



Health and Safety Policy

Office Space In Town Limited

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Health and Safety Policy

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1.0	Initial Issue
2.0	New template. Changes to Corporate Responsibility, Anti-Bribery and RIDDOR
2.1	Bomb Threat and Violence at Work section added.

Health and Safety Policy

INTRODUCTION

This policy document has been prepared to define the way that Office Space intends to manage health and safety and meet the requirements of Section 2(3) of the Health and Safety at Work etc. Act 1974.

This act requires an employer to prepare a statement of general policy with respect to health and safety at work and the organisation and arrangements set up to carry out that policy.

Office Space Health, Safety and Environmental Management Document System is contained within this policy document and its associated instructions, assessments and guidance documents.

The document system formally communicates the instructions and procedures covering operation and work activities from the Company Director(s) to their supporting Centre Managers and all other personnel employed or involved in the Company's activities.

The document system has been developed to meet statutory requirements for a Safety Management System to ensure the health and safety of all personnel associated with work activities of the Company (including contractors, visitors and the general public).

The Policy and its associated documents apply as defined to all personnel employed or contracted to Office Space as appropriate to the work being undertaken.

It is the duty of personnel so involved to apply the requirements of these documents to their work.

Health and Safety Policy

HEALTH AND SAFETY POLICY STATEMENT

In every activity of its business, Office Space is fully committed to minimising the risk of injury or ill health to people and damage to property or the environment.

Office Space fully accepts its moral and legal obligations to safeguard, so far as is reasonably practicable, the health, safety and welfare of its employees and anyone who may be affected by the actions of the Company and its employees.

The Company will set standards to comply with the relevant statutory requirements relating to health, safety and welfare with regard to the effect on employees, contractors, visitors and the public.

Office Space will:

- Meet its responsibilities as an employer to do all that is reasonably practicable to prevent accidents, injuries and damage to health.
- Provide and maintain safe working environments that minimise the risks to health, safety and welfare.
- Ensure all employees play an active part in the health and safety of the Company by consulting with them and providing them with adequate information, instruction, training and supervision so they can understand their role within the Company.
- Safeguard employees and others from foreseeable hazards connected with work activities, processes and working systems.
- Ensure that:
 - hazardous areas are kept secure from the public, employees or tenants or contractors not required to enter them;
 - adequate guidance, instruction, training and supervision are provided for safe methods of work to be developed when new substances, plant, machinery, equipment, processes or premises are introduced;
 - all plant and equipment is maintained in a safe condition and is subject to routine and statutory inspections and examinations;
 - contractors working for the Company are informed of the relevant standards required and are monitored to ensure compliance without detracting from the contractor's legal responsibilities to comply with statutory requirements.

The Company will communicate the Health and Safety Policy to all employees and it will be freely available to customers and the general public. This policy will be reviewed annually and updated as required to conform to current legislation.

Employees are required to cooperate with the Company to ensure their personal safety and to ensure they are not prosecuted for breach of legislation nor have disciplinary action taken against them by the Company for breach of company rules.

This policy, supported by Instructions, Procedures and Organisational Arrangements will be applied to all activities carried out by the Company.

All employees and sub-contractors will enforce this policy. The Managing Director is personally responsible for the health and safety performance of the Company and signs this policy statement in acknowledgement of this.

Signed:

Date:

For and on behalf of Office Space in Town Limited

Niki Fuchs - Director

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ENVIRONMENTAL POLICY STATEMENT

As a consumer of resources Office Space recognises its responsibility to future generations. Acknowledging its contribution to the growing global environmental burden, it will follow business practices that promote sustainable development.

Our Environmental Policy must earn the confidence of employees, customers and the general public by demonstrating our commitment to complying with relevant environmental legislation and minimising pollution, resource use and waste through the continual improvement of performance in all areas of the Company.

To achieve good environmental management we will:

- Identify every way in which the Company impacts on the environment;
- Monitor and review environmental impacts and emissions to comply with regulations and our environmental aspirations;
- Demonstrate control of all our operations and ensure that all are performed with due consideration of the environment (including managing the impact of our transport activities);
- Consistently increase the awareness and provide necessary training, briefings etc. to all our employees and to ensure environmental responsibility is integrated into normal working practices;
- Work with our clients to share environmental awareness and good practice;
- Seek to use products that have the least possible environmental impact;
- Separate electrical equipment and apparatus to conform to WEEE Regulations;
- Minimise the storage and use of all articles and substances;
- Reduce our consumption of resources (energy, materials, packaging), where feasible;
- Minimise waste through a commitment to re-use, recover or recycle and comply with the Waste Management Plans and Policies of clients;
- Identify routes for the storage, transfer and disposal of controlled waste under Duty of Care;
- Identify, prevent and mitigate against potential accidents that could result in an environmental impact, so that if an accident did occur the consequences would be minimised;
- Introduce procedures to minimise pollution;
- Introduce procedures to prevent water wastage, pollution of surface water, water courses and drains;
- Limit or restrict noise pollution;
- Promote continual improvement by regularly monitoring and reviewing our environmental performance.

It is our duty to ensure that good environmental management is practised in all projects that we are involved in and we will seek to influence customers to demonstrate a positive environmental commitment.

The Company will communicate the Environmental Policy to all company employees and sub-contractors. It will be freely available to customers and the general public.

All employees and sub-contractors will enforce this Policy. The Managing Director is personally responsible for the environmental performance of the Company and signs this policy statement in acknowledgement of this.

Signed:

Date:

For and on behalf of Office Space in Town Limited
Niki Fuchs - Director

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CORPORATE RESPONSIBILITY POLICY STATEMENT

Our Policy is to invest in our people, our customers, our suppliers and our environment for the good of the wider community, fully complying with UK law and wherever possible meeting higher standards than current legislation.

Office Space is committed to investing in a sustainable future. We recognise that our actions may have a wider impact on the environment and the local community. We aim to make a positive contribution to environmental protection and social progress.

Our Customers and Suppliers

We will provide a good quality of service to our customers, meeting all contractual and moral obligations. Office Space will consider the health and safety of our customers and others who may be affected by our work. The Company will engage with suppliers to adopt policies and practices similar to its own.

Our Employees

Office Space will help employees to develop their potential by investing in their skills and capabilities. We will consult with them on a regular basis, taking into consideration their personal needs when making decisions.

We will provide employees with fair remuneration for their work, treat them fairly and not discriminate against any individuals because of their gender, race, ethnic origins, religion or sexual orientation.

