**Remedy Recruitment Group   
Health and Safety Policy**

The Management of Health and Safety at Work Regulations (Regulation 5) requires the employer to have arrangements in place to cover health and safety. These arrangements should, where possible, be integrated within the management system that is already in place for the company. The arrangements when implemented however, will depend on the size and nature of the business and will require the following factors to be considered when integrating them into any management system:

* Plan.
* Do.
* Check.
* Act.

This health and safety policy include a management structure and arrangements developed for the company to ensure compliance with the law; its format enables it to be integrated with any existing management systems.

Guidance is provided to show how this policy can be used as part of an effective Health and Safety Management System to ensure compliance and control in a logical manner, by describing the service provided by Citation Ltd and the contributions required by the company.

**Company’s responsibilities**

It is the duty of management to:

• provide and maintain systems of work that are safe and without risk to health;

• ensure safety and the absence of risks to health in connection with handling of equipment, storage and transport;

• provide information, instruction, training and supervision;

• maintain all places of work in a safe condition;

• provide and maintain a safe working environment.

**Your responsibilities**

All employees and workers have a duty in law to act responsibly and to take reasonable care for the health and safety at work of both themselves and their colleagues. This duty can be carried out by:

• working safely and efficiently;

• using any protective equipment provided and meeting statutory obligations;

• adhering to the Company procedures for securing a safe workplace. Individuals will be nominated to undertake health and safety duties as required.

• reporting incidents that have led to injury or damage;

All such incidents must be recorded and reported to Craig Sinclair, Office Manager, using the internal report form, which is available from HR Office. Any failure to adhere to this policy and the procedures set out in it will be considered a serious disciplinary offence and is one which may lead to dismissal.

**Security**

If you are responsible for setting the alarm, failure to set the alarm may result in disciplinary action being taken.

**Fire & Emergency**

You must observe the evacuation procedures laid down in the event of a fire or any other emergency situation. You must be aware of the location of the emergency exits, assembly points and first aid kit. Procedures to be carried out in the event of a fire or emergency will be found on the notice board.

**1. Plan - *Initial inspection and report, develop a health and safety policy***

Initial inspection/report - a visit by a Citation Ltd Health and Safety Consultant who will complete a questionnaire, inspect the premises and provide a written report. The report will identify the current practical, physical and procedural weaknesses in complying with regulations.

The policy will be developed and installed to the client by the Health and Safety Consultant. The installation visit will include an explanation of the system, advice on how to comply with legislation and an introduction to risk assessments. The organisations ‘statements of intent’ are contained within the policy, these should be signed and dated by the person with overall responsibility for health and safety.

**2. Do *- Organise for health and safety and implement plan.***

The organisational structure will be established along with individual responsibilities with regards to health and safety management within the company. Management leading by example is essential to fostering a positive health and safety culture.

Remedy Recruitment Group commit to adhering to the policy arrangements including identifying hazards and completing risk assessments. Implementing actions from the health and safety inspection report will assist in compliance with regulations.

Implementation of the plan should include:

* Establish and prioritise preventative and protective measures to eliminate or reduce risks and implement.
* Allocation of sufficient resources (manpower, time, funds and competent advice).
* Provision and maintenance of the correct tools and equipment to do the job.
* Consult, Train and instruct, to ensure everyone is competent to carry out their work.
* Supervise to make sure that arrangements are followed.

**3. Check - *Measure performance.***

Monitoring will establish where problems may exist within the management system and will help understand what causes them and what remedial actions are required. Monitoring can include:

**4. Act – *Review Performance, Act on lessons learned****.*

* Health surveillance to prevent harm to health.
* Conducting accident investigations and reviewing statistics.
* Monitoring cases of ill health and sickness absence.
* Compliance with regulations.

Remedy Recruitment Group will carry out an internal review of health and safety systems to establish if they require updating or improving.

To support clients in the review process, Citation Ltd conduct an annual inspection. This will be carried out by a Citation Ltd, Health and Safety Consultant and includes a workplace inspection, review of documentation and arrangements in place and progress on assessments. On completion, a written report will be forwarded along with any required policy amendments. The outcomes of the review will become the next part of the health and safety plan to continue the loop.

Following the Conduct Regulations, Remedy Recruitment Group have a procedure in place to collect any information of the health and safety risks of the role and any steps the client has taken to prevent or control. This information will then be passed onto the work-seeker in writing within three working days of giving the information to the work-seeker verbally. This information will then be outlined on the work-seekers booking confirmation prior to the role starting.

**Introduction**

In compliance with the requirement of Section 2 of the Health and Safety at Work etc. Act 1974, Remedy Recruitment Group are effectively discharging their statutory duties by preparing this written Health and Safety Policy. A copy of the policy and associated employee handbook, which outline our health and safety arrangements and organisational structure, are held at our head offices. All staff are required to read this policy and sign a declaration confirming that it has been read an understood. This must be done before undergoing any work via Remedy Recruitment Group.

Remedy Recruitment Group are aware that in order to ensure the health and safety policy is maintained effectively; it is essential that all references and information are up- to-date and accurate. Should any changes occur within the business e.g. introduction of new processes or systems etc. or, if changes occur that impact on the organisation of health and safety responsibilities, a nominated representative will liaise with Citation Ltd, whose Health and Safety Consultants will advise on any policy updates that are needed and arrange for such amendments to be forwarded.

The health and safety policy and management system require constant monitoring by Remedy Recruitment Group’s management and reviewed particularly following changes to the business and following accidents or incidents to ensure continual legal compliance.

In order for Remedy Recruitment Group to discharge its statutory duties, employees are required by law, to co-operate with management in all matters concerning the health, safety and welfare of themselves and any other person who may be affected by their acts or omissions whilst at work. Remedy Recruitment Group encourages all employees to inform management of any areas of the health and safety policy that they feel are inadequate or misrepresented to ensure that the policy is maintained as a true working document. Following the identification of work related risks and hazards, the Company will take preventative and protective measures. It is also the policy of the Company to ensure that its business is conducted in a manner so as to reduce the risks to members of the public. The Company may require you to attend such training and/or induction programmes in order to meet the aims of the Company.

**Health and Safety Policy Statement**

The following is a statement of the organisation’s health and safety policy in accordance with Section 2 of the Health and Safety at Work etc. Act 1974.

It is the policy of Remedy Recruitment Group to ensure so far as is reasonably practicable, the health, safety and welfare of all employees working for the company and other persons who may be affected by our undertakings.

Remedy Recruitment Group acknowledges that the key to successful health and safety management requires an effective policy, organisation and arrangements, which reflect the commitment of senior management. To maintain that commitment, we will continually measure, monitor and revise where necessary, an annual plan to ensure that health and safety standards are adequately maintained.

Our Finance Director & HR Manager implement the company’s health and safety policy and recommend any changes to meet new circumstances. Remedy Recruitment Group recognises that successful health and safety management contributes to successful business performance and will allocate adequate finances and resources to meet these needs.

The management of Remedy Recruitment Group looks upon the promotion of health and safety measures as a mutual objective for themselves and employees. It is therefore, the policy of management to do all that is reasonably practicable to prevent personal injury and damage to property. Also, the organisation aims to protect everyone, including visitors and members of the public, insofar as they meet our activities, from any foreseeable hazard or danger.

All employees have duties under the Health and Safety at Work etc. Act 1974 and are informed of their personal responsibilities to take due care of the health and safety of themselves and to ensure that they do not endanger other persons by their acts or omissions. Employees are also informed that they must co-operate with the organisation in order that it can comply with the legal requirements placed upon it and in the implementation of this policy. Remedy Recruitment Group will ensure continued consultation with the workforce to enable all viewpoints and recommendations to be discussed at regular intervals.

The organisation will ensure a systematic approach to identifying hazards, assessing the risks, determining suitable and sufficient control measures and informing employees of the correct procedures needed to maintain a safe working environment.

We will provide, so far as is reasonably practicable, safe places and systems of work, safe plant and machinery, safe handling of materials and substances, the provision of adequate safety equipment and ensure that appropriate information, instruction, training and supervision is given.

We regard all health and safety legislation as the minimum standard and expect management to achieve their targets without compromising health and safety.

**Environmental Statement**

We are committed to preventing pollution and to complying with all relevant environmental legislation, regulations and other environmental requirements.

We regularly evaluate the environmental impact of our activities, products and services and we will take action to continually improve our environmental performance.

It is our policy to:

 Minimise the use of energy, water and natural resources.

 Minimise waste through prevention, re-use and recycling where possible.

 Dispose of waste safely and legally.

 Avoid the use of hazardous materials, where practical.

 Work with environmentally responsible suppliers.

 Prevent environmental damage and minimise nuisance factors such as noise and air pollution.

We define environmental objectives, targets and improvement actions that are related to this policy and to our significant environmental aspects. We regularly evaluate progress.

We are committed to providing relevant environmental training and promoting environmental awareness to employees and, where appropriate, to suppliers and to communicating our environmental performance.

We implement processes to prevent environmental nonconformities and to ensure that we are prepared to deal with potential environmental emergencies.

This policy is regularly reviewed and updated to take account of organisational priorities and changes, environmental legislation and best practice.

**Individual responsibilities - Office**

Section 2 of the Health and Safety at Work etc. Act 1974 places a duty on employers to prepare a written health and safety policy that includes details of responsibilities for ensuring the health, safety and welfare of all employees. The following list of responsibilities has been collated to ensure compliance with legislation.

Our directors ensure that:

* The main requirements of the Health and Safety at Work etc. Act 1974 are understood and applied.
* The main requirements of the Construction (Design and Management) Regulations are understood and applied according to the work undertaken.
* All levels of management within the organisation fully understand the arrangements for the implementation of the health and safety policy.
* The policy is reviewed for compliance with the objectives for health and safety.
* Sufficient funds are made available for the requirements of health, safety and welfare provisions.
* The organisational structure is appropriate in order to manage health and safety.
* The same management standards are applied to health and safety as to other management functions.
* Adequate health and safety training is provided for all employees. This shall commence on induction and include any specific training regarding the organisation's rules, safe systems of work and training required to perform their duties and work-related tasks.
* Nominated competent persons complete, record and review risk and COSHH assessments relevant to the activities and hazards within the organisation and that relevant employees are informed of the significant findings of the assessments.
* Joint consultations or regular health & safety meetings between management and employees take place as described in the policy.
* All welfare facilities, including temperature, lighting and ventilation levels, are adequate.
* The location of any asbestos containing materials is identified and appropriately managed.

The Finance Director & HR Manager ensure that:

* The policy is reviewed for compliance with the objectives for health and safety.
* The same management standards are applied to health and safety as to other management functions.
* Health and safety is integrated into the organisation's management systems.
* Regular health and safety audits and inspections are carried out in accordance with organisation's health and safety monitoring procedures.
* Qualified first aid personnel and facilities are provided to address potential hazards within the organisation.
* Arrangements for fire safety are implemented and that all relevant checks are carried out.
* Joint consultations or regular health & safety meetings between management and employees take place as described in the policy.
* Regular safety checks are undertaken and records made available of the testing, maintenance and statutory inspections of work equipment and services used by the organisation.
* Relevant statutory signs and notices are provided and displayed in prominent positions.
* All electrical equipment is adequately maintained and that only suitably trained and competent persons carry out electrical work. No employee shall undertake any kind of electrical work where specialist knowledge is required in order to avoid danger.
* The training needs of all employees ar identified.
* Suitable training is provided and full written records are maintained.
* Risk assessments are compiled within the workplace.
* All accidents/incidents are reported to the enforcing authority in accordance with the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (RIDDOR).

