

24-7 **STAFFING**

Health and Safety Policy

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Version History

Rev #	Date	Amended by	Approved By	Amendment Details
01	26.05.2011	EW		Review and update of previous policy
02	10.05.2012	JCB	JRT	Review and update of previous policy
03	05.07.2013	JCB	JRT	Review and update of previous policy
04	27.08.2014	JCB	JRT	Review and update of previous policy
05	20.05.2015	JW	JRT	Review and update of previous policy
06	25.08.2015	JW	JRT	Review and update of previous policy
07	24.09.2015	JW	JRT	Change logo review Driving at Work section.
08	20.03.2017	JW	JRT	Review and update of previous policy
8.1	19.04.2017	JW	JRT	Change person with day-to-day responsibility
8.2	10.10.2017	JW	JRT	Change of address Bristol & Salisbury offices
8.3	05.07.2019	JW	JRT	Review and update of previous policy
8.4	04.10.2019	JW	JRT	Updated Bristol office details
8.5	03.09.2020	JW	JRT	Updated fire & First Aid procedures
09	18.10.2023	JW	Peninsula UK	Review completed by Peninsula UK

1.0 Description of 24-7 Staffing Ltd

Description of Work	24-7 Staffing Ltd is a recruitment consultancy.
Premises	The main office is sited in Chippenham with offices in Bristol & Amesbury.

Head Office Address

3 Gladstone Parade, Timber Street,
Chippenham
Wiltshire
SN15 3BT
Tel: 01249 447 247

Enforcing Authority

Wiltshire Council
Monkton Park
Chippenham
Wiltshire
SN15 1ER
Tel: 01249 706111

Bristol Office Address

6 Apak House
Badminton Court
Station Road
Yate
BS37 5HZ
Tel: 01454 313 247

Salisbury Office Address

Conference Room
Mills House
Mills Way
Boscombe Down Business Park
Amesbury
Wiltshire
SP4 7RX
Tel: 01980 742 247

2.0 Health and Safety Policy - Statement of Intent




This is the statement of general policy and arrangements for:

Overall and final responsibility for health and safety is that of:

Day-to-day responsibility for ensuring this policy is put into practice is delegated to:

24-7 Staffing Ltd
Julian Thompson, Managing Director
Jo Weir, Quality Manager

STATEMENT OF GENERAL POLICY	RESPONSIBILITY OF: Name/Title	ACTION/ARRANGEMENTS Summary
To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities.	Julian Thompson	Business wide umbrella risk assessment completed and actions arising out of the assessment implemented or planned (Risk assessments reviewed annually or earlier if working habits or conditions change).
To provide adequate training to ensure employees are competent to do their work.	Julian Thompson	Employees & Subcontractors given necessary health & safety induction training & provided with appropriate training, as indicated in our risk assessments... We will ensure that suitable arrangements are in place for employees who drive on Company business & visit client sites.
To engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health.	Jo Weir	Employees routinely consulted on health and safety matters through team meetings. Employees are encouraged to raise any H&S concerns they have to Jo Weir.
To implement emergency procedures – in case of fire or other significant incident.	Branch Managers	Escape routes well signed and kept clear at all times. Evacuation plans are tested from time to time and updated as necessary.
To maintain safe and healthy working conditions, provide and maintain safe work equipment.	Julian Thompson	Toilets, washing facilities and drinking water provided. System in place for routine inspections and testing of equipment and machinery and for ensuring that action is promptly taken to address any defects.
To Comply with health and safety legislation relevant to our work activities	Julian Thompson	24-7 STAFFING LTD will use the services of an external and competent H&S company to ensure that we are kept up to date with legislative changes and have access to competent H&S advice where required. Currently we use the services of Safewell Ltd on an as needs basis.

Health and safety poster is displayed:	In the Office		
First-aid box and accident book are located:	In the Kitchen		
Accidents and ill health at work reported under RIDDOR: www.hse.gov.uk/riddor Tel: 0845 300 9923			
Signed: (Employer)		(Julian Thompson, Managing Director)	Date: 24.11.2022
Subject to review, monitoring / revision by:	Julian Thompson, Managing Director		Every: 12 months or sooner if work activity changes

3.0 The Organisation and Responsibilities

Employer		Responsibilities
1.	Julian Thompson (Managing Director)	Has overall and final responsibility for the health, safety and welfare at 24-7 Staffing Ltd.
2.	Jo Weir (Business Support Manager)	General responsibility for the health, safety and welfare of 24-7 Staffing Ltd employees and sub-contractors.
3.		Has day to day responsible for ensuring this policy is put into practice.

Employees		Responsibilities
4.	Employees are responsible for ensuring they:	<ul style="list-style-type: none"> • Take reasonable care for their own health and safety and the health and safety of others who may be affected by their acts or omissions • Co-operate with their employer so the employer can fulfill their health and safety duties • Do not misuse or interfere with anything provided in the interests of their health and safety • Follow any instructions and training they are given in the interests of health and safety • Report any health and safety concerns, hazards or defects they are aware of to a Director or the Quality Manager • Failure to comply with H&S procedure may lead to disciplinary action by the Managing Director

The Responsible Person

The responsible person for the purposes of this document is the employer, 24-7 Staffing Ltd. Any individual names or job titles expressed in this document are there for the clarity and promotion of a positive health and safety culture only. In all instances the individuals named are not individually the responsible person; the responsible person is 24-7 Staffing Ltd.

4.0 The Arrangements for Health and Safety

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Reference Documents

Where a reference to a guidance document is made at the top of an arrangement this can be downloaded from the HSE website at <http://www.hse.gov.uk/> by typing the document reference into the search field i.e. INDG143. Alternatively the reference can be typed straight into a search engine or the relevant leaflet can be ordered from HSE books at <http://www.hsebook.co.uk>.

4.1 Risk Assessments

A risk assessment is an important step in protecting your workers and your business, as well as complying with the law. It helps you focus on the risks that really matter in your workplace – the ones with the potential to cause real harm.

