



Health and Safety Policy

Statement from the Chief Executive

As Chief Executive, I am fully committed to the development of a positive health and safety culture throughout United Safe Care. The legal standards set out in the Health and Safety at Work Act 1974 and other relevant legislation must be met throughout the organisation.

I am keen to see progressive improvements in both our systems for managing health and safety and in our health and safety performance. The reporting and thorough investigation of all accidents, together with systematic identification of hazards and adequate assessment and control of risks to which customers, colleagues and visitors may be exposed, will help us achieve these objectives.

I attach equal importance to the achievement of health and safety objectives as to any other aspect of our work. Indeed, by improving a working environment, which is free from risks to health and safety, I believe we can improve our overall business performance.

Whilst I accept that I have ultimate responsibility for health and safety, I must delegate many of the associated day to day tasks, and in order to coordinate health and safety matters, I will appoint a manager with responsibility for Health and Safety. However I must stress that the operational responsibility for health and safety lies with the whole Management Team.

Full details of the organisation and arrangements are set out in this policy document, which I require all line managers to bring to the attention of every employee. In turn, I expect all staff to work in a manner, which supports their health and safety and that of others, and to co-operate with all requirements to ensure our systems are legally compliant at all times. All employees should be aware that they have a legal duty to report through their line managers, any defect or shortfall in these arrangements for health and safety. I will also welcome any suggestions that might aid the process of continuous improvement to which I am committed.

A handwritten signature in black ink, appearing to read "D. McGuire", written over a horizontal line.

Signed: Mr David McGuire (Chief Executive)

Date: 28th April 2016

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1. INTRODUCTION

United Safe Care is committed to providing and maintaining the Health, Safety and welfare of all employees and all other persons likely to be affected by our operations and activities.

We will aim to educate, train and motivate all employees to work in a safe manner and play a full part in complying with this policy.

This policy outlines the framework under which we aim to meet all legislative requirements and will help you understand our Health and Safety arrangements and procedures.

The Policy sets down the principles which our organisation will adopt to operate safely and is based on three key aspects which are:-

- Hazard Identification
- Assessment of Risk
- Implementation of a Safety Management System

The Chief Executive has implemented this policy, which lays down procedures to cover all activities within our organisation so the reader can familiarise themselves with all relevant procedures, in order for them to be carried out correctly.

2. RESPONSIBILITIES

2.1 Introduction

This section of the Policy Document details management and employee responsibilities for health, safety and welfare in the workplace.

2.2 Safety Organisation

2.2.1 Everyone is responsible for health and safety matters including management and employees and each must be aware of their responsibilities in health and safety and carry them out accordingly.

2.2.2 The relevant individuals with responsibility for health and safety will be named and a Health and Safety structure prominently displayed so that all employees can obtain the information without reference to a third party.

2.3 Duty of Care

- 2.3.1 Each Manager has a duty of care to ensure that where reasonably practicable, safe systems of work are implemented and maintained in every workplace and for each operation etc.

2.4 Safety Awareness

- 2.4.1 In Health and Safety law, ignorance is no defence. Each person has to be aware of the law and know how to implement it as far as is reasonably practicable.

2.5 Training, Information and Instructions

- 2.5.1 In order to ensure that management and employees are aware of their responsibilities under the local policies and procedures, suitable and sufficient training, information and instructions will be provided so that they can uphold their responsibilities to the full.

2.6 Chief Executive Responsibilities

- 2.6.1 The Chief Executive is responsible for the implementation of United Safe Care health and safety policies and procedures.

- 2.6.2 The Chief Executive will:

- (i) Ensure that sufficient resources are available to meet the health and safety requirements of the organisation.
- (ii) Ensure a competent manager is appointed to advise on health and safety matters and assist them in ensuring the implementation of the health and safety policies and procedures.
- (iii) Ensure the continued competence and professional development of any managers that have been given the responsibility for Health and Safety.
- (iv) Ensure that there are adequate means of distributing and communicating health, safety and welfare information obtained from the HSE, safety organisations, Trade Associations etc. regarding new and safe methods of work.
- (v) Ensure local rules are issued as necessary to complement United Safe Care health and safety policies and procedures in order to cover the safety of operations.
- (vi) Establish and maintain proper liaison with relevant parties on H&S matters.
- (vii) Ensure appropriate disciplinary action is taken in the event of any breach of or refusal to comply with the statutory legislation or any United Safe Care health and safety policies or procedures.

2.7 Safety Manager

2.7.1 Responsible to the CE for:

- (a) Compliance with the Company Safety Policy and relevant statutory obligations in areas under his control.
- (b) The Health, Safety and Welfare of all persons under his direct control.
- (c) Identifying and assessing the competence of his immediate subordinates, identifying training needs and in conjunction with the Training Department, arranging such training as to satisfy those needs.
- (d) The Health Safety and Welfare of all persons in his department.
- (e) Advising and assisting Company Management in undertaking the measures needed to ensure compliance with the requirements of the relevant statutory provisions.
- (f) Assisting in the formulation Safety Policies, procedures and Safe Codes of Practice.
- (g) Participating in Departmental and Executive Meetings, providing appropriate links and continuity.
- (h) Developing and promulgating a strategy for Safety Inspections of sufficient frequency and structure, to ensure that all areas are adequately covered.
- (i) Ensuring that all serious accidents and dangerous occurrences are thoroughly investigated and all evidence gathered and written reports prepared.
- (j) Monitoring accident records and statistics and monitoring trends for review by the Managing Director.
- (k) By means of active collaboration with the Training Officer ensure that safety requirements are integrated into all training courses.
- (m) Advising on Contingency and Emergency Planning within the company confines.
- (n) Liaising with Representatives of local Companies with regard to Emergency Response.

2.8 Senior Manager Responsibilities

2.8.1 Each Senior Manager is accountable to the Chief Executive for the implementation of United Safe Care Health and Safety policies and procedures.