The Company will provide a safe working environment and ensure that it complies with all employment and health and safety legislation.

Our Environment

The Company will improve environmental awareness generally in consultation with employees, suppliers and customers.

Office Space will work in partnership with customers and suppliers to consider the use of new materials and methods of work that may lead to more sustainable solutions in the provision and outcome of our services.

We will ensure compliance with all environmental legislation as it affects our business and endeavour to reduce the impact that our business may have on the environment year by year.

Our Community

Office Space will work to minimise any environmental effect the business may have on the local community and show due consideration to immediate neighbours by operating in a way that does not affect their health and safety.

We will encourage participation in projects or schemes that may improve the wellbeing of the local community and, as far as possible, support local companies in the course of our business activities.

All Directors, managerial and supervisory staff will enforce this policy. The Managing Director is personally responsible for the Corporate Social Responsibility of the Company and signs this policy statement in acknowledgement of this.

Signed _____ Date: _____
For and on behalf of Office Space in Town Limited
Niki Fuchs - Director

Health and Safety Policy

ANTI-FRAUD AND BRIBERY POLICY STATEMENT

The reputation of Office Space for lawful and responsible business behaviour is of paramount importance and is one of its greatest assets. Office Space is committed to the prevention, deterrence and detection of fraud, bribery and all other corrupt business practices.

The Company has zero tolerance towards such behaviour. Losses due to fraud, bribery and all other corrupt business practices can be more than just financial in nature; they can potentially damage the Company's reputation as well.

The Company expects all employees and sub-contractors to:

- Act honestly and with integrity at all times and safeguard the Company resources for which they are responsible;
- Respect Office Space customers, suppliers and other parties with whom it must interact to achieve its objectives by conducting business in an ethical, lawful and professional manner.

Within the Company, the responsibility to control the risks of unethical business practices occurring resides at all levels of the organisation.

The Company prohibits unethical conduct. We will:

- Communicate of a code of conduct to employees;
- Report and investigate allegations of fraud, bribery and other corrupt practices;
- Apply appropriate disciplinary procedures for employees who are found to have engaged in such practices;
- Monitor the effectiveness of such controls.

Office Space will endeavour to take appropriate steps to ensure that all employees and sub-contractors:

- Meet all legal and regulatory requirements governing the lawful and ethical conduct of business;
- Ensure all breaches or suspected breaches are fully investigated and if appropriate, invoke disciplinary measures and take prompt action to remedy the breach and prevent any repetition;
- Provide information to all employees and further guidance if they have any questions or uncertainty regarding these requirements;
- Provide information to all employees on the procedures available to them to report any breach or suspected breach.

Office Space expects that employees and sub-contractors do not engage in any illegal, improper or questionable conduct.

They must not receive, offer, promise, improperly influence payment, authorise payment or contract award (directly or indirectly), in return for anything of value, for example a bribe/kickback.

They must:

- Prohibit payments including 'facilitating' or 'expediting' payments to others in order to secure prompt or proper performance of routine duties;
- Prohibit the use of purchase orders or consulting agreements which channel payments or otherwise improperly reward customers or suppliers or their relatives or business associates;
- Ensure transactions are properly and accurately recorded.

Signed

Date:

For and on behalf of Office Space in Town Limited
Niki Fuchs - Director

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SECTION 1: ORGANISATION

General Organisation

Arrangements for health, safety, welfare and the environment will be organised by Office Space. The Managing Director has overall responsibility for health, safety and the environment.

The Managing Director has appointed 4See Risk Management responsible for monitoring the Company's Health, Safety and Environmental Policy and for dealing with related health, safety, welfare and environmental matters.

Constructive suggestions to improve health, safety, welfare and environmental awareness in the Company are welcomed from any employee.

General Responsibilities

Directors and management are responsible for the implementation of the Company's policies on health, safety, welfare and environmental matters, including revision of this policy.

All employees are expected to set a personal example and take reasonable care for the health, safety and welfare of themselves and of others who may be affected by their acts or omissions, as well as protection of the environment from their work activities.

Employees who are responsible for supervision are expected to promote and encourage health, safety and environmental awareness in employees under their control.

Consultation

Employees will be consulted in accordance with the Health and Safety (Consultation with Employees) Regulations 1996 whenever there are changes in the Company's work procedures and arrangements for health, safety and welfare of the employees and consultation with the Health and Safety Executive (HSE).

Consultation will be either directly with the employees or with a group of employees elected as their 'representative of employee safety'.

Information will be provided initially to allow sufficient time for employee comments and feedback to be considered and any necessary changes made to the proposals.



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SECTION 2: RESPONSIBILITIES

Responsibilities of the Board of Directors

- To have overall responsibility for health, safety and the environment within the Company.
- To ensure that sufficient resources are made available to meet health, safety and environmental needs within the Company.
- To appoint competent persons to manage health, safety and the environment within the Company.

Responsibilities of the Director Responsible for Health and Safety

- To ensure that the Policy supported by any additional instructions, procedures or other organisational arrangements, is implemented on a day to day basis.
- To bring to the attention of the Board of Directors any health and safety matter which may have an adverse effect on the Company, its employees or anyone else who could be affected by the Company's activities.

Responsibilities of Centre Managers

- To read and understand the Company's Health and Safety Policy and comply with the prescribed arrangements.
- To be aware of and have knowledge of the various statutory requirements governing the Company's activities and their application.
- To ensure that the requirements of health, safety and environmental legislation, e.g. Construction (Design and Management) Regulations 2007 (CDM 2007) are complied with as they apply to Company activities.
- To ensure the health, safety and welfare at work of employees and contractors under the control of the Company by providing and maintaining:
 - Safe places of work and safe access/egress
 - Safe systems of work
 - Adequate levels of supervision, training, instruction, information
 - Relevant risk assessments
 - Safe plant or equipment
 - Adequate personal protective clothing and safety equipment
 - Adequate welfare facilities
 - Safe methods of handling, transporting stores and equipment
 - Accurate health and safety records
 - Medical surveillance (where the nature of the substances encountered requires it).
- To ensure all employees are aware of and have knowledge of their health, safety and environmental responsibilities while undergoing their tasks and do not take unnecessary risk.
- To employ best practice as defined by the Company and the industry on the site at all times with regard to issues such as housekeeping, welfare, etc.
- To set a personal example and carry out your own work in a safe manner and use personal protective equipment issued by the Company to protect health and safety.