Management of Risk Assessment		Employer Responsibilities
1.	To Understand Risks to employees and non-employees arising out of the Companies work activities	The Managing Director will assess the work activities for risks to the health and safety of their employees and others who may be affected.
2.	Complete Risk Assessments for Work Activities	Risk assessments will be undertaken by 24-7 Staffing Ltd or a competent 3 rd party.
3.	Recording Risk Assessments	Significant risks will be recorded and stored electronically and in the H&S folder.
4.	Implementing Risk Assessment Findings	<ul style="list-style-type: none"> The findings of the risk assessments will be reported to the Director. Actions required to remove or control the risk will be approved by the Managing Director. The Managing Director will be responsible for ensuring the actions are implemented.
5.	Checking risk control measure have been put in place to reduce the risk	The Managing Director will check that the implemented actions have removed or controlled the risk.
6.	Communication of Risk Control Measures (letting people know what has been done to make the activity safer)	The Managing Director is responsible for ensuring risk control measures are communicated to those employees they affect.
7.	Reviewing Risk Assessments	Risk Assessments will be reviewed: <ul style="list-style-type: none"> The Health and Safety Executive (HSE) recommends annually If the Company expands, takes on more staff or moves premises If there is a significant change to work activities, process or task If the type or no. of persons exposed changes If there is a related accident, ill-health or incident reported If there is a change in technology or information that could affect the risk For any other reason if the assessment is no longer valid

Useful References: INDG163 – 5 Steps to Risk Assessment

Employees	Responsibilities
8. What Employees Must Do	Employees are responsible for following any risk controls measures introduced by the Managing Director.

4.2 Housekeeping (Slips, Trips and Falls)

The Health and Safety at Work etc Act 1974 (HSWA) requires employers to ensure the health and safety of all employees and anyone who may be affected by their work. This includes taking steps to control slip and trip risks.

Current Arrangements for Workplace Cleaning	Premises cleaned regularly by contract cleaners and employees
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Management of Housekeeping		Employer Responsibilities
1.	Maintaining a workplace that's free of slips, trips and falls.	<ul style="list-style-type: none"> The Managing Director will maintain a tidy and clean workplace. Walkways and pedestrian routes will be maintained clear of all slipping and tripping hazards including cables and stored items. External and internal Lighting will be sufficient to enable employees to move about their workplace safely. Waste bins will be located about the workplace and will be emptied regularly. Damaged to floor surfaces will be made safe and reported Wet areas from rain will be monitored and cleaned as necessary where appropriate slip resistant flooring is not available i.e. entrance doors
2.	Employee Protection	<ul style="list-style-type: none"> Suitable slip resistant safety footwear will be provided if indicated by our risk assessment.
3.	Monitor the workplace for any slip, trips or fall hazards.	Managing Director will ensure the workplace is kept in a tidy manner and free from any slip, trip hazards.

Useful references: INDG225 - Preventing Slips and Trips at Work

Employees		Responsibilities
4.	What Employees Must Do	<ul style="list-style-type: none"> Ensuring they maintain good housekeeping at all times Keeping walkways clear of all slipping and tripping hazards including cables, waste and stored items Cleaning up spillages immediately.

4.3 Electrical Safety

The Electricity at Work Regulations 1989 apply to all aspects of the use of electricity within the workplace. They place duties on employers, employees and the self-employed to prevent danger. carry out work on electrical systems carried out in a way that prevents danger.

The Provision and Use of Work Equipment Regulations 1998 (PUWER) requires that equipment provided for use at work is: suitable for the intended use. safe for use, maintained in a safe condition and inspected to ensure it is correctly installed and does not subsequently deteriorate. used only by people who have received adequate information, instruction and training.

24-7 Staffing Ltd Work Equipment Includes:	Office Equipment
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Management of Electrical Safety		Employer Responsibilities
1.	All Electrical equipment is inspected and safe for use.	The Managing Director is responsible for keeping records of all electrical equipment and ensuring that they are safe to use. The Managing Director follows the guidance in HSE INDG236.
2.	Electrical items are fit for purpose .	The Managing Director will ensure electrical items are tested/inspected and fit for their intended use. Where necessary a competent electrician will be used.
3.	Purchased electrical equipment will be suitable for its intended environment .	The Managing Director is responsible for ensuring all purchased electrical equipment is suitability for the environment of its intended use.
4.	Employees are Trained in the use of electrical equipment.	Where appropriate, all employees will be trained in the use of the equipment required for their job.
5.	Reducing Electrical risks when using portable electrical items.	Where, practicable, The Managing Director will use RCD protection (residual current device) on portable mains powered equipment if it is not incorporated into the main switchboard or individual sockets.
6.	Fixed Electrical installations	The Managing Director is responsible for ensuring the main incoming electrics to the building i.e. fixed electrical installations including the fuse board, internal fixed electrical distribution and cabling is tested at least every 5 years by a competent electrician. This will be dealt with through the landlord.