The Team Leaders ensure that:

* + - employees fully understand safe systems of work, rules and procedures and that suitable records are kept.
* The same management standards are applied to health and safety as to other management functions.
* Employees and any other relevant persons are informed of the location of first aid personnel, facilities and the importance of recording all accidents / incidents in the accident book.
* All accidents / near miss incidents are investigated and recorded on the incident record form and control measures implemented to prevent any recurrence.
* All health and safety issues raised by employees are recorded and investigated.
* Any faulty work equipment identified is immediately taken out of service until repaired or replaced.
* Safe access and egress are provided and maintained in all areas within the organisation.
* Work that is considered to present a serious or imminent risk of injury to employees or others is stopped immediately.
* The training needs of all employees are identified.
* First Aid kits and equipment are checked on a regular basis to ensure that they are adequately stocked and that all items are in date.

**Fire responsibilities**

The Finance Director & HR Manager ensure that

* All employees receive comprehensive induction before commencing work, to ensure that they are fully aware of all the arrangements in place during the evacuation procedure.
* A register of employees is kept up-to-date at all times. This register must be available for inspection at all times and will be taken to the fire assembly point in the event of an evacuation for the purpose of calling the roll.
* The requirements for employee training in fire safety are adhered to.
* A fire logbook is kept up to date with all relevant records relating to fire safety and ensure that it is made available for inspection by the local authority fire brigade.
* The fire alarm and associated equipment is tested weekly and tests are recorded in the fire logbook.
* All fire-fighting equipment is tested on a regular basis as per the manufacturer’s guidelines and records kept.
* A fire evacuation drill is carried out at least annually which will be recorded in the fire logbook.
* Any automatic fire detection equipment is tested according to current guidelines and the tests are recorded.
* Any emergency lighting and emergency exit lights are tested according to current guidelines and tests recorded.
* A fire risk assessment is undertaken within the workplace, outlining who may be affected by a fire along with any special requirements that may be identified.
* All hazardous chemicals, gases and other hazardous materials are recorded and an inventory kept for information/inspection by the local authority fire brigade.
* Where dangerous substances (classified as explosive, oxidising, extremely flammable, highly flammable and flammable) can cause harm from fire or explosion and are stored or used in the workplace, a competent person will need to prepare and implement a suitable and sufficient risk assessment and comply with the requirements of the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR).
* A regular check is made to ensure escape routes and doors are not obstructed. Fire exit doors should be unlocked and available for use at all times when persons are in the building. Fire doors should be closed at all times and not wedged open.

**Employer’s responsibilities**

As employers we have a duty to all employees, casual workers, part-time workers, trainees, visitors and sub-contractors who may be in our workplace or use work equipment provided by us. Consideration will also be given to our neighbours and the general public.

Management ensure they:

* Assess all risks to worker’s health and safety and bring the significant findings to the attention of employees.
* Provide safe plant and equipment that is suitably maintained.
* Provide a safe place of work with adequate facilities and safe access and egress.
* Provide adequate training and information to all employees.
* Have provisions in place to guarantee that articles and substances are handled and stored in a proper manner.
* Provide health surveillance to employees where it is deemed necessary.
* Appoint competent persons to help comply with health and safety law.
* Provide employees and other workers who have little or no understanding of English, or who cannot read English, with adequate supervision, translation, interpreters or replace written notices with clearly understood symbols or diagrams.

**Employee’s responsibilities**

The Health and Safety at Work etc. Act 1974 details two main sections which employees are required to comply with. These are: -

Every employee has a duty of care under the Health and Safety at Work etc. Act 1974, section 7, to take reasonable care of himself/herself and any other person who may be affected by their acts or omissions at work.

In addition to the above, Section 8 states that under no circumstances shall employees purposely or recklessly interfere or misuse anything provided in the interest of safety or welfare, life saving equipment, signs or fire fighting equipment.

Employees also have a duty to assist and co-operate with Remedy Recruitment Group and any other person to ensure all aspects of health and safety legislation are adhered to.

All staff are required to read this policy and sign a declaration confirming that it has been read an understood. Regular health and safety workshops will take place annually giving all staff a refreshment course upon health and safety rules.

Employees are obliged to:

* Always follow safety rules, avoid improvisation and comply with the health and safety policy.
* Only perform work that they are qualified to undertake.
* Always store materials and equipment in a safe manner.
* Never block emergency escape routes.
* Always practise safe working procedures, refrain from horseplay and report all hazards and defective equipment.
* Always wear suitable clothing and personal protective equipment for the task being undertaken.
* Inform the First Aider or Appointed Person of all accidents that occur.

**The Management of Health and Safety at Work Regulations require all employees to:**

* Utilise all items that are provided for safety.
* Comply with all safety instructions.
* Report to management anything that they may consider to be of any danger.
* Advise management of any areas where protection arrangements require reviewing.

**Sub-contractors/self employed personnel responsibilities**

Will be made aware of the organisation’s health and safety policy, safety rules and: -

* Will be fully aware of the responsibilities and requirements placed upon them by the Health and Safety at Work etc. Act 1974 and other relevant legislation.
* Will comply with all instructions given by management.
* Will co-operate with our Organisation to ensure a high standard of health and safety on all contracts with which they are involved.
* Will carry out risk assessments in relation to their activities, ensure that adequate health and safety arrangements are implemented and co- operate as necessary with all affected parties.
* Will comply with signing in and out procedures.

**Employee information**

Information regarding health and safety law is provided in a number of ways: –

* Employees are provided with a copy of the ‘Employee handbook’.
* The approved poster “Health and Safety Law – What You Should Know” is displayed on the premises. This poster is completed with address of the local enforcing authority, the Employment Medical Advisory Service (EMAS) etc. and names of responsible persons.
* Management and employees have access to our Health and Safety Management System that contains all relevant information with regard to recording and monitoring procedures.

**Joint consultation**

The Health and Safety (Consultation with Employees) Regulations require all employers to consult with their employees who are not represented by safety representatives, as detailed in the Safety Representatives and Safety Committees Regulations.

We recognise the importance and benefits to be gained by consultation and will maintain clear avenues of communication to ensure effective consultation between management and employees. It is the responsibility of management to ensure that consultation takes place in good time on matters relating to employee’s health and safety at work.

If at any time the method of consultation becomes ineffective due to the size or nature of the business then the organisation will recognise the rights of employees or groups of employees to elect one or more persons to act as their representative for the purpose of such consultation.

Health and safety is on the agenda of all management meetings. Items that may be included in the meeting are: –

* Review of accident statistics, near misses and trends.
* New legislation.
* Compliance with the objectives of the health and safety plan.
* Occupational health issues.
* Introduction of new technology.
* Result of health and safety audits.
* Review of significant findings identified by reports produced by Citation
* Completion of corrective actions.
* Review of training needs.

Citation Ltd along with other professional bodies inform senior management of any relevant changes to health and safety. Management disseminate this information to all relevant employees.

If any visitors or customers raise any concerns with regard to health and safety, senior management investigate the issue and if required, take appropriate action to deal with the matter.

**The Working Time Regulations**

The Working Time Regulations set minimum standards for working hours, rests and holidays. Except for young workers, defined as those over school leaving age but below age 18, the Regulations do not apply to workers in certain occupations and the Regulations have limited application to certain workers in the transport sector, and to other groups of workers that are partially exempt.

There are special rules for night workers and for ‘other special cases’, which include the following: –

* Those whose place of work is distant from their home or whose places of work are distant from one another.
* Those who work in security or surveillance activities requiring a permanent presence in order to protect property and persons.
* Those whose work activities require continuity of service or production, including hospitals, residential institutions, docks, airports, media and continuous processes.
* Those whose work is seasonal, including tourism.
* Those whose activities are affected by ‘force majeure’, which includes unusual or unforeseen circumstances or exceptional events beyond the control of their employer or where there is an accident or the imminent risk of an accident.

Information on night workers and on ‘other special cases’ can be obtained from Citation’s

Health & Safety Helpline.

**Accident reporting**

Description

There are many hazards present in all workplaces. Control measures, when implemented, should reduce the risks from those hazards to a level as low as is reasonably practicable in order to prevent accidents and cases of ill health. This arrangement provides advice and guidance to all members of staff, together with information necessary for the reporting and subsequent investigation of accidents, incidents and near misses. An accident is an unplanned event that results in personal injury or damage to property, plant or equipment. A 'near miss' is any incident, accident or emergency which did not result in an injury.

Employer’s responsibilities

Remedy Recruitment Groupon ensure that:

* Suitable procedural arrangements are made in order that all accidents and incidents occurring on the premises or associated with business activities are adequately recorded.
* Appropriate First Aid procedures are followed in the event of an accident or incident resulting in injury.
* All members of staff are adequately trained to carry out their work safely and are provided with information on safe working practices and accident prevention.
* A nominated person notifies the Health and Safety Executive (HSE), using the appropriate online RIDDOR reporting form via www.hse.gov.uk/riddor/report.htm, of any relevant accident, dangerous occurrence and/or instance of work related ill-health that falls under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

The Incident Contact Centre can alternatively be contacted on 0845 300 99 23 if there is a work related accident where:

* A member of staff, or a self-employed person, working for or on behalf of Remedy Recruitment Group is killed or suffers a specified injury (including as a result of physical violence).
* A member of the public or other person not at work is killed.

RIDDOR reportable instances include those described below. This list is not exhaustive and Remedy Recruitment Group will contact Citation Ltd’s advice line for further guidance, support and clarification.

Death

* Workers and non-workers who have died of a work related accident.

Specified injuries

* 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, or
* 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, or
* requires resuscitation or admittance to hospital for more than 24 hours.

Over seven-day injury

This is an injury, which is not a specified injury but results in the injured person being away from work or unable to carry out their normal duties for more than seven days. Apart from the day of the accident, weekends and days that would not normally be worked, such as rest days, are counted.

Occupational disease

* Occupational dermatitis.
* Carpal tunnel syndrome.
* Severe cramp of the hand or forearm.
* Hand arm vibration syndrome.
* Occupational asthma.
* Tendonitis or tenosynovitis of the hand or forearm.
* Any occupational cancer.
* Any disease attributed to occupational exposure to a biological agent.

**Dangerous occurrence**

There are 27 dangerous occurrences which are relevant to most workplaces, e.g.:-

* Collapse, overturning or failure of load bearing parts of lifts and lifting equipment.
* Plant or equipment coming into contact with overhead lines.
* Electrical short circuit or overload causing fire or explosion.
* Collapse or partial collapse of scaffold over 5 metres high or which has been erected near water where there is the potential of drowning after a fall.

People not at work

* A member of the public or a person not at work has suffered an injury and is taken from the scene of an accident to hospital for treatment to that injury.
* A member of the public or person who is not at work has died.

In addition Remedy Recruitment Group will ensure that: -

* All accidents and incidents, however minor, will be investigated to ensure the appropriate action is taken to prevent recurrence. In the majority of cases, the details contained within the accident book will constitute an investigation.
* The risk assessments will be reviewed and, if necessary, further control measures will be introduced.
* Improvement strategies will be implemented to help prevent or minimise occurrences, thus reducing future risk of harm.

Employee’s responsibilities

Any members of staff who are involved in, or aware of an accident must follow the accident reporting procedure and inform the employers, either orally or in writing as soon as possible after the accident occurs. The nominated person will complete the necessary documentation including accident book entry, investigation and comply with any notification and reporting requirements.

**Alcohol and drugs misuse**

Description

There is evidence that the effects of drinking alcohol, or drug use or misuse, can reduce personal performance and potentially increase absence rates. Any form of drug or alcohol related problem is a very serious matter and in some circumstances may be a criminal offence. The scope of this policy extends to alcohol, illicit drugs or substances and over-the-counter or prescription medication if abused or taken in an irresponsible manner.