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- To ensure that other people, including visitors and members of the public, are not placed at risk as a result of the Company's activities.
- When the Company is in control of additional premises, including construction sites, to ensure that others who visit the premises to carry out work are provided with a safe place of work and safe access/egress to their work.

Responsibilities of First Aiders

- To provide first aid to employees, as trained.
- To ensure that the first aid kits and accident records are maintained.
- To report serious accidents to Management and assist with RIDDOR reporting and where required, assist in any accident investigation.

Responsibilities of Fire Marshals

- To ensure that the fire fighting equipment, signage and fire evacuation procedures are in place/displayed and not misused.
- To regularly inspect the means of escape and ensure no obstructions.
- On hearing the fire alarm:
 - Supervise the evacuation of personnel from your area.
 - Check all rooms, stores and toilets to ensure full evacuation.

Responsibilities of Office and Administration Staff

- To read and understand the Company Health and Safety Policy and comply with the prescribed arrangements.
- Not to intentionally or recklessly interfere with, or misuse anything provided in the interests of health, safety or welfare.
- To use personal protective equipment issued by the Company to protect health and safety.
- To only use work equipment as instructed and trained. No unauthorised use of equipment is permitted; neither is repair or modification permitted unless express authority is given. Damage to equipment should be notified to the Office Manager.
- To be aware of and understand the emergency procedures in the event of a fire or an accident.
- To report all accidents to a Director, including those where no injury occurred.
- To comply with any reasonable instructions given by Directors or appointed persons, for example the Fire Marshals.

Responsibilities of Company Car Drivers

- To ensure that for each driver a full UK driving licence is held and fully covers the vehicle being driven and that the driver has been authorised to use a company vehicle or own vehicle for company use.
- Not to consume alcohol or take medication which could affect your driving ability before driving your vehicle.
- To notify the Company of all driving convictions/offences and accidents that occur whilst carrying out company business.



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- To ensure that the relevant business car insurance is obtained for use of any vehicle used for company use and that it covers for the transfer of passengers and theft of company articles.
- To ensure that the relevant safety checks are made in accordance with the manufacturer's handbook and the specified frequencies and that any repairs or maintenance are carried out as required.
- For non company cars, to ensure that all required Road Tax and MOTs (if applicable) are in date and ready for inspection if so requested by the Company.
- To ensure that a mobile phone is only used when it is safe to do so and in accordance with current legislation (i.e. where a hands free kit is fitted). The best recommendation is to wait until the end of a journey to retrieve, receive or send calls.

Responsibilities of All Employees

- To read and understand the Company's Health and Safety Policy and its Environmental Policy and comply with the prescribed arrangements and objectives.
- Not to intentionally or recklessly interfere with, or misuse anything provided in the interests of health, safety or welfare.
- To use personal protective equipment issued by the Company to protect health and safety.
- To use work equipment only as instructed and trained. No unauthorised use of equipment is permitted; neither is repair or modification permitted unless express authority is given. Damage to equipment should be notified to a Manager/Supervisor immediately.
- To be aware of and understand the emergency procedures in the event of a fire or an accident.
- To report all accidents to a Centre Manager, including those where no injury occurred.

Responsibilities of Sub-Contractors

Whilst working in any capacity for Office Space all Sub-Contractors will be expected to adhere to the Company Health and Safety Policy, to cooperate with the Company on all matters of health and safety at work and to cooperate with the Company's appointed Health and Safety Advisers.

All Sub-Contractors' employees are to be made aware of Office Space Safe Systems of Work (SSoW) and location specific procedures.

Where Sub-Contractors' activities are outside the above, a specific SSoW must be provided to Office Space for approval prior to commencing work.

The SSoW will include a detailed risk assessment of the task to be completed and, where applicable, will include safe methods and COSHH information.

All Sub-Contractors will be required, where applicable, to be able to demonstrate the applicable and suitable level of competence for the activity(s) they are involved in.



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Responsibilities of 4See Risk Management

- Advise Office Space on the need to prepare, distribute and review a company Health and Safety Policy.
- To provide advice on the following:
 - Ensuring a positive health and safety culture is established and maintained
 - Effective communication of health and safety issues
 - Legal requirements affecting health, safety and welfare
 - Adequate standards of personal protective clothing and equipment
 - Working methods, equipment or materials which could reduce risks
 - Potential hazards in the workplace
 - Health and safety factors affecting the selection of plant and equipment
 - Specialist services including substances hazardous to health, noise, asbestos removal and the application of new and current legislation
- Where requested:
 - Carry out inspections of sites and workplaces as notified
 - Carry out investigations of serious accidents
 - Assist Office Space in notifying and dealing with the Health and Safety Executive/ Environment Agency.

Health, Safety and Environmental Committee

The Company's Health, Safety and Environmental Committee comprises the following persons:

Name	Role
Niki Fuchs	Director Responsible for Safety
Various	Nominated Centre Manager
4See Risk Management	Appointed Health and Safety Consultants

All employees will be notified whenever there are any changes in personnel on the Committee.

The duties of the Committee will be:

To meet at regular intervals to discuss, assess and revise the ongoing implementation of the Company's health, safety and environmental performance, including:

- Accidents, incidents and near-misses
- Employee performance
- Levels of compliance
- Workplace behaviour
- Sub-contractor performance.



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The Committee will also review and arrange for the training and instruction of all employees in order for them to maintain the high safety standard expected by the Company.

An ongoing review will also be made to allocate individual responsibilities for health and safety throughout the Company and to ensure that all individuals are made fully aware of their level of responsibility.



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SECTION 3: ARRANGEMENTS

1 Introduction

The general details of Office Space arrangements for the management of health, safety are provided within this section.

2 Internal Communications

All relevant safety information will be provided at all workplaces where employees are located. This will include:

- Health and Safety Policy
- Environmental Policy
- HSE poster
- Employer's Liability Insurance Certificate
- Fire safety instructions
- Names of Fire Wardens and First Aiders
- Other safety instructions relevant to that workplace

3 Health and Safety Policy

The Health and Safety Policy will be reviewed each year to ensure that it is effective and up to date.

The Policy will be amended where required and all employees informed of any amendment.

A copy of the Health and Safety Policy will be available to all employees.

Each workplace will hold a copy of the Policy.

The Health and Safety Policy Statement will be displayed on a health and safety notice board and a copy held at each work location.

4 Training

Many accidents at work happen because an individual is not adequately trained. The likelihood of accidents or injury is reduced when personnel are well trained and competent.