Useful references: INDG231 – Electrical Safety and You

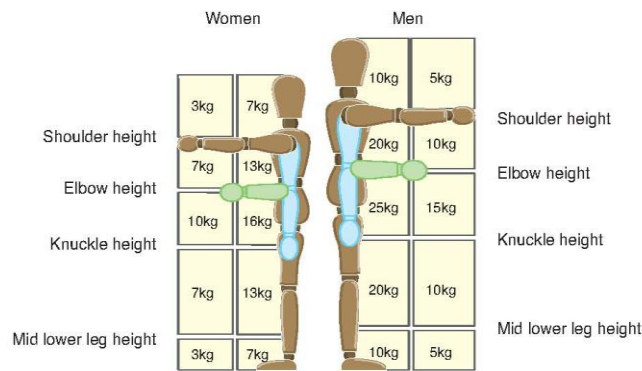
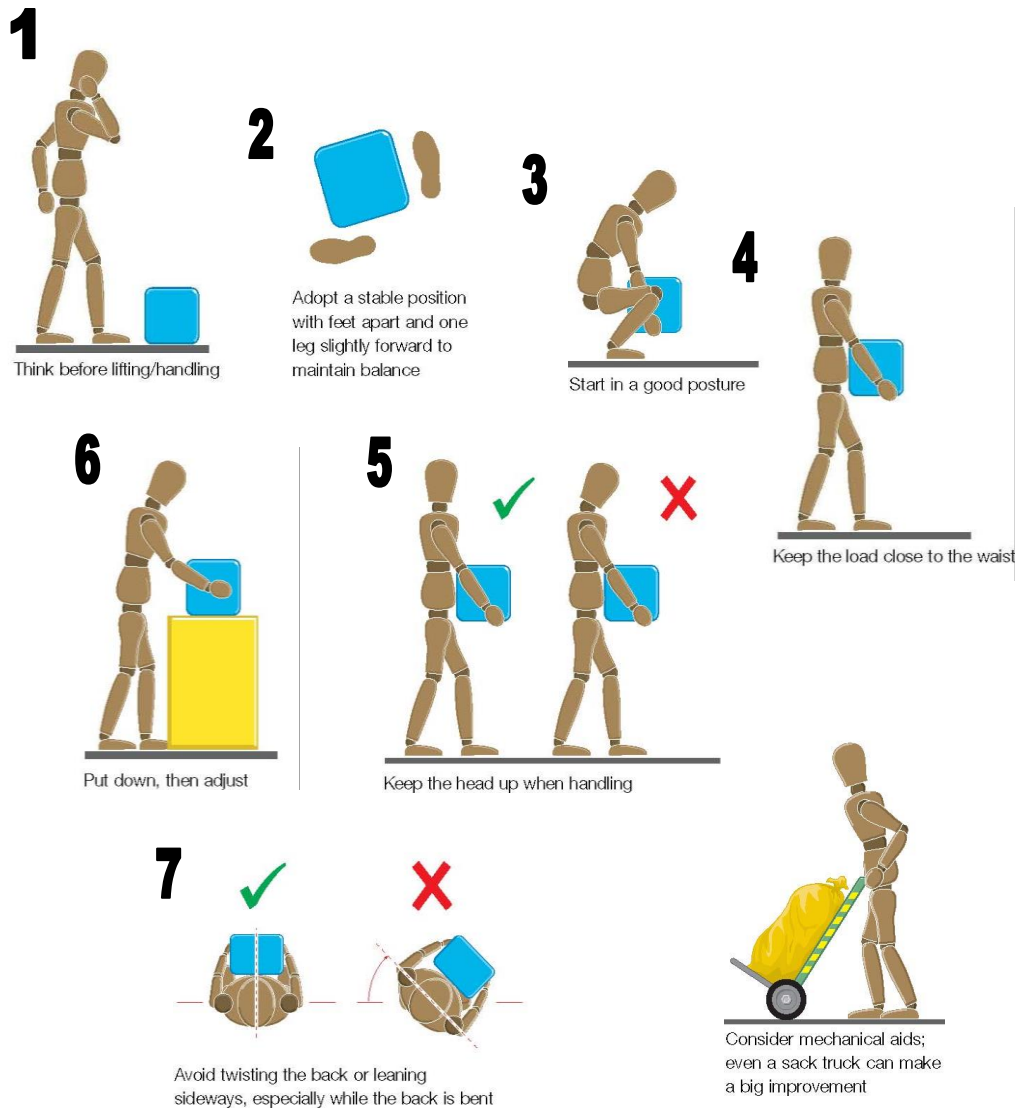
Employees	Responsibilities
7. What Employees Must Do	<ul style="list-style-type: none"> Employees should not bring their own mains powered electrical equipment to work. Employees are responsible for using any work equipment in the way they have been instructed, if for any reason this presents a health and safety risk it must be reported to the Managing Director. Employees must not plug extension leads into extension leads; this can lead to socket overload. Employees are responsible for visually inspecting electrical items before use to ensure there is no obvious damage such as cracked plugs or sockets, exposed wires, loose wires, and scorch marks to plugs or sockets.

		<ul style="list-style-type: none">• If a fault is found the item must be labelled and taken out of service until it is made safe.• Any faults identified will be reported to the Managing Director.
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4.4 Manual Handling

The Manual Handling Operations Regulations 1992 sets out the main duties for employers and employees. The order of controls contained within the regulation explain that first you need to avoid manual handling.

6 Steps to Good Manual Handling



6 Steps to Safe Manual Handling

1. Think about the lift

Where will the load be placed

Do you need help or handling aids

Remove obstructions

Consider resting the load midway on a table or bench to change grip

Don't lift or handle more than can be easily managed - There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help



2. Position feet so they are apart, one leg slightly forward - alongside the load

The worker should be prepared to move their feet during the lift to maintain their stability.

Avoid tight clothing or unsuitable footwear, which may make this difficult



3. Adopt a good posture before lifting the load

Bend the knees

Lower the body keeping the back straight (or with slight bend)

NOTE: At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting). Keep shoulders facing same direction as hips



4. Get a firm grip

Hook the fingers under the load if possible

Lean forward if necessary over load to get a good grip

Keep arms within boundary of legs

Where possible the load should be hugged as close as possible to the body.

This may be better than gripping it tightly with hands only.

If a close approach to the load is not possible, try to slide it towards the body before attempting to lift



5. Raise the load

Raise the load by straightening the knees and maintaining median line of the back (straight) Don't flex the back any further while lifting - This can happen if the legs begin to straighten before starting to raise the load.

Do not lean sideways, twist or jerk while lifting – Turn by moving the feet

Keep the load close to the waist, heaviest side to body

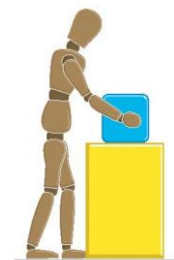
Keep the head up when handling - Look ahead, not down at the load, once it has been held securely

6. Put the load down adjusting it's position

Ensure no gap between handler and work surface

If precise positioning of the load is necessary, put it down first,

Then slide it into the desired position



4.5 Workstations and Display Screen Use

The Health and Safety (Display Screen Equipment) Regulations 1992 implement an EC Directive and came into effect from January 1999 (some small changes were made in 2002). The Regulations require employers to minimise the risks in DSE work by ensuring that workplaces and jobs are well designed.

A **DSE User** is someone who habitually uses a PC for their job i.e. normally uses PC's for continuous or near-continuous spells of an hour or more at a time during the working day.

Management of Workstations and DSE Use		Employer Responsibilities
1.	Reduce Risk to Employees Health through the correct workstation layout	The Managing Director will assess employees' workstations, with the aim of reducing risks to their health.
2.	Have all employees who habitually use Display Screens to complete a self-assessment form.	The Managing Director is responsible for ensuring all employees complete a DSE Self-Assessment form and report the findings back to them.
3.	Assess the risk of injury from the results of any findings of the DSE assessments.	The Managing Director is responsible for reviewing the completed DSE Self Assessments to identify any residual risk to employees, where necessary seeking 3rd Party assistance to review the risk. The Managing Director is required to approve any actions that remove or control the risk and making sure they're implemented.
4.	Implement control measures to reduce risks to Employees Health from workstation layouts.	The Managing Director will check that the implemented actions have removed or controlled the risk.
5.	Records are to be kept.	Records will be stored electronically and in the H&S folder.
6.	Ensure as the minimum legal requirement.	The Managing Director is responsible for ensuring all workstations meet this minimum requirement identified in the Health and Safety (Display Screen Equipment) Regulations 1992.
7.	Provide sight tests and glasses if required for using DES's for work	For employees who habitually use DSEs as a significant part of their normal work The Managing Director will pay for regular eye tests (i.e. every 2 years), if as a result glasses are required to work with DSEs The Company provide Bupa Cashback cover which will entitle the employee to claim optical benefits for their prescription glasses.