Associated hazards

* Impairment of co-ordination.
* Inability to drive or use equipment safely.
* Lack of awareness, judgment and sense of danger.
* Heightened sense, and use of, aggression towards others.
* Overconfidence in potentially dangerous situations.

Employer’s responsibilities

Remedy Recruitment Group will:

* Seek to identify problems at an early stage and thus minimise the risk posed to the health and safety of employees and others.
* Ensure that appropriate arrangements are in place to minimise the likelihood of alcohol, drugs and substance abuse occurring.
* Recognise that drug and alcohol problems are medical conditions that are potentially treatable.
* Treat all information in the strictest of confidence.

Disciplinary procedures

* If an alcohol or drug related problem comes to light that results in unacceptable behaviour or performance it may be dealt with in accordance with Remedy Recruitment Group's disciplinary or capability procedures.
* Behaviour or performance which is found to be unacceptable and related to alcohol or drug abuse, may, depending on the circumstances of the individual case, result in summary dismissal.

Employee’s responsibilities

Employees will:

* Inform your line manager if you are taking any prescription medications that may affect their ability to safely operate vehicles, equipment or machinery or to carry out their duties.
* Not attend for work at any time whilst under the detrimental influence of alcohol or drugs.
* Seek help voluntarily if they recognise they have an alcohol or drug related problem.
* Inform their line manager if they are aware that a colleague has an alcohol or drug related problem that is affecting their work. This will ensure that the employee receives the necessary support and assistance needed.

**Asbestos - for those in control of premises**

Description

Thousands of commercial, industrial, residential, agricultural, school and public buildings built or refurbished before 2000 are likely to contain asbestos containing materials (ACMs). Workers engaging in maintenance, repair, refurbishment, alteration or demolition activities could be exposed to asbestos fibres which can be released from asbestos containing materials such as roofing sheets, ceiling tiles, pipe insulation or lagging.

Inhaling air containing asbestos fibres can lead to asbestos-related diseases, mainly cancers of the lung and chest lining.

Associated diseases

* Asbestosis
* Mesothelioma
* Lung cancer.
* Plural thickening/plaques.

These diseases can take between 15 to 60 years to develop and can prove fatal. Work undertaken on asbestos containing materials is categorised as either: - **Licensable work:** this involves working with the most dangerous asbestos containing materials, e.g. sprayed insulation, lagging and asbestos insulating board. Organisations

that work with such types of asbestos must be licensed by the Health and Safety Executive (HSE) and must also notify the HSE of any licensed work they plan to undertake.

**Non-Licensable work:** this normally involves work with asbestos containing materials which is sporadic and of low intensity and will not, if determined by risk assessment, expose employees to asbestos fibres above the legal control limit. Anyone undertaking non-licensed work must be suitably trained and competent.

**Notifiable Non-Licensable Work (NNLW):** Certain non-licensable works is also **notifiable** to the HSE. However, the following activities are exempt from notification:

1. short, non-continuous maintenance task whilst working only with non-friable asbestos containing materials,

2. removal, without deterioration of non degraded materials where the asbestos is firmly contained within a matrix, e.g. cement or plastic,

3. where the asbestos containing materials are in good condition and are being sealed or encapsulated

4. air monitoring and control or collection and analysis of asbestos samples.

Responsibilities of those in control of premises

Those in control\* of non-domestic premises may include landlords, owners, facility management companies, tenant organisations or employers.

\* Note: contractual arrangements/lease agreements may also set out specific responsibilities of each party. Where there are shared responsibilities, then good cc- operation between parties should be demonstrated.  
  
In it’s management and reduction of the likelihood of anyone being exposed to asbestos or asbestos containing materials Remedy Recruitment Group will: -

* Take reasonable steps to locate and check the condition of materials containing asbestos in non-domestic premises under their control.
* Presume materials contain asbestos unless there is strong evidence that they do not.
* If confirmed that asbestos is present by an asbestos survey being undertaken, including the taking and analysis of samples, make and keep up-to-date, a record or register of the location, amount, type and condition of the asbestos containing materials and the materials presumed to contain asbestos.
* Assess the risk of exposure to employees, contractors and others to asbestos fibres from any materials identified.
* Prepare a plan setting out in detail how the risks from these materials will be managed to prevent exposure to asbestos and record the roles and responsibilities for managing asbestos.
* Plan for emergencies to cater for incidents of asbestos containing materials being accidently uncovered or fibres released.
* Take necessary steps to put the plan into action and inform those who may be affected.
* At least annually, review and monitor the plan and the arrangements to keep them relevant and up-to-date.
* Regularly check the condition of these materials and search for deterioration, damage or disturbance.
* Make safe or, if necessary, remove or make arrangements to have removed any material that contains asbestos where there is a risk.
* Keep any material known or presumed to contain asbestos in a good state of repair.
* Identify the location, type and condition of the materials to anyone who is likely to work on or disturb them, or who is or may be at risk.
* Promote awareness of the risks of asbestos through training and induction of staff.
* Ensure that anyone, including contractors, working on asbestos containing materials or materials suspected of containing asbestos are adequately trained and competent to carry out the work and are licensed where necessary.
* Check that the HSE have been notified of any licensed work or relevant non-licensed work planned to be undertaken.
* Ensure that sub-contractors have suitable arrangements including supervision to control exposure to asbestos in place prior to commencing work. No work with asbestos must be permitted until a written plan, detailing how the work is to be undertaken, has been prepared.
* Ensure suitable arrangements are in place for the disposal of any asbestos waste produced including used personal protective equipment.

Employee’s responsibilities

Employees will:

* Report immediately to their Line Manager any damage to the building or building materials.
* Not work on the building structure or equipment, e.g. walls, ceilings, fuse boxes, etc. unless instructed by Remedy Recruitment Group and have been suitably trained.
* Follow all information, instruction and training given to prevent injury or ill health.

**Contractors**

Description

A contractor is anyone who is undertaking work on our behalf but is not a direct employee. Contractors may be employed to undertake maintenance, repairs, installation, construction, window cleaning, engineering and many other jobs. Work undertaken for a client by a contractor is usually covered by a civil contract.

Whilst it is good practice for health and safety requirements to be written into such contracts, health and safety responsibilities are defined by criminal law and cannot be passed on to another by a contract.

Thus, in any client/contractor relationship, both parties will have duties under health and safety law. Contractors are especially vulnerable and may put the client’s own employees at risk.

Associated hazards

* Movement of site traffic.
* Excavations.
* Working at height.
* Manual handling injuries.
* Hazardous materials/substances.

Employer’s responsibilities

Remedy Recruitment Group will ensure that competent contractors are selected and appointed having regard to: -

* Hazards on site.
* Site rules and safety procedures.
* The need for and selection of protective clothing.
* Any special equipment required.
* Information, instruction and training.
* Ensure that risks associated with the work are assessed.
* Include contractor’s operations in all safety audits/inspections, paying special attention to access and egress.
* Inform staff where contractors are working in their particular area.
* Manage, supervise, co-operate with and co-ordinate contractors when on site.
* Ensure that contractors provide and use safe plant and equipment and all necessary PPE.
* Check that work has been completed satisfactorily and the area has been left in a safe condition ensuring all debris and tools have been removed.

Contractor’s/sub-contractor’s responsibilities

All sub-contractors undertaking work on our behalf:

* Must accept responsibility for complying with the provisions of the Health and Safety at Work etc. Act 1974 and all other relevant statutory provisions in respect of the work comprising the contract.
* Must provide suitable and appropriate supervision to plan, control and monitor their operations having carried out risk assessments for the work.
* Must agree risk assessments and any method statements with the client before work commences.
* Must inform the client of any unforeseen hazards arising from the work to enable the necessary precautions to be put in place.
* Shall undertake electrical work and work involving the use of electrical tools and equipment in accordance with the appropriate regulations.
  + -  Must ensure plant and machinery brought on site is fully guarded and complies with the requirements of the Provision and Use of Work Equipment Regulations (PUWER).
    -  Must make available for inspection, test certificates issued by a competent person for equipment such as lifting equipment, air compressors and pressure plant.
* Must report all accidents to the client immediately so that they can record the incident in the accident book.

**Control of substances hazardous to health (COSHH)**

Description

Using chemicals or other hazardous substances at work may put peoples health at risk, thus, employers are required to control exposure to hazardous substances to prevent ill health. The aim is to protect both employees and others who may be exposed by complying with the Control of Substances Hazardous to Health Regulations (as amended) (COSHH).

Hazardous substances include:–

* Substances used directly in work activities, e.g. paints, adhesives, cleaning agents.
* Substances generated during work activities, e.g. soldering, welding fumes, silica dust.
* Naturally occurring substances, e.g. grain, dust.
* Biological agents, e.g. bacteria and other micro-organisms.

Effects from exposure to hazardous substances can range from mild irritation to acute or chronic illness or even death.

Associated health issues may include:–

* Skin irritation.
* Asthma or other lung disease.
* Losing consciousness.
* Cancer
* Infection from bacteria and/or micro-organisms. N.B. This list of hazards is not exhaustive.

Employer’s responsibilities

Remedy Recruitment Group recognises its responsibility to provide a safe working environment and will:

* Identify and list those hazardous substances that are used or stored within
* Company premises.
* Identify all work activities likely to produce or generate hazardous substances.
* Obtain hazard data sheets from suppliers.
* Identify who may be affected (e.g. employees, contractors, public).
* Appoint a competent person to complete and record the COSHH assessment and review the assessment regularly if it is deemed to be no longer valid.

Where reasonably practicable, the organisation will prevent exposure by: -

* Changing the process so that a hazardous substance is not required or generated.
* Replacing the hazardous substance with a less hazardous substance.
* Using the substance in a safer form

If prevention is not practicable, the organisation nursery will control exposure by: –

* Total enclosure of the process/isolation of the activity, where reasonable practicable or partial enclosure and installation of extraction (Local Exhaust Ventilation, LEV).
* Providing suitable storage and transport facilities for hazardous substances following manufacturer’s guidance and ensuring containers are correctly labelled.

Employee’s responsibilities

Employees will:–

* Take part in training programmes.
* Observe container hazard symbols.
* Practice safe working with hazardous substances.
* Report any concerns to their immediate supervisor.
* Wear, use correctly and maintain any personal protective equipment provided.
* Return all hazardous substances to their secure location after use.
* Use the control measures provided properly.

**Disciplinary rules**

Description

Remedy Recruitment Group believes that health and safety is a critical factor that needs to be taken into account when running a business. To enable the company to control safety, a number of safety rules have been established. Failure to comply with these rules may result in disciplinary action.

Employer’s responsibilities

Employees of Remedy Recruitment Group may be dismissed for gross misconduct if, after investigation the company believes that they have acted in any of the following ways: –

* Deliberately breaking any written safety rules such as using a naked flame in a non-designated area etc.
* Removed or misused any piece or item of equipment, label, sign or warning device that is provided by the company (or its agents) for the protection and safety of its employees.

or failed to follow procedures for:-

* Flammable / hazardous substances or toxic materials.
* Items of lifting equipment / plant or machinery.
* Behaved in any manner that could lead to accidents or injury, including horseplay, practical jokes etc.
* Undertook any action that could interfere with an accident investigation.

Remedy Recruitment Group will ensure that contact is made with the Advice Line at

Citation Ltd prior to undertaking any disciplinary action.

