

Health & Safety

In accordance with the duty under Section (2) of the Health and Safety at Work Act 1974, and in fulfilling our obligations to our employees, visitors, contractors or any other persons who may be affected or harmed by our work activities, Think Office Limited (Think Office) have produced the following statement of policy in respect of Health & Safety and Welfare concerns.

It is the policy of Think Office to comply with terms of Health & Safety at Work Act 1974 and with the safe working, practices outlines in associated Health & Safety Regulations and Health & Safety Executive guidelines.

Think Office will, as far as is reasonably practical, ensure:

- Safe and healthy working conditions for all our employees.
- Provide and maintain appropriate tools, equipment, operational processes and safe systems of work covering all activities.
- Our management teams accept the responsibility for applying and providing information, instruction and training at all times.
- Our management accepts the responsibility to provide appropriate levels of safety for people who may be affected by our activities, including staff, visitors, contractors, the public and others
- Suitable facilities are provided and/or make the necessary arrangements for the welfare of all our employees at work.
- The maintenance and safety provisions of means of access and egress
- Where risks to safety or health need to be 'assessed' under a specific duty or regulation, that an 'assessment' is carried out and that all actions shown to be necessary will be implemented.
- If any of our activities endanger the health of any employee, such activities will be monitored and where necessary, arrangements for health surveillance made.
- Suitable information regarding the safety or safe use of our services and/or products is provided.
- We plan to minimise the risks created by work activities, products and services, organise ourselves in a way that secures involvement and participation at all levels and measure performance against our predetermined standards.
- Regularly monitoring, inspection and auditing of our systems and procedures to ensure continuous improvement

- Our commitment to this policy will assist us to develop a positive health and safety culture throughout all areas and activities.
- We provide an environment in which everyone can perform their tasks without fear of intimidation, harassment, violence or undue stress.
- The co-operation of its entire staff in the operation of this policy.

Introduction

This health & Safety policy has been produced by the Managing Director of Think Office to cover the management of Health & Safety across all activities within the company. To meet legal and statutory responsibilities for the health, safety and well-being of our employees, people we support and others that may be affected by our undertaking. This policy document is augmented by separate documents for particular risks which are, although detached, part of Think Office Health and Safety Policy. All policy documents are accessible through <https://www.thinkoffice.co.uk/>.

Our Commitment

Think Office are fully committed to promoting the health, safety and welfare of its entire staff. The Board of Directors at Think Office will provide the leadership to ensure that exemplary health and safety practices are firmly embedded throughout the organisation to provide a secure and healthy environment in which to work.

There is an obligation upon every Manager to ensure that staff are informed and instructed with regards to health and safety training, instruction and those activities are properly recorded and records maintained.

Our Health and Safety Policy forms a significant part of our Health and Safety Management System (HSMS) including:

- Our commitment to managing Health and Safety
- Our policies which can be found in the Health, Safety and Operational Policies folder
- Our procedures
- Monitoring and reviewing activities to ensure the effectiveness of our HSMS

Our 'Health and Safety Policy Statement' is a broad statement of our commitment to the effective management of health and safety and is displayed around our premises so that all employees are aware of our intentions. We have documented our policies which identify, in individual topic areas, what we intend to do to control risks, manage health and safety issues, and comply with legal requirements, These are kept as a separate folder for ease of reference and include Health, Safety and Operational Policies.

They are supported with procedures to provide us with a means of managing the health and safety aspects of that particular topic. The procedures record how we will implement the associated policy and require further arrangements to be put into practice such as training, risk assessment, record-keeping, monitoring etc. Having identified what to do and how to do it, we then identify who is responsible for ensuring that our policy is implemented and that our Health and Safety Management System is working.

Our monitoring activities are aimed at checking the implementation of our policies and procedures, and ensuring that they have sufficient scope to cover all identified areas of risk. The legal references that follow identify the full titles of legislation which, for ease of reading, are referred to in shorter form throughout our system.

