQUIDS**: Paraffin, petrol, oil. **FLAMMABLE GASES**; Propane, butane, methane.



Carbon Dioxide Extinguishers are ideal for fires involving **electrical apparatus**.

Carbon Dioxide will also extinguish **FLAMMABLE LIQUIDS** such as paraffin, petrol and oil.

Emergency Procedure:

In the event of fire, the following procedure will apply to the office.

- 1) Raise the alarm and operate the nearest fire alarm
- 2) Leave the building in an orderly fashion
- 3) Telephone the Fire Brigade by dialling 999.

On hearing the alarm, all employees and visitors to the building are to evacuate and assemble outside the at the identified assembly point where a roll call will be taken. A staff/visitor signing in and signing out procedure will be adopted to ensure that an accurate record of all persons present within the building is maintained at all times.

Housekeeping

The risk of injury within the workplace is most likely to be caused by the more mundane hazards, often as a result of poor housekeeping. Trips and falls can be caused by trailing cables, objects left on floors, traffic routes blocked within the office. It is the responsibility of all staff to ensure that their working area has clear traffic routes and that exit routes are kept clear. It is the duty of all staff to be vigilant and aware of possible hazards. If any spillages occur, these should be dealt with immediately. All waste will be disposed of according to appropriate health and safety guidelines.

Axia ASD Ltd believes in the need for tidiness at the offices and all other locations in which their staff are required to work and will promote good housekeeping at all times. Company employees are responsible for the general tidiness in these areas. All employees have a duty to ensure that hazardous working conditions are not allowed to develop.

Slips Trips and Falls (on the same level)

The company is aware of the high incidence of injuries caused by slips, trips and falls and the legal requirement to prevent such. This shall be achieved by:

- a) Ensuring that the surface of all floors, corridors and external walkways under the control of the company are regularly inspected and made as level, dry, free from ice and suitably treated as far as is reasonably practicable.
- b) Ensuring that floors, corridors and walkways are kept clean, tidy and free from obstructions, clutter and trailing leads.
- c) Ensuring that all employees are aware of the serious risks posed by unsafe surfaces and that safety footwear is worn at all times when carrying out fieldwork.

Driving for Work

It is necessary for members of staff to drive for work related commitments and as such, it is the policy of Axia ASD Ltd that all individuals required to drive for work, adhere to the following:

- a) Drive in accordance with Road Traffic Legislation and the Highway Code at all times.
- b) Ensure before reversing that there are no obstructions or people behind the vehicle.
- c) Report all accidents or damage, however minor, to Axia ASD Ltd.
- d) Ensure that all traffic violations they may be involved in, which result in being prosecuted, are reported to Axia ASD Ltd.

- e) Ensure that the vehicle is serviced in accordance with the manufacturer's requirements.
- f) Make regular inspections of the vehicle for obvious defects and ensure any defects noticed are rectified without delay. Check lights, tyres, oil, water, windscreen wipers and washer reservoir, etc. At least every week.
- g) Do not drink alcohol or take medication, which could affect driving ability before or whilst driving a vehicle.

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) should be regarded as a last resort after other methods of control have been rejected. All staff and visitors will be issued with suitable and sufficient PPE where the risk assessments identify it as necessary.

The Director will ensure adequate supplies of all necessary protective clothing or equipment are available for issue as required and that when issued to staff or visitors, a record is kept.

All staff and visitors will be provided with instruction, information and training in the correct use, maintenance and storage of any PPE issued and the hazards it provides protection against, and any limitations.

In addition, Axia ASD Ltd encourages staff to wear any items that will protect them against injury. If any item of PPE becomes damaged the staff member must request a replacement. Failure to wear protective clothing supplied where deemed to be necessary will be considered by Axia ASD Ltd as an act of serious misconduct and subject to disciplinary action.