Office Space accepts its responsibility to ensure that the workforce is trained and capable of carrying out allocated tasks.

Centre Managers must therefore ensure that all employees under their control have the appropriate training and experience relevant to the work being carried out.



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Where necessary, management and supervisory staff will identify and arrange training and instruction of employees.

This will occur at the planning stage of work to be carried out and, if necessary, at relevant stages during the work.

Records will be kept of any health, safety and environmental training. Refresher training will be organised where required to keep each employee's qualifications up to date. Accurate records of training will enable Office Space to demonstrate effective management of training to enforcing authorities or other interested parties.

5 Risk Assessment

Office Space will carry out risk assessments of work activities which pose a significant risk to health, safety and the environment. Risk assessments will identify the range of hazards associated with the work activities, together with any necessary remedial action.

Risk assessments will be carried out for each task or work activity employees need to undertake. These will be selected from a standard list of assessments which indicate standard solutions to control the risk identified.

Centre Managers are required to complete the second part of the Risk Assessment to make the assessment specific to the site and working conditions encountered.

The findings of risk assessments will be recorded and where necessary, will be used to develop method statements to ensure safe systems of work. These method statements and safe systems of work will be formulated by competent person(s), namely Centre Managers.

All person(s) involved in the task will have the contents of the risk assessment formally communicated to them. Records demonstrating the receipt of this information will be retained by Office Space. A copy of the risk assessment will be available at the workplace.

All risk assessments will be monitored and reviewed at regular intervals, normally annually or when working practices or equipment change, to confirm that all risks from work activities are adequately controlled and comply with current legislation.

6 Method Statements

A method statement will be produced by Office Space where activities are to be undertaken and a Safe System of Work needs to be established to control the risks identified.

A copy of the method statement (and where applicable, associated risk assessments) will be available at the workplace.

Everyone involved in the task will have the contents of the method statement formally communicated to them by Centre Managers. Records demonstrating the receipt of this information will be retained by Office Space.



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7 Safe Systems of Work

Office Space will ensure that a Safe System of Work is instigated where a risk assessment identifies a hazard that cannot, so far as is reasonably practicable, be eliminated. This will be in the form of a detailed method statement.

Where a task(s) require access to hazardous areas (e.g. a confined space) a Permit to Work system will be established and implemented.

The contents of the Safe System of Work document will be formally communicated to everyone involved in the task. Records demonstrating the receipt of this information will be retained by Office Space.

Where a hazard cannot be eliminated, a hazard warning sign will be displayed.

Personal protective equipment will be issued free of charge to all employees where necessary.

8 Safe Place of Work

Office Space will make adequate arrangements to ensure that all workplaces are maintained in a clean, orderly and safe condition.

A safe means of access and egress from all workplaces will be provided and maintained, where practicable.

Regular inspections/monitoring of workplaces will be conducted by a competent person. Records will be kept and any findings reported, discussed and actioned at senior level within the organisation.

All workplaces will have appropriate arrangements for the storage and use of hazardous substances without risk to health.

9 Home Working

Should Company employees work at home at any time, the general arrangements for managing their workplace will still apply.

To minimise risks, a risk assessment of the workplace will be carried out to identify potential hazards, in the same way as in a traditional office environment.

Records of assessments will be retained and reviewed to ensure the working environment remains acceptable.

All work equipment that is issued for home use will be subject to an assessment of suitability and will be subject to regular inspection on request. All sections of the Health and Safety Policy and procedures will remain applicable, particularly Accident Reporting.



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HSE Guidance Document INDG226 - "Homeworking - Guidance for Employers and Employees" will be followed to ensure all necessary risks are assessed.

10 Work at Height

The working at height regulations require employers to:

- Avoid employees working at height where it is possible;
- Make effective use of safe places of work already provided;
- Use work equipment or other measures to prevent falls where working at height cannot be avoided; and
- Where they cannot eliminate the risk of a fall liable to cause personal injury, use equipment or other measures to minimise the distance and consequences of a fall should one occur.

Office Space will carry out a risk assessment to identify the risks of work at height and develop processes to eliminate or control the risks. Additionally Office Space will ensure that all work at height is adequately planned, organised and supervised and carried out in a safe manner.

Office Space will ensure that everyone involved in working at height is competent (or being trained and supervised by a competent person). Office Space will provide any information, instruction and training that an employee may require to carry out his or her work in a safe manner when working at height.

Office Space will appoint a competent person(s) to inspect and maintain work at height equipment (including places of work) at the statutory intervals determined by the environment and frequency of use.

All safety equipment will be inspected at the required frequency and any defects noted during inspections or reported by operatives will be attended to immediately.

Employees must inspect their equipment immediately before they use it and ensure any defective equipment is exchanged or repaired before use.

If work is to be undertaken at height then prevention of falls will be the first priority. Collective prevention measures will be put in place so that personal protection is only a secondary measure.

When selecting work equipment, Office Space will take account of the working conditions, the distance to be negotiated, the distance and consequences of a fall.

Additionally, Office Space will ensure that arrangements are in place in the event of an emergency or a rescue needing to be facilitated.

Office Space has determined that the following hierarchy of measures will be taken to carry out work at height:

- Avoid working at height where possible;



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- Use:
 - scaffolding or mobile towers erected by competent persons and complying with Schedule 2 of the Work at Height Regulations 2005, or
 - Mobile Elevating Work Platform, or
 - Podium or deck type platform, or
 - Step ladders and ladders (Subject to criteria set out in the section on ladders and step ladders).

11 Plant/Machinery/Equipment

All reasonable steps will be taken to secure the health and safety of employees who use, operate or maintain plant, machinery and equipment.

All plant, machinery and equipment provided for use in the workplace will be subject to a system of inspection, service and maintenance as recommended by the manufacturer or competent engineer.

Records of the inspections, service and maintenance, including statutory inspections, will be maintained in accordance with PUWER/LOLER Regulations.

12 Asbestos

Steps will be taken to identify and locate materials in the premises likely to contain asbestos. A written asbestos management plan will be implemented which includes measures for condition monitoring and an assessment of the likelihood of anyone being exposed to the materials.

The asbestos management plan will be reviewed annually or more frequently if deemed necessary.

Employees and any others who are likely to come into contact with asbestos will receive awareness training which will include emergency procedures, decontamination procedures and safe working practices.

Contractors who work in the premises will be trained in asbestos awareness and will be made aware of the location of any asbestos-containing materials prior to the start of any work.