Legal and Policy Framework

Health and Safety at Work Act 1974
Control of Substances Hazardous to Health (Amendment) Regulations 2004
Control of Asbestos Regulations 2012
Employers' Liability (Compulsory Insurance) Regulations 1998
Electricity at Work Regulations 1989
Fire Order Reform 2005
Gas Safety (Installation and Use) Regulations 1998
Health and Safety (First Aid) Regulations 1981
Health and Safety (Display Screen Equipment) Regulations 1992
Health and Safety (Consultation with Employees) Regulations 1996
Health and Safety (Safety Signs and Signals) Regulations 1996
Lifting Operations and Lifting Equipment Regulations 1998
Management of Health and Safety at Work Regulations 1999
Manual Handling Operations Regulations 1992
Provision and Use of Work Equipment Regulations 1998
Personal Protective Equipment at Work Regulations 1992
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2015
Safety Representatives and Safety Committees Regulations 1977
Workplace (Health, Safety and Welfare) Regulations 1992
The Employers' Liability (Compulsory Insurance) (Amendment) Regulations 2008
The Road Safety Act 2006
Food Hygiene (England) Regulations 2006
The Construction (Design and Management) Regulations 2015
Workplace (Health, Safety and Welfare) Regulations 1992

We recognise that the benefits of good safety management are:

- Reduced number of accidents and ill-health

- Protection of our best interests and reputation
- Compliance with legal duties
- Happier, better-motivated staff
- Greater operating efficiency

If we fail to manage health and safety correctly the result could be:

- Injuries and ill-health to staff, clients and others who may be affected by our activities
- Loss of business through interruptions / bad publicity
- Productive time spent investigating accidents instead of working to our goals
- Disruption of our activities through absence following injury or as a result of ill-health
- Disruption of our activities through defending claims and criminal actions
- Increased insurance premiums
- Feelings of personal guilt
- Criminal prosecution by enforcing authority
- Fines, imprisonment or other penalties imposed by a court of law

The manual has been developed to best practice, however, some of the guides will not apply to all of our sites, but where words such as 'must' are in place; these are compulsory and must be adhered to.

Responsibilities

Directors

(The term "director" covers both company director and directors of specific functions.) All directors will:

- Ensure that their managers are aware of the policy and how it applies to them and their staff. Provide leadership on health and safety matters and ensure that their teams are committed to meeting legislative requirements.
- Highlight to their managers any changes in health and safety legislation that may impact how they and their staff operate.
- Promote the importance of health and safety within their area of control and ensure that the company's health and safety policy is implemented.
- Authorise resources required for health and safety such as training, PPE, health surveillance or any other change.
- Ensure there are sufficient funds made available to address H&S matters.
- Ensure their teams are discharging their safety responsibilities under the company's policies and procedures and proactively promote a good H&S culture.

Managers and Supervisors

All managers and supervisors have direct responsibility for the health, safety and welfare of those employees working within their departments. They also have responsibility for their contractors, temporary workers and visitors.

They must ensure:

Adequate risk assessments have been carried out for the operations within their departments and any control measures are implemented.

Safe systems of work are implemented and monitored within their departments.

All key operations within their departments have standard operations and safe working instructions.

Ensure all new starters, temporary staff and contractors have the necessary site safety induction.

All necessary training, instruction and supervision are provided so that employees can carry out their activities to the safest levels.

No person is permitted to work with any kind of machinery or hazardous tasks unless they have been properly trained in the use of such equipment.

Staff will receive information about all the dangers and hazards of the business that could affect them during the course of their work.

Health and issues are communicated within their departments.

An active role is taken in the investigation of all accidents and incidents reported within their department so containment and control measures can be implemented.

The necessary PPE is available, distributed and ensure any mandatory use of it is enforced.

Health and Safety Advisor

The health and safety advisor will act as a competent person. The H&S advisor will:

Revise the current health and safety policy in line with the changing needs of the company.

Develop new policies within the organisation and ensure that the health and safety systems are continuously improved to meet the needs of the company and its employees.