2.8.2 They will:

- (i) In consultation with the manager with responsibility for Health and Safety issue local rules, as necessary to cover the safety of operations that may carry unusual hazards.
- (ii) Ensure that the appropriate Line Manager disciplines any employee failing to comply with the requirements of the United Safe Care Health and Safety policies and procedures.
- (iii) Ensure that suitable and sufficient risk assessments for their area of responsibility are carried out and that recommended safe systems of work are implemented to eliminate or reduce workplace hazards.

- (iv) The manager with responsibility for Health and Safety will assist Senior Managers in completing risk assessments for new and expectant mothers who are United Safe Care employees and ensure where appropriate and necessary, that safe systems of work are implemented and monitored.
- (v) Report any serious risks to the immediate attention of relevant parties.

2.9 Line Manager Responsibilities

2.9.1 Each Line Manager is accountable to the Senior Management Team for the implementation of United Safe Care Health and Safety policies and procedures.

2.9.2 Line Managers will be responsible for the following:

- (i) Be aware and communicate any amendments to United Safe Care's Health and Safety policies and procedures.
- (ii) Ensuring that risk assessments for their area of responsibility are carried out and undertaking risk assessments where necessary and appropriate in consultation with the manager with responsibility for Health and Safety.
- (iii) The promotion of accident prevention measures through advice and training.
- (iv) The identification and elimination of potential hazards together with the development of safe working methods and environments.
- (v) Routine inspection of working environments to check compliance with established regulations and Codes of Safe Working Practice.
- (vi) Taking immediate action in the event of a serious risk to health and safety (e.g. faulty electrical equipment etc.). Any works identified as requiring action following inspections of the workplace etc. must have prior approval from the relevant Manager as appropriate before being carried out.

2.9.3 Line Managers will ensure that new and existing employees are given any necessary health and safety training, including induction training to enable them to carry out their defined duties. Even though some employees will have recognised qualifications in their particular type of work, they may still need training in the departmental work procedures in order to fulfil their safety responsibilities and where necessary they will receive such training. Line Managers shall also initiate such arrangements as necessary for monitoring its effectiveness.

2.10 Manager Responsible for Facilities

2.10.1 The Manager responsible for facilities is accountable to the Site Director/Manager for the implementation of relevant health and safety legislation.

2.10.2 The Manager responsible for facilities is responsible for adhering to the relevant parts of United Safe Care Health and Safety policies and procedures.

2.10.3 The Manager responsible for facilities is also responsible for:

- (i) Ensuring standards are developed which ensure that products/equipment purchased meet the relevant product standards, carries the CE marking where appropriate, and is supplied with sufficient information on the hazards, safe use and maintenance requirements.
- (ii) Ensuring that contractors and subcontractors on the United Safe Care approved contractors list have completed the relevant contractor Safety Assessment Questionnaire and Contractors Indemnity form.

2.11 Specific Management Responsibilities

2.11.1 In addition to the above individual responsibilities, Managers will be responsible for:

- (i) Ensuring that the procedures outlined in the Health and Safety policies and procedures are being implemented within his/her area of responsibility.
- (ii) The implementation of legislative requirements within his/her area of responsibility.
- (iii) Ensuring that risk assessments are prepared for workplaces and that employees are made aware of the hazards and the control measures necessary to minimise the risk.
- (iv) Ensuring the dissemination of information and literature on health, safety and welfare matters.
- (v) Regularly communicating with employees on significant health, safety and welfare matters.
- (vi) Ensuring that employees and contractors under his/her supervision are familiar with the Health and Safety policies and procedures and implement them.
- (vii) In conjunction with the manager with responsibility for Health and Safety, arranging for the establishment and maintenance of health and safety training.
- (viii) Ensuring that accident and ill health prevention is integrated into new or modified procedures, equipment and buildings.
- (ix) Ensuring that work related accidents at the site (including acts of physical violence), diseases, dangerous occurrences and near misses, are investigated and properly reported in accordance with Accident/Injury Reporting Policy.

- (x) Ensuring that employees under his/her control:
 - (a) Are aware of their health and safety responsibilities.
 - (b) Understand and adhere to health and safety policies and procedures and comply with health and safety regulations and codes of safe working practice.
 - (c) Are provided with adequate training, supervision, information and instructions to enable them to carry out their work safely and without risk to themselves and others.
 - (d) Understand and adhere to the correct accident reporting procedure.
 - (e) Understand the fire and evacuation procedures.
- (xi) Ensuring that employee health, safety and welfare are considered at all times.
- (xii) Setting a personal example at all times with respect to health, safety and welfare.

2.12 Additional Responsibilities

2.12.1

- (i) Undertaking induction training for new employees and initiating such arrangements as necessary for monitoring its effectiveness.
- (ii) Undertaking risk assessments for the working environment and initiating safe systems of work where appropriate and necessary as required by the MHSWR.
- (iii) Ensuring that COSHH Risk assessments are undertaken and up to date and substances used in the establishment are securely and safely stored.
- (iv) Ensuring that there is an assessment of risks and safe work systems implemented in relation to the Manual Handling Operations Regulations.
- (v) The promotion of accident prevention measures through information, instruction and training.
- (vii) The identification and elimination of potential hazards including the development of safe working methods and environments.
- (viii) Routine inspection of working environments to check compliance with health and safety policies and procedures, established regulations and Codes of Safe Working Practice.
- (ix) Organising the department, section or workplace so that operations or work carried out is to a satisfactory standard of safety. This will include planning and maintaining tidy working areas, including access to and from

the equipment being used etc. Where safe operating procedures are involved, written working instructions/a method statement shall be issued.

- (x) Making sure that the control measures in place are operable and not interfered with and that personal protective clothing, where appropriate, is available and is used.
- (xi) Ensuring that fire fighting appliances are not misused and still intact.
- (xi) Ensuring that First Aid equipment and trained personnel are present in sufficient numbers, in light of the hazards known to be present within the department, and make their location known to employees.

2.13 Employees' Responsibilities:

Section 7 of the Health and Safety at Work Act 1974 requires all employees to take reasonable care of their own safety and the safety of others.