Before any work is carried out on the fabric of any premises, a specific and more intrusive investigation may be required to ensure that any concealed asbestos-containing materials are identified.

No works that will disturb asbestos-containing materials shall be undertaken under any circumstances.

Should suspected asbestos-containing materials be discovered during any works then all works will be stopped until specialist advice is sought.

Any asbestos removal works will be carried out by trained asbestos contractors and all waste will be disposed of in accordance with current waste regulations.



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13 Noise

The Noise at Work Regulations 2005 requires employers to reduce the exposure to noise to their employees. The exposure levels are as follows:

- Lower Exposure Action Value - 80 dB (A)
- Upper Exposure Action Value - 85 dB (A)

Additionally the Exposure Limit Value:

- Daily or Weekly Personal Noise exposure of 87 dB (A), and
- Peak Sound Pressure - 140 dB (A)

Office Space will where practicable ensure that noise levels are maintained below the first action level of 80 decibels.

The Company will undertake a suitable and sufficient risk assessment for all activities where there is a risk of employees being exposed above the lower action value of 80 decibels.

In the event that employees are exposed to the second action level of 85 decibels on a regular basis Office Space shall comply with any applicable requirement of the Personal Protective Equipment Regulations 2002(b).

Office Space shall also conduct suitable health surveillance on a regular basis to prevent employees sustaining permanent damage.

Collective protection will be considered before personal protection. The following hierarchy of control will be adopted in selecting control measures if practicable:

- Alternative working methods or equipment that reduce the noise levels to below the Lower Exposure Limit;
- The use of mechanical/physical means such as enclosures, baffles or distance guarding (Zoning);
- Personal Protective Equipment.

The Office Space will:

- Ensure all employees, contractors and visitors obey any instructions and warning notices with regard to wearing of hearing protection in designated areas;
- Ensure plant and equipment is selected and maintained to minimise noise levels and employees have been instructed in their use;
- Ensure suitable ear protection is supplied for the conditions of exposure;
- Ensure adequate means of communication in noisy environments, especially if relevant alarm sounds may need to be heard.

Workplace management and Supervisors will ensure compliance with any noise levels and periods of permitted noise activities laid down by local authorities in order to prevent noise pollution.



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Employees have a duty to comply with and use the measures that Office Space provides under the regulations including:

- To use any controls as determined by the risk assessment;
- To wear any hearing protection provided when exposed at or above the Upper Exposure Limits or where mandatory areas have been designated;
- Not misuse, interfere with PPE and report any defects to the employer, and
- Generally to cooperate with Office Space to enable them to carry out their legal obligations under the regulations.

14 Hazardous Substances

Prior to any operation commencing, information must be obtained on any material, substance or process to be used or likely to be encountered which could be a hazard to the health of personnel.

Centre Managers shall carry out risk assessments to identify substances hazardous to health. If necessary, a site/job specific Coshh assessment will be produced.

Appropriate control measures must be identified and implemented to ensure the health and safety of personnel affected by the use of substances hazardous to health and the protection of the environment.

Office Space will ensure compliance in accordance with the Control of Substances Hazardous to Health Regulations 2002 (Coshh).

15 Health Surveillance

Operatives may sometimes need to use certain substances and materials that may pose risks to their health. In addition to Coshh assessments to implement applicable control measures, health surveillance methods will be used to ensure that personnel's health is monitored.

Any activities that may pose a risk to personnel will be subjected to surveillance procedures wherever required.

16 Electricity - (General)

The use of electricity in the workplace is widespread and represents a significant risk.

No work will be undertaken by any Office Space employee on or in the vicinity of live electrics unless those employees hold the relevant qualifications and have been authorised.

Managers are responsible for obtaining certification to ensure that any permanent or temporary (if required) installations are certificated.

Periodic Portable Appliance Testing will be carried out for all electrical equipment as suggested by guidance or specified by the Office Space insurance company, whichever is the shortest period.



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All personnel should visually inspect any electrical equipment under their control for suspected visual defects and report these for corrective action. Where the employee is facing problems in powering equipment, (lack of sockets) they should report this and not attempt to resolve the situation themselves by adding extension leads.

17 Fire Prevention and Evacuation Procedures

A fire risk assessment will be completed at all workplaces under the control of Office Space.

Appropriate measures will be implemented at all workplaces, including adequate:

- Means of fire detection;
- Means of raising the alarm in the event of a fire;
- Fire fighting equipment;
- Emergency lighting;
- Emergency routes and exits.

Appropriate measures will be implemented for regular maintenance, servicing and testing of fire prevention equipment. Fixed electrical installations will be inspected and tested periodically.

Procedures will be produced at all workplaces detailing action to be taken in the event of a fire including on discovering a fire, hearing a fire alarm, evacuation routes and assembly points.

An appointed person will regularly inspect the designated evacuation routes for obstructions.

Fire plans will be displayed around the building(s). Emergency routes and exits will be indicated by signs.

Where disabled persons use the workplace, specific arrangements will be made to ensure they can escape in an emergency.

All employees will be informed, instructed and where necessary, trained in fire prevention and evacuation procedures (action to be taken, fire alarm, types and use of fire equipment).

These procedures will be practised regularly and records will be maintained.

Fire Marshals will be appointed and trained in fire prevention and evacuation procedures.

18 Emergency Procedures

Written emergency procedures for reasonably foreseeable incidents will be assessed at all workplaces.

All employees will be informed, instructed and where necessary, trained in the emergency procedures. These procedures will be practised regularly and records will be maintained.



Health and Safety Policy

Appointed persons will be identified to take control in the event of an emergency incident.

19 First Aid and Accident Reporting

All employees, contractors and visitors must report all accidents resulting in injury to any person (not just employees) or damage to any property.

Nominated 'suitable person(s)' - trained First Aiders or Emergency First Aiders - will be provided at all workplaces to administer first aid treatment. The numbers required will be determined by a suitable and sufficient risk assessment.

Adequate first aid equipment will be provided at all workplaces under the control of the First Aider to include:

- First aid kits;
- Eyewash stations;
- A suitable place or room for the administration of simple first aid procedures.

All employees, contractors and visitors must report all injuries and accidents in accordance with company policy and ensure details are recorded in the Workplace Accident Book. The book may be hard copy or electronic.

Management must report serious injuries, incidents or diseases occurring at or as a result of activities at the workplace, as required under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Fatal and Major injuries can be reported by phone and online to the HSE Incident Contact Centre.