Hazard Control - Risk Assessment

Suitable and sufficient Risk Assessments are carried out to assess the health and safety risks which Axia ASD Ltd employees are exposed to whilst they are at work, and also the risks to the health and safety of persons not in Axia ASD Ltd employment arising out of, or in connection with any undertaking of Axia ASD Ltd.

Appropriate arrangements will be put into place to control any risks identified. Risk assessments and control measures will be reviewed at regular intervals (at least annually) and updated where necessary. Significant findings will be recorded.

Specific risk assessments are required for activities involving fire, manual handling, substances and the use of display screen equipment while more general risk assessments must be completed for those activities where specific assessments have not been carried out.

Although risk assessments relating to most activities of the company will have been or will be completed on the behalf of all staff, all staff have a responsibility to make themselves familiar with both the general and the specific risk assessments relating to their area of work. Copies of these

assessments are held by Senior Management.

Areas of work or activities that are deemed to be more hazardous are likely to have detailed, documented arrangements to minimise the associated risks.

In addition, various Codes of Safe Working Practice and guidance issued by the relevant authority and the Health and Safety Executive are available either from Axia ASD Ltd or by accessing the latest versions on the web. All new and existing staff should be aware of the contents relevant to them.

Part 4 – Working with Vulnerable People

Axia ASD Ltd as a part of their role will work with vulnerable groups.

Axia ASD Ltd will follow the required National Minimum Standards.

Recruitment, Training and Security Checks

There is a rigorous recruitment and selection procedure which meets the requirements of legislation, equal opportunities and anti-discriminatory practice and ensures the protection of service users and their relatives.

Face to face selection interviews are undertaken on Axia ASD Ltd premises which are secure and private, for all staff (including any volunteers) who are shortlisted and may be engaged.

New staff and volunteers are confirmed only following completion of satisfactory checks. These checks include:

- a) verification of identity
- b) work permit (if appropriate)
- c) driving licence (if appropriate)
- d) certificates of training and qualifications claimed
- e) declaration of physical and mental fitness
- f) sex offenders register

Checks on the suitability of temporary staff may be undertaken by an employment or recruitment agency on behalf of Axia ASD Ltd, provided that the checks comply with the requirements of these standards.

New staff, including temporary workers and volunteers, are provided with a written contract specifying the terms and conditions under which they are engaged, including the need to comply with Axia ASD Ltd Staff Handbook.

Staff are required to provide a statement that they have no criminal convictions, or to provide a statement of any criminal convictions that they do have.

Each new member of staff undertakes a training needs analysis on completion of induction or probationary period. This is incorporated into the staff training and development plan. All staff are provided with the required training on health and safety including manual handling.

Specialist advice, training and information is provided for employees working with specific user groups and/or medical conditions by someone who is professionally qualified to do so.

Safeguarding

Please refer to the company Safeguarding Policy.

Service users are safeguarded from any form of abuse or exploitation including physical, financial, psychological, sexual abuse, neglect, discriminatory abuse or self-harm or inhuman or degrading treatment through deliberate intent, negligence or ignorance in accordance with written policies and procedures.

Axia ASD Ltd has robust procedures for responding to suspicion or evidence of abuse or neglect (including whistle blowing) to ensure the safety and protection of service users. The procedures reflect local multi-agency policies and procedures including the involvement of the Police and the passing on concerns to the NCSC in accordance with the Public Interest Disclosure Act 1998 and the Department of Health guidance No Secrets.

All allegations and incidents of abuse are followed up promptly and the details and action taken recorded in a special record/file kept for the purpose and on the personal file of the service user.

Axia ASD Ltd will ensure that there is a detailed policy, and there are procedures and a management and reporting plan for child protection. Employees working with children and their families have copies of the local authority child protection procedures and are fully conversant with the Axia ASD Ltd's policy and procedures.

Physical and verbal aggression by a service user, their relatives or friends is responded to appropriately.

Physical intervention is only used as a last resort, in accordance with Department of Health guidance and protects the rights and best interests of the service user, including people with special needs and is the minimum necessary consistent with safety.