2.13.1 All employees have a legal duty to comply with statutory requirements and are individually responsible for:

- (i) Working safely and efficiently and with due regard for their own health and safety and the health and safety and the welfare of others including employees, contractors, customers and members of the public.
- (ii) Not interfering or misusing anything provided by United Safe Care or other employers in the interests of health, safety and welfare in pursuance of any of the relevant statutory provisions.
- (iii) Co-operating with their immediate Manager in order to comply with any health and safety duty or requirement imposed by the law.
- (iv) Co-operating in the investigation of accidents with the objective of introducing methods to prevent a recurrence.
- (v) Adhering to safe systems of work procedures and practices and using appropriate safety devices, equipment and clothing provided by United Safe Care.
- (vi) Avoiding improvisation or taking short cuts, which would entail unauthorised and unnecessary risks.
- (vi) Reporting to the appropriate person unsafe conditions, damage, near misses - whether or not there are any personal injuries, in order that remedial action can be taken.
- (viii) Ensuring that personal accidents, including near misses are properly reported in accordance with the Accident/Injury Policy.

- (ix) Familiarising themselves with and complying with site rules, regulations, practices and procedures affecting health and safety.
- (x) Informing transferred and new employees of hazards involved in the operation/work of the work locations.
- (xii) Applying good housekeeping standards in the area in which they work.
- (xiii) Attending safety training in accordance with the requirements.
- (xiv) Planning and maintaining a tidy working area, including access to and from the equipment being used.
- (xv) Setting a personal example at all times with respect to health, safety and welfare, especially to new employees and visitors.

2.14 First Aid Responsibilities

2.14.1 The manager with responsibility for Health and Safety will:

- (i) Ensure that first aid facilities, equipment, and personnel are readily available.
- (ii) Ensure first aiders carry out first aid in accordance with the HS (First Aid) Regulations 1981 and Approved Code of Practice L74.
- (vii) Ensure that notified accidents, however slight, are recorded in the Accident Book and/or on the appropriate Accident/Injury form.
- (iv) Ensure that first aid box items are checked for contents and re-stocked at regular intervals or when necessary.

2.15 Fire Safety Coordinator/Fire Warden Responsibilities

2.15.1 The Fire Safety Co-ordinator and Fire wardens will be appointed by the Senior Manager. The Fire Safety Co-ordinator will:

- (i) Ensure that fire prevention/fighting equipment, e.g. extinguishers, blankets, procedures and notices are readily available and visible.
- (ii) Carry out fire drills and evacuations as required in conjunction with other employers on the site (where appropriate).
- (iii) Ensure the fire alarm system is operational and where appropriate undertake call point tests in conjunction with other employers on the site.
- (iv) Ensure that records are maintained for relevant incidents and that management actions are taken to prevent their recurrence.
- (v) Maintain up to date records for their area of responsibility and ensure that these are readily available for use in an evacuation.

2.15.2 Fire Wardens are responsible for ensuring that persons within their area of responsibility have successfully evacuated the building in the event of an emergency.

2.16 Communication Procedures

2.16.1 United Safe Care is responsible for implementing suitable arrangements for the reporting of health, safety and welfare complaints made by employees and customers.

2.16.2 A Senior Manager will be responsible for oversight and collation of all reports for the organisation. This system will help to detect any pattern of behaviour emerging.

2.16.3 Management will ensure that there is an effective system of communication between management and employees on health and safety matters. The following procedures are to be adopted:

- (i) Employees should first discuss the matter with their Line Manager.
- (ii) The Line Manager will, if necessary, approach a more Senior Manager to resolve the matter. The Line Manager will then report back to the employee.
- (iii) In the event of failure to receive an adequate or satisfactory response, the employee should be confident of seeking redress from the next most senior tier of management.
- (iv) Where applicable the matter can also be raised with the Safety Representative for Trade Union members or the Manager with responsibility for Health and Safety.
- (v) If the matter remains unresolved it might be raised with the Chief Executive.

3. HEALTH AND SAFETY ARRANGEMENTS

This part to the Policy and Procedures states the arrangements for carrying out the health and safety policies and procedures of United Safe Care.

3.1 The Arrangements

3.1.1 Introduction

3.1.1.1 United Safe Care recognises the importance of a safe working environment and will provide so far as is reasonably practicable safe working arrangements for employees, customers, contractors, visitors and anyone else affected by our undertaking.

3.1.2 Service Standard

3.1.2.1 United Safe Care will ensure that the service delivery standard of workplace health and safety safe systems will be maintained at all times by providing an effective management structure and appointing suitable competent persons to audit and monitor United Safe Care's policies and procedures.

3.1.3 Approach to Service Delivery

3.1.3.1 It is the policy of United Safe Care to provide effective communication across all levels of the organisation and with all external agencies and Unions to ensure the success of our health and safety policy and health and safety strategy. This ensures that the United Safe Care objectives and policy relating to the delivery of an effective health and safety service are clearly understood by all concerned and that plans, standards, procedures and systems are implemented and performance is monitored.

3.1.3.2 Effective communication also helps to secure the involvement and commitment of management and employees, customers, contractors, visitors and union representatives. Open communication systems encourage comments and ideas for improvements to the system from both individuals and groups in the workplace.

3.2 Risk Assessments

3.2.1 Risk assessments are a fundamental part of our health and safety management system, and as such fit into the health and safety management framework. The outcome of this exercise will determine what if any additional controls are required. Risk assessments also provide information about the preventative and proactive measures, which must be monitored and reviewed as part of the health and safety arrangements. United Safe Care will therefore ensure that workplace hazards are identified and suitable and sufficient risk assessments undertaken.

3.2.2 In relation to the identification of potential hazards, the designated Manager shall undertake an assessment of risks in accordance the United Safe Care Risk Assessment Policy and Procedures and bring them to the attention of relevant employees. Information and advice will also be provided to employees where required. The conclusions from the risk assessments will assist management to decide upon further arrangements or amendments to the policy.

3.2.3 Following the risk assessments, Safe Systems of Work dealing with specific methods of work will be produced and be revised as and when necessary.