Employee’s responsibilities

Employees will:

* Co-operate with their employer and take care of the health and safety of themselves and others.
* Not misuse or interfere with anything provided for health, safety and welfare.
* Report any identified hazards to their employer.
* Comply with clearly indicated and specific safety rules.
* Wear safety clothing or equipment provided.
* Conduct themselves in such a way that they do not create a potential risk of injury or danger to themselves or to anyone else.

**Display screen equipment**

Description

Display Screen Equipment (DSE) based work can potentially have serious effects on health.

Problems tend to be caused by a combination of badly designed jobs, unsuitable workstations and equipment, the work environment and poor personal posture.

Associated health issues

* Musculoskeletal injuries.
* Work related upper limb disorders (WRULD).
* Repetitive Strain Injury (RSI).
* Visual fatigue and headaches.
* Stress.

Employer’s responsibilities

Remedy Recruitment Group is committed to ensuring that employees are not subjected to adverse health effects as a result of the use of display screen equipment. For the purpose of this policy, a user is defined as someone who is required to use DSE equipment for a significant part of his/her working day.

Remedy Recruitment Group will:

* Identify all DSE users as defined by regulations.
* Undertake workstation risk assessments with the involvement of employees.
* Reduce the risks associated with DSE use to the lowest reasonably practicable level.
* Provide suitable work equipment.
* Provide all DSE users with sufficient information, instruction, training and supervision.
* Incorporate task changes within the working day in order to prevent intensive periods of on-screen activity. Ensure arrangements for regular breaks.
* Arrange and pay for eye and eyesight tests on request by identified DSE
* ‘Users’.
* Contribute towards corrective appliances (glasses), where recognised
* ‘Users’ require these solely and specifically for working with DSE.

Remedy Recruitment Group will ensure that, where required all new-starters complete a

DSE assessment questionnaire.

Where a user raises a matter related to health and safety in the use of display screen equipment, Remedy Recruitment Group will:-

* Take all necessary steps to investigate the circumstances.
* Review the DSE risk assessment and implement any additional control measures required.
* Ensure appropriate corrective measures are taken.
* Advise the user of the actions taken.

Employee’s responsibilities

Employees will:

* Inform their Line Manager in confidence as soon as possible, if a health problem arises through the use of display screen equipment.
* Work in accordance with any advice or guidance given by the
* Organisation.
* Familiarise themselves with the contents of the relevant risk assessments.
* Request Remedy Recruitment Group to arrange and pay for eye and eyesight tests where required and if the employee is identified as a user of DSE equipment.

**Driving at work**

Description

It has been estimated that up to one third of all road traffic accidents involve somebody who is ‘at work’ at the time, making work-related road collisions the biggest single safety issue for many UK businesses. Promoting safe driving practices and a good safety culture at work is also beneficial to private driving, and could reduce the potential for employees getting injured in a road traffic accident whilst away from work.

Associated hazards

* The driver: with no competency, no training, poor fitness and health.
* The vehicle: suitability, mechanical condition, safety equipment (seat belts) and ergonomic considerations.
* The journey: routes, scheduling, time, distance, weather conditions.
* Crime: theft, violence, personal injury, property damage.

Employer’s responsibilities

Remedy Recruitment Group will ensure that:-

* Risk assessments are carried out for all work related driving activities.
* Appropriate control measures are implemented and communicated to employees.
* Drivers are competent to drive, hold a valid driving licence, are suitably insured, are familiar with the vehicle, understand the risk assessment findings and control measures and have received appropriate training, as necessary.
* Journeys are planned. Scheduling will take into account routes, times, distances and weather conditions.
* Drivers are instructed on the need to carry out basic safety checks and instructed on what to do in the event of an emergency.
* Vehicles are fit for the task and regularly maintained in a roadworthy condition. Privately owned vehicles will not be used for work purposes unless insured for business use and have a MOT certificate, where required.
* Company vehicles carry suitable equipment, based on risk assessment, to aid in an emergency, breakdown or bad weather conditions. Equipment may include First aid kits, mobile phones, de-icing equipment, personal protective equipment (PPE), mobile phone, etc.
* Any persons, equipment, chemicals or medicines carried in the vehicle are properly secured following, where relevant, manufacturer’s recommendations.

**Mobile telephones**

The Road Safety Act sets fixed penalty fines and points for using a hand-held phone whilst driving. Penalties also apply for not having proper control of a vehicle - a measure that can also be used where a driver has been distracted by using a hands-free mobile phone.

Where necessary, hands-free kits will be provided to members of staff who are required to use mobile telephones whilst working away from the premises.

Under no circumstances are employees permitted to use hand-held telephones including via hands free kits, or similar hand-held devices whilst driving. The prohibition also applies when stationary at traffic lights or other delays that may occur.

**Mobile phone use**

If mobile phones are used whilst driving it is important that the phone is held in a cradle.

Drivers still risk prosecution (for failure to have proper control) even if they use hands- free phones when driving.

The following guidance is given to all drivers who are required to use mobile phone hands-free kits: -

* Only use the phone when it is safe to do so.
* Understand how your phone operates.
* Only acknowledge incoming calls on a hands-free system where answering is automatic or one touch button.
* Only use short responses and indicate that you will return the call when it is safe to do so. Only use the mobile phone when it is essential to do so and do not talk longer than is necessary.
* Whenever possible, drivers should not make outgoing calls whilst driving.
* When making calls to, or receiving calls from mobile phones, always ask whether it is safe to speak.

Employee’s responsibilities

* Employees must follow any advice, information, instruction and training given by the employer.
* All employees who are expected to drive on company business must have a valid drivers’ licence for the class of vehicle they are driving.
* Employees must provide a copy of their driving licence, on request and declare any driving convictions. Employees using their own vehicles for work should also provide a copy of their insurance certificate and a valid MOT certificate for the vehicle where applicable.
* Drivers must ensure, so far as is reasonably practicable, that the vehicle is adequate for the purpose including being roadworthy, is in safe mechanical condition, is not overloaded, loads are secure and seat belts are worn.
* Drivers shall comply with traffic legislation, be conscious of road safety and demonstrate safe driving.
* Employees driving vehicles on company business will not be under the influence of drink or drugs and must not drive whilst disqualified.
* Drivers must stop after a crash or similar incident with which they are involved.
* Employees must inform management if they become aware of any medical condition or take medication that might affect their ability to drive.
* Promptly report defects, hazards and concerns to management.

**Personal Safety – staying safe in your vehicle**

Plan ahead

* Check your route; keep a map in the vehicle.
* Check if the place you are visiting has parking. If not, try and use a manned, well-lit car park.
* Check you have enough fuel.
* Check basic vehicle maintenance, i.e. oil, water, tyre pressure etc.
* Check vehicle breakdown cover and keep the number with you.
* You have something in the vehicle to keep you warm, e.g. coat or blanket, bottle of water, food snack and a torch in the event of unexpected, lengthy delay due to road traffic accident or inclement weather.
* Ensure your office know where you are travelling to, whom you are meeting, and your expected time of return. Inform them if you change your journey plan.
* Take a mobile phone with you and ensure it is fully charged (do not use the phone whilst driving).
* Keep any valuables, including handbags, mobile phones and laptops out of sight. They can easily be snatched when you stop at traffic lights, especially if windows are left open and doors unlocked.
* Do not leave luggage or documents on display within your vehicle.
* Do not leave the parking ticket on display – unless it is a requirement of the car park facility.
* When returning to your vehicle, immediately lock the doors and drive off promptly.
* Avoid taking unnecessary risks – be aware - if someone is flagging you down it may not be genuine. You may be as much help by reporting the incident by phone to the emergency services.
* Do not get into a vehicle with a stranger, or offer a stranger a lift.

In the event of a vehicle breakdown

* Try to reach the side of the road and contact the vehicle breakdown services. Advise them if you are female and alone.
* Switch on hazard warning lights.
* If someone stops, ring the police and give them the vehicle registration details. If the driver approaches, inform him/her you have contacted the police who will be arriving shortly. Avoid opening doors or windows to converse with strangers.
* If you decide to get out of the vehicle and await breakdown assistance (this is dependant on how safe you feel outside the vehicle) ensure you take the ignition key with you. Lock all the doors with the exception of the passenger door. This should be left wide open so you can quickly get back into the vehicle. If you breakdown on a motorway hard shoulder it is always advisable to get out of the vehicle and await assistance behind a barrier or away from the road side.
* When the breakdown vehicle arrives, check they know your name and have your details – especially if the vehicle you were expecting is not clearly identifiable, e.g., AA, RAC.

**Electricity**

Description

The safe management of electrical installations and equipment is essential to our business. It is therefore imperative that electrical systems and equipment are designed, constructed, selected, maintained and used with care.

Associated hazards

* Contact with live parts, causing shock and burns.
* Faults that could cause fires.
* Fire or explosion where electricity could be the source of ignition.

Employer’s responsibilities

With regard to fixed installations Remedy Recruitment Group will:

* Ensure that electrical installations and equipment are installed and maintained in accordance with the IEE (Institute of Electrical Engineers) Wiring Regulations (as amended).
* Identify all main circuit breakers/isolators to ensure all persons understand how to isolate the equipment or building services safely in the event of an emergency.
* Have regard to the design, construction and selection of electrical equipment when purchasing such equipment for use in the workplace.
* Promote and implement a safe system of work for maintenance, inspection and testing.
* Ensure that employees who carry out electrical work are trained and competent to do so.
* Exchange safety information with contractors, ensuring that they are fully aware of (and prepared to abide by) the company’s health and safety arrangements.
* Provide suitable personal protective equipment as necessary, maintain it in a good condition and replace damaged or lost items as necessary.
* Ensure that all tools and equipment are suitable and adequate for electrical working i.e. they are EN/BS approved.

Portable equipment and testing

Definition - Equipment, which is not part of a fixed installation but is able to be connected to a fixed installation, or a generator, by means of a flexible cable via a plug and socket assembly.

This includes equipment that is either hand-held or hand operated while connected to the supply, or is intended to be moved while connected to the supply.

Remedy Recruitment Group is responsible for ensuring that all portable electrical appliances are maintained in a safe condition and inspected at suitable intervals. Equipment will be marked to identify when tested and next test due date. The results of inspections shall be logged and records made available for inspection.

Experience of operating the maintenance system over a period of time, together with information on faults found, should be used to review the frequency of inspection. It should also be used to review whether and how often equipment and associated leads and plugs should receive a combined inspection and test.

Any defective equipment will be removed from use until such time as it can be repaired, with remedial action being recorded. All items of equipment that cannot be repaired will be withdrawn from use. Under no circumstances will any makeshift or temporary electrical repairs be made on any electrical equipment.

Employee’s responsibilities

Employees have a responsibility to:

* Co-operate with management arrangements for electrical safety in the workplace.
* Use the protective and safety equipment provided.
* Not endanger themselves or others.
* Report hazardous or dangerous operations.
* Follow the training and guidance provided to prevent injury to themselves and others.
* Comply with safety rules and use work permits/lock out procedures as applicable.
* Not bring private electrical equipment onto company premises without prior authorisation from management. Any such equipment must be tested in accordance with company procedures.

**Fire**

Description

Fire prevention is an important obligation for all businesses. Remedy Recruitment Group has a responsibility for ensuring the health, safety and welfare of all employees and others who may have access to the workplace as well as adjoining businesses or premises. These general duties include safety in relation to fire hazards, both from the work processes and activities, as well as general fire safety in the workplace.

It is the policy of Remedy Recruitment Group to ensure that all employees, visitors, relevant persons and contractors are protected from the risks of fire. In order to achieve this, appropriate fire prevention, precautionary and evacuation measures shall be taken in compliance with the relevant fire legislation and recognised good practice standards.

Associated hazards

* Flames and heat.
* Smoke and toxic fumes.
* Reduced oxygen.
* Collapse of buildings.

