

# Newlyn plc

## Health and Safety Policy Statement & Key Procedures

Part of the Newlyn Risk Management Strategy



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## **Newlyn plc Health and Safety Policy Statement**

(in compliance with The Health and Safety at Work Act 1974 and associated, relevant Regulations)

A Statement of the Company's general Policy is:

- to achieve a high level of Health and Safety performance by reducing risk and managing incidents to prevent further threats
- to consult with our employees and involve them in a pro-active partnership designed to create a culture of Health and Safety
- to provide and maintain safe business equipment
- to ensure safe handling and use of substances
- to provide information, instruction and supervision for employees
- to ensure all employees are competent to fulfil their tasks safely, and to provide adequate induction and ongoing training to that end
- to prevent accidents and cases of work-related ill health
- to maintain safe and healthy working conditions
- to review and revise this Policy as necessary in order to improve our Health and Safety performance

In adhering to these decisions, Newlyn seeks to foster the well-being of employees and those affected by the Company's business activities and to prevent accidents and injury in the workplace.

Newlyn commits to considering Health and Safety issues during business planning (an activity subject to audit under Newlyn's ISO 9001 Quality Management System) and will:

- encourage positive working relationships with contractors
- enhance the Company's reputation in the eyes of clients, suppliers, contractors and the wider community
- protect everyone who comes into contact with the Company
- adopt 'best practice' to protect the Health, Safety and Welfare of personnel
- utilise as far as is reasonable practicable the safest equipment
- target our efforts to tackle our weakest areas

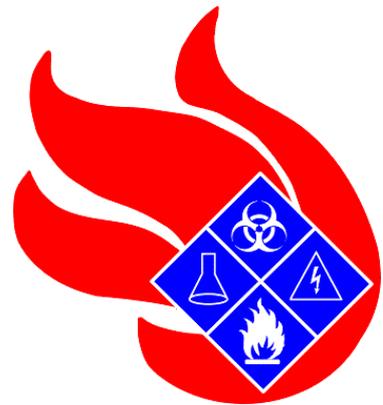
Newlyn will always seek to comply with current Health and Safety legislation and be pro-active in monitoring changes to the same.

Signed  (Managing and Operations Director, Newlyn plc)

Date: 3 April 2017

Next review date: 2 April 2018

# Newlyn plc Health and Safety: Key Procedures



## NEWLYN plc

### ABOUT OUR HEALTH AND SAFETY POLICY

Newlyn plc (hereafter Newlyn) recognises and accepts its statutory responsibility as an employer to provide, so far as is reasonably practicable, a safe and healthy working environment for all of its employees.

Newlyn is committed to taking all reasonable steps to create and maintain a safe place to work and safe working practices. The Company will accordingly provide such finance as is necessary to meet this ambition within the limits of its annual budget and in accordance with priorities the Company determines from time to time.

Certain parts of the Company's Health and Safety procedures are subject to audit under the ISO 9001 Quality Management System. The Company has also been certificated as conforming to the ISO 14001 Environmental standard.

All business equipment, plant, materials and working methods used by the Company will be to a prescribed safety standard in accordance with regulations or codes of practice devised whether nationally or locally. For definitions of these standards see page 22.

The Company undertakes to provide, where necessary, safety facilities, specialist safety equipment and clothing, information, training and supervision in order to prevent injury or danger to the health of employees and visitors.

Company-wide responsibility for health and safety will be exercised by the Newlyn Board within the financial resources provided by, and in accordance with, priorities set by the Company from time to time.

The Company will provide adequate welfare facilities for on-site employees, including kitchen/canteen/rest areas, and toilets. Cleaners will be employed to ensure that all sites conform to health standards.

Off-site employees (Enforcement Agent) will be advised via risk assessment findings, to take regular 'rest breaks' for welfare purposes.

The Company will ensure that each employee is provided with a job description, terms and conditions of employment and a company handbook. The staff handbook contains a summarised version of this document. Each employee will be given full instruction on relevant aspects of their health, safety and welfare during the course of their period of employment with Newlyn.