Useful References: INDG36 Working With DSEs

Employees	Responsibilities
8. What Employees Must Do	<ul style="list-style-type: none"> Employees are responsible for completing a DSE Self-Assessment form annually and sending it to the Director. Employees are to take short frequent breaks from their work stations rather than long infrequent breaks. Employees should report any suspected health related issues to the Director. Employees should read the HSE booklet 'INDG36 Working with DSE'S'

4.6 Driving at Work

The Managing Director's work activities currently require employees to drive on the Company's business.

This arrangement is relevant where there is any requirement for an employee to drive a motor vehicle where business mileage may be claimed or the employee's driving is a part of their job. It does not include travelling to and from work.

Management of Driving at Work		Employer Responsibilities
1.	Ensure all employees who drive on the Company's business read and understand the Driver Risk Assessment and adhere to the Control Measures.	<p>The Managing Director is responsible for ensuring employees who drive on the Company's business understand the Risks and Control Measures associated with driving on Company business.</p> <ul style="list-style-type: none"> • Actions required to remove or control the risk will be approved by the Managing Director • The Managing Director will be responsible for ensuring the actions are implemented. • The Managing Director will check that the implemented actions have removed or controlled the risk. • Records will be filed electronically and in the Health and Safety Folder.
2.	Work Scheduling, Breaks and Rest for Drivers	<ul style="list-style-type: none"> • The Managing Director must not set schedules and plans for their employees which will encourage or require drivers to break traffic laws and/or drive unsafely • The Managing Director must expect that drivers will take breaks from driving and allow overnight stops when a driver's working day exceeds the above limits and encourage drivers to plan journeys • The Managing Director must provide sufficient resources to reduce the likelihood that their staff may drive while suffering from fatigue • The Managing Director must not require drivers to drive if they are unwell and unfit to drive
3.	Avoid Distracting drivers	<ul style="list-style-type: none"> • The Managing Director must not require or encourage the use of mobile phones while driving, even when hands free, unless the business critical conditions and driver behaviours listed above can be met • The Managing Director must not encourage activities while driving which will distract the vehicle driver • The Managing Director must not encourage their staff to enter into complex discussions while they are driving
4.	Driving Licence and Insurance	<ul style="list-style-type: none"> • Staff are responsible for ensuring they have the correct licence to drive the private vehicle they use on Business Use and to insure that vehicle for Business Use. • The Managing Director is responsible for ensuring all employees sign and return their contract of employment which contains a Business Travel Declaration (points 19.1, 19.2, 19.3) wherein the Employee declares they will hold the correct documentation.

5.	Business Vehicles	<ul style="list-style-type: none">• The Managing Director is responsible for checking staff driving licences once per year to ensure they have the correct licence and that it meets the criteria set by the vehicle insurers.• The Managing Director is responsible for insuring the business vehicle for business use at all times.• The Managing Director is responsible for ensuring the business vehicle has the correct level of Vehicle Road Fund (Tax) at all times.• The Managing Director is responsible for ensuring the business vehicle is kept in a road worthy condition and has a current MOT Certificate at all times.• Staff are responsible for informing the Managing Director of any changes to their driving licence immediately or at least prior to driving the business vehicle.• Staff are responsible for ensuring they remain fit to drive the business vehicle and informing the Managing Director of any changes to health or ability prior to driving the business vehicle.• Staff are responsible for completing a vehicle check prior to driving the business vehicle to ensure it is fit for purpose.
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Driving at Work

Employees	Responsibilities
<p>6. What Employees Must Do (General)</p>	<ul style="list-style-type: none"> • All drivers must hold a full and current driving licence • Drivers must not be under the influence of alcohol or drugs, including over the counter or prescription drugs that may impair driving ability, e.g. anti-histamines • The driver and all passengers, including rear seat passengers, must wear seat belts • Passengers must only be allowed to ride in the passenger compartment of a vehicle, the maximum number of passengers for the vehicle must not be exceeded, e.g. 5 for most saloon cars • Road traffic regulations and the Highway Code must be adhered to at all times http://www.direct.gov.uk/en/TravelAndTransport/Highwaycode/index.htm • All motor vehicle accidents whilst on the Company's business must be reported to the Managing Director without delay • Existing drivers must report any convictions as soon as practicable • Business car drivers must inform the Managing Director immediately of any change in circumstances that may affect their insurance of the vehicle or the driver's legal ability to drive • Smoking is not permitted in business vehicles • Driving whilst otherwise distracted is discouraged, e.g. eating, trying to read maps, arguing with other road users etc. • Giving lifts to hitchhikers is not permitted whilst driving on the Company's business • Care should be exercised when considering stopping to offer other road users assistance. Drivers should consider driving with doors locked if they are concerned about car muggings or theft • Drivers must try to avoid road rage situations. Drivers should attempt to remain calm, drive considerately and avoid encouraging other road users into aggressive behaviour. Physical aggression or verbal abuse directed at other road users is forbidden • Motoring convictions whilst driving on the Company's business will be the responsibility of the driver and can lead to disciplinary action by The Managing Director.

Driving at Work

Employees		Responsibilities
7.	Mobile Phones	<ul style="list-style-type: none"> The use of hand held phones/mobile devices whilst driving is not permitted Hands free operation is likely to distract your attention from the road. It is far safer not to use any telephone while you are driving - find a safe place to stop first or use the voicemail facility and listen to messages later The use of mobile phones is only permitted whilst the vehicle is parked or whilst using approved "hands free" equipment
8.	Repair Maintenance and Insurance	<ul style="list-style-type: none"> Personal vehicles used for the Company's business must be maintained and serviced to ensure they are in good and safe working order, e.g. valid road fund license, current MOT (if the vehicle is greater than 3 years old), tyres must meet legal requirements, lights must be fully functional, all mechanical aspects of the car must be safe, etc. Valid car insurance must be held with business cover appropriate to the work Any damage to business vehicles must be reported immediately to the Managing Director
9.	Health and Fitness to Drive	<ul style="list-style-type: none"> Anyone suffering from any physical disability that will affect the safe driving of the vehicle may not drive on the Company's business Drivers should never drive when feeling unwell or exceptionally tired When driving for long periods drivers must take a break approximately every 2 hours, drivers must not drive continuously for more than 3 hours The total working day including driving should not exceed on average 12 hours unless extended non-driving breaks from work have been taken Within a 24 hour period at least an 11 hour uninterrupted break from work must be taken. It is important that the rest period is a rest from driving and other work activities Driver's vision, with spectacles if required, should be of an acceptable standard as described in the Highway Code

4.7 Stress and Working Time

Many organisations have reported improvements in productivity, retention of staff and a reduction in sickness absence after tackling work-related stress. As an employer, you are also required by law to assess the risk of stress-related ill health arising from work activities and take action to control that risk.