Training on prevention of abuse is given to all staff. Please refer to the company policy on dealing with violence.

Part 5 – Premise Safety

Work in Occupied Areas

The HSWA 1974 and the Management of Health & Safety at Work Regulations 1999 place a duty on employers to ensure the safety and health of persons not in their employment but who may be affected by the company's undertakings.

The company's activities may create certain risks to third parties that must be controlled. This shall be achieved by ensuring that:

- a) Signs and barriers are placed around any area where ladder access is required in busy occupied areas and creating an exclusion zone.
- b) Step ladders are to be accessed and used safely, employees are to use the ladders in the A-frame position when alone. Materials held during ladder access are to be reduced to only those required to reduce the risk of articles being dropped onto third parties and colleagues. The use of tool belts or similar should be considered so that the hands may be kept free.
- c) Work equipment is to be kept with employees at all times when working in a public area. This is to reduce the risk of trips and falls due to obstructions created by the tools; and to prevent unauthorised persons using the tools and becoming injured in the process.
- d) Additional vigilance must be paid to occupant safety if there is a risk of children and elderly persons in the vicinity such as shops and shopping centres.
- e) Cooperation and coordination between all users of the premises.

Communal Areas

Where work has to be undertaken in communal areas such as hallways, passageways and staircases, or occupied premises, provision will be made to ensure the safety, including access and egress, of all users.

The Works Supervisor will ensure that all work in communal areas is planned in advance so as to cause the least disruption. Where passageways or staircases cannot safely be used while work is in progress, arrangements for alternative access routes will be made, or such work to be undertaken outside of normal working hours.

Employees/contractors will ensure that all work areas are cordoned off or identified by appropriate warning signs and/or barriers where practical at all times, for example 'Caution Wet Floor' signs should be erected whenever mopping or cleaning floors could cause a potential slip hazard.

Where work in communal areas is other than of a short duration, operatives will ensure that signs and/or barriers are positioned and maintained so as to warn others in the area.

Grounds Safety

The main hazards associated with the grounds are traffic flow, car parking and the use of equipment and pesticides for grounds maintenance work. Therefore, to help manage the risks, the following requirements will be implemented:

- a) On-site car parking spaces should be clearly indicated and located away from the main entrance and emergency exits.
- b) On-site speed limit for traffic should be clearly indicated and monitored; traffic control measure such as speed ramps may be required.
- c) Separate dedicated pedestrian routes should be provided to avoid potential collisions between vehicles and pedestrians.
- d) All footpaths and roadways should be clearly marked, in good condition, well illuminated and free of trip hazards.
- e) Separate access and delivery areas should be provided for the delivery and collection of supplies to the company.

Window Safety

When considering window and glass safety, the main considerations should be:

- a) Ensure that windows can be cleaned safely by staff and contractors
- b) Ensuring that where windows form part of a door, they are made of safety glass
- c) Where there is a danger that a person could fall out of a window, the bottom edge of windows should be at least 910 mm above floor level unless there is a barrier present to prevent falls
- d) Where there is a danger of falling out of a window at height, devices should be provided to prevent the window opening too far. Remember beds and other furniture may enable children to gain access to open windows.

Part 6 - Health Hazards

Manual Handling

Axia ASD Ltd will assess its lifting operations and as far as is reasonably practicable, change work methods to avoid risk of injury or replace manual handling by mechanical means in accordance with the Manual Handling Operations Regulations 1992 (as amended in 2002).

When manual handling assessments are carried out assessors should:

- a) Observe and appreciate factors
- b) Obtain information
- c) Assess systematically
- d) Draw conclusions
- e) Record details
- f) Communicate findings
- g) Recognise Limitations

The assessment will be reviewed if significant changes occur.

Staff must make proper use of systems of work provided. Staff must also inform the Senior Management Team of any physical condition that might affect their ability to manually handle loads e.g. Back strain.