Andy Morley (MA, AIEMA, MCQI CQP, Tech IOSH) of Firescrest Business Solutions is the accredited 'Company Health and Safety Advisor.'

Delegated staff with site-specific Health and Safety responsibility will work closely with the Company Health and Safety Advisor whose primary function is to monitor safety performance, provide advice and to evaluate safety practices within the Company.

Newlyn wishes to state that no Health and Safety strategy can be successful without the full involvement and co-operation of all employees in ensuring the safety of themselves, their colleagues and others who may be affected by their activities.

To this end all employees are required to:

- keep their personal workspace free of all unnecessary hazards
- complete forms including those relevant to visual display units (VDUs) for office and homeworking staff, and Enforcement Agent hazard forms concerning ongoing risk assessments
- comply with all safety rules, which may be in force from time to time
- use all specialised safety equipment or protective gear, which may be issued
- warn of any special or newly identified hazards in existing procedures or risks in new procedures about to be introduced
- report accidents or incidents promptly to their manager – and in particular all cases of injury, accident or dangerous occurrence, which they may encounter
- familiarise themselves with fire and emergency drills and have knowledge of emergency escape routes

The Company fully accepts the principle of joint consultation and undertakes to provide all necessary facilities as required by the Regulation for Safety Representatives and Safety Committees.

This Policy will be reviewed annually or when change occurs. The Company will be proactive in understanding and accommodating new legislation.

## 1. ORGANISATIONAL RESPONSIBILITIES

### 1.1 MANAGING AND OPERATIONS DIRECTOR

The Managing and Operations Director of the Company has responsibility for Health and Safety. These responsibilities are to:

- ensure that there is an effective Health and Safety Policy
- ensure the Company's Health and Safety Policy is effectively implemented in all areas of the business
- review and appraise the effectiveness of the Policy
- act as Chairman of the Health and Safety Committee
- call meetings of the Health and Safety Committee
- appraise on a regular basis the effectiveness of the Health and Safety Policy
- monitor the maintenance of the Policy documentation/up-date the Health and Safety Policy as required
- develop any relevant action plans and review on a regular basis
- act as Chief Safety Officer
- appoint suitable Health and Safety representatives
- support all persons carrying out delegated tasks
- ensure delegated responsibilities are properly assigned, understood and accepted at all levels
- evaluate all risks in the Company relating to accidents at work, Health and Safety risks, loss or damage to Company property and risks to the public through Company activity
- ensure by regular inspection of the buildings that the safety programme is being complied with and make recommendations to the managers and employees on matters concerning Health and Safety
- ensure risk assessments are carried out as are required under the Management of Health and Safety at Work Regulations 1992 and any subsequent legislation that may come into effect
- review any Health and Safety recommendations received
- ensure employees are aware of Health and Safety Policy. Training awareness of the Health and Safety Policy is carried out during induction.
- ensure all employees are made aware of the names and responsibilities of their safety officers at induction stage and that they know how and where to contact them
- ensure employees are aware of any potential hazards
- ensure that employees are updated with new information and legislation relating to new Health and Safety requirements in writing
- ensure all employees receive any training considered necessary with special attention to induction training of new employees
- maintain accident records and notify reportable occurrences
- ensure first aid facilities are available at all times
- make certain that at least two members of the Health and Safety Committee to investigate all accidents and damage to Company property and recommend corrective action
- that new business equipment, plant and business systems is inspected for potential hazards
- ensure all employees are issued with equipment necessary to protect their safety whilst at work
- ensure that all employees have been made aware of the Fire Procedure and display this procedure on notice boards

## 1.2 DELEGATED RESPONSIBILITY

Day to day responsibility for ensuring the Policy is put into practice will be delegated to the **Health and Safety Representative, South Harrow site**. Including, but not limited to:

- carry out fire evacuation practices and ensure fire-fighting equipment is regularly inspected and serviced by a fully accredited provider
- reporting accidents, diseases and dangerous occurrences to the enforcing authority
- investigating accidents and work related causes of sickness absences
- ensuring Health and Safety standards are maintained/improved
- ensuring that all buildings maintenance issues are identified and corrective actions implemented
- Ensure that contractors produce risk assessments/method statements for the work that they carry out
- organising necessary training including induction training
- record keeping for fire alarm testing, PAT (portable appliance) testing, equipment testing
- the Human Resources Manager is responsible for ensuring that effective maintenance procedures are drawn up
- ensure actions from risk assessments are carried out

### 1.2.1 MANAGERS AND SUPERVISORS

All senior managers of the Company have a role in the formulation of, and general responsibility for, the application of the Company's Health and Safety Policy in their own area of work. These responsibilities are designed to:

- establish and maintain safe working practices, including compliance with all relevant sections of the Health and Safety Policy
- ensure that all persons in their departments are adequately trained and fully aware of any potential hazards
- ensure that new legislation directly involving employees is communicated in writing (by e-mail, handout sheets and/or via the main notice board)
- ensure employees in their department/site know what to do in case of accident or fire
- ensure supervision is available, particularly where inexperienced workers are concerned
- ensure that all pregnant employees are advised of the additional caution necessary at this time, and that any additional equipment needed to make the employee comfortable is provided
- ensure that safety rules are obeyed and that where necessary protective equipment and clothing is issued and used
- ensure that safety devices are fitted, adjusted and maintained
- ensure that business equipment, plant and machinery is maintained to a safe operational standard
- ensure any defects in the working area are reported to the Safety Officer and rectified promptly, liaising with Health and Safety Representatives as necessary.
- ensure that only authorised employees undertake activities for which specific training and/or qualification is required

To assist in the creation of a culture of Health and Safety, departmental/site managers may delegate safety matters to a competent member of their staff. Any employee accepting delegated responsibility will be informed of same in writing and receive appropriate training.

## 1.2.2 EMPLOYEES

After instruction, employees are required to:

- comply with any Company instructions in the interests of their Health and Safety
- familiarise themselves with fire, evacuation and first aid emergency procedures and apply them as required
- be cognisant of any special safety measures that are adopted in their own area of work and ensure they adhere to them
- wear the appropriate safety equipment/clothing and use any appropriate safety devices
- exercise good standards of housekeeping and cleanliness consistent with Health and Safety
- report any work situation in which there is a serious and/or immediate danger to Health and Safety to their manager or the Managing and Operations Director
- report any matter which represents a shortcoming in the Company's protection arrangements for Health and Safety to their manager/managing director
- understand that only authorised employees are to use certain equipment
- in the event of an accident, summon their nominated First Aider and then advise their departmental/site manager, who will in turn investigate and report to the Managing and Operations Director

All employees are actively invited to:

- Make suggestions to improve Health and Safety within the Company.

## 2. PROCESS

### 2.1 HEALTH AND SAFETY COMMITTEE

The Health and Safety Committee comprises the following personnel:

The Managing and Operations Director  
H&S Reps

The committee will meet annually and at other times should circumstances require it.

### 2.2 HEALTH AND SAFETY REPRESENTATIVES

see 1.2 above

### 2.3 CONTRACTORS

Newlyn encourages and requires its contractors and suppliers to comply with the law. Contractors will be required to read information on the 'Visitors Pass' which they are required to wear whilst on Newlyn premises.

### 2.4 SAFETY NOTICES

Relevant safety notices can be found at formalised points around the sites and on the main notice boards.

### 2.5 GENERAL FIRE SAFETY

The Health and Safety Representative from each site will be responsible for ensuring the fire risk assessment is undertaken and implemented, and in particular that:

- Fire Safety Officers have attended the necessary courses and received certification on how to carry out relevant actions in the event of a fire
- fire fighting equipment is checked regularly by an approved contractor who carries out any maintenance requirements
- fire alarms are tested on a weekly basis and a record of these is kept.
- New staff are given instructions on fire evacuation at induction.