Provide advice and expertise to directors, managers and supervisors with respect to complying with statutory H&S regulations and implementing health and safety policies.

Provide support with the implementation of health and safety policy for directors, managers and supervisors.

Compile relevant Health and safety documentation in conjunction with nominated representatives.

Compile health and safety data to enable managers to identify and rectify health and safety issues e.g. graphs illustrating types and numbers of accidents.

Assist with and organise the provision of health and safety training.

This includes organising and/or designing materials or organising delivery of training by a third party.

Organise and contract with organisations that provide health surveillance and work with managers to agree/action any subsequent measures that are identified.

Carry out accident investigation and agree preventative/remedial actions for the future with the relevant managers/directors.

Ensure the information or new legislation affecting H & S is communicated to managers and directors and support them in disseminating this information amongst other staff and/or any changes necessary to ensure adherence.

Liaise with the company insurers and brokers on a day to day basis and provide information as requested.

Ensure that all employees of the company who have been delegated with specific areas of responsibility for H&S are adequately trained and/or instructed in order that they may perform those duties effectively in compliance with legislation.

Employees

Although Directors/Managers have responsibility for Health & Safety within their designated areas, all employees have a responsibility to.

Ensure their own safety and the safety of the others who may be affected by their work activities.

Report and record all accidents and near misses in the accident book.

Report all defects, H&S shortfalls and issues to their Manager.

Conform to all company H&S rules and regulations on-site, and co-operate with their employer with regards to H&S.

Not interfere with anything provided to safeguard their Health & Safety

Arrangements

Accidents and Incidents

Departmental Managers are responsible for ensuring that all accidents, incidents and near misses are reported. Supervisors and First Aiders complete the accident book. All accidents/incidents will be forwarded to the Site Manager and Health & Safety Advisor who will review and decide if a more thorough investigation is required. Any thorough investigation will be completed by the Site Manager and Health & Safety Advisor. Any required actions will be communicated and implemented across the organisation to prevent a reoccurrence and demonstrate continual improvement.

Competency

All staff will be trained for the role they are doing. This is the responsibility of the Departmental Manager and starts with 'first-day employee induction. As part of this process, staff will be shown all applicable risk assessments and safe systems of work for their area of operation. Once developed the Departmental Manager will be responsible for ensuring the training takes place through one of their team. Should their staff member's job role change in any way by introducing new processes, equipment or systems etc., then the Departmental Manager will ensure that staff are fully informed and necessary training is given.

Other types of training will be designed and delivered as required for each department for example manual handling training and job-specific training. Where necessary the Health and Safety Advisor will source and organise external training.

Risk Assessments

The company will carry out suitable and sufficient risk assessments to cover all of its work activities. Risk assessments will be completed by the Health and Safety Advisor with assistance from the relevant department manager.

The department manager will be responsible for reviewing risk assessments as necessary i.e. at given time intervals and when changes occur that will affect the risk assessment. The departmental managers will be responsible for ensuring that all risk assessments are communicated, understood and signed by their staff. Support will be given to staff to ensure they fully understand the risks involved with their work.

Safe Systems of Work (SSOW)

Think Office will complete SSOW for activities that require them. With assistance from the Departmental Managers and Senior Staff members, SSOW will be completed by the Health and Safety Advisor. The Manager of the department will approve SSOW and where necessary incorporate any standard operating procedures. The Departmental Managers will be responsible for ensuring that all safe systems of work are communicated, understood and signed by their staff.

Welfare Facilities

The company will provide adequate and suitable welfare facilities for all staff. This includes a canteen area that has basic facilities for eating, drinking, heating and storing food. All staff is responsible for the cleanliness and the washing of crockery and cutlery. Lockers are provided for those who need to change into PPE for their role. Respectful use of these areas is desired and any shortfalls should be reported to the Manager.