Employer’s responsibilities

Remedy Recruitment Group will ensure that:–

* All employees receive comprehensive induction before commencing work, to ensure that they are fully aware of all the arrangements in place to facilitate a safe evacuation.
* A fire risk assessment for the relevant premises\* is undertaken (and regularly reviewed) which clearly sets out identified control measures.
* Note: either employers or persons in control of the premises have a duty to carry out a fire risk assessment.
* A register of employees is kept up-to-date and will be taken to the fire assembly point in the event of an evacuation.
* It takes account of people with disabilities when determining fire safety arrangements and evacuation procedures for buildings under its control.
* The requirements for employee training in fire safety are adhered to.
* A fire logbook is kept up-to-date and that it is available, on request, to the enforcement agencies.
* The fire alarm and all associated equipment is tested in line with current guidance and tests are recorded in the fire logbook.
* All fire-fighting equipment is tested on a regular basis as per the manufacturer’s guidelines and records kept.
* A fire evacuation drill is carried out at least annually which will be recorded in the fire logbook.
* Any emergency lighting and emergency exit lights are tested according to current guidelines and tests recorded.
* All hazardous chemicals, gases and other hazardous materials are recorded and an inventory kept for information/inspection by the enforcing authorities.
* A regular check is made to ensure escape routes and doors are not obstructed. Fire exit doors should be unlocked and available for use at all times when persons are in the building. Fire doors should be closed at all times and not wedged open.
* Where dangerous substances (classified as explosive, oxidising, extremely flammable, highly flammable) can cause harm from fire or explosion and are stored or used in the workplace, a competent person will need to prepare and implement a suitalbe and sufficient risk assessment and comply with the requirements of the Dangerous Substances and Explosive Atmospheres Regulations, DSEAR.

Employee’s responsibilities

Employees are required to:

* Practice and promote fire prevention.
* Raise the alarm on discovery of a fire.
* Report any concerns regarding fire safety to management, so that any shortfalls can be investigated and remedial action taken.
* Receive basic training in the action to take in the event of fire.
* Follow instructions and training in relation to fire safety in the workplace.
* Co-operate with management arrangements for fire prevention in the workplace.
* Accept individual responsibility to take reasonable care for the health and safety of themselves and for any other person who may be affected by their acts or omissions.

Remedy Recruitment Group does not expect employees to fight fires, however, extinguishing action can be undertaken if it is safe to do so and you have been trained. On no account should a closed room be opened to fight a fire.

**Fire action**

If you discover a fire

Immediately operate the nearest alarm call point or notify the senior person present.

Attack the fire (if trained to do so) with the appliances provided but without taking personal risks.

The person discovering the fire will call the fire brigade immediately by:-

* Using the phone to dial 999.
* Giving the operator the telephone number and asking for the fire brigade.
* When the fire brigade reply, give the response distinctly: -
* “We have a fire at Remedy Recruitment Group and give the operator the address from which the call is being made.
* Do not replace the receiver until the fire brigade has confirmed the details.
* Call the fire brigade immediately to every fire or on suspicion of a fire.

**On notification of a fire**

* Everybody that is affected will evacuate the building by the nearest available exit and proceed to the nominated fire assembly point as identified on the fire action notices.
* The Senior Person Present will take charge of the evacuation and ensure that everybody is accounted for.

**Use the nearest available exit.**

**Do not stop to collect personal belongings.**

**Do not re-enter the building until told to do so by the Senior Fire Officer.**

**In the event of a fire, the safety of a life shall override all other considerations, such as saving property and extinguishing the fire.**

**First aid in the workplace**

Description

People at work can sustain an injury or become ill and it is important that they receive immediate attention and that an ambulance is called for in serious situations. The provision of adequate first aid cover is essential, it can save lives and prevent minor injuries becoming major ones.

Associated hazards

* Bodily injuries: blows, cuts, impact, crushing, stabs, cuts, grazes, scalds, falls.
* Illnesses: asthma, diabetes, epilepsy etc.

Employer’s responsibilities

Remedy Recruitment Group will carry out a first aid risk assessment for each workplace to identify:

* The level of first aid cover required, e.g. ‘First-Aiders’ (i.e. those who have either a First Aid at Work or Emergency First Aid at Work certificate) or ‘Appointed Persons’. Consideration will be given to cover annual leave, sickness etc.
* First aid equipment and facilities.
* Emergency procedures.
* Ensure employees are aware and kept aware of the first aid arrangements for each workplace including in vehicles and on third party premises.
* Provide the minimum numbers of first aid personnel at all times.
* Display the names of trained first aiders and the location of first aid kits.
* Regularly monitor the contents of first aid kits and replenish stock.
* Provide training and refresher training of First Aiders and Appointed Persons.
* Dispose of contaminated waste properly.

First aid kits in vehicles

Where at-risk employees travel in and operate from a specific vehicle, the First Aid kit may be allocated to the vehicle (where it must remain) rather than an individual. The contents of these first aid kits must be monitored.

First aid provision for non-employees

Whilst the Health and Safety (First Aid) Regulations place a duty on employers to make provision for their own employees, there is no legal responsibility towards non-

employees. However, the Health and Safety Executive (HSE) strongly recommends they be included in an organisation’s first aid provision. Therefore, when calculating the number of First Aiders for a workplace, the number of persons that may use or be present in the building at any one time should be taken into account.

First-Aiders are responsible for:-

* Undertaking an appropriate training course and, if required, attending refresher courses annually.
* Ensuring that their First Aid at Work or Emergency First Aid at Work
* Certificate is kept up to date.
* Assessing the immediate situation where first aid is being applied, acting without placing themselves or others in danger and making the area safe.
* Administering first aid as required but within their capabilities. Where there is any doubt, managing the situation while waiting for medical assistance to arrive.

Appointed persons are responsible for

* Calling for the appropriate medical assistance.
* Keeping first aid signs up to date and legible.
* Ensuring first aid kits are checked regularly and contents are in date.
* Notifying the designated person if there are any entries in the accident book.

Employee’s responsibilities

To reduce the risks of suffering personal injury or delay in getting treatment, employees must: –

* Co-operate with management arrangements for first aid in the workplace.
* Know the procedure for summoning help.
* Follow any guidance or instruction given, to prevent injury or ill health.
* Report any hazardous or dangerous situations to the employer.

**Gas Safety**

Description

Every year, a number of people die from carbon monoxide poisoning caused by gas appliances or flues which have not been installed properly or maintained. When gas does not burn properly, carbon monoxide is produced, which is poisonous.

Associated hazards

* Tiredness.
* Drowsiness.
* Headache.
* Stomach pains.
* Nausea.
* Chest pains.

Employer’s responsibilities

Remedy Recruitment Group will ensure that:

* All reasonable steps will be taken to secure the health and safety of employees and others who use or operate gas appliances. In this respect the term gas refers to mains gas, liquified natural gas and liquified petroleum gases, ie propane and butane.
* That suitable and sufficient risk assessments are undertaken in respect of gas safety.
* Gas installations and appliances are designed and installed by qualified and competent persons in accordance with the Gas Safety (Installation and Use) Regulations.
* That gas installations are maintained in a safe condition by carrying out annual safety checks and regular maintenance.
* That portable and transportable gas appliances are inspected and tested frequently as required (the frequency will depend on the environment in which the appliance is used and the conditions of usage).
* Safe systems of work for maintenance, inspection or testing are promoted and implemented.
* Monitoring of gas inspection, design and installation work, and the gas safety management system is carried out by competent persons.
* Contractors and persons who carry out work on gas installations and appliances are competent to do so.
* Suitable personal protective equipment is provided if required to include special tools, protective clothing and gas detection devices, and such equipment is maintained in good condition.
* Safety information is exchanged with contractors ensuring that they are fully aware of (and prepared to abide by) the company’s health and safety arrangements.
* Detailed records required by the regulations and in relation to the above are maintained.

Employee’s responsibilities

Employees must:

* Co-operate with management arrangements for gas safety in the workplace.
* Not carry out repair work to gas appliances unless competent to do so.
* Follow any training, guidance and instruction given to prevent injury or ill health.
* Report any hazardous or dangerous situation to the employer.

**Hazard reporting**

Description

A hazard is something that has the potential to cause harm, ill health or injury, the associated risk is the likelihood that a hazard will cause harm during the course of the work activity.

Associated hazards

* Tripping on trailing wires or loose floor coverings.
* Faulty electrical fittings.
* Unguarded edges.
* Obstructed emergency exit routes. N.B. This list of hazards is not exhaustive.

Near misses are hazardous incidents with the potential to cause an injury, e.g. employee tripped over a trailing cable but no injury occurred.

Employer’s responsibilities

Remedy Recruitment Group accepts that some of its work activities could, unless properly controlled, create hazards to employees and other people. To reduce the likelihood of injury or loss we will take all reasonable steps to reduce the risks to an acceptable level.

Consequently, Remedy Recruitment Group will inform employees of likely hazards by means of risk assessments, information, instruction, signage, training and documentation.

To aid the recording of hazardous situations Remedy Recruitment Group has implemented a hazard reporting procedure for employees, this will encourage safety awareness in the workplace. By encouraging the workforce to use these systems, accidents should be reduced and lead to a safer working environment. In turn, this should improve the attitude of the workforce towards safety.

Employee’s responsibilities

* Employees will use the employer’s hazard reporting system as a means of communicating potentially dangerous situations or practices that may be present in the workplace.
* Hazards should be reported to a Supervisor as soon as possible..

**Health surveillance**

Description

Health surveillance is conducted by observing, communicating and systematically watching for early signs of work-related ill health. Health surveillance is essential if there is an identifiable disease or adverse health effect related to an employees’ exposure to a health risk, which a risk assessment has identified as having a reasonable likelihood of occurring.

It requires implementing procedures to achieve this, including simple methods (e.g. looking for skin damage on hands), technical checks (i.e. audiology tests) or more involved medical examinations.

Some hazardous substances require health surveillance as a condition of use.

Health surveillance records should be kept for forty years and include:–

* Surname and forename.
* Permanent address.
* Sex.
* Date of birth.
* National Insurance Number.
* Date of commencement of present employment.
* A historical record of jobs involving exposure to the hazardous substances requiring the health surveillance.

Associated hazards

* Noise.
* Whole body or hand-arm vibration.
* Solvents, fumes, dusts, biological agents and other hazardous substances.
* Dermatitis.
* Asthma
* Asbestos, lead or work with compressed air.
* Ionising Radiation
* Diving.

Employer’s responsibilities

Remedy Recruitment Group will:-

* Carry out a risk assessment to identify the health hazards within the workplace and communicate the findings to employees.
* Take any necessary measures to remedy any risks found as a result of the assessment.
* Ensure that new staff are included in health surveillance programmes.
* Ensure that staff transferring to different work activities are included in the health surveillance programme if required.
* Provide staff with relevant information and training.
* Communicate the results of health surveillance to relevant employees.
* Ensure that employees and their representatives are consulted on the need and procedures for health surveillance.
* Ensure that personal files are kept up-to-date.
* Ensure that staff attend the health surveillance programme.
* Ensure that sickness absence is monitored and employees are referred to management if the reason for absence is thought to be work-related.
* Provide personal protective equipment where required.
* Monitor and review the effectiveness of the arrangements.

Employee’s responsibilities

Employees must co-operate with Remedy Recruitment Group on matters of health and safety. This extends to health surveillance where it has been identified as a necessary control measure or where there is a specific statutory requirement.

If an employee has a concern about health and safety or experiences symptoms of ill health, they must inform management immediately.