### 2.6 PROCEDURE IN CASE OF FIRE

The first person to notice a fire must raise the alarm by operating the nearest alarm call point, then:

- assist any visitor/member of the public who needs help
- attack the fire with the equipment provided – **but only if this can be done without undue risk**

All employees must be cognisant of:

- where the nearest fire alarm point is and how to use it
- where the nearest fire exit is placed
- where the assembly point is situated
-

## 2.7 PROCEDURE ON HEARING THE FIRE ALARM

The Fire Safety Officers must:

- call the Fire Brigade when the alarm sounds
- ensure all individuals in the building leave by the nearest fire exit, then close all doors behind them
- ensure all employees go directly to the appointed **Fire Assembly Point**. These points are displayed on all the notices and will have been clearly indicated during induction
- ensure all visitors to the building are escorted out and advise the Fire Marshal who will roll call the visitors

Employees **must not**:

- stop to collect belongings, turn off computer terminals etc.
- shout or run – this may cause panic
- use lift
- re-enter the building until authorised to do so by the **Fire Marshal**

## 2.8 ROLL CALL PROCEDURE

The Fire Marshal at each location will take a roll call. The roll caller will report to the Senior Manager present that everyone is accounted for or advise if anyone is missing.

Members of staff should escort their **visitors** quickly to the Fire Assembly Point.

When the building is considered safe, a director of the Company, senior manager or the Fire Marshal will authorise the return to work.

The names of the Fire Marshals are displayed on Notice Boards.

## 2.9 FIRE AND EVACUATION EMERGENCY PRECAUTIONS

Escape routes will be checked on a daily basis. Fire extinguishers will be visually checked weekly, and maintained by approved contractors every 12 months. The alarms will be tested each week.

To ensure employees are aware of procedures and for training purposes, trial emergency evacuations will be conducted **every 6 months**.

Records of fire alarm testing will be kept by Durbin plc (the principal occupant) at the South Harrow office and by the Health and Safety Representatives at Northampton

## 2.10 PROCEDURE - SUSPECT DEVICE OR PACKAGE

Any person discovering any article, package or envelope they consider to be suspicious should immediately sound the fire alarm. The building will then, if necessary, be evacuated using the fire procedures described at 2.6 to 2.8. The police will then be called.

## **2.11 PROCEDURE - ACCIDENTS AT WORK**

In case of accident, employees will contact the nominated First Aider for treatment. If the injury is classified as reportable under The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), the First Aider will contact the Managing Director who will advise the Environmental Health Officer if appropriate. An accident investigation will then take place chaired by the Managing Director with the appropriate personnel. The results of any investigation will be recorded in writing and held by Human Resources.

An accident record book will be kept with the first aid box. All incidents however minor should be recorded.

After completion of the accident record, it will be filed confidentially in order to comply with Data Protection requirements.

Near misses – are to be reported to the Health & Safety rep and will be investigated accordingly to prevent similar occurrences.

Procedural changes arising as a result of any investigation will be put into place immediately and all personnel will be notified in writing by Newlyn.

Updates to the new procedures will be posted on the notice boards or, where necessary, employees informed in writing.

Reporting of incidents to Riddor will be after 7 days incapacitation as per regulation changes.

## **2.12 FIRST AID**

The first aid facilities will be in formalised points at each site. All employees will be shown these as part of their induction. The names of the First Aiders will be clearly identified on all notice boards. The appointed person responsible for the first aid boxes will be the senior operating manager (see 1.2.1) at each site in conjunction with the First Aiders.

First Aiders will attend regular St. John Ambulance courses at the Company's expense to ensure the appropriate level of cover and that certificates are up to date.

## **2.13 WORKING ALONE (ATTENDANCE AND MONITORING)**

Following receipt of instructions from its Clients, the Company distributes the debtor visits to Enforcement Agents via PDA which contains an automatic mapping system (MSA). This is linked to the office system so that Enforcement Agent Team Leaders are able to see exactly which location the Enforcement Agent is. This was purchased partly as a safety tool.

## 2.14 WORK RELATED ROAD SAFETY

Users of Company vehicles will be issued with a copy of the Company Road Safety Policy and Procedures and will be instructed to familiarise themselves with the content.