From 6th April 2012 less serious accidents (where a person is away from normal working duties for at least seven days as a direct result of a work related accident) can only be reported using the F2508 and must be reported within 15 days of the accident.

For benchmark and comparative analysis against previous statistics, we will continue to record all injuries which result in absence from work of more than three days.

Reported accidents will be investigated to ensure that protective and preventive measures are reviewed and controls are amended or improved as required to prevent recurrence. Accident reports will be prepared to comply with legislation and where necessary to prepare for litigation.

The Enforcing Authority must be informed when:

- Any person dies as a result of or in connection with work;
- Any person suffers a major injury or disease as a result of or in connection with work;
- A person is incapacitated for work for more than 7 consecutive days due to an accident at work. This must be reported within 15 days;
- Any person not at work (visitor, member of public, etc.) is injured as a result of an accident at a workplace and requires treatment at a hospital.



Health and Safety Policy

20 Welfare Facilities

Suitable and sufficient welfare facilities will be available at all workplaces for all employees, contractors and visitors, including:

- Toilet facilities, including special facilities for the disabled;
- Washing facilities;
- Accommodation for clothing;
- Changing rooms and lockers;
- Facilities for rest and to prepare and eat meals, including means for boiling water (to include adequate seating with backs);
- Drinking water.

All facilities will be maintained to a satisfactory standard, with regard to:

- Accessibility
- Temperature
- Ventilation
- Lighting
- Cleanliness/hygiene.

21 New or Expectant Mothers

Any employee is required to notify Office Space (in writing) that she is pregnant, has given birth within the previous six months, or is breastfeeding.

She will also be required to provide Office Space with a certificate from a registered medical practitioner or a registered midwife showing that she is pregnant.

Once this is confirmed, Office Space will conduct a review of her current work, specific risk assessment and implement any changes/control measures to protect her unborn baby.

This assessment will take into account the following considerations:

- long working hours
- night-time working
- stress
- noise
- violence from customers
- exposure to toxic substances, e.g. lead, pesticides, mercury etc.
- radiation
- manual handling

This assessment will be reviewed at regular intervals by Centre Managers or as/when the employee requests it.

Office Space will also provide suitable facilities for pregnant and breastfeeding mothers to rest while at work.



Health and Safety Policy

22 Managing Sickness

Research shows that long periods out of work can lead to worse health, while working can be good for physical and mental health and well-being.

In some cases the longer personnel are absent through illness, the lower the chances of them returning to work. Work may help people recover more quickly from illness.

To this end, Office Space will endeavour to help employees back to work as soon as possible.

Office Space will ensure that it maintains regular contact with the employee during their absence (in accordance with the HSE recommended guidance document HSG 249) and implement the Company's sickness policy.

The employee will be required to inform Office Space of their intended absence and (where applicable) provide a 'Fit Note' from their Doctor.

A plan to return to work will be implemented with professional advice sought if required. This plan will be agreed with the employee and progress will be monitored.

Where necessary, Office Space will discuss changes to support an employee's long-term prospects of employment following sickness absence.

On return to work the employee will receive a 'return to work' interview. Monitoring of sickness absence and any effects from illness/injury will be agreed to ensure that any reasonable adjustments to the working environment/activities can be accommodated.

23 Manual Handling

Office Space will, so far as reasonably practicable, ensure arrangements are made to reduce the risk to employees' health.

Office Space will make arrangements to ensure manual handling activities are to the lowest level 'reasonably practicable.' This will be achieved by the following four steps:

Avoid the need for manual handling, so far as is reasonably practicable;

Assess the risk of injury from any manual handling that cannot be avoided;

Reduce the risk of injury from manual handling, so far as is reasonably practicable;

Inform the employer if hazardous handling activities are identified.

Where manual handling tasks are necessary, Office Space will conduct a risk assessment and implement any required control measures. These may include:

- Provide mechanical aids such as trolleys, pallet truck etc; if required;
- Provide sufficient persons to enable the lift to be carried out in a safe manner;
- Provide suitable lifting attachments such as handles or handholds;
- Ensure items are secure to prevent load shifting;



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- Reduce the size of load to be lifted;
- Provide adequate PPE;
- Provide employees with manual handling training;
- Provide manual handling information through posters etc;
- Display posters giving guidance in lifting techniques;
- Ensure employees take care to ensure that their activities do not put others at risk.

24 Personal Protective Equipment

Centre Managers will ensure that suitable and adequate quantities of PPE are available at all workplaces and used appropriately.

Where required, adequate PPE to approved standards will be provided, free of charge, to all personnel working or visiting company sites.

All management, supervisory staff, employees, contractors and visitors must wear appropriate PPE whilst on company sites, including safety helmets, high visibility jackets/waistcoats, safety footwear and other PPE as directed.

25 Lone Working

There is no general prohibition on a person working alone although there are specific instances where legislation requires more than one person to be involved in the operations or activity.

In certain cases lone working is not permissible and the worker will be physically supervised. This includes young people and those undergoing training.

Risk assessments must be carried out for lone working and control measures put in place prior to work commencing.

26 Protection of the Public

Arrangements must be made to ensure, so far as is reasonably practicable, that no member of the public is exposed to risks to their health and safety as a result of Office Space activities.

27 Young Persons

Office Space accepts responsibility for ensuring that young people, particularly those under 18, are safe in the working environment.

Before employing a young person Office Space will undertake a risk assessment in accordance with regulation 19 of the Management of Health and Safety at Work Regulations 1999.

Office Space shall ensure that all young persons employed are protected at work from any risks to their health or safety which are a consequence of their lack of experience or absence of awareness of existing or potential risks or the fact that they have not yet fully matured.



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Office Space will not employ a young person for work which:

- is beyond their physical or psychological capacity;
- exposes them to substances chronically harmful to human health, e.g. toxic or carcinogenic substances, or effects likely to be passed on genetically or likely to harm any unborn child;
- exposes them to radiation;
- involves a risk of accidents which they are unlikely to recognise because of their lack of experience, training or attention to safety;
- involves a risk to their health from extreme heat, noise or vibration;
- exposes them to night work, which is not normally permitted between 22.00 and 06.00 but may be varied in writing to 23.00 to 07.00 hours;

The restrictions do not apply in the following special circumstances:

- where it is necessary for training (eg NVQ, SVQ, In-House, Apprenticeships);
- where the young person will be supervised by a competent person, and
- where any risk will be reduced to the lowest level that is reasonably practicable.