Transport

The company will ensure that it operates its transport in a way that does not put the safety of any person at risk. Each Director/Manager with site responsibility is responsible for the operation of transport within his department and site. This covers PPTs, Reach and FLT. The Director/Manager also has overall responsibility for servicing, maintenance and inspection of these vehicles. In addition drivers must be trained to operate in line with the relevant legislation.

Consultation and Communication

The company will consult with its employees on matters of health and safety and will provide the opportunity for upwards communication. The company will set up a health and safety forum with representatives from across the organisation. This will encourage two-way communications on health and safety matters. Minutes from these meetings will be made available on company notice boards.

Electrical Safety

The company will take action to ensure that no employee is put at risk by electricity. The Directors/Managers of each site are responsible for ensuring that their respective sites are maintained safely and that any repairs or faults are made safe and dealt with swiftly. The Site Directors/Managers are responsible for PAT testing in line with legal requirements.

Permits to Work/Contractors

Contractors are the responsibility of the Manager or Director who has organised the work to be carried out. This person is responsible for the contractor whilst they are on site. The company will ensure that where appropriate all hazardous activities are carried out under a Permit to Work System and that this is monitored.

Personal Protective Equipment

The company will organise, as far as is reasonably practical, its work activities in such a way that the use of PPE is not necessary. Where it is deemed that PPE is required it will be sourced by the manager who will ensure that it is fit for purpose. The Manager or Supervisor will distribute the PPE providing training where necessary. An issue log will be kept by the Manager.

Health Surveillance The company will ensure that health surveillance is carried out in line with legal and best practice requirements. The Health and Safety Advisor will liaise with Managers to identify the type and timing of health and safety surveillance required. The Health and Safety Advisor will organise the surveillance activity and coordinate the visit to the site and work with Managers to address any issues highlighted by surveillance.

Plant and Equipment

Directors have overall responsibility for ensuring that all plant and equipment is suitable for its intended use, well maintained and inspected/examined. Department Managers are responsible for training staff in the safe use of all equipment. Employees are responsible for ensuring that plant and equipment is checked prior to use, defects are reported immediately to the Manager/Supervisor. Employees must ensure the plant and equipment is used in the correct manner and the health and safety of themselves and others are paramount. All plant and machinery must have an accompanying SSOW.

Managers are responsible for:

- Ensuring machinery is serviced and fit for purpose.
- Monitoring the requirement for servicing, testing and maintenance.
- Statutory inspections for all plant and equipment.

Anyone discovering a defect or a problem with a plant or equipment should cease using it immediately and report it to the manager/supervisor. Equipment should be isolated and reported immediately to the supervisor or manager.

Safe Handling and Use of Substances (COSHH)

- The company will ensure, so far as is reasonably practical, that hazardous substances are handled, transported, used and stored in such a manner that the health and safety of no one is affected.

The Department Manager will, with the guidance and advice of the health and safety advisor:-

- Assess whether any dangerous substances can be substituted.
- Assess which substances will require a COSHH assessment.
- Provide 'at risk' employees with the assessment.
- Implement the actions from the assessment and monitor their use and effectiveness.
- Arrange for safe disposal of residues and empty containers.
- Where necessary arrange for health surveillance.

Fire Safety

Fire risk assessments have been carried out for each site and will be reviewed and updated on a regular basis. Directors and Managers of sites are responsible for ensuring that adequate fire protection devices are provided and tested including smoke and fire alarms, sprinklers and emergency lighting. They are also responsible for ensuring that where necessary actions are taken to reduce the risk of fire. The Health and Safety Advisor is responsible for ensuring that all fire systems and processes are regularly monitored and that remedial action is taken where necessary.

Employees also have a responsibility to ensure that the fire regulations and policies are adhered to and any shortfalls are reported immediately to Managers. Each site has fire marshals that are responsible for completing daily fire checks – this duty will be enforced by the relevant Site Manager.

Signed on behalf of Think Office Ltd.



Calum Haddow
Position: Director

Date written: 08/04/2021
Date reviewed: 08/04/2021