Work-related stress hazards include:	<ul style="list-style-type: none"> • Lack of control over the way you do your work • Workload (or under load) • Lack of support from your manager • Conflicting or ambiguous roles • Poor relationships with colleagues • Bullying • Organisational change • Pressures from home life
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Management of Stress and Working Time		Employer Responsibilities
1.	Manage work-related stress and work pressures for Employees	The Managing Director recognises that work-related stress and the pressures of work are different. Stress is an adverse reaction a person has to excessive pressures or other types of demands placed upon them.
2.	Investigate any incidences of reported stress.	If an incidence of stress is reported The Managing Director will investigate and, where required, take mitigating actions. This is the responsibility of the Managing Director . The aim will be to assess the risk factors and identify controls to manage the risk and then to put a plan of action in place.

Useful references: **INDG406 Tackling Stress: The Management Standards Approach Working Time:** <http://www.berr.gov.uk/employment/employment-legislation/working-time-regs/index.html>

Employees		Responsibilities
3.	What Employees Must Do	<ul style="list-style-type: none"> • Employees have a duty to report any feelings of work related stress to the Director.

4.8 Staff Safety, Client Visits and Lone Working

Working alone is not in itself against the law, and it will often be safe to do so. However, the law requires employers and others to think about and deal with any health and safety risks before people should be allowed to work alone.

24-7 Staffing Ltd's possible lone working activities are:	Working alone in the premises	Work outside of normal hours		
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Management of Staff Safety and Lone Working (General)		Employer Responsibilities
1.	Risk Assess lone working activities	The Managing Director is responsible for assessing lone worker risks to employees. These will be stored electronically and in the H&S folder .
2.	Avoid lone working if practicable and in the case where it can't be avoided, keep risks to a minimum.	The Managing Director is responsible for implementing any control measures and monitoring whether they have controlled or removed the risks associated with lone working.
3.	Communicate any findings to employees.	The Managing Director is responsible for ensuring all employees are trained and instructed in the risks and control measures related to lone work.
4.	Arrangements for employee's safety while driving on the Company's business and on Client Visits	The Managing Director is responsible for knowing when their team are driving on the Company's business and visiting clients. Ensure the following arrangements are adhered to: <ul style="list-style-type: none"> • Timing of appointments and visits is planned to avoid excessive workload driving • Consideration is given to weather conditions when planning site visits, delaying visits where appropriate
5.	Prevent lone work activities during high risk activities	There are currently no high risk activities undertaken by 24-7 Staffing Ltd.

Useful references: INDG73 – Working Alone in Safety

4.9 Staff Safety and Lone Working

Employees		Responsibilities
6.	What Employees Must Do: Driving on The Company's Business	<ul style="list-style-type: none"> • Make appropriate arrangements for contact with another employee during the day if driving on company business, such as arrival and departure <ul style="list-style-type: none"> ○ i.e. text, email or telephone
7.	What Employees Must Do: Working Early in the Morning and Late at Night	<p>Early Morning & Late at Night</p> <ul style="list-style-type: none"> • Any employee planning on working alone shall lock the office door, ensuring the key is available in an emergency <p>Late at Night</p> <ul style="list-style-type: none"> • Any employee planning on working alone in the evening shall

		<p>make an employee of 24-7 Staffing Ltd aware so that an appropriate contact arrangement can be made i.e. the employee text or calls another employee when they leave</p> <ul style="list-style-type: none"> • If that employee has not heard by an arranged time they shall contact the lone worker
8.	<p>What Employees Must Do: Working alone during normal office opening hours</p>	<ul style="list-style-type: none"> • Any employee working alone during normal office opening hours shall adhere to the individual Risk assessment for the office in which they are working.

Isolated Candidate Meetings

The following procedure must be followed for out of hours candidate meeting, when you are the only staff member present or when meeting a candidate out of the office

1. Take the Candidates' name, address, email, landline and mobile contact number.
2. Record all contact details in a central place and those candidates who should be attending; leave a copy on the network calendar appointment and make sure a colleague knows where you are and what you are doing.
3. Conduct group inductions where possible.
4. Record appointments in the network calendar i.e. candidate names, start and finish times, and location.
5. Prior to the induction, confirm that the candidate will attend; where possible ensure the landline number is used.
6. Take a mobile phone, ensure the office know what the number is.
7. Meet in public places where possible, such as a restaurant, job centre, library or a client's premises
8. If you feel uneasy on arrival for the induction call the office immediately, cancel the induction, arrange with two people if necessary and return to the office.
9. If meeting in the office out of hours or when no other staff are present, ensure you always have easy access to the exit door, where practical; avoid situations where the candidates are between you and the door.
10. If you feel threatened or uneasy during the induction let the candidates know you are calling the office to delay an appointment afterwards.
 - a. When you get through to the office say 'PLEASE LET MR BARTON KNOW I WILL BE LATE FOR OUR MEETING TODAY'
 - b. This is a trigger for the office to take further action
11. Once the meeting is finished call the office or pre-appointed colleague to say you are leaving.

Office Follow Up

1. If the inducting employee is not back at the scheduled time, call their mobile or the location of the induction.

2. If neither of the measures results in making contact this must be reported immediately to a Director who will take appropriate action.
3. If an employee phones and says 'PLEASE LET MR BARTON KNOW I WILL BE LATE FOR OUR MEETING TODAY', dial 999 immediately and alert the emergency services to their location and the reason for the call.

Sales and Customer Appointments

The majority of customers are professional businesses.

1. Take the customers contact details i.e. name, address, telephone, mobile and email contact details.
2. Record all contact details in the **office outlook calendar**.
3. Record appointments in the network calendar i.e. start and finish times, location and customer details
 - a. Address searched on Google map to see location.
4. All appointments must be noted in the diary with contact telephone numbers, names and address
5. All members of staff must take a mobile telephone with them on customer visits
6. It is of the utmost importance that should **employees** feel uncomfortable about the person/business that they do not enter. Call the office with concerns and then return to the offices. The appointment can then either be re-arranged for two colleagues to attend, or cancelled accordingly.
7. If you feel threatened or uneasy during the appointment let the customer know you are calling the office to delay an appointment after their meeting.
 - a. When you get through to the office say 'PLEASE LET MR BARTON KNOW I WILL BE LATE FOR OUR MEETING TODAY'
 - b. This is a trigger for the office to take further action
8. Update the office throughout the day if you have multiple appointments.