**Housekeeping**

Description

Poor standards of housekeeping are a common cause of injury and damage at work and can create possible fire hazards. Unsatisfactory housekeeping is often the result of poor working practices, lack of direct supervision and/or organisational deficiencies within the workplace.

Associated hazards

* Fire.
* Slipping, tripping/falling over.
* Poor cleanliness.
* Dirty equipment.
* Cluttered pedestrian gangways.

Employer’s responsibilities

Remedy Recruitment Group will:

* Carry out a risk assessment in relation to housekeeping within the company and introduce control measures as appropriate.
* Take any necessary measures to remedy any risks found as a result of the assessment.
* Implement steps for the maintenance, cleaning and repair of the premises.
* Train employees to be aware of their responsibilities for ensuring that hazards are not created from their work or equipment.
* Inform every employee of the risks which exist.
* Re-assess housekeeping as necessary if work processes change.

Employee’s responsibilities

Employees must:

* Co-operate with management arrangements for good housekeeping in the workplace.
* Follow any guidance and instruction given to prevent injury or ill health.
* Report to the employer any hazardous or dangerous situations.

**Information, instruction and training**

Description

Preventing accidents and ill health caused by work is a key priority for Remedy Recruitment Group. Health and safety information, instruction and training helps the organisation to ensure its employees are not injured or made ill by the work undertaken, promotes a positive safety culture where safe and healthy working becomes second nature to everyone and enables the organisation to meet its legal duty to protect the health and safety of its employees.

Employer’s responsibilities

* Consult with relevant persons to identify the information, instruction and training required for the company taking into account the level of skills required, the risks identified in the workplace, the position of the employee within the organisation and any relevant, specific individual needs.
* Undertake a risk assessment to identify any further specific training needs.
* Provide the necessary training, taking into account the capabilities, previous training, knowledge and experience of employees.
* Ensure that the demands of the job do not exceed the employees’ ability to carry out their work without risks to themselves and others.
* Prioritise information, instruction and training to ensure that any high risk needs are met first.
* Determine the most suitable method for delivery of the information, instruction and training, including the use of internal and external providers.
* Assess the suitability of the training and its effect on the employee and/or the business to enable changes, modifications or additions to be made if required.

Specifically, Remedy Recruitment Group will provide information, instruction and training for employees:

* On recruitment.
* When moving persons to another task or promotion.
* When the process, equipment or system of work is changed.
* If a review determines a refresher program is required.

Suitable records will be maintained of all information, instruction and training provided.

Employee’s responsibilities

Employees will:

* Co-operate with the company in relation to all training aspects.
* Attend any training courses that are identified as necessary.
* Follow training, guidance and instruction to prevent injury or ill health.
* Use protective and safety equipment provided.
* Report to their line manager any hazardous or dangerous situations.
* Co-operate with management arrangements for health and safety.

**Ladders and stepladders**

Description

A third of all reported falls from height incidents involve ladders or stepladders, many injuries are caused by inappropriate or incorrect use of equipment.

By conducting a risk assessment it may be determined that ladder use is acceptable for work of short duration (between 15 and 30 minutes) and low risk, providing three points of contact can be maintained whilst working from the ladder or steps.

Associated hazards

* Failure of the ladder itself, causing persons or equipment to fall.
* Items falling from the ladder.
* Users over-reaching or stretching from the ladder.
* Overloading of the ladder.
* The ladder slipping and falling due to not being correctly secured.
* Faulty equipment.
* Inappropriate use of ladders.
* Manual handling when using ladders.

Employer’s responsibilities

All reasonable actions will be taken by Remedy Recruitment Group to ensure the safety of employees who work with ladders.

Remedy Recruitment Group will, in consultation with employees and their representatives:

* Carry out a risk assessment of work activities involving the use of ladders.
* Take all necessary measures to reduce any risks found as a result of the assessment.
* Ensure that all ladders supplied are of good construction, sound material and are suitable for the tasks to be performed.
* Ensure that all ladders used are clearly identified, regularly inspected and maintained.
* Maintain a records system, which identifies each ladder and logs each inspection, repair and maintenance procedure undertaken.
* Provide appropriate information and training to employees who use ladders, including additional information and training where the ladder is used in a high-risk environment or in a way, which increases the risks involved.
* Ensure ladders are stored in a way that does not lead to warping, defects or reduction in strength.
* Implement a reporting system, so that any concerns, problems, risks or defects encountered while using the ladders can be reported to a responsible person and the appropriate action taken.

Safe use of ladders

* Ladders should be appropriate for the job and not exceed 9 metres in length.
* Ladders should comply with British/European Standards. Domestic equipment should not be used.
* Ladders must be undamaged and free of paint or any other coating which could hide cracks or splits.
* Ladder stiles must be undamaged and unbent.
* Wood should be free of warping or splitting.
* Metal ladders must be free from corrosion, sharp edges or dents and rungs free from distortion.
* Footpads must be in good condition.
* Ladders should have slip-resistant rubber or plastic feet.
* Ladders must be free of missing/loose rungs.
* Ladders should be regularly inspected and defective ladders removed from use.
* If ground conditions are poor, ladder feet should be tied into stakes in the ground, with a large flat wooden board as a base.
* During use, ladders should extend at least 5 rungs (1.05m) past the landing point or above the highest rung on which feet rest.
* Ladders should be positioned one metre out at the base for every four metres in height.
* Ladders should be secured at the top or if this is not practicable, ladders should be secured near the bottom or weighted or footed to prevent flipping.
* The overlap for extension ladders should be up to 5m closed length 2 rungs, 5-6m closed length 3 rungs, and over 6m closed length 4 rungs.
* There should only be one person on the ladder at any one time.
* Employees should be trained to transport tools in a shoulder bag or wear a tool belt. Consider the use of a gin wheel or other lifting equipment.
* Employees should be fully trained in ladder use.
* Never use ladders near power lines or in strong winds.

Safe use of stepladders

* Stepladders should be of robust construction and in good condition.
* Any retaining cords or straps must be of equal length and in good condition.
* Any metal braces between the legs must be locked into place.
* Legs of stepladders must be opened fully when in use.
* All legs need to be firmly and squarely placed on a solid level surface.
* The stepladder should be positioned close to the work to prevent over- stretching.
* The stepladder should be placed at right angles to the work if the work could cause sufficient force to make the stepladder unsuitable if used sideways.
* The top tread should not be used unless it has been designed as a platform with a secure handhold.
* When in use, the knees should be kept below the top of the steps for support and stability.
* Only one person should use the stepladder at any one time.
* The stepladder should be located or measures taken to prevent the stepladder from being struck by doors, vehicles etc.

Employee’s responsibilities

Employees will:

* Follow instruction, training and information provided by the employer on the safe use of ladders.
* Check whether the type of work activity requires the use of a ladder; establish whether the ladder is suitable for the task and match the ladder to the job.
* Ensure the ladder is in good condition; check that it has been inspected and stored correctly; any repairs have been carried out correctly; that it has been regularly maintained and that it is free from defect, of good construction and of sound material.
* Report any defective ladders to the employer immediately.
* Make use of any personal protective equipment provided by the employer.
* Advise the employer of any health issues, which may affect the ability to work at height.

**Lighting**

Description

Providing adequate lighting levels to enable people to work is a basic necessity. Good lighting that considers physiological and psychological needs of employees will create a work environment that is welcoming, energising and productive.

Associated hazards

* Bodily injuries.
* Slipping/falling over.
* Electrical hazards.
* Poor housekeeping.

Employer’s responsibilities

To safeguard employees and visitors from the potential hazards presented by inadequate lighting, Remedy Recruitment Group will:

* Carry out an assessment of lighting in the workplace to determine whether it is suitable. This will take into account employees with visual limitations together with the needs of older people.
* Take any necessary measures to remedy any risks found as a result of the assessment.
* Train employees on how to adjust for proper lighting in their jobs to prevent visual fatigue.
* Ensure that work is carried out by natural light wherever possible.
* Take precautions against glare.
* Ensure that lights are positioned to avoid risks to health and safety (fire etc).
* Ensure that supplementary lighting is provided, as necessary.
* Ensure that safe access is provided in order to clean or replace the lights or windows.
* Develop safe systems of work for such cleaning or replacement.

The following recommended standards may be adopted by Remedy Recruitment Group:–

* Outdoor lighting, especially where personal security is an issue - 20 lux, constantly maintained.
* Loading bays and outdoor work areas - 50 lux.
* Work requiring limited perception of detail - 100 lux.
* Local lighting at individual workstations - 200-500 lux with no sources of glare (i.e. direct sunlight, unshaded light-bulbs etc).
* Staircases and escalators - 300 lux, lit to provide good contrast between the treads and risers of the steps.
* Cellars and storerooms - 300 lux.
* Crossing points on traffic routes - 300 lux, constantly maintained.

Emergency lighting

Emergency lighting may be needed to illuminate an escape route in an emergency evacuation (escape lighting), or to allow continued working or help evacuation of areas deficient in natural light, should the normal lighting fail (standby lighting).

Escape lighting will be provided to:

* Clearly indicate the escape route.
* Allow safe movement along the route and through exits.
* Ensure fire-fighting equipment, call-points and other emergency gear can be readily located and any instructions seen.

Escape lighting should come on within five seconds of the failure of normal lighting, and provide at least 1-lux luminance at floor level. While this will seem 'gloomy', it is sufficient for safe movement during an emergency. The aim is to provide a similar level of lighting as moonlight.

The area immediately outside the final exit should be illuminated, to help dispersal of those leaving the premises in a hurry during nighttime hours. For most purposes, a back-up lighting duration of between one and three hours should be satisfactory.

Employee’s responsibilities

Employees must:

* Report any defective lighting to the employer.
* Report any discomfort experienced as a consequence of lighting in the workplace.
* Co-operate with management arrangements for workplace lighting.

**Lone working**

Description

Lone workers can be anyone who works by his/herself without direct contact or supervision. Examples include a person working on their own in a workshop, plant room, undertaking gardening activities or making home visits.

Associated hazards

* Accidents.
* Fire.
* Inadequate provision of rest, hygiene and welfare.
* Violence whilst at work.
* Manual handling activities.
* Transport breakdown/accident en route.
* Severe weather conditions.
* Tracing of home address through vehicle registration.
* Injury received whilst entering unsafe premises.
* Lack of adequate visibility, due to poor lighting.

Employer’s responsibilities

Remedy Recruitment Group realise that there may be concerns surrounding lone working. To allay these fears we will:

* Identify all employees who are lone workers.
* Make a suitable and sufficient assessment of the risk to the health and safety of these employees and others who may be affected.
* Identify the preventative and protective measures needed, so far as is reasonably practicable.
* Ensure that mechanisms are in place to account for and trace the whereabouts of employees who work alone and that these systems are regularly checked.
* Ensure that training in interpersonal skills, managing aggression and personal safety, that emphasises prevention and the continual assessment of risk is in place and available to employees.
* Check that lone workers have no medical conditions, which make them unsuitable for working alone.
* Supervision of lone workers will be provided which will be based upon the findings of the risk assessment.
* Establish emergency procedures in consultation with employees.
* Ensure that appropriate support is given to staff following an incident.

Employee’s responsibilities

Employees who are recognised as lone workers will:

* Co-operate with the employer by following rules and procedures designed to protect their safety as a lone worker.
* Attend personal safety training programmes as directed by the employer.
* Provide information on their whereabouts during working hours to the employer.
* Report all incidents relating to lone working using Remedy Recruitment
* Group’s reporting procedure.

**Manual handling**

Description

Manual handling injuries can occur wherever people are at work. Manual labour, awkward postures, manual materials handling and previous or existing injury are all risk factors implicated in the development of manual handling injuries. Manual handling is defined as the supporting and transporting of a load by human effort and includes lifting, lowering, pushing, pulling or carrying.