Office Space will obtain parent or guardian consent before employing a young person below the minimum school leaving age and provide the local authority with relevant information on the individual so that he/she can be issued with an employment permit.

28 Work Experience Placements

Office Space recognises that the exposure to work provided by placements is a significant step in preparing young people for adult and working life. It provides an opportunity to foster an early understanding of the importance of health and safety and to influence the attitudes of the future workforce.

Office Space will liaise with the LEA or establishment work placement advisor to ensure the successful management of health and safety on work experience placements and the provision of a safe and supportive environment for the learner.

Where Office Space accept students above the minimum school leaving age (MSLA) they will be considered a young person and the risk assessment reviewed accordingly.

Where Office Space accepts students below the MSLA, the risk assessment will be reviewed to ensure suitable controls are in place and that the key findings have been communicated to the work placement officer and parents or guardians.

Office Space will ensure that the controls reflect that students below the MSLA are not entitled to exemptions from the young person working restrictions, but temporary young worker status may be granted in cooperation with the work placement officer under the Education Act for school years 10 and 11 who would otherwise be prohibited by Child Employment Legislation from engaging in the restricted activities.



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29 Alcohol and Drug Misuse

Alcohol or drug misuse by employees and contractors (including supervisory and management staff) can adversely affect the health and safety of themselves or others in the workplace.

Therefore, it is the policy of Office Space that alcohol and/or drugs are prohibited in the workplace or whilst representing Office Space.

Any persons known to be, or strongly suspected of being affected by alcohol and/or drugs must be referred to the appropriate supervisory or management representative who will arrange for the person to be removed from the workplace.

30 Stress

Stress in the workplace is a reality of working in current times. An employee who is severely stressed may significantly increase the likelihood of having or contributing to an accident, becoming a hazard to himself/herself as well as to others.

Office Space has a responsibility to control the health, safety and welfare of its employees and this includes reviewing the impact of stress at work. In order to manage stress in the workplace the HSE's management standards for stress shall be applied.

These cover the primary sources of stress at work:

Demands - workload, work patterns and the work environment;

Control - how much say the employee has in the way they do their work;

Support - the encouragement, sponsorship and resources provided by the employer, management and fellow employees;

Relationships - includes promoting positive working, the avoidance of conflict and dealing with unacceptable behaviour;

Role - whether the employee understands their role and conflicting roles are avoided;

Change - how change is managed and communicated.

Management and supervisory staff should be aware of, and look for, the symptoms of stress in individuals and in groups. Equally any employee who may strongly suspect that a fellow employee or they themselves are being affected by stress should refer this to the appropriate Manager who will arrange for the person to be assessed and/or monitored.

Office Space policy will regularly review each employee's work performance and workload. Employees will be given every chance to air their views and grievances at these reviews.



Health and Safety Policy

31 Records and Archiving

Records will be maintained of all necessary health, safety and environmental documentation. This will include:

- Health, Safety and Environmental Policy
- Procedures documents
- Method statements
- Risk assessments
- COSHH assessments
- Statutory documentation (Inspections, reports etc.)
- Accident Book
- Health and Safety Plans
- Training records
- Other relevant health, safety and environmental documents.

32 Monitoring at the Workplace

Centre Managers must ensure that all workplaces and activities under their control meet the requirements set out in this policy.

4See Risk Management will when requested visit and carry out regular inspections of all workplaces and provide guidance and advice on all aspects of health, safety, welfare and the environment to all nominated employees. Reports will be presented to the site Centre Managers on completion of the inspection and a copy of the inspection report will be sent to Niki Fuchs (Director - Office Space).

All major accidents and dangerous occurrences will be investigated. A report will be produced and, where feasible, recommendations for preventative and/or corrective action will be made.

All accidents and near misses must be reported to the First Aider or Centre Manager at the workplace.

Analysis of all records, accident information and trends and overall health, safety and environmental performance is the responsibility of the Managing Director.

Meetings to discuss health, safety, welfare and environmental issues will be held at regular intervals between management and the appointed health and safety consultants.

33 The Construction (Design and Management) Regulations 2007

Office Space will ensure that it complies with the requirements of the Construction (Design and Management) Regulations 2007 dependant on what role it is undertaking and paying **particular regard to Part 4 Duties Relating to Health and Safety on Construction Sites**.



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The regulations cover the management of health and safety from concept through to demolition including hazard identification and control, following the general principles of prevention set out in the Management of Health and Safety at Work Regulations 1999 - Eliminate, reduce, inform, control.

There are five key duty holders in The Construction (Design & Management) Regulations 2007 (CDM)

These are:

- The Client
- The CDM Coordinator
- The Designer(s)
- The Principal Contractor
- The Contractor(s)

Responsibilities when acting as a Client under CDM 2007

When the Company acts as the Client for notifiable projects it is important to be aware that unless the Company appoints a CDM Coordinator this duty and all the associated responsibilities are assumed by the Company.

Under CDM the Client is defined as an individual or organisation for whom a construction project is carried out.

The Client must:

- Ensure that arrangements are made to manage any project, ensuring that adequate time and resources are allowed to complete the project safely;
- Ensure that any persons appointed to fulfil one or more of these duties is competent to do so;
- Ensure that the team have all the information they need to carry out their duties and that they are cooperating effectively. This is particularly important if a number of Designers are appointed.

The Client is responsible in law for its impact on the arrangements that are made to manage the project.

Notifiable Projects

Where the project is notifiable the Client will:

- Appoint a CDM Coordinator in writing to perform their duties under the regulations as soon as is practicable after initial design work or other preparation for construction work has begun;
- Appoint a Principal Contractor in writing as soon as practicable after the Client knows enough about the project to be able to select a suitable person;
- Ensure that the above appointments are renewed as necessary so the appointments remain until the end of the Construction Phase;



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- Provide the CDM Coordinator with pre-construction information as soon as practical after starting to plan the project;
- Ensure that no construction work commences until the Principal Contractor has prepared a Construction Phase Plan which satisfies the Client that the welfare requirements under Schedule 2 of the CDM regulations have been complied with.

Note: All projects must comply with CDM but notifiable projects have additional requirements.

Projects become notifiable if the construction work:

- 1 is expected to last more than 30 working days; or
- 2 involves more than 500 person days, for example 50 persons working for more than 10 days.

Note: All days on which construction work takes place count towards the period of construction work. Holidays and weekends do not count if no construction work takes place on these days.