All equipment must be moved safely. Large pieces of equipment will only be moved by people who have received training.

Senior Management will be responsible for undertaking risk assessments for moving and handling tasks. Training will be offered to those staff who are expected to lift objects. If you are apprehensive about your capability to move goods, equipment or furniture, please either ask for help or do not undertake the activity. Where lifting equipment is provided, only those members of staff who have been trained in the use of the equipment may undertake this activity.

Working at Height

This policy and its arrangements cover the use of all types of ladders, for example those used for gaining access to positions above or below ground. In this policy a ladder / step ladder (ladder) should be referred to as a temporary measure which may be used as a working platform for no more than 30 minutes.

What are the main rules to follow when working at height?

- First, as a part of the planning of the work, carry out a Risk Assessment
- Plan to do as much of the work as possible at low level.
- Do not work at height unless it is absolutely unavoidable

- Provide a secure platform

What can be done to help prevent falls?

- Plan all instances of working at height
- Think about where and how the work is to be done
- Where possible use an existing structure, which will allow safe access and provide a safe working platform. Where this is not possible, a safe working platform will need to be provided.
- Consider any lifting and handling requirements needed to carry out the work
- Be aware and prevent possible electric shock dangers that may initiate accidents

All ladders used are of the correct type for the specific task, should be inspected before use, subject to regular checks and maintenance, and meet appropriate legislative and equipment standards.

Ladders / Stepladders

All ladders must be provided and used in accordance with the Work at Height Regulations 2005.

All ladders are classed as 'work equipment' for the purposes of the Provision and Use of Work Equipment Regulations 1998. Where necessary a risk assessment should be carried out in accordance with the requirements of the Management of Health and Safety at Work Regulations 1999.

All work will be planned to take the above standards into account.

Where ladders are to be used, these must be used in strict accordance with the Work at Height Regulations 2005 and 3 points of contact (ie: 2 feet and 1 hand) must be maintained with the ladder at all times. Ladders should only be used for short duration, non-repetitive works and only then when subject to a specific risk assessment.

Training provided to employees will include the hazards and precautions relating to ladders and their use, as well as the hazards of working at height in general.

Ladders must be checked before use to ensure that there are no defects and will be checked at least weekly while in use. Where a defect is noted, or a ladder is damaged, it will be taken out of use immediately. The company will ensure that proper storage is provided for ladders, under cover where possible, and with the ladder properly supported throughout its length.

Employees will check that ladders in use are secured, have a solid, level base and are being used correctly. Ladders will not be used to provide access, or a working position, if the type of work cannot be carried out safely from a ladder, (e.g., carrying large items, work requiring both hands etc).

Methods of use, which will result in damage to the ladder, will not be permitted.

Any person using a ladder is especially at risk, when working on the ladder, when ascending or descending, or when positioning or removing it. Other persons working near to, or passing by, a person working on a ladder could be in danger from tools, equipment or the person falling from a

height. Whenever using a ladder, three points of contact must be maintained with the ladder at all times.

Ladders should only be used for short term work (<20 minutes) and then only following the completion of a satisfactory risk assessment.

Display Screen Equipment

Axia ASD Ltd recognises its duties under the *Display Screen Equipment Regulations* and will carry out the following: -

- (a) Carry out suitable and sufficient assessment of the risk for each workstation and make sure arrangements are made to reduce significant risks identified.
- (b) Make sure arrangements, as may be necessary, are made to reduce significant risks found during the risk assessment programme.
- (c) Provide an appropriate “sight test” as defined in the Regulations for all regular users of display screen equipment.
- (d) Encourage and advise users to take regular breaks from operating display screen equipment.

In order to ensure compliance with the standards above, all staff that use PC’s, laptops or tablets as part of their working day, should complete the Self-Assessment checklist and return it to the Director.