3.2.4 It is the policy to review risk assessments every two years or in accordance with the results of the previous risk assessment whichever is earlier. Re-assessments will also be undertaken in the event of changes to premises or changes in work activity or changes in the nature/size of the workforce and in the event of an accident in the workplace, details of which should be recorded on the risk assessment form. The results of an assessment review or re-assessment will be conveyed to all relevant persons.

3.2.5 Further information on risk assessments can be found in Appendix A, the Risk Assessment Policy and Procedures. In addition, risk assessments will also be undertaken in accordance with the following policies:

- Appendix D Manual Handling Policy and Procedures.
- Appendix E Fire Risk Assessment and Emergency Evacuation Policy and Procedures.
- Appendix F COSHH Policy and Procedures.
- Appendix G Display Screen Equipment Policy and Procedures.
- Appendix H New and Expectant Mothers at Work Policy and Procedures.
- Appendix I Young Persons Policy and Procedures.

3.3 Health and Safety Monitoring

- 3.3.1 Health and safety tours will be carried out by designated employees at appropriate intervals to ensure that premises and equipment are safe and that employees are complying with the relevant health and safety standards.
- 3.3.2 Health and safety tours will ensure that each tour is formally recorded on an approved safety tour checklist. The tour will record and acknowledge positive findings as well as negative ones, which can then be used as a way of promoting and spreading best practice.

3.4 Health and Safety Inspections

- 3.4.1 Safety inspections will be carried out at intervals appropriate to the health and safety risks associated with the workplaces to identify conditions in the workplace that do not comply with defined performance standards for health, safety and welfare. Safety inspections will use a structured list of questions, which concentrate on aspects such as fire precautions, first aid provision, health safety and welfare standards, risk assessments and training etc.
- 3.4.2 Inspections are carried out by the following persons.
- (i) Those involved in the work (e.g. Managers and Safety Reps).
 - (ii) Others in the same organisation (e.g. Senior Managers, Manager with responsibility for Health and Safety).
 - (iii) External persons (e.g. HSE inspectors, local Authority Environmental Health Officers, Safety Consultants, Fire Authorities, other employers sharing the same workplace etc.).

3.5 Health and Safety Audits

- 3.5.1 An audit is defined as a formalised documented system designed to determine the effectiveness of the safety systems. Health and safety audits can be undertaken by the onsite manager with responsibility for Health and Safety.
- 3.5.2 The Chief Executive will arrange for an annual Health and Safety audit as per the annual programme by another competent person within the organisation. This will establish levels of compliance with existing legislation and internal standards such as those laid down in the Health and Safety policy and procedures documents. Audits will establish:

- (i) If systems and performance standards exist.
- (ii) If they are adequate (to meet objectives and comply with the law), and;
- (iii) If they are applied in practice.

3.5.3 To ensure consistency of approach, United Safe Care will be internally audited by the onsite Manager with responsibility for Health and Safety and externally audited by another competent person within the organisation.

3.5.4 Additional Health and Safety audits will be undertaken where there has been a material change in circumstances. All Health and Safety monitoring will be carried out as per annex Z.

3.6 Accidents

3.6.1 The Accident/Assault Reporting and Investigation Policy and Procedures, which details the reporting and investigation procedures for accidents, assaults, dangerous occurrences and near misses at work is located in Appendix C of the Policy and Procedures Manual. This Policy details the reporting and investigation procedures for accidents, assaults, dangerous occurrences and near misses at work and shall apply to employees and to other persons who are injured or have an accident whilst visiting, working, or attending premises managed, owned or controlled by United Safe Care, or others under the management or control of United Safe Care whether working at a site or elsewhere whilst in the employ and on the business of United Safe Care.

3.6.2 It is the responsibility of the individual employee to notify their Line Manager or the Manager with responsibility for Health and Safety as appropriate of any accident, assault, injury, dangerous occurrence or near miss without delay and to record details of injuries arising from incidents/accidents at work on the appropriate form. All accidents/assaults, no matter how trivial or insignificant they appear at the time, must be reported. This is because subsequent investigation is made easier if the facts are established with a minimum of delay.

3.6.3 The Manager with responsibility for Health and Safety or other competent designated person will be responsible for the immediate notification to the Enforcing Authority regarding major accidents, diseases or dangerous occurrences occurring in line with statutory responsibilities.

3.6.4 All reported accidents, dangerous occurrences or near misses will be investigated by either manager responsible for the area at the time of the accident or the onsite Manager with responsibility for Health and Safety. Accident investigation can reveal trends in the occurrence of accidents and this information will influence possible changes in work methods, conditions, and equipment and will indicate training needs. A near miss could result in an injury should it recur.

3.6.5 Contractors or visitors who undertake any work or who visit must notify the relevant United Safe Care Manager or the Manager with responsibility for Health

and Safety as appropriate of any accidents or near misses if they occur whilst on site.

3.7 First Aid

- 3.7.1 It is policy to ensure all operational staff are qualified to the standard of and hold a valid First Aid at Work Certificate, as laid down by the Health & Safety Executive (HSE), refer to annex x.
- 3.7.2 Details of the locations of First Aid boxes and a Notice shall be displayed in each area occupied by United Safe Care personnel giving the location of first aid equipment and facilities. A designated person will maintain the stock in all first aid boxes and report any problems to the Health and Safety Manager as appropriate at the earliest opportunity.
- 3.7.3 The duration of First Aid courses and subsequent renewals will take place as dictated by the First Aid at Work Regulations.

3.8 Fire Safety

- 3.8.1 The management and control of fire safety in workplaces may be considered to consist of three essential components;
- (i) Fire prevention i.e. the actual prevention of outbreak of fire.
 - (ii) Fire protection i.e. the design and installation of measures that will reduce the danger to the building, its occupants and contents if fire does occur - which is achieved by detecting, extinguishing or containing the fire and facilitating escape by occupants.
 - (iii) Contingency planning i.e. planning for actions at the time of fire and recovery afterwards.
- 3.8.2 Further, where United Safe Care shares a workplace with other organisations we will ensure that close liaison is undertaken with each organisation so that joint emergency procedures are effectively co-ordinated between all parties. These will cover:
- (i) Fire
 - (ii) Evacuation
 - (iii) Bomb threat
 - (iv) Any other major incident
- 3.8.3 Appendix E - Fire Risk Assessment and Emergency Evacuation Policy and Procedures details the policy for assessing the risks associated with fire in the workplace and the implementation of emergency evacuation procedures so as to secure the health, and safety of employees at work and non-employees affected by our undertaking. The policy and strategy also aims to set out a framework for setting priorities for the future to ensure continual improvement of fire safety standards.