Details of fault reporting for Company vehicles will be included in the procedures.

New employees will be given instruction and guidance during induction on safe driving and the safe operation of Company vehicles during the course of their work.

Updated policies and procedures relevant to safe driving will be communicated in writing (by means of handouts, emails). Such written communication shall be the responsibility of the Health and Safety Representative.

## 2.15 VIOLENCE

The Company will maintain a reporting system that alerts staff to potentially violent customers or customers with individual requirements that may necessitate third party assistance on attendance at their premises.

In the event of an enforcement agent or debt recovery officer encountering violence or the real threat of violence from a debtor, debtors, or his/her associate/s, this fact will be reported to the Client and where necessary the police. Should a Newlyn enforcement agent or debt recovery officer meet with actual violence or the real threat of actual violence, the details will be recorded in the incident book held by the Human Resources Department in Harrow and on our Client's case instruction notes, which are updated in real time and are available for immediate inspection via **ClientWeb**.

All enforcement agents and debt recovery officers will be given instruction and training during the induction/probationary period on conflict management.

## 2.16 HEALTH AND SAFETY TRAINING

All personnel will be subject to **induction training** on their first day of joining the Company or as soon as is practicable.

Induction training includes but is not limited to instructions on fire and accident, the names of the Fire Officers, First Aiders and Health and Safety Officers. The various locations of all equipment relating to fire, accidents and emergencies will be shown.

All Newlyn employees will be given **on-going** training as required.

Training requirements identified following risk assessments or appraisals or by any other means will be given to relevant personnel as required. The results will be considered for inclusion in the Health and Safety Policy.

## 2.17 ASBESTOS TRAINING

Employees are given information during induction training in recognising and being aware of the risks of asbestos – particularly in regard to the inhalation of the material.

## **2.18 STATUTORY INSPECTIONS**

Any relevant statutory inspections will be carried out at intervals specified by the statute. The results will be recorded.

## **2.19 RISK ASSESSMENTS**

Risk assessment identifies any hazards arising from work activities. Any risks will be recorded consistently with the Company's Risk Management Policies and Procedures and, where necessary, preventative, protective or corrective measures put in place. Risks will be reviewed as part of the business planning process, an activity auditable under the ISO 9001 and the ISO 14001 Standards. Documentation for Risk Assessments will be held by Human Resources.

Assessments include, but are not limited to, the following:

- fire
- hazardous substances
- lone working (enforcement and debt recovery field staff)
- manual handling (of heavy goods)
- vehicles and driving at work
- visual display units (VDUs)/workstation assessment (ergonomics)
- Contractors risk assessments

Risk assessments are particularly made to ensure employees are safe when carrying out their duties. Past assessments have highlighted the need for the purchase of protective clothing, the removal of cash points within our offices, the sealing of letterboxes, and the requirement for a robust security system.

The findings of risk assessments and the Risk Management Committee meetings will be reported to the Health and Safety Advisor. Actions/tasks arising from risk assessment findings will be assessed and actioned by the Health and Safety Advisor. Responsibility for ensuring the action is implemented lies with the Health and Safety representatives. Assessments will be reviewed annually, when processes change or are implemented.

## **2.20 RISK MONITORING**

The Company will constantly monitor safe working practices by following government Health and Safety guidelines, carrying out independent checks, risk assessments, and acting on any reports from employees.

## **2.21 SAFE HANDLING AND USE OF SUBSTANCES – COSHH (CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH)**

Assessments will be reviewed annually or when the work activity changes.

Risk assessments for COSHH are carried out by the South Harrow Health and Safety Representative who is also responsible for ensuring that all actions/tasks identified in the assessments are implemented, and that relevant employees are informed about these assessments.

Cleaning substances are only used by cleaning contractor personnel at the office sites. COSHH related assessments relate mainly to enforcement officers or debt recovery agents who may from time to time during the course of their work, come into contact with substances covered by COSHH.

Advice and information on substances which the employee may come into contact with will be obtainable from Human Resources.