Office Follow Up

1. If the employee is not back at the scheduled time, call their mobile or the location of the appointment.
2. If neither of these measures results in making contact this must be reported immediately to a Director who will take appropriate action.
3. If an employee phones and says 'PLEASE LET MR BARTON KNOW I WILL BE LATE FOR OUR MEETING TODAY', dial 999 immediately and alert the emergency services to their location and the reason for the call.

Feeling Threatened or Unsafe in the Office

Employees

If you are threatened, or a threat seems likely, try to keep calm and try to diffuse the situation by avoiding confrontational language.

Where possible, call another member of staff into the office.

If an employee is alone, suggest to the customer that you would like to help but need to seek assistance from a manager. At this stage call **The Branch Manager** and explain the situation.

Management

If you receive a call from a lone employee, make your way as quickly as possible to the office.

If this is not possible, and you cannot get through to another manager contact the police.

4.10 Emergency Procedures and Fire Safety

The Fire Safety (England) Regulations 2022 places legal duties on anyone in control of workplaces (the Responsible Person - usually the owner or landlord) to undertake and record a fire risk assessment and put in place and maintain general fire precautions.









Fire Safety Systems	Fire Alarm	Emergency Lighting	Fire Extinguishers	Smoke Detectors	
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Management of Emergency Procedures and Fire Safety		Employers Responsibility
1.	Complete a fire risk assessment .	The Managing Director is responsible for ensuring a fire risk assessment has been carried out by the Landlord and a copy obtained, the findings and actions from the assessment will be stored electronically and in the H&S folder .
2.	Communication and Fire Safety Training	The Managing Director will make employees aware of the fire procedure, location of fire extinguishers, fire exits & general fire safety during induction. Fire safety training for existing employees will be reviewed annually.
3.	Ensure fire safety systems and procedures are Maintained . Fire Alarm Call Points Fire Extinguishers Emergency Lighting Fire Alarm System	The Managing Director is responsible for ensuring Portable extinguishers are examined annually by a competent person. Fire alarms systems, emergency lighting, magnetic door closers and smoke detectors will be tested regularly and tests recorded. Weekly call point checks are completed and recorded in the <u>fire log</u> Annually by a competent person. Monthly test, recorded in the <u>fire log</u> by Appointed Person or Branch Manager. As guided by installation company, but at least ever 6-12 months.
4.	Maintain all emergency escape routes.	The Managing Director is responsible for ensuring emergency escape routes are kept clear of obstruction and usable at all times.
5.	Visitors or staff with Disabilities	The Managing Director will ensure all disabled persons, staff or visitors, are designated two responsible persons who will assist them in the event of an evacuation. The Managing Director will ensure that visitors with disabilities are met in a ground floor meeting area.

Useful references: Regulatory Reform (Fire Safety) Order 2005

Employees	Responsibilities
6. What Employees Must Do:	<ul style="list-style-type: none"> Keep work areas, corridors and fire exits free of obstructions. Used or missing fire extinguishers should be reported immediately. Damaged electrical equipment must be taken out of use and reported immediately. Any other fire safety issues that are a concern should be reported.

ALL EMPLOYEES - FIRE EVACUATION PROCEDURE

1.	If you Discover a Fire	 <p>If you discover a fire, sound the alarm Leave the building by the nearest safe exit Dial 999 and inform emergency services</p> 
2.	On Hearing the Fire Alarm or being Alerted to a Fire	 <p>Do not tackle a fire unless trained to use a fire extinguisher and confident to do so Do not collect belongings Shut doors and windows if safe to do so Assist any disabled visitors to evacuate Managers/Senior to 'sweep' the building to ensure everyone has evacuated Leave via the nearest available exit</p> 
3.	Assembly Point	 <p>Go to the assembly point located at Chippenham - The Gladstone Arms Car Park Yate - the Car Park entrance Amesbury – car park to the left as you exit the building</p> 
4.	Re-Entering the Building	 <p>Wait until instructed to return by a Director / Manager</p> 

4.11 Accidents and Incidents, First Aid and Work Related Ill-Health

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) Health and Safety (First Aid) Regulations 1981 provide guidance to employers on the provision of first aid.

Hazard	Something with the potential to cause harm, injury or property damage
Near Miss	A non-injury accident or a property damage incident
Accident	An incident resulting in an injury
Reportable Incident	A work related death, serious injury, disease or dangerous occurrence, which by its nature is classified as reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

Reporting Accidents and Incidents	Employee Responsibilities	First Aiders/Appointed Persons Responsibilities	Employer Responsibilities
Report Work Related Accidents	Employees must report all <i>work related accidents</i> resulting in an injury to a first aider/Appointed Person.	The First Aider/Appointed Person must record the accident in the accident book, which is located in the First Aid Box. Inform the Managing Director within 4 hours.	The Managing Director is responsible for investigating Work Related Accidents to identify measures to prevent reoccurrence.
Report Hazards and Near Misses	Employees must report all non-injury accidents (<i>near-misses and hazards</i>) to a Director . Inform the Managing Director within 4 hours.	N/A	The Managing Director is responsible for investigating Work Related Hazards and Near Misses to identify measures to prevent reoccurrence.
Accident or Incident Scene	In the event of an incident, and where safe to do so, the area should be made safe or sectioned off to prevent further incident to other persons. Signage will be used where appropriate.		

Investigating Accidents and Incidents	Employer Responsibilities
Investigate and Report all RIDDOR reportable incidents.	The Managing Director will determine if any Hazard, Near Miss or Accident (Incident) is RIDDOR Reportable (see below) and investigate any as soon as practical after the incident occurred (within 24hours) to establish the cause and actions to prevent reoccurrence. RIDDOR Incidents will be reported via the Incident Contact Centre (ICC). https://www.hse.gov.uk/riddor/report.htm#online Investigation records will be kept electronically and in the Accident log.

Accidents and Incidents, First Aid and Work Related Ill-Health

Management of First Aid	Employer Responsibilities	First Aiders/Appointed Persons Responsibilities
<p>Provide adequate and appropriate first-aid equipment, facilities and persons.</p>	<p>Communicate with employees of the location of the first aid kit.</p> <p>The Managing Director must provide:</p> <ul style="list-style-type: none"> • A suitably stocked first-aid box • An appointed person to take charge of first-aid arrangements • Information for employees about first-aid arrangements 	<p>Ensure first aid kits are stocked to the required level – no tablets or medicines to be held in the kits.</p>

Useful references: <http://www.hse.gov.uk/riddor/index.htm>

INDG214 - First Aid at Work

RIDDOR - Reportable Injuries, Illnesses and Dangerous Occurrences

The following must be reported via the HSE website Online report system at <http://www.hse.gov.uk/riddor/report.htm> . They will send the Incident Report details to the appropriate enforcing authority i.e. Local Authority or the HSE.