An audit of staff will be undertaken to identify those staff that would be considered ‘DSE users’. DSE users are entitled to an eyesight test, particularly if they are experiencing visual difficulties associated with DSE. The standard form must be obtained from the Director prior to the eye test and completed by the Optician.

The completed form and receipt for the eye test must then be returned to the Director for reimbursement. If the optician confirms that a user requires new visual correction specifically for work with DSE, as indicated on the Optometrist’s Report, the company will pay a contribution towards the cost. It should be noted that some users who already wear glasses may or may not need special glasses for display screen work.

Electrical Equipment

All staff are responsible for ensuring that they use and handle electrical equipment sensibly and safely.

All electrical equipment is checked annually. If there is any doubt about the safety of the equipment it must not be used. Any potential hazards must be reported to Senior Management immediately.

Senior Management must be aware of and approve the use of any item being brought into the company by a member of staff.

In accordance with the Electricity at Work Regulations 1989 electrical risks must be assessed and controlled by the use of:

- (i) Statutory inspections and testing of portable electrical appliances by a competent person whether used within the company's premises or in external locations and premises.
- (ii) 5 yearly statutory inspection and testing of fixed installations, the company having a duty to ensure that the landlord of the premises complies with his duty regarding this matter in order to protect the safety of employees.
- (iii) Any power tools used, including drills etc are to be of low voltage type and must be stringently inspected and maintained.
- (iv) Prohibition of any employee to access live electrical installations.

Visual Inspections

All users must look critically at the electrical equipment they use from time to time. This needs to be daily in the case of handheld and hand operated appliances to check that the equipment is in sound condition (remember to unplug and switch off first!!).

The checks also apply to extension leads, associated plugs and sockets. Any faults must be reported, and the equipment taken out of use immediately and labelled as faulty (and why). It must not be used again until repaired.

Testing of Portable Electrical Equipment

Electrical testing of portable electrical equipment for earth/insulation integrity using a portable appliance tester will be carried out by a competent person in addition to the user visual inspections.

A visual inspection must also be carried out in conjunction with the electrical testing.

Combined inspection and testing should be carried out by someone with a wider degree of competence than that required for visual inspection alone. This is because the results of the tests may require interpretation and appropriate electrical knowledge.

Use of Equipment

A list of all equipment owned Axia ASD Ltd is retained centrally and maintenance schedules are in place to ensure that all equipment is safe.

Guidance notes and proper use instructions will be kept with the relevant equipment used by staff. Where manufacturers' instructions are not available, a nominated person will prepare instructions for maintaining the equipment and will liaise with the appropriate advisors to obtain such advice as maybe needed for preparing those instructions.

Gas Safety

All gas appliances and installations must receive an annual safety inspection by a Gas Safe registered installer.

COSHH and Hazardous Substances

Axia ASD Ltd is aware of its duties to control employees and non-employees' exposure to substances hazardous to health, as outlined in the Control of Substances Hazardous to Health Regulations 2002.

No substance shall be used unless it has been assessed and the risks identified. A COSHH Assessment will be produced for each hazardous substance.

All chemical substances (solvents, fluxes, oils etc) will be assessed for possible health effects or safety requirements by consulting the relevant suppliers/manufacturers hazard information and Material Safety Data Sheets (MSDS's). Appropriate precautions will be implemented before use and no substance will be used unless approved. All containers used for transporting substances will carry the appropriate warning labels as required by the HSE's Classification Packaging and Labelling Regulations 1999. Storage of chemicals substances, flammable materials, liquids and gases will follow current good practice and will comply with any relevant legal requirements.

The COSHH Regulations are designed to protect people against risks to their health at work, whether immediate or delayed, arising from exposure to substances hazardous to health.

Smoking Policy

In compliance with Legislation and in an effort to reduce the risk to health from passive smoking, there is a 'No Smoking' Policy in place for all Axia ASD Ltd locations and offices. This includes the use of E-cigarettes.

There will be designated, with signage, areas outside of the premises where smoking is permitted.

