

Health Safety & Welfare Policy

The Health, Safety & Welfare of our staff, customers, contractors and visitors is one of our core considerations and we aim to ensure that all risks are reduced to a level that is as low as reasonably practicable. Whilst there are clear business arguments for good management of health, safety we believe that this is secondary to our moral responsibility to look after the health, safety and welfare of our staff and anyone else affected by our work.

We are committed to:

- Compliance with all relevant Occupational Health and Safety legislation.
- Operating and maintaining a Health, Safety & Welfare Management System.
- Providing sufficient resources to enable the requirements of this policy and our Health, Safety & Welfare Management System to be implemented and our health and safety objectives to be met.
- Developing a culture where everyone feels confident to raise any health, safety & welfare concerns without fear of the consequences.
- Investigating all incidents and accidents to ensure the root causes are identified and that action is taken to prevent a re-occurrence.
- Consulting with employees about the health and safety management of the organisation.
- Strive to continually improve in Health, Safety & Welfare performance with ongoing training and briefings.
- Produce an annual health and safety action plan that identifies targets for continuous improvement in health and safety management.

To fulfill these commitments Pendersons Ltd will provide and maintain safe working environments, safe plant and equipment, and safe systems of work. Appropriate information, resources, instruction, training and supervision will also be provided and in return it is expected that everyone will work together to prevent all accidents and work related ill health.

There is no customer need, competitive advantage, cost or time saving measure that is worth an injury of any kind to any person and we must not tolerate any practices that could cause accidents or ill health. To provide my personal commitment to this I will support any refusal to work on safety grounds providing there has been adherence to our policy.

In January of each year this policy will be reviewed by the Senior Management Team to ensure that it continues to be effective and at this time the health and safety action plan will be updated.

All employees, customers, contractors, visitors and delegates will be made aware of this policy and will be encouraged to report any health and safety concerns to their Trainer or Consultant, or directly to the Senior Management Team depending on circumstances. All such reports will be investigated

The Senior Management Team can be contacted by sending an email to info@pendersons.com



Mark Pender

Company Director

Review due by 15th January 2021

Responsibilities

- Overall and final responsibility for health and safety is that of Company Manager.
- Day to day responsibility for ensuring this policy is put into practice is delegated to Compliance Manager.
- To ensure health and safety standards are maintained and improved, the following people have responsibility in the following areas:
 - **Operations Manager - Burslem Office**
 - **General Manager - Burslem Office**
- The law requires that **all employees** must:
 - Co-operate with supervisors and managers on health and safety matters.
 - Not interfere with anything provided to safeguard their health and safety.
 - Take reasonable care of their own health and safety.
 - Report all health and safety concerns to an appropriate person (As detailed in this policy).

Health and Safety Risk Management

- Risk Assessments will be undertaken by **any employee** who holds a Nebosh Certificate.
- The findings of risk assessments will be reported to Compliance Manager.
- Action required to control risks will be approved by Compliance Manager.
- Compliance Manager will be responsible for ensuring the action required is implemented.
- The **employee** who carried out the original risk assessment will check that the implemented actions have removed or reduced the risks. If they are unable to do this then Compliance Manager will carry out this check.
- Risk assessments will be reviewed every 12 months or when the work activity changes, whichever is soonest.

Consultation with Employees

- Consultation with employees is provided by a number of mechanisms.
 - Face to face meetings between each employee and a Director/Manager.
 - Involvement in the production and review of risk assessments.
 - Twice yearly team meetings with a Director/Manager in attendance.
 - Risk assessments will be circulated to all staff for comment before being introduced and comments reviewed by the author of the risk assessment.

Safe Plant and Equipment

- Pendersons Ltd do not currently own any plant. However, if we did the Company Director/Manager will be responsible for identifying all equipment and plant that needs maintenance.
- Company Director/Manager will be responsible for ensuring effective maintenance procedures are in place and that all identified maintenance is carried out.
- Any problems found with plant or equipment should be reported to Company Director/Manager.

- Company Director/Manager will check that new plant and equipment meets health and safety standards before it is purchased.

Safe handling and use of substances

- All employees must notify the General Manager of any potentially hazardous substance that they plan to use.
- General Manager will be responsible for checking that new substances can be used safely before they are purchased or used.
- General Manager will be responsible for identifying all substances which need a COSHH assessment.
- General Manager will be responsible for ensuring that COSHH assessments are carried out. A COSHH assessment may be carried out by **any employee** who holds a Neboosh Certificate.
- General Manager will be responsible for ensuring that all actions identified in the assessments are implemented and that all relevant employees are informed about the COSHH assessments.
- All COSHH assessments will be reviewed every 12 months or when work activity changes, whichever is soonest.