Associated hazards

* Sprains, strains.
* Hernias.
* Damage to the joints, ligaments, muscles and vertebrae.
* Slips, trips and falls.

Employer’s responsibilities

Remedy Recruitment Group will ensure that: –

* Manual handling operations that present a risk of injury are identified.
* Handling operations which present a risk of injury are avoided, so far as is reasonably practicable, by eliminating the need for the load to be moved or by the introduction of automation or mechanisation.
* Those operations that cannot be avoided are assessed using an ergonomic approach that considers the Task, Individual capacity, Load and Environment (TILE) elements to determine the level of risk. The assessment will be recorded to show that it has taken place and to allow for easy review if circumstances change.
* Measures required to eliminate the risk, or reduce it to the lowest level that is reasonably practicable, are identified from the information in the risk assessment and are used to implement a safe system of work.
* Any new work that might involve manual handling operations is assessed and safe systems of work are implemented before the work commences.
* Annual reviews of assessments are made to ensure that they are still valid but re-assessment is carried out immediately if any of the components of the work situation have changed.
* Incidents that result in musculoskeletal injury to staff are fully investigated and risk assessments and systems of work are reviewed in the light of such incidents.
* Staff recruited to posts involving manual handling are suitable for the work they are required to undertake, that job descriptions sent to applicants for employment include details of manual handling tasks where these are part of requirement of the post, and that staff in post continue to be suitable for the work.
* Suitable information, training and supervision is provided for all employees engaged in manual handling tasks and that such training is recorded, monitored, evaluated and reviewed.
* Sufficient information about loads and environment is given to other employers who have control of workers on the premises and to self- employed contractors that will enable them to meet their responsibilities under the regulations.
* Premises outside the regular workplace at which employees may have to perform manual handling operations are taken into consideration when undertaking a manual handling assessment.
* Any specific arrangements for complying with the Regulations that are introduced are documented and incorporated into the safety policy.

Employee’s responsibilities

Employees involved with manual handling activity should: -

* Follow the safe system of work designed and introduced by the employer and should not deviate from this without good reason.
* Not undertake a manual handling activity when a reasonably practicable alternative exists.
* Use any mechanical aids that have been provided for their use and for which they have been trained. Any faults with mechanical aids should be immediately reported to the employer.
* Assist and co-operate with the process of the assessment of risk.
* Assist the employer with the implementation of staff training, attend training sessions as required and should apply the knowledge gained from training to their daily work.
* Report all accidents, injuries and near misses involving handling activities – however trivial.
* Inform the employer if they are unable to undertake their normal manual handling duties because of injury, illness or any other condition.
* Not undertake any manual handling operation that they believe is beyond their capability.
* Report any unsafe systems of work to the employer.

**Monitoring, inspection and review**

Description

There is a legal requirement to monitor and review health and safety arrangements.

This enables organisations to assess how effectively risks are controlled in order to implement improvements, where required, and to develop a positive health and safety culture and safe working environment. The frequency of monitoring and review will be decided by the level of risks, competence of people, legal requirements, results of accidents and recommendations by manufacturers or suppliers of equipment.

Monitoring includes:

* Checking compliance in following the Health and Safety Policy, control measures stated in risk assessments and safe systems of work.
* Inspecting and testing of work equipment.
* Inspecting workplace locations and activities.
* Checking competence of workers.
* Checking the wellbeing and health of workers.

Employer's responsibilities are to:-

* Prepare and implement a plan for regular monitoring and inspection of health and safety arrangements.
* Arrange with Citation Ltd for annual inspections of the workplace and processes to be undertaken.
* Monitor employee’s health requirements and fitness to work, where applicable, e.g. eye tests, effects of noise and vibration, general fitness etc., as required by risk assessment.
* Ensure competent persons regularly inspect, examine and test equipment, where applicable, following manufacturer’s recommendations and at intervals, where set by statutory requirements.
* Regularly inspect the workplace and activities to ensure a safe working environment.
* Regularly check progress in complying with health and safety plans.
* Regularly check employee and contractor competence during work activities to ensure they are working safely and are following the requirements of the employee handbooks, instructions, etc.
* Review risk assessments at least annually, or where there has been a significant change in tasks, premises layout, equipment or personnel.
* Record results of inspections and monitoring that is undertaken, e.g. using Citation stationery templates.
* Gather and analyse data about injuries, cases of ill health (including monitoring of sickness absence records) and incidents with the potential to cause injury, ill health or loss. This data provides information about health and safety failures and gives the opportunity to learn from mistakes and to prevent recurrence.
* Take any necessary remedial actions to safeguard the health and safety of employees, contractors, public or visitors where hazards, faults, omissions, non-compliances, lack of training, unsafe activities or conditions are found through complaints, inspection, monitoring and review.
* Prioritise when, how and who implements any actions required.
* Periodically review the whole of the health and safety management system including the elements of planning, organisation, control and monitoring to ensure that the whole system remains effective and legally compliant.

Employee’s responsibilities

Employees must:

* Check equipment, including any personal protective equipment supplied, is safe before use.
* Co-operate with management arrangements in respect of workplace inspections.
* Follow any training, information, guidance and instruction given by the employer for checking and inspection of safe practices.
* Report any hazards or defects to the employer immediately.

**New and expectant mothers**

Description

Remedy Recruitment Group is committed to protecting the health and safety of all new and expectant mothers. The phrase “new and expectant mother” means a worker who is pregnant, or who has given birth within the previous six months or who is breastfeeding. “Given birth” is defined in the regulations as having delivered a living child or, after 24 weeks of pregnancy, delivered a stillborn child.

Associated hazards

* Physical.
* Biological.
* Chemical.
* Psychological.

Employer’s responsibilities

To safeguard the health and safety of new and expecting mothers, Remedy Recruitment

Group will:

* Carry out a risk assessment to identify any actions that need to be addressed or implemented to ensure a safe working environment for new or expectant mothers. The risk assessment will be ongoing to take into account the possible risks that may occur at different stages of the pregnancy.
* Ensure that all practical measures will be taken to minimise exposure to chemicals and other potentially harmful agents.
* Provide information to employees as part of their induction and ongoing safety training of any recognised reproductive problems associated with their employment.
* Consider the possible or adverse effects to the new or expectant mother and her unborn child during the assessment of risks posed by workplace conditions. These assessments will be made available to the relevant employees.
* Request that employees report to the employer as soon as pregnancy is suspected so that any necessary advice can be given.
* Arrange for frequent rest breaks to be taken by the new or expectant mother.
* Provide appropriate facilities for expectant and breastfeeding mothers to rest e.g. rest room equipped with a comfortable chair.
* In spite of all practicable measures being taken, if the employer considers that there is an unacceptable reproductive risk to a new or expectant mother, the company will take all reasonably practicable steps to find employment for her. If satisfactory alternative employment cannot be found, the employee will be medically suspended from employment in accordance with the terms of the Employment Rights Act.

Employee’s responsibilities

Employees will:

* Report to their employer as soon as pregnancy is confirmed.
* Follow advice and information given by the employer in relation to safe working practices.
* Report any hazardous situation to the employer so that arrangements for the appropriate remedial action can be taken.
* Use all protective or safety equipment provided by the employer.
* Co-operate with management arrangements for health and safety.

**Portable electrical appliances**

Description

Portable electrical appliances are found in most workplaces and include power tools, portable lighting, computer equipment, kitchen appliances, portable heaters and equipment such as cable extension leads. Where equipment is powered from the mains electrical supply there may be a significant electrical hazard that will need to be specifically controlled.

Associated hazards

* Shock or burns.
* Uncontrolled start up of equipment.
* Fire or explosion.
* Trips and falls.

Employer’s responsibilities

* Undertake a risk assessment for using the applicable portable electrical appliance for the task required and implement suitable safe systems of work to control the risks.
* Ensure that trained and competent persons undertake the work.
* For equipment connected to power sources either use “double insulated” or earthed cables and ensure cables are protected against damage.
* Ensure that equipment is regularly maintained by following the manufacturer’s instructions.
* Ensure users visually check equipment before and during use.
* Regularly undertake, by trained appointed persons, formal visual inspections of the equipment including inspection of the plug and its assembly.
* Carry out combined inspection and testing by electrically competent persons at frequencies required by the risk assessment. A register of such inspections will be kept.
* Remove from use or arrange for the repair of any appliance that fails any inspection, test or other checks.
* Where required by risk assessment, provide additional precautions such as suitably robust residual current devices (RCD’s), 110v reduced voltage equipment, etc.
* Ensure that the power supply is within the operating range of the appliance.
* Ensure that, where provided, guards and protective covers are in place and kept in good condition.

Employee’s responsibilities

* Visually check the equipment before and during use looking for signs of faults, overheating or damage to the equipment including to the wiring, plugs, casing and any guarding.
* Immediately stop work if faults are found and report any defects to the supervisor.
* Do not carry out any repairs or adjustments to equipment unless trained to do so.
* Take care of the equipment that has been provided.
* Disconnect the equipment from the supply before making any adjustments.
* Ensure that equipment is plugged into the correct supply by an approved method, do not attempt to use a makeshift temporary connection.

**Risk assessment**

Description

In many workplaces there are risks, which may affect the health and safety of employees. A properly conducted risk assessment is an important step in protecting employees and business, as well as complying with the law. In many instances, straightforward measures can control risks, and whilst the law does not expect employers to eliminate all risks, they are required to protect people so far as is reasonably practicable.

Associated hazards

* Physical, chemical and/or biological agents.
* Working conditions and processes.
* Manual handling activities.
* Exposure to infectious diseases.
* Work-related stress.
* Long working hours.
* Workstations and posture.
* Other workplace hazards.

Employer's responsibilities

Remedy Recruitment Group will ensure that:

* Employees undertaking risk assessments are competent to do so, having undergone suitable training in the risk assessment process.
* Identify all hazards with the potential to cause harm to employees and others who may be affected by our undertaking.
* Evaluate the probability and severity of potential injury or damage.
* Identify the options for eliminating, reducing or controlling the identified risks and taking the necessary action.
* Provide employees with any additional training identified within the risk assessment process as being a necessary control measure.
* Review the risk assessments annually, where they may no longer be valid, or where there has been a significant change in work activities or processes.
* Keep records of the significant findings of the risk assessments and identify employees who may be especially at risk.
* Provide appropriate health surveillance where there is an identifiable disease or potential adverse health condition related to the work activity.

 Provide employees and employees of other employers working on the premises with comprehensive and relevant information on risks, preventative and protective measures, emergency procedures and competent persons.

Employee’s responsibilities

Employees must:

* Co-operate with management arrangements in respect of workplace risk assessments.
* Follow any training, information, guidance and instruction given by the employer.
* Comply with any control measures laid down within risk assessments.
* Report any hazards or defects to the employer immediately.
* Make full and proper use of any PPE provided.

Description

**Smoking in the workplace**

Second-hand or passive smoking has now been shown to cause lung cancer and heart disease in non-smokers. In addition, tobacco smoke is a cause of discomfort and irritation to many people, particularly those suffering from respiratory illnesses such as asthma, and may lead to increased absence.

Remedy Recruitment Group will comply with statutory duties in respect of smoking in the workplace and, in particular, fulfil obligations to assess the risks associated with smoking in the workplace. Effective measures to prevent or control any ill health effects or accidents arising from such activity will be applied.

This policy is not concerned with the right of individuals to smoke but with where they smoke whilst on Remedy Recruitment Group’s premises and with due regard to the effects this may have upon the health and wellbeing of others.