Staff Wellbeing

Stress is defined by the Health and Safety Executive as “the adverse reaction people have to excessive pressures or other types of demands placed on them.” This distinguishes stress from the pressures or challenges that provide the motivation for everyday living.

Being under pressure can often improve performance but when demands and pressures become excessive, they can lead to stress. People respond to pressure in different and individual ways. Much will depend on an employee’s personality, experience, motivation, and the support available from managers, colleagues, family and friends. Difficulties faced outside of work can also have an impact on someone’s ability to cope or function well at work. If stress is intense and sustained it can lead to mental and physical ill-health and contributes to employee ill-health and sickness absence.

It is important that all staff are aware of the factors that can give rise to stress (stressors) so that where possible their causes can be foreseen and appropriately managed before damage/harm is done. Line Managers will liaise with staff in identifying the individual stressors and, where practicable, steps will be taken to minimise/eliminate these stressors. Workloads and stressors will be monitored on an on-going basis as part of 1:1 review.

Violence at Work

All staff must report to their line manager/Director any incident of aggression or violence (or near misses), directed to themselves from any source. Please refer to company policy on dealing with violence for more information.

Biohazards

Axia ASD Ltd is aware of the range of biohazards faced by employees during some cleaning works. Examples of such hazards may include:

- 1) Hazardous waste, such as bodily fluids

Control of such risks require the use of control measures including:

- a) Avoiding entering bins and receptacles used for storing hazardous wastes.
- b) Use of PPE whilst cleaning.
- c) Mandatory use of gloves when handling waste.
- d) Training for employees at risk of such agents including types of biological risk, health effects and relevant control measures.

Infectious Diseases

Axia ASD Ltd take the health and safety of our staff very seriously. With the recent spread of the coronavirus (COVID-19) a respiratory disease caused by the SARS-CoV-2 virus, we must remain vigilant in mitigating the outbreak and other possible pandemics. Axia ASD Ltd is a proud part of the industry and in order to be safe and maintain operations, we have developed this section of the Policy to be implemented, to the extent feasible and appropriate, throughout the Company and at all of our locations.

This section includes the measures we are actively taking to mitigate the spread of any infectious disease. All staff, visitors and others involved in our works are required to follow all these rules diligently, to sustain a healthy and safe workplace in this unique environment. It is important that we all respond responsibly and transparently to these health precautions.

This section is susceptible to changes with the introduction of any additional governmental guidelines. If so, this Policy will be updated and distributed accordingly. Axia ASD Ltd may also amend this Plan based on operational needs.

The health and safety of any individual will not be compromised at this time. If an activity cannot be undertaken safely, it will not take place.

Axia ASD Ltd understand that emergency services may also be under greater pressure and may not be able to respond as quickly as usual during an outbreak. This will be taken into consideration when scheduling training and other activities.

Axia ASD Ltd have in place effective arrangements for monitoring and reviewing our compliance with Government and industry guidance. Senior Management will also remind the staff at every opportunity of the safe working guidelines, which are aimed at protecting them, their colleagues, families and other people that may be affected by our works.

Key Control Measures

The following are key control measures, as specified by the HSE and other relevant authorities, required for managing the spread of the virus:

Symptoms

Ensuring no person with symptoms attends work. If these symptoms develop whilst at work, it is imperative that the individual is instructed to go home immediately and call NHS 111. If anybody becomes seriously unwell whilst at work, the emergency services should be contacted and the individual made as comfortable as possible, whilst maintaining social distancing measures, if possible.

Anybody displaying symptoms must follow current medical and Government advice, at that time.

General Health

Any individuals living with “at risk groups” as defined by the authorities, must consider if there is a heightened risk from attending work.

Hand Hygiene

Ensuring that everyone is washing their hands regularly and thoroughly or sanitising. Axia ASD Ltd will ensure that sufficient facilities are provided and maintained to allow this to happen.