For all work a plan must be prepared and the requirements in Schedule 2 Welfare Facilities must be complied with.

34 Smoking

Smoking is prohibited throughout the entire workplace with no exceptions. This includes company vehicles. This policy applies to all employees, consultants, customers and visitors.

It is an offence to smoke or permit smoking in a smoke-free area. Anyone seen smoking in a smoke-free area should be reported to Niki Fuchs.

'No Smoking' signs of the appropriate size and containing the information required by the relevant regulation will be clearly displayed at or near the entrances to smoke-free premises, public spaces and within vehicles.

35 Environment Control

Office Space is committed to effectively managing all the environmental impacts of its activities through compliance with legislation, industry good practice and company policy.

Office Space recognises the need to operate the business in a manner which reflects sound environmental management practices and will balance its business aims with the need to protect the local and global environment.

The Company Environmental Policy must earn the confidence of employees, customers and the general public by demonstrating a commitment to comply with all relevant environmental legislation and minimise pollution, resource use and waste through the continual improvement of environmental performance.



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Appropriate arrangements to protect the environment will be put in place at all workplaces, including:

- Approved storage and use of raw materials and substances;
- Waste minimisation, promoting re-use, recover and recycling;
- Compliance with Site Waste Management Plans where applicable;
- Identified waste disposal routes under Duty of Care and the Hazardous Waste Regulations;
- Monitoring and review of environmental performance.

36 Display Screen Equipment

In accordance with the Health and Safety (Display Screen Equipment) Regulations 1992, Office Space will identify all Users - those employees who use Display Screen Equipment (DSE) for a significant part of their working day (usually in excess of 1 hour).

A suitable assessment of the risk will be carried out for all users. Any risks identified will be reduced as far as is reasonably practicable.

All users will receive regular, adequate training and information in the correct set-up and use of DSE. Eye tests will be provided upon request and Office Space will make a contribution to the basic price of spectacles provided specifically for the use of DSE.

Any user who works at home or away from the Company's premises will receive adequate information in the correct set-up and use of DSE. This information should enable the person to complete their own DSE risk assessment, which will be returned to their Manager once complete.

Any risks identified will be reduced to the lowest extent reasonably practicable.

37 Driving When Working for Office Space

Office Space recognises the risks to drivers when at work through the statistics released annually by the HSE and information in the media. Office Space has a responsibility to control the health, safety and welfare of their employees whilst driving either company or self-owned vehicles used for work.

The Company's policy is that all drivers must be in control of their vehicle at all times.

A hands free kit will be fitted to company vehicles to enable drivers to use the phone in accordance with current legislation.

All drivers must be fit to drive. Any employee who is under the influence of drugs, alcohol or any substance likely to cause a danger to themselves or others is forbidden to drive. Should any member of staff feel unfit to drive for any reason, a Supervisor or Manager should be immediately informed.



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Only those employees who hold a current valid driving licence for the vehicle type they plan to drive are permitted to do so.

Authority will be given to all drivers and a copy of their full UK driving licence will be held on file.

Authorised drivers will be required to notify the Company of driving convictions and offences. Business use insurance must be in place for all drivers of vehicles.

For all company vehicles the required Road Tax and MOT (if applicable) will be held and a register kept and held on file.

Company vehicles will be subject to maintenance and servicing in accordance with manufacturer's instructions. Additionally, regular checks will be carried out on the roadworthiness of all company vehicles (e.g. tyre pressure and condition, including spare; correct functioning of lights; oil, coolant, brake fluid and windscreen washer fluid levels; damage to windscreen). Employees will be instructed on how to carry out these checks themselves and reminded to undertake them.

Employees will be made aware that they must not drive without the correct glasses or contact lenses (where required), when fatigued, when under the influence of alcohol or drugs or if suffering from any illness or taking any medication that may affect their ability to drive safely.

38 Control of People Who Do Not Speak English

Office Space recognises the need for cooperation and effective communication between all parties working on site.

Office Space has identified that the main risks for those who cannot speak English are from not being able to understand written instructions and operating procedures and processes. Non-English speaking employees may also fail to understand what is being asked of them through verbal instruction by colleagues, Supervisors and Managers.

Office Space will ensure that all employees are aware of their responsibilities on site and will fully support any employees and sub-contractors for whom English is not their first language so that they fully understand their responsibilities, site rules, regulations and reporting procedures.

This will be managed by all non-English speaking operatives working in a buddy-buddy system with an interpreter who will pass on information required and ensure that all comments are translated. The interpreter will confirm that they understand what is being asked of them and that all technical information is clear and fully understood. This system will also apply during site induction and all subsequent health and safety and emergency actions briefings and tool box talks.

Operatives who do not speak English will be asked questions following such briefings to check their understanding of what has been said.



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Office Space will assess the risks associated with the fact that an individual does not speak and/or understand English. The Company will:

- Translate safety notices and training manuals into relevant languages or replace them with written notices with clearly understood symbols;
- Make use of internationally recognised pictorial warning signs which offer a means of communication that should be clear to all regardless of literacy or language;
- Provide safety training sessions in relevant alternative languages to English;
- Provide appropriate English language training ranging from key words only to oral and written fluency in English for longer term workers;
- Make use of bilingual employees to interpret/translate information to their non-English-speaking colleagues.

Office Space will be satisfied that the interpreter/translator has sufficient command of English to understand what is being communicated and is given sufficient authority to discharge the responsibility placed upon them.

39 Bomb or Other Threat

Office Space has established procedures in the event of bomb or other threat to premises under our control including the discovery of a suspect article or any incident necessitating evacuation of the premises.

Even in a low threat situation, any suspect article should be treated with suspicion and may require evacuation of premises and the summoning of the Emergency Services; therefore no one should leave any item/visitor/ contractor unattended such that action is required to be taken.

40 Violence in the Workplace

Office Space has a legal duty to protect the health, safety and welfare of our employees. This duty includes all forms of work-related violence, which HSE defines as: 'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'. This means:

- Physical violence - including kicking, spitting, hitting or pushing, as well as more extreme violence with weapons;
- Verbal abuse - including shouting, swearing or insults, racial or sexual abuse;
- Threats and intimidation.

Tackling the risk of violence is the same as dealing with any other possible cause of harm in the workplace, such as slips and trips and lifting heavy loads. To this end, Office Space will conduct a Risk Assessment at the location(s) employees are likely to be subjected to such an incident.



Health and Safety Policy

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