3.8.4 The Manager with responsibility for Health and Safety in conjunction with other site employers (where applicable) shall ensure that site fire risks are assessed and that appropriate and sensible fire safety measures are implemented. This will include identifying what must be done to prevent a fire or explosion and the procedures to follow, should a fire occur.

3.9 Infectious Diseases

3.9.1 It is the strategic objective to maintain a healthy environment for employees, customers, contractors and visitors. To this end we have developed an Infectious Disease Policy and Procedures, Appendix K to the Policy and Procedures manual, which provides employees with access to information and guidance on a range of diseases that may be encountered during operations including safe working procedures for cleaning up body spillages, decontamination, sharps handling etc.

3.9.2 In addition we will:

- (i) Take reasonable steps to identify potential biological hazards in the workplace and to prevent or minimise the risk of exposure to such hazards. In the context of this statement “biological agent” means any micro-organism, cell culture, or human endoparasite, including any which have been genetically modified, which may cause any infection, allergy, toxicity or otherwise create a hazard to human health
- (ii) Report accidents or incidents, which resulted or could have resulted in the release or escape of a biological agent likely to cause severe human infection or illness, as required under (RIDDOR)
- (iii) Implement a written control scheme to minimise exposure to biological agents where the potential exposure to infection cannot be prevented
- (iv) Provide instruction to employees exposed to significant occupational risk of infection in the nature of the risks and the means of controlling exposure
- (v) Continually improve and update the Infectious Disease Policy and Procedures to take account of new biological agents to which employee, contractors and visitors could be exposed to whilst in our undertaking

3.10 Occupational Health

3.10.1 United Safe Care have developed an Occupational Health Policy and Procedures - Appendix V in the Policy and Procedures manual; which deals with occupational health, both in terms of legal compliance in managing health risks at work and its relevance to ill health at work generally. It provides a guide to the role of occupational hygiene and other strategies for dealing with health hazards in the workplace. It also deals with the options for the provision of occupational health services and provides a guide to the input of the medical professional covering the role of medical examinations, the use of medical information and issues of confidentiality and dealing with sickness absence. This policy complements the Substance Abuse Policy and Procedures - Appendix B.

- 3.10.2 The Substance Abuse Policy and Procedures is designed to protect employees from hazards of substance abuse in the workplace. It deals with the long-term effects of substance abuse. The policy does not affect the procedures for disciplining employees who are found to be intoxicated by substance abuse whilst at work and who might thereby endanger safe and efficient business operations.

3.11 Welfare

- 3.11.1 It is policy to ensure so far as is reasonably practicable, that no employee is subjected to a level of work related stress, which is detrimental to their health. We aim to create a working environment where, if workplace stress does occur, it can be investigated and dealt with openly and fairly. In this respect, United Safe Care have in place a Stress Policy and Procedures – Appendix N, which details the policy for assessing stress within the organisation and the procedures undertaken to reduce or eliminate the risk to a safe level. In addition, this provides a free stress counselling service to all employee members and their immediate family, details of which can be found in the policy.
- 3.11.2 It is policy to ensure those employees are not exposed to aggressive or violent behaviour. To ensure employee safety as far as reasonably practicable, Violence at Work Policy and Procedures – Appendix L has been written, the purpose of which is to establish the way in which United Safe Care deals with violence and aggression at work. In addition, United Safe Care have developed a Lone Working Policy and Procedures – Appendix M, which establishes the way in which United Safe Care deals with employees working alone both inside and outside of the premises.
- 3.11.3 United Safe Care acknowledges that there are risks associated with the indoor environment, which have been considered in Appendix U - Indoor Environment Policy and Procedures. This policy establishes the minimum indoor working environment standards, which United Safe Care considers are necessary to maintain the health, safety and welfare of employee. It is our policy to ensure that employees are provided with a comfortable working environment suited to the type of work being undertaken. Where reasonable, we will adapt the premises and facilities to those employees with disabilities.

3.12 Control of Substances Hazardous To Health

- 3.12.1 A list of identified hazards under the COSHH Regulations shall be maintained at each site occupied by United Safe Care personnel. Detailed assessments will be recorded on a COSHH Assessment checklist, stored within the COSHH Policy and Procedures, Appendix F and brought to the attention of relevant employees. Information and advice will be provided to employees where required. Data sheets on hazardous substances shall be maintained at each site. Employees have a responsibility to notify their immediate Manager of any substance, or working practice, which they consider may expose them or their fellow employee to risk.
- 3.12.2 No new product should be purchased without prior consultation with the Manager with responsibility for Health and Safety or Commercial/Procurement Manager.

3.12.3 Details of substances hazardous to health and safe working procedures are located in the COSHH Policy and Procedures, Appendix F. This appendix details the policy for assessing the risks associated with hazardous substances in the workplace and the implementation of safe working procedures so as to secure the health, and safety of employee at work and non employee affected by our undertaking.

3.13 Manual Handling

3.13.1 Manual handling operations will be assessed by the designated person within each business stream. Detailed assessments will be recorded on a Manual Handling Assessment checklist, stored within the Manual Handling Policy and Procedures, Appendix D and brought to the attention of relevant employees. Information and advice will be provided to employees where required. This appendix details the policy for assessing the risks associated with manual handling tasks and implementing safe systems of work so as to secure the health, safety and welfare of employee whilst at work. Employees must undertake to follow instructions relating to safe systems of manual handling.