Cough Etiquette / Respiratory Hygiene

Ensuring that people cough / sneeze into sleeve or elbow, always cover up and dispose of tissues promptly and wash their hands.

Cleaning

Ensuring that all frequently touched objects and all surfaces that are regularly exposed are regularly cleaned and disinfected.

Part 7 - Environmental Policy

Environmental Management Procedures

This section details the arrangements and procedures that we will use to help implement our Environmental Management Policy and ensure compliance with current Environmental Legislation.

Sustainable Working

Operational Control Guidelines

- 1) All materials should, wherever practical, be sourced from a temperate sustainable resource and certified as such from an independent inspection agency.
- 2) All materials will be accurately ordered to minimise waste.
- 3) Where possible the use of recycled materials and other environmentally friendly options should be investigated.
- 4) All work areas are to be kept tidy to minimise the risk of damage to materials.
- 5) All operations will be adequately supervised to ensure that the wastage is kept to a minimum.
- 6) All office equipment will be turned off when not in use to conserve power/fuel.
- 7) Where possible the consumption of stationery in all offices will be used conservatively.
- 8) Wastepaper and empty toner cartridges will be recycled.
- 9) All waste materials shall be segregated into different types for easy recycling.

Waste Management

Waste Guidelines

- 1) All consumables and office supplies are to be used conservatively, including the recycling and reuse of supplies where practical.
- 2) Company paper is only to be used for business purposes and wastepaper should be recycled rather than disposed of.
- 3) The use of double-sided copying and printing should be made wherever practical.
- 4) Scrap paper will be reused for draft printing whenever possible.
- 5) Office paper supplies will be discarded separately into segregated and designated recycling bins. All cardboard materials will be discarded separately into respective segregated bins. All other rubbish will be discarded in the normal manner.

Operational Control Guidelines

- 1) All work shall be carefully considered and implemented to minimise the generation of waste.
- 2) Where it has been identified that wastes are to be produced, or potentially produced, by a new project or activity, this will be clearly identified prior to the commencement of the work.
- 3) Specialist disposal requirements including any Waste Management License issues will be identified prior to commencement.
- 4) All employees, including contractors will be requested to identify the types of waste that can be reduced, reused, or re-cycled on-site or off-site.
- 5) All employees, suppliers and contractors will be made aware of their responsibilities to ensure the correct disposal of waste.
- 6) Where the production of hazardous wastes is envisaged, the Operations Director will liaise with the Environmental Manager and the appropriate Environment Agency office to determine the most appropriate method of disposal.
- 7) All sites producing hazardous waste must be licensed with the Environment Agency.
- 8) Waste disposal contractors must possess the appropriate license to dispose of the waste from the premises. The Operations Director should periodically check the waste contractor's current license.

- 9) All waste disposal operations shall comply with the Duty of Care. A Waste Transfer Note/Consignment Notice will accompany all waste transfers. The Waste Transfer Note must be retained for a minimum of three years.
- 10) The storage requirements for wastes are to be identified to allow for the segregation of the waste and the prevention of odours, water pollution and the cross contamination of materials.
- 11) In the event of the escape of waste the Emergency Control Procedures below must be followed.

Liquid Waste

- 1) In the event of liquid waste escaping the Operations Director is to be notified.
- 2) The Operations Director is to notify the Environmental Manager and the appropriate Environment Agency office.
- 3) Stop the flow of pollution using earth, sand or polythene and divert away from drains and watercourses.
- 4) Deploy spill kits as necessary to contain and absorb the spill.
- 5) Contaminated sand, earth or granules must be disposed of as contaminated material
- 6) The reasons and cause of the escape must be thoroughly investigated, and recommendations made to prevent a reoccurrence.

Solid Waste

- 1) In the event of solid waste escaping the Operations Director is to be notified.
- 2) The waste that has escaped must be collected and placed into a secure skip.
- 3) Depending on the hazard presented by the material, specific personal protective equipment may be required.
- 4) The reasons and cause of the escape must be thoroughly investigated, and recommendations made to prevent a reoccurrence.