Information, Instruction and Supervision

- The Health and Safety Law poster is displayed at our offices in Burslem. Some of our staff rarely go to this location, so we also issue all staff access to My Cloud which has a personal pocket size version of the poster provided by the HSE available online.
- Health and safety advice is available from Compliance Manager.
- Supervision of young workers and trainees will be arranged by a **Director or Operations Manager** who will ensure that they are supervised by a suitable and competent **employee** for the tasks they are undertaking. The relevant **Director** or Manager will monitor progress and performance in consultation with the young worker/trainee and the person supervising them. Supervision arrangements may only be reduced or relaxed once a **Director** has agreed.
- Operations Manager is responsible for ensuring that our employees working at locations under the control of other employers, are given relevant health and safety information.

Competency for tasks and training

- Induction training will be provided for all employees by a **suitably qualified person**.
- Job specific training will be arranged by a **Director/Manager** and may be provided by any suitable employee(s) or by external service providers.
- All employees must hold an Emergency First Aid award or a higher level first aid award.
- Because many of our employees work in customer locations and third party locations it is important that they understand fire precautions and can ensure the safety of themselves and delegates. Therefore all employees must complete fire awareness training.
- All employees who work in the railway industry must, as a minimum, hold a valid Personal Track Safety Card, be medically fit to the associated standard and pass the associated alcohol and drug screening.
- Due to the safety related nature of our services all employees are subject to alcohol and drug screening as specified in our alcohol and drugs screening policy and procedure.

- Compliance Manager is responsible for ensuring that all staff who delivers training, assessment or consultancy services must be competent and authorised by a **Director** to do so.
- All training records are kept at the Burslem office.
- Training will be identified, arranged and monitored by the **Director/Manager** responsible for each employee.

Accidents, first aid and work related ill health

- Health surveillance is required for employees doing the following jobs:
 - Any work that requires the employee to go on or near the railway.
- Health surveillance will be arranged by Compliance Manager.
- Health surveillance records will be kept at the Burslem Office.
- First aid boxes are kept at each of our offices and each Trainer/Assessor/Consultant carries a first-aid kit with them when delivering services.
- The appointed person(s)/first aider(s) is/are **Clare Turner & Jill Forkin**.
- All accidents and cases of work related ill health are to be recorded in the accident book. The book is kept by Compliance Manager at the Burslem office.
- Compliance Manager is responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority.

Staff Welfare

The Company will provide and maintain its workplace and buildings in a safe condition, good repair and free from reasonably foreseeable risks to health and safety. Workplace inspections will be carried out on a regular basis. Adequate standards and provisions in relationship to ventilation, temperature, lighting and cleanliness will be maintained. Workplace equipment, devices and systems will be regularly maintained and kept in a safe, efficient condition. Housekeeping procedures will be applied in maintaining acceptable hygiene and cleanliness standards throughout the premises. Purpose waste receptacles will be provided to assist, and all employees are expected to assist in maintaining their areas of working in a safe and tidy condition. All stairways and ramps will incorporate suitable hand-railing or barriers. The Company will also provide suitable and adequate welfare facilities which will include:

- Sanitary conveniences which are kept clean, well lit and ventilated.
- Washing facilities which are located close by, kept clean and tidy.
- Places to eat drink and rest, kept clean, tidy and hygienic, and free from smoke and fumes.
- Supplies of drinking water

If and when required, suitable provisions will be provided for pregnant workers for rest purposes. A suitable room, close to toilets, smoke and fume free, heated and ventilated, will be made available. It is the responsibility of the pregnant worker to notify the Company.

Wherever possible arrangements will be made with the Client and/or Principal Contractor for the use of welfare facilities at sites under their management as a minimum the following requirements will be adhered to:

- Toilet/washing facilities accessible on site
- Eating/rest facilities accessible on site

Where these facilities are not provided by the Client or Principal contractor, the company will provide suitable welfare facilities as per standard **NR/L3/INI/CP0036**

Monitoring

- To check our working conditions, and ensure our safe working practices are being followed, we will carry out checks on each trainer, assessor and consultant at least once each year whilst they are delivering a service.
- Every 3 months the above checks will be arranged by Compliance Manager and may be carried out by **any employee** who holds the IOSH Managing Safely qualification.
- In the event of an accident or work related sickness absences the investigation will be arranged by Compliance Manager and may be carried out by a **Director or Manager** who holds either the IOSH Managing Safely qualification or the Nebosh Certificate.
- General Manager is responsible for acting on investigation findings to prevent a recurrence.

Emergency procedures – fire and evacuation

- General Manager is responsible for ensuring the fire risk assessment is undertaken and implemented.
- Escape routes and fire extinguishers will be checked every month and the following people have responsibility in the following areas:
 - **Operations Manager - Burslem Office**
 - **Health & Safety Manager or Deputy**
- When working at customer sites or third party facilities it is the responsibility of **all staff** to familiarise themselves with the emergency procedures.
- Fire extinguishers will be maintained on an annual basis by a competent service provider.
- Emergency evacuation will be tested every 12 months.
- Appointed **Fire Marshalls** are **Jill Forkin** and **Clare Turner**

Document reference

NR/L3/INI/CP0036 Provision of Welfare Facilities