3.14 Personal Protective Equipment

3.14.1 Appendix W, the Personal Protective Equipment Policy and Procedures deals with the provision, selection and use of personal protective equipment (PPE). It requires managers to undertake risk assessments to identify whether PPE is required in the workplace. It contains established standards and commitments to safety in this important area, and therefore should be used to brief employees, as a reference document and the guideline to judge all relevant activity involving the PPE.

3.14.2 The Manager with responsibility for Health and Safety or designated person shall provide the necessary protective clothing to ensure the safety of personnel and to replace it when the need arises. Personal protective clothing and equipment provided must be used and it is the responsibility of the user to report any unsuitability or faulty equipment to his immediate Manager, and to obtain replacements. The Manager with responsibility for Health and Safety or designated person as appropriate will ensure that relevant employees receive training on the correct use of the Personal Protective Equipment supplied to them.

3.15 Plant and Equipment

3.15.1 United Safe Care will ensure that vehicles, plant, machinery, tools and equipment used within sites occupied by United Safe Care are regularly maintained and inspected to ensure compliance with the relevant legislation, Codes of Practice and manufacturers recommendations. Health and safety issues associated with the use of vehicles, plant and equipment will be covered as part of the risk assessment process. Four policies have been developed to cover vehicles, plant and equipment;

- (i) Appendix P – Work Equipment Policy and Procedures, which details the safe working practices and procedures when using and maintaining work equipment.

- (ii) Appendix Q – Vehicle Safety and Driving Policy and Procedures, which details the safe working practices and procedures when driving and using vehicles.
- (iii) Appendix R – Electricity at Work Policy and Procedures, which details the safe working practices and procedures when using and maintaining electrical systems and equipment.
- (iv) Appendix S – Powered Tool Policy and Procedures, which details the safe working practices and procedures when using hand tools.

3.15.2 Comprehensive maintenance records etc. shall be maintained for vehicles, plant, machinery, tools and equipment owned by United Safe Care.

3.15.3 The Facilities Manager or designated person shall ensure that electrical equipment owned/leased by United Safe Care is suitable and safe for its intended use. The designated person will be responsible for undertaking six monthly visual checks of electrical appliances for external faults. Any faulty appliances will to be taken out of use and reported immediately. A competent person shall carry out a thorough examination of the electrical appliances on an annual basis. Electrical appliances owned by another party, shall be inspected by that party's contractor and any identified faults reported to them. It is the responsibility of any user to report any observed defect to their immediate Manager.

3.15.4 Improvisation will be discouraged; the provision of correct equipment and adequate materials at work is essential to minimise the risks to health and safety.

3.16 Display Screen Equipment

3.16.1 The Health and Safety Manager shall ensure that display screen equipment (DSE) users are provided with the correct equipment, safe systems of work and adequate training in order to comply with the HS(DSE)R. The Code of Practice for DSE use is contained in Appendix G of the Policy and Procedures Manual, which details the Tinsley House's policy for assessing DSE workstations within the organisation and the procedures undertaken to reduce or eliminate any risk to a safe level.

3.17 Health and Safety Training

3.17.1 United Safe Care acknowledges the importance of Health and Safety training and recognises that training is an important way of enhancing competence. We will therefore provide employees with suitable and sufficient information, instruction, training and supervision necessary so that work can be carried out in the safest practicable manner and to the highest possible standard. Local management is responsible for providing employees with site specific health and safety training.

3.17.2 New employees will be given health, safety and fire induction training by the Manager with responsibility for Health and Safety within one week from commencement of employment at their place of work. A training needs analysis

will also be undertaken for each employee and where training is required; this will be provided within the work environment. Further training will be given as and when required. Particular emphasis will also be given to on-the-job safety training.

- 3.17.3 Health and Safety training must be logged on the Employee Training Record, which will be maintained on an appropriate database.
- 3.17.4 Additional information on training for employees, visitors etc can be found in Appendix W the Health and Safety Training Policy and Procedures. This appendix deals with the provision of employee health and safety training information and instruction and requires United Safe Care to identify the training needs of all employees.
- 3.17.5 United Safe Care shall provide representatives of employee safety with the necessary training to ensure that they can undertake their duties as required by the Health and Safety (Consultation with Employees) Regulations 1996.

3.18 Communication in Health and Safety

- 3.18.1 To ensure the success of our Health and Safety policy and health and safety strategy, effective communication is required within and across all business streams and with external agencies, business partners and Unions. This ensures that the objectives and policy relating to health and safety are clearly understood by all concerned, that plans, standards, procedures and systems are implemented and that performance is monitored providing feedback.
- 3.18.2 Effective and open communication encourages comments and ideas and also helps to secure the involvement and commitment of both management and employees, business partners, employees of external agencies, Representatives of Employee Safety and Union Representatives. These are the people who, after all, have first-hand experience of the systems of work that have been implemented and the practical problems associated with them.
- 3.18.3 Essentially, there are two means of communication. These are:
 - (i) Written communication, generally in the form of reports, risk assessments, memos, bulletins, rules, instructions and posters: these have the advantage of being permanent and conveying their message indefinitely.
 - (ii) Verbal communication, generally in the form of instructions or advice, where the instructions or advice given are of particular importance. It is vital that they are backed up with the written word.
- 3.18.4 We will use both forms of communication and use of each will be determined by the circumstances and the organisational climate. However, as a broad rule, written communications will generally be used to communicate information upwards to senior management or policy makers and to external agencies and Unions. Verbal communication will be used to give instructions or advice to employees in the workplace and to report minor issues to building management in the first instance and where necessary formalised in a written report.

3.18.5 Where necessary, the Manager with responsibility for Health and Safety will provide written reports to other parties where hazards have been identified at a site occupied or used by United Safe Care. This will entail, providing risk assessment and inspection reports to the relevant parties with which employees interact.

3.19 Signs and Notices

3.19.1 The Manager with responsibility for Health and Safety will ensure that relevant signs, notices and warning labels are provided and displayed in a prominent position at sites occupied by the organisation to ensure that persons understand and adhere to safe systems of work, procedures, policies and legislative requirements/guidance. All signs, notices and warning labels will where necessary, comply with the (HS (SS) R).