Associated hazards

* Health risks including stroke, cancers and heart disease.
* Fire damage to building and associated risks to those in and around the premises.

**Note:** the above list of hazards associated with smoking is not exhaustive.

Employer’s responsibilities

Remedy Recruitment Group shall ensure that a risk assessment will identify:

* Persons at risk from smoking in the workplace.
* Significant risk(s) arising from smoking in the workplace.
* Appropriate controls to be implemented.

Remedy Recruitment Group are committed to its statement on Health and Safety at Work to take such steps as are reasonably practicable to provide a working environment which is safe and without risks to health.

To help achieve this, Remedy Recruitment Group recognises the health issues connected with smoking, not only for smokers, but also for non-smokers affected by inhaling tobacco smoke in the course of their work. To permit exposure where we can control it is contrary to our health and safety philosophy.

Remedy Recruitment Group will seek to achieve this objective by applying a series of control measures put forward in the Health and Safety Commission’s proposals for an Approved Code of Practice on smoking at work.

The hierarchy of control measures are as follows:

* Completely banning smoking at work.
* Banning smoking except in designated areas.
* Having separate smoking and non-smoking areas.
* Providing adequate ventilation or adopting a safe system of work.

Remedy Recruitment Group will manage the risks arising from smoking in the workplace by:-

* Prohibiting the creation of tobacco smoke. Local employee attitudes and cultures should determine whether to extend the concept of a “smoke- free” environment to a “tobacco-free” environment (e.g. chewing tobacco).
* Endeavouring to provide reasonable assistance and support to staff who wish to stop smoking e.g. by publicising or making available self-help guides and other health education guidance or promotional material.
* Designating specific areas or locations with suitable receptacles to dispose of extinguished smoking materials where smoking is permitted.
* Incorporating policy information into new employees’ induction.
* Consulting with trade unions, safety representatives and employees to contribute to the provision of a safe and healthy working environment
* Ensuring agreement between smokers and non-smokers. If smokers and non-smokers cannot agree on a common outcome, then in the event of a conflict of interests, non-smokers shall have priority.

In addition, Remedy Recruitment Group will manage the risks associated with smoking in the workplace by:

* Monitoring the effectiveness of the arrangements.
* Reviewing these arrangements periodically, and as necessary.
* Ensuring that visitors/contractors are made aware of the policy.

Employee’s responsibilities

In order for Remedy Recruitment Group to control the hazards associated with the effects of second hand smoke on non-smokers and to reduce the risks of fire, compliance with our arrangements for smoking is critical to the safety of everyone. Employees must:-

* Adhere to our arrangements for smoking, follow instructions and comply with ‘No Smoking’ signage.
* Not smoke in any area or vehicle that is designated as ‘Non-Smoking’.

Any employee who refuses to comply with the smoking policy may be in breach of employment law and subject to disciplinary action.

**Stress**

Description

It is Remedy Recruitment Group’s policy to address all work-related illnesses and in particular stress, to control, reduce or eliminate so far as is reasonably practicable.

The Health and Safety Executive has defined health and safety as both the physical and mental wellbeing of all persons employed by the company. We recognise that our personnel are the organisation’s most valuable assets and that any problem associated with work-related stress is a management duty.

A certain amount of stress provides high motivation, a positive outlook and good performance. However, it is when these personal levels are exceeded that detrimental health effects may appear. Whilst stress-related problems of short duration often resolve themselves, it is the long-term stresses that the company aim to address.

Through the risk assessment process, Remedy Recruitment Group will continue to identify hazards and assess all mental and physical risks to health and safety with the objective of reducing them, as far as is reasonably practicable.

The main problem with stress is the self-realisation that we are actively suffering from it. Others affected by our stress symptoms tend to shy away from broaching the subject as it may be construed as interference or just being nosy.

Stress is usually brought about by an accumulation of minor irritations that cannot be resolved in the time scale we wish and/or with the desired outcome. However, there may be one single event or set of circumstances that combine to provide the additional stress overload. Some examples are: -

Possible environmental stressors include noise, temperature, overcrowding and humidity.

Possible work-related stressors include working to tight deadlines, overwork and change to organisation. Other issues that may have an impact include: –

* Under challenged / Promotion prospects / Job satisfaction.
* Racial or sexist remarks.
* Personal relationships with other employees.
* Travelling.
* Harassment and confrontation.

Stress counselling can often have a stigma that it is only for the 'weak' or 'mentally ill', however the reverse is actually true.

It may be difficult to talk to a colleague about the problem face to face, as it might be this relationship that is the cause. It is our policy that all employees can approach management to raise any concerns relating to stress. All conversations will be addressed in the strictest confidence and we will try and assist any individuals suffering from stress.

**Visit by an enforcement officer**

The Health and Safety at Work etc. Act 1974 and associated legislation conveys powers on inspectors who are appointed by the relevant enforcing authority, in order that they ensure statutory requirements are being complied with.

Most dealings with those on whom the law places duties (employers, the self employed, employees and others) are informal - inspectors offer information, advice and support, both face to face and in writing. They may also use formal enforcement mechanisms, as set out in health and safety law, including improvement notices where a contravention needs to be remedied and prohibition notices where there is a risk of serious personal injury, or ultimately prosecution.

Non-compliance can lead to prosecution but this is always seen as the last step in the process, except for:

* Failure to comply with an Improvement or Prohibition Notice.
* Breach of the law that has significant potential for harm, regardless of whether it caused an injury.
* Reckless disregard for the health and safety of workers or others.
* Repeated breaches of legal requirements where it appears that management is neither willing nor structured to deal adequately with.
* Substantial legal contravention, where there has been a serious accident or a case of ill health.

Employer’s responsibilities

Remedy Recruitment Group recognises the importance of co-operation with enforcement officers. For this reason, it is imperative that all relevant documentation associated with our business and work activity is maintained and kept up-to-date. Such documentation includes: –

* This health and safety policy.
* All relevant risk assessments.
* Induction and training records.
* Maintenance, test and inspection records.
* Health records.
* Emergency plans etc.

Employee’s responsibilities include

* Not obstructing any reasonable request made by an Enforcement Officer.
* Complying and co-operating with requests by the officer.
* Follow instruction and guidance given by your employer.

**Waste disposal**

Description

This arrangement covers the general waste generated by the company in the carrying out of workplace activities but not those related to the disposal of waste food by retail premises.

Associated hazards

* Build up of combustibles presenting a fire hazard.
* Health hazard due to possible vermin infestation.
* Poor housekeeping presents a tripping hazard.

Employer’s responsibilities

Remedy Recruitment Group will:

* Identify all waste that has the potential to be removed from the premises.
* Establish contracts with appropriate waste disposal companies to ensure that waste is removed from the premises safely.
* Confirm with the waste disposal companies the specific items which can or cannot be placed in the receptacles provided.
* Provide suitable waste collection receptacles dependent upon the waste to be disposed and where relevant label or sign the receptacles to easily identify the disposal of waste.
* Ensure that any chemical waste or unknown substances are stored in their original containers until an authorised waste disposal company can remove them from the company premises.
* Maintain any copies of waste transfer notes on site for a minimum of two years for future reference.
* Instruct all employees in the correct disposal of waste and maintain records of instruction and training on file.

Employee’s responsibilities

* To dispose of waste as instructed.
* To inform management if an activity produces waste that has not been previously identified or removed from site so that the relevant steps can be taken for safe removal.
* Not to climb onto skips or other waste receptacles.
* To inform management if waste receptacles are full and need emptying.
* Not to remove items from waste receptacles and take or use for personal use.

**Welfare**

Description

The provision of welfare in the workplace should be taken seriously; it applies to all areas including the common parts of shared buildings, private roads and paths on industrial estates, business parks and temporary worksites.

Welfare provisions will also be provided for those people who are not employees but may use the premises on an infrequent basis e.g. visitors and contractors.

For disabled persons it may be necessary to specifically make parts of the workplace accessible for their use e.g. toilets, washbasins, doors, passageways etc.

Employer’s responsibilities

We have responsibility to assess and provide, adequate welfare facilities for employees and other persons using the premises and take account of the general working environment to include:

* Ventilation.
* Indoor temperature and the impact of working in hot and cold environments.
* Lighting.
* The provision of adequate room and space in which to complete the work activities.
* The safe and frequent removal of waste and the cleaning of the workplace.
* The provision of suitable workstations and seating for the activity being undertaken.

Assessing the safety requirements of the workplace with regard to: –

* The floors and traffic routes providing suitable standing for vehicles and persons.
* The position, integrity and visibility of transparent windows, doors, gates etc.
* The safe use and maintenance of lifts and equipment to move persons.
* Sanitary conveniences and washing facilities.
* The provision of potable drinking water.
* Accommodation for clothing and changing facilities.
* Providing suitable facilities to rest, drink and eat meals away from sources of contamination.

Employee’s responsibilities

The welfare facilities provided and maintained by Remedy Recruitment Group are for the benefit of all employees and visitors. Employees have a responsibility to use the facilities in a proper manner and not damage or misuse any equipment that is provided.

Personal responsibility should be taken for clearing your own waste and cleaning any utensils when eating or drinking on the premises. Any damage or defects should be reported immediately to enable attention and repair.

**Work equipment**

Description

The definition of work equipment is wide and includes machinery, apparatus, equipment, installations and tools. Therefore items as diverse as tractors, photocopiers, laboratory equipment and apparatus, soldering irons and scalpels are included. Scaffolding, access equipment and safety devices etc are also considered to be work equipment.

Associated hazards

* Dangerous/rotating parts of machinery.
* Ejection of materials.
* Rupture or disintegration.
* Fire, overheating or explosion.
* Unintended discharge of gas, liquid, vapour or other substance.
* Excessively hot or cold surfaces.
* Failure of safety controls on powered equipment.
* Dangers from instability, poor lighting or poor maintenance.

Employer’s responsibilities

Remedy Recruitment Group appreciate that some items of work equipment can pose a significant risk if not used in line with the manufacturer’s instructions, maintained properly or stored in a correct manner. To control exposure to the hazards presented by work equipment we will:

* Undertake full risk assessments for the equipment that is being used and issue copies of the assessments to all operatives along with the people who may be adversely affected by the equipment.
* Ensure that employees are provided with sufficient information, training and supervision when using the equipment. All training will be documented on the employee’s personnel file.
* Ensure that all necessary safety controls are in place such as guards and isolation switches etc.
* Ensure that all work equipment is maintained and inspected as required by the manufacturer’s instructions. Records will be kept of all inspections.
* Ensure that work equipment is selected which is suitable, by design, construction or adaptation, for its intended purpose in its particular place of use and is suitable for the process and conditions of use.
* Ensure that work equipment is subject to proper maintenance carried out by persons competent for the work. The complexity and frequency of maintenance will vary with the type of equipment and its conditions of use. Planned preventative maintenance may be necessary. Wherever possible maintenance will be in accordance with manufacturers' instructions.

Where a risk assessment has identified a potential significant risk of injury from the installation or use of work equipment we will arrange for a suitable inspection (which may include test) to be carried out by a competent person.

Employee’s responsibilities

Employees will:

* Use work equipment safely and in accordance with the information, instruction and training provided by the employer.
* Only use the equipment that they are trained on.
* Visually check and carry out other checks, required by risk assessment, prior to and during use and report any faults and unsafe conditions to the employer.
* Take reasonable care of themselves and others who may be affected by their actions.
* Co-operate with the employer in the management arrangements for the provision and use of work equipment.
* Seek the permission of the employer before bringing any personal items of equipment to work where it is intended that they be used by either themselves or others as part of work activities.
* Make full and proper use of any personal protective equipment provided by the employer.