Environmental Performance Monitoring & Review

The Environmental Manager will review Axia ASD Ltd's environmental performance and the effective implementation of the environmental management policy. The annual review shall cover:

- a) Environmental management monitoring results.
- b) Environmental management inspection results.
- c) Comparison with the objectives stated in the previous review.
- d) Effects and requirements of new legislation or changes to best practice guidance.

Irrespective of time periods, a review shall be conducted in the event of:

- a) Significant environmental incident.
- b) Incidence of Environment Agency enforcement action.
- c) Major change to environmental management arrangements or company activities.

WEEE & the Environment

Axia ASD Ltd is committed to improving environmental performance and reducing any impact made on the environment. Axia ASD Ltd is aware of its obligations to help and assist it in minimising its environmental impacts and to help improve its environmental efficiency.

The WEEE (Waste Electrical and Electronic Equipment) Regulations came into force on 2nd January 2007 and were implemented six months later on 1st July 2007. Their aim is to reduce this environmental impact by increasing recycling and recovery rates.

The Directive requires that Electrical products placed on the market after the Directive came into place are marked with a symbol which means that when you come to dispose of electrical equipment it will be disposed of in line with the WEEE directive.

The presence of the logo on any product indicates that the product should not be placed in the general refuse and that it should be separately collected.

Under the WEEE Regulations 'Commercial End Users' are responsible for the safe disposal of all WEEE, however Axia ASD Ltd will assist its clients by providing information where available on:

- the **environmental impacts** of the substances in EEE and waste electrical and electronic equipment (WEEE)
- the reasons for **separating** WEEE from other waste
- the **meaning** of the crossed out wheeled bin symbol
- how they can safely dispose of WEEE for proper **treatment** and **recycling** free of charge.
- Contact information for the EEE producer. The producer's compliance scheme is responsible for the end-of-life handling of EEE.

All such waste will be disposed of:

- At a licensed waste disposal site, or
- Via the retailers WEEE 'Take-Back Scheme'

As with all waste, Axia ASD Ltd will always ensure that all WEEE for which it is responsible is either recycled or disposed of at a licensed waste disposal site.

Part 8 - Monitoring and Review

Monitoring and Review of this Policy

To ensure the effectiveness of the safety policy in providing and maintaining environments and systems of work which are safe and without risk to health, procedures for monitoring will be established:

1. All members of the Senior Management Team are required to routinely and regularly inspect their areas within their control and carry out operational risk assessments on the risks identified.
2. Regular health and safety inspections will be conducted. Written reports will be provided.
3. A number of selected activities will be reviewed from time to time to confirm that staff and contractors are satisfying their responsibilities and duties.
4. Records of accidents and incidents will be reviewed to assist in the risk assessment process and in the setting of priorities.
5. All staff are required to bring to the attention of Senior Management any areas of the company's Policy for Health, Safety and Welfare that appears to be inadequate.

At regular intervals Senior Management will meet to discuss any accident reports and the performance of Axia ASD Ltd in compliance with the health and safety policy. This will be to establish areas where improvements in procedures and training could be made, which will be reviewed where necessary and Axia ASD Ltd's Health and Safety Policy will be updated.

Record of Amendments

Date	Revision	Amended By	Amendments Made / Comments	Approved By
25 th November 2020	A	R Mitchell – Health, Safety & CDM Consultant	First Draft	
16 th November 2021	B	R Mitchell – Health, Safety & CDM Consultant	Personalisation to Company (replacement of previous policy)	
13 th December 2021	C	R Mitchell – Health, Safety & CDM Consultant	Addition of Company Logo	
28 th November 2022	D	K Rodriguez – Health & Safety Consultant	Annual review	
28 th November 2023	E	M. Andrew – Health & Safety Consultant	Annual Review	