3.20 Liaison Arrangements, Audit Compliance Procedures for Health and Safety between Relevant Organisations and United Safe Care

3.20.1 It is our policy to ensure full compliance with legislative requirements. This includes the duty under regulation 11 of the (MHSWR) to co-operate with other employers and co-ordinate the measures needed to comply with the requirements and prohibitions imposed by the relevant statutory provisions.

3.20.2 Where United Safe Care occupy the same workplace as other employers, we will consider the risks to our own employees etc. and to the other employer's employees so that an overall risk assessment can be produced where appropriate. If the hazards are common to both United Safe Care employees and other employers, then joint consultation will be undertaken to remedy the situation.

3.20.3 We will co-operate and co-ordinate with Union Health and Safety Representatives and Representatives of Employee Safety on health and safety issues affecting employees whilst at work. This will include access to health and safety inspection reports, site risk assessments and where a Union member is involved, accident investigations. Where necessary and appropriate and following consultation with the Director/Human Resources Manager, Union Health and Safety Representatives and Representatives of Employee Safety will be afforded sufficient time to enable them to undertake their duties and responsibilities.

3.20.4 We will consult with formally recognised union appointed safety representatives and representatives of employee safety with regard to:

- (i) The introduction of any measures at the workplace, which may substantially affect the health and safety of the employees that the Safety Representative concerned represents.
- (ii) Any health and safety information we are required to provide to the employee that the Safety Representative concerned represents, by or under relevant statutory provision or duty.

- (iii) The identification of any hazards and risks identified by any risk assessment, which may affect the health and safety of those employees the safety representative concerned represents.

3.20.5 The Manager with responsibility for Health and Safety will provide the relevant organisations with open access to the following records and materials:

- (i) Copies of all Maintenance requests, Management logs and actions.
- (ii) The Health and Safety file and reports.
- (iii) The Fire Safety reports.
- (iv) Planned local inspections of security, risk assessments and reports related to same and service delivery in general.

3.20.6 Minutes of Health and Safety meetings will be distributed to members of the meeting. In addition, a copy of meeting minutes will be posted on the relevant health and safety notice board.

3.20.7 In addition to effective communication, the Manager with responsibility for Health and Safety will co-ordinate site activities with the relevant building management to ensure that employees, contractors and visitor health, safety and welfare is maintained. This will include:

- (i) Collaborating with relevant authorities overheating, lighting and ventilation at all sites.
- (ii) Exchanging information relating to health and safety policies, risk assessments, inspections, audits, first aid arrangements, accident reporting and investigation procedures.
- (iii) Effectively co-ordinating joint plans to cover emergency procedures such as fire, evacuation, bomb threats, hostage situations and other major incidents.

3.20.8 Health and safety issues identified at a site other than during a site audit or inspection will be noted in the Site Occurrence book. This will then be verbally reported to the relevant Manager and followed up where necessary by a written report. The Site Occurrence book will be audited as part of the Health and Safety inspection and audit programme.

3.20.9 Adequate facilities and arrangements will be maintained to enable employees and their representatives to raise health and safety issues

3.21 Reporting and Correspondence Procedures

3.21.1 Immediately following a risk assessment at a site operated or occupied by United Safe Care, the procedures details in the Risk Assessment Policy and Procedures, Appendix A must be followed. Similar procedures should also be adhered to, following any accident or incident.

3.21.2 If the initial risk assessment reveals that there is a serious risk of personal injury, to an employee, other employer's staff, a contractor, detainee or a visitor, the

Manager with responsibility for Health and Safety must be contacted immediately so that appropriate action can be taken.

- 3.21.3 Where the Manager with responsibility for Health and Safety considers the situation to be life threatening, he/she must take the necessary course of action to prevent injury to persons or damage to property by stopping work if necessary and immediately contact the Site Director as appropriate and any other employers sharing or having control of the site.

3.22 Documentation

- 3.22.1 The documents listed below will be held and maintained for Health & Safety purposes:

- (i) Copies of all Health and Safety Policies.
- (ii) Copy of a Risk Assessment Program.
- (iii) Copies of relevant Risk Assessments.
- (iv) Evidence of Communication of Significant Risks identified.
- (v) Evidence of Application of Appropriate Controls.
- (vi) Copies of Manual Handling Assessments.
- (vii) Copies of Display Screen Equipment (DSE) Assessments.
- (viii) Copies of Hazardous Substances Assessments.
- (ix) Copies of First Aid Assessment (all employee employed to operate this contract will be required to be First Aid certificated).
- (x) Copies of Fire Risk Assessment.
- (xi) Copy of Fire Prevention & Fire Evacuation program.
- (xii) Evidence of commitment to a Fire Warden Scheme.
- (xiii) Copy of the United Safe Care.'s Health & Safety Training Program for all employees.
- (xiv) Evidence of Fire Warden Training Program.
- (xv) Health and Safety Training Records for all employees.
- (xvi) Training Records for Risk Assessment - selected employees.
- (xvii) Training Records for Fire Wardens - selected employees.
- (xviii) Training Records for Fire Safety training.
- (xix) Training Records for Manual Handling training.
- (xx) Training Records for DSE training - selected employees.
- (xxi) Training Records for COSHH training - selected employees.
- (xxii) Training Records for FIRST AID training - selected employees.

3.23 Delivering the Policy

- 3.23.1 We will ensure that the implementation of the Health and Safety policy is embedded into our philosophy. This will be achieved by establishing a Health and Safety Management system, which controls risks, reacts to changing demands and sustains a positive health and safety culture. This will be cascaded to employees to ensure that issues arising are addressed by the policy or in its delivery.
- 3.23.2 We will ensure that mechanisms are in place to facilitate the delivery of safe systems of work in relation to the health, safety and welfare of employees, contractors and visitors by:

- (i) Implementing a strategy of safe working practices taking into account the implications of existing policies together with employee training, instructions, information and supervision.
- (ii) Formulating specific Health and Safety procedures for each site before initial occupation.
- (iii) Setting indicative improvement targets and review dates including monitoring the strategy's implementation, and using relevant data to review the effectiveness of service delivery.
- (iv) Carrying out an audit review of the strategy to ensure that the management process is on track to meet its objectives. Additional audit reviews will be carried out where the business changes or other initiatives have an impact upon the initial implementation plan. From these audits, the quality aspects of the system can be examined as well as identifying the degree to which the gaps are being closed. Following the audit review, the cycle of organising, planning, measurement and review will be carried out to ensure continuous improvement of the strategy.
- (v) Ensuring that delivery mechanisms are in place to support the strategy, e.g. through competency of management and Union representatives in the assessments of risk and good practice.
- (vi) Encouraging a more collaborative approach with all agencies towards policy implementation and through improved training, the assessment and planning of a systematic approach towards improvements.