- Deaths (F2508IE form) – without delay but within 10 days
- Major injuries (F2508IE form) - without delay but within 10 days
- Over-7-day injuries (F2508IE form) – within 15 days
 - Where an employee has an accident and the person is away from work or unable to work normally for more than 7 days. <https://notifications.hse.gov.uk/riddorforms/Injury>
- Work-related diseases (if notified by a Doctor) (F2508AE form) <https://notifications.hse.gov.uk/riddorforms/Disease>
- Dangerous occurrences (F2508DOE form) - immediately
 - where something happens that does not result in a reportable injury but which could have done <https://notifications.hse.gov.uk/riddorforms/DangerousOccurrence>

The **Managing Director** is responsible for reporting 'Reportable incidents' to the HSE via the Online report. Fatalities and major injuries only must be reported immediately to the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

- Detailed descriptions of each category can be found at <http://www.hse.gov.uk/riddor/index.htm>

Incident Contact Centre (ICC) Details	telephone (local rate): 0845 300 9923 www.hse.gov.uk/RIDDOR/Index.htm email: riddor@natbrit.com fax (local rate): 0845 300 9924	RIDDOR Reports Health and Safety Executive Redgrave Court Merton Road Bootle Merseyside L20 7HS
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First Aid and First Aiders

Appointed Person (s)	Julian Thompson, Shane Stevens & Jo Weir	
The First Aid Box is located at/ in	The Kitchen area	

Accidents and Incidents, First Aid and Work Related Ill-Health

Reportable Incident	A work related death, serious injury, disease or dangerous occurrence, which by its nature is classified as reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
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Deaths

If there is an accident connected with work and your employee, or self-employed person working on the premises, or a member of the public is killed you must notify the enforcing authority without delay i.e. telephone initially and then via the ICC.

Major injuries

If there is an accident connected with work and your employee, or self-employed person working on the premises sustains a major injury, or a member of the public suffers an injury and is taken to hospital from the site of the accident, you must notify the enforcing authority without delay i.e. telephone initially and then via the ICC.

Reportable major injuries are:

- fractures, other than to fingers, thumbs and toes
- amputations
- any injury likely to lead to permanent loss of sight or reduction in sight
- any crush injury to the head or torso causing damage to the brain or internal organs
- serious burns (including scalding) which:
 - covers more than 10% of the body
 - causes significant damage to the eyes, respiratory system or other vital organs
- any scalping requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space which:
 - leads to hypothermia or heat-induced illness
 - requires resuscitation or admittance to hospital for more than 24 hours

Recordable Over-Three-Day Injuries

If there is an accident connected with work (including an act of physical violence) and your employee, or a self-employed person working on your premises, suffers an over-three-day injury you must record it but not report it. An over-3-day injury is one which is not "major" but results in the injured person being away from work OR unable to do their full range of their normal duties for more than three days.

Reportable Over-Seven Day Injuries

Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 15 days of the accident.

Reportable disease

If a doctor notifies you that your employee suffers from a reportable work-related disease, then you must report it to the enforcing authority via the Online report.

Reportable diseases include:

- carpal tunnel syndrome;
- severe cramp of the hand or forearm;
- occupational dermatitis;
- hand-arm vibration syndrome;
- occupational asthma;
- tendonitis or tenosynovitis of the hand or forearm;
- any occupational cancer;
- any disease attributed to an occupational exposure to a biological agent.
- A complete list is available at www.hse.gov.uk/riddor/occupational-diseases.htm

Reportable dangerous occurrences (near misses)

If something happens which does not result in a reportable injury, but which clearly could have done, then it may be a dangerous occurrence which must be reported immediately to the Enforcing Authority via the Online report.

Reportable dangerous occurrences are:

- Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- Explosion, collapse or bursting of any closed vessel or associated pipe work;
- Failure of any freight container in any of its load-bearing parts;
- Plant or equipment coming into contact with overhead power lines;
- Electrical short circuit or overload causing fire or explosion;
- Any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion;
- Accidental release of a biological agent likely to cause severe human illness;
- Failure of industrial radiography or irradiation equipment to de-energise or return to its safe position after the intended exposure period;
- Malfunction of breathing apparatus while in use or during testing immediately before use;
- Failure or endangering of diving equipment, the trapping of a diver, an explosion near a diver, or an uncontrolled ascent;
- Collapse or partial collapse of a scaffold over five metres high, or erected near water where there could be a risk of drowning after a fall;
- Unintended collision of a train with any vehicle;
- Dangerous occurrence at a well (other than a water well);
- Dangerous occurrence at a pipeline;
- Failure of any load-bearing fairground equipment, or derailment or unintended collision of cars or trains;
- A road tanker carrying a dangerous substance overturns, suffers serious damage, catches fire or the substance is released;
- A dangerous substance being conveyed by road is involved in a fire or released;
- The following dangerous occurrences are reportable except in relation to offshore workplaces: unintended collapse of: any building or structure under construction, alteration or demolition where over five tonnes of material falls; a wall or floor in a place of work; any false-work;
- Explosion or fire causing suspension of normal work for over 24 hours;
- Sudden, uncontrolled release in a building of: 100 kg or more of flammable liquid; 10 kg of flammable liquid above its boiling point; 10 kg or more of flammable gas; or of 500 kg of these substances if the release is in the open air;
- Accidental release of any substance which may damage health.

4.12 Contractors and Visitors

There are no specific regulations governing the provisions for contractors and visitors.

Management Visitors		Employers Responsibilities
1.	Assist and monitor any on-site visitors.	<p>The Managing Director or designated employee will ensure visitors:</p> <ul style="list-style-type: none"> Understand the evacuation procedure and where the fire exits are located. Understand 24-7 Staffing Ltd's risks that are likely to affect them Can contact the designated host employee when required
2.	Visitors with Disabilities	<p>The Managing Director is responsible for ensuring the needs of disabled visitors are considered, particularly regarding fire evacuation</p> <ul style="list-style-type: none"> Consider using ground floor meeting space near a fire exit Assign one or two persons to assist their safe evacuation should a fire alarm sound.