3.24 Business Continuity Planning

- 3.24.1 In developing the BCP, we recognise that there may be health and safety hazards associated with the implementation of the BCP. In this respect, we will ensure that the United Safe Care planned objectives include an assessment of identified health and safety hazards, what safe systems of work need to be implemented for the identified hazards and what training, instructions and information employees need to receive to ensure their health and safety whilst at work.
- 3.24.2 The information contained within the BCP will be kept up to date and annually reviewed. Reviews will also be carried out where new operations and processes begin or impact on, customer commitments and/or supplier relationships change etc.

3.25 General

- 3.25.1 We will co-operate with the Enforcing Authorities, to identify potential hazards and to undertake relevant research into safer working methods and environment.
- 3.25.2 We will provide where appropriate the following services in respect of employee health:
 - (i) Investigations into working conditions, which could affect the health of employee;

- (ii) Medical examination to establish fitness for continued employment where necessary;
- (iii) Immunisation programmes, where agreed by the Consultant in Communicable Disease Control (see Appendix K - Infectious Disease Policy and Procedures);
- (iv) Stress Counselling in accordance with Appendix N - Stress Policy and Procedures;
- (v) Safe working procedures for lone workers
- (vi) Eye tests for persons engaged in work with DSE when requested

3.26 Contractors and Visitors

- 3.26.1 Under Section (3) of the Health and Safety at Work etc Act 1974, we recognise and accept its legal responsibility for providing a safe and healthy workplace and working environment for persons who work on or visit any United Safe Care controlled site including contractors undertaking work on our behalf. In this connection, we have developed a Visitor Policy and Procedures (Appendix J), which details their commitment to visitor health and safety and establishes the way in which they deal with visitors to the premises that we occupy. This policy also covers United Safe Care employees as visitors to other premises.
- 3.26.2 We will comply with regulation 11 of the Management of Health and Safety at Work regulations 1999 (as amended) to co-operate with other employers and co-ordinate the measures needed to comply with the requirements and prohibitions imposed by the relevant statutory provisions. In this respect, we will ensure that all contractors employed are provided with the necessary training, information and instructions on procedures and systems so as to ensure their health, safety and welfare whilst on site.
- 3.26.3 It is our intention not to expose any contractor to risk or to allow a contractor to introduce risk into the site. In this respect we will meet this responsibility, paying particular attention to the provision of:
- (i) Fire and evacuation procedures
 - (ii) Accident reporting procedures
 - (iv) Arrangements for ensuring a safe and healthy workplace and working environment
- 3.26.4 We recognise the importance of a safe working environment and will take reasonable steps to eliminate or reduce risks to health, paying particular attention to the provision and maintenance of:-
- (i) Plant, equipment and systems of work that are safe
 - (ii) Safe arrangements for the use, handling, storage and transport of articles and substances

- (iii) Sufficient information to enable all Contractors to avoid hazards as might affect their health and safety
 - (iv) A safe place of work and safe access to it.
 - (v) A healthy working environment.
- 3.26.5 The Manager with responsibility for Health and Safety will make arrangements for the selecting and monitoring of contractors including where necessary, remedial action to resolve unsatisfactory systems of work being operated by the contractor.
- 3.26.6 Visitors, wherever practicable will be accompanied by a relevant manager. The Manager with responsibility for Health and Safety must be informed when contractors carry out any work on site for which they are responsible.
- 3.26.7 The procedures for the selection and monitoring of contractors/suppliers are detailed in Appendix O – Contractor Policy and Procedures.

3.27 Customers

- 3.27.1 We will take the necessary measures to ensure the health and safety of all persons resident on our premises. We will provide customers with the necessary training and information on procedures and systems so as to ensure their health and safety. The information will contain details of the systems of work and action to be taken in the event of an emergency.

3.28 Recognised Trade Union Safety Representatives

Recognised trade union safety representatives are, of course, free to consult with their Union or directly with the HSE, however, every effort must be made to discuss the matter locally with site management in the first instance and in line with the policy.

The Health and Safety Manager will consult with the Union Safety Representatives as required on areas of the Health and Safety Policy.

3.29 Health and Safety Committee

Health and Safety Committee Meetings will be held at least quarterly, or at such intervals as necessary to complete its business. There will be representatives from management, employees and contractors (if applicable).

The committee shall be chaired by the Chief Executive or designate, other members shall be as follows:-

- Operations Director
- Operations manager
- Site Directors and/or Senior Managers from Business Streams
- Human Resource Director/Manager
- Union Safety Representatives (if applicable).

Minutes of meetings will be distributed to Committee members and copies made available to staff.

The object of meetings will be to assist in effective planning, organisation, control, monitoring and review of the preventative and protective measures in place and to ensure implementation of the Safety Policy is both practical and effective.

The main functions of the Committee are:

- To review accident, dangerous occurrences, statistics and trends and make recommendations to the Chief Executive on any changes that may be required
- To discuss implementation of new legislation
- To identify health and safety training requirements
- To be kept informed of Home Office health and safety inspections
- To review safety audits and inspections and make appropriate recommendations for action to the Chief Executive
- To consult and liaise with employees on matters which may affect their health, safety and welfare
- To adopt a proactive approach to health and safety matters
- To address any areas of concern submitted by Employees through a Committee Member
- To comply in accordance with the Safety Representatives and Safety Committee Regulations 1977.