Management of Contractors		Employers Responsibilities
3.	Assist and monitor any on-site Contractors.	<p>The Managing Director or designated employee will ensure Contractors:</p> <ul style="list-style-type: none"> Understand the evacuation procedure and where the fire exits are located. Understand 24-7 Staffing Ltd's risks that are likely to affect their work Can contact the designated host employee when required
4.	Control and monitor any contracted work in the office.	<p>Before a contractor starts work, The Managing Director will review the scope of contractors work to determine if it is likely to introduce risks and hazards into the workplace. If this is the case they will determine if risk assessments and method statements for their work are necessary from the contractor; this may involve external competent advice.</p> <p>The Managing Director is responsible for ensuring:</p> <ul style="list-style-type: none"> Any contracted work is monitored and controlled on our work premises Contractors have the evacuation procedure explained to them
5.	Contractor Host	<p>The Contractor host is responsible for ensuring:</p> <ul style="list-style-type: none"> Any contracted work is monitored and controlled on our work premises Contractors have the evacuation procedure explained to them

4.13 Smoking

Smoke-free (Premises and Enforcement) Regulations 2006. From 1st July 2007, all public places and workplaces became smoke-free in England, with the exception of a limited number of exemptions.

Our premises and vehicles are no smoking.

Management of Smoking		Employers Responsibilities
1.	Control no smoking	<p>Any employee caught smoking in 'no smoking' areas will face disciplinary measures. For the avoidance of doubt, E-cigarettes and vapes are classified to fall under the smoking policy.</p> <p>The Managing Director is responsible for this.</p> <p>Any member of the public caught smoking in a 'no smoking' area will be asked to leave the premises. The Managing Director is responsible for this.</p>
2.	Designate an exterior smoking area	Our employees are able to smoke outside the front of the building.

Useful reference: <http://www.smokefreeengland.co.uk/>

Employees	Responsibilities
3.	<p>What Employees Must Do</p> <ul style="list-style-type: none"> • No smoking on 24-7 Staffing Ltd premises. • No smoking in 24-7 Staffing Ltd vehicles. • Employees can only smoke outside in appropriate public areas.

4.14 Consultation with Employees

Management of Consultation with Employees		Employers Responsibilities
1.	Discuss H&S issues on a regular basis.	H&S will be discussed through ad-hoc management meetings <ul style="list-style-type: none"> • Health and safety issues discussed at ad-hoc management meetings will be recorded • Relevant issues will be fed back to employees via the Managing Director
2.	Communicate with employees on matters affecting their health and safety.	<p>The Managing Director is responsible for ensuring all employees are aware of any H&S matters that may affect them through Management Meetings, such as:</p> <ul style="list-style-type: none"> • Changes substantially affecting their health and safety • The risks and danger arising from our work activities and how they are controlled • Our arrangements for appointing competent health and safety assistance • The planning of health and safety training <p>Through this arrangement The Managing Director will listen to employees concerns.</p> <p>In addition to team meetings health and safety will be communicated, as necessary by:</p> <ul style="list-style-type: none"> • Notice boards • Email

Useful reference: INDG232 – Consulting Employees on Health and Safety: A Guide to the Law

Employees	Responsibilities
3. What Employees Must Do	Employee H&S concerns should be reported to the Managing Director .

4.15 Competency for Training and Tasks

Under the Health and Safety at Work etc Act 1974, you are legally required to provide health and safety information, training and PPE to your employees.

Management of competency for training and tasks		Employer Responsibilities
1.	Provide an induction for new employees	Health and safety induction training will be provided for all new employees by the Managing Director or nominated employee on their first week of Work. The minimum inclusion in the health and safety induction will be: <ul style="list-style-type: none"> • Accident and incident reporting • Fire evacuation arrangements • The Health and safety consultation arrangements • Key personnel to report health and safety concerns too • The location of the H&S Policy and Arrangements
2.	Record all induction training	Induction Training will be recorded by the Managing Director or nominated employee using the ' <u>Health and Safety Induction Training and Guidance</u> ' document.
3.	Training in H&S responsibilities	The Managing Director will be trained in their health and safety responsibilities. Where necessary for health and safety reasons The Managing Director will ensure employees are trained, so far as is reasonable practicable, to an acceptable level for their job function.
4.	Record all training	Health and Safety Training will be recorded using the ' <u>Health and Safety Induction Training and Guidance</u> ' document. Personal training records will be held for each employee by The Managing Director .
5.	Arranging H&S Training	Where necessary, external training will be used to supplement internal training e.g. specialised areas such as First Aid training and where legally required. The Managing Director will be responsible for arranging this.

Employees	Responsibilities
6.	What Employees Must Do
	Employees are responsible for reading the Health and Safety Policy and Arrangements. Once read this will be recorded.

4.16 Health and Safety Inspections and Audits

There is no legal requirement for businesses to conduct a health and safety audit. However, the Health and Safety Executive (HSE) guidance document HSG65 Successful Health and Safety Management recommends that audits are undertaken.

Management of H&S Inspections and Audits		Employer Responsibilities
1.	Monitor and review performance	<p>The Managing Director will ensure that workplace housekeeping inspections will be carried out on an ad-hoc basis.</p> <ul style="list-style-type: none"> • Any issues will be dealt with as they are found • A summary of any residual actions will be recorded on the safety inspection form • The findings will be reported to The Managing Director • The Managing Director will check that the implemented actions have been completed • Records will be kept electronically
2.	Review accidents and incidents	<p>The Managing Director will review accidents and incidents at each H&S related meeting.</p> <p>Actions to prevent reoccurrence of accidents and incidents will be implemented by The Managing Director and monitored through Health and Safety Meeting Minutes.</p>
3.	H&S Audit	<p>The Managing Director will evaluate the need for an annual health and safety audit / review of its overall risk assessment for the Company to ensure the Managing Director maintains in legal compliance with applicable health and safety legislation.</p>

4.17 Purchasing for Health and Safety

The Provision and Use of Work Equipment Regulations 1998 (PUWER) requires that Employers must ensure that all work equipment they provide conforms with the essential requirements of the product supply law relating to its design and construction, and that it is maintained to this standard.

Management of Purchasing for H&S		Employer Responsibilities
1.	Make purchases with H&S in mind	<p>The Managing Director is responsible for ensuring health and safety is taken into account when making business purchases that could affect the health and safety of employees' i.e.</p> <ul style="list-style-type: none"> • New tools and equipment • New furniture • Slip resistance of flooring • Personal protective equipment • Clothing required • New flooring will be selected so that it does not create a slipping risk to those using it
2.	Listen to employees' needs	The Managing Director will discuss user needs with our employees where appropriate.

5.0 Review

This policy will be reviewed regularly and may be altered from time to time in light of legislative changes or other prevailing circumstances.

Signed:

A handwritten signature in blue ink that reads "Julian Thompson". The signature is written in a cursive style with a large initial 'J'.

Name: Julian Thompson

Designation: Managing Director

Company Name: 24-7 Staffing Ltd

Date: 18.10.2023