Induction training for enforcement agents or debt recovery officers will provide them with the necessary knowledge of actions to take when attending sites where substances may be used.

Notice and advice will be given to ensure that the necessary precautions in terms of personal protective equipment are taken when attending debtors. Should an employee come into contact with harmful substances – either through inhalation, ingestion, or skin absorption they should report to the nearest hospital.

Leaflets and advice relating to COSHH will be available from the Health and Safety Representatives.

## **2.22 EXPLOSIVES**

An employee who is transporting explosives such as firearms or fireworks must ensure that their vehicle when parked and unattended is locked and that any immobiliser or alarm is set. The vehicle should also, if possible, be parked within sight and not left unattended for any longer than is necessary for the immediate comfort or refreshment of the employee. Explosive materials should be kept in the boot or any other lockable storage area within the vehicle and concealed from view.

Explosives must be removed from wholly unattended vehicles. Where this is not practicable, explosives must be held in a locked container secured to the vehicle so that the container, together with the vehicle, provides a secure place of keeping. These considerations must be taken into account prior to attendance. All containers must be kept out of view and properly restrained to prevent any movement or impact likely to result either from normal motion or collision. Care should be taken to avoid placing explosives in positions known to be vehicle crumple zones. Care must always be taken by the driver to prevent the presence of explosives from unnecessarily increasing the hazard produced by road traffic accident to the driver, passengers and any other persons.

Only classified explosives i.e. black powder, gunpowder, smokeless powder, small arms ammunition for use in small arms and model rocket motors may be carried. Such explosives should wherever possible be carried in the original packaging within a specialised second container. The secondary container should display the appropriate carriage and security

information; and in the case of small arms ammunition and cartridges, in a robust bag designed for the purpose.

Explosives should be separated from or protected from any other hazardous materials or sources of vehicle fire.

The Enforcement Agent in charge should ensure that all other occupants of the vehicle are aware of potential hazards, such as smoking, naked flames or sparks, and that any such activities which may cause such hazards are strictly forbidden inside or close to the vehicle.

## **2.23 ELECTRICAL HAZARD AT WORK**

A qualified electrical contractor is employed to carry out PAT (portable appliance) testing. All electrical equipment is tested as required for faults such as loose connections, etc. Each piece of equipment will be tested and appropriately marked as tested with the date of the test. Any equipment found to be defective is taken out of service and rectified as necessary before being put back into service. PAT reports are held at the South Harrow office and on a shared drive

## **2.24 COMPANY VEHICLES**

Approved garages maintain Company vehicles. It is the responsibility of the driver to carry out basic safety checks before using the vehicle on a day to day basis and to report any defects to the fleet administration department for attention. Newlyn fleet vehicles are regularly replaced with new vehicles, in part to ensure the safety of drivers.

## **2.25 ROAD ACCIDENTS**

In the event of a road accident occurring during the course of work (but not travelling to and from work – unless driving a Company vehicle) the employee must notify the Health and Safety Representative at the relevant site.

Accidents will be reported to the Health and Safety Executive under 'The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)' where specified under this legislation

## **2.26 VISITORS**

Visitors to the Company will be required to sign a visitors' book identifying them and in the event of an emergency all visitors in the building will be accounted for.

The visitor's host (an employee of the Company) is responsible for the Health and Safety of their visitor.

## **2.27 PREGNANCY**

Pregnant employees are individually assessed to ensure that their working environment is safe and comfortable. Newlyn understands that all staff are different and the equipment needed will vary from person to person.

## **2.28 MANUAL HANDLING**

Risk assessments in accordance with Manual Handling Managing Regulations, 1992 (lifting, moving etc.) will be carried out annually. Any actions arising from the risk assessments will be conveyed to relevant personnel and additional training will be organised by the HR department.

Training in Manual Handling will be organised for those staff whose job requires this, and refresher training is also given by means of online media.

## **2.29 VISUAL DISPLAY UNITS/SCREENS (VDU)**

Visual Display Units (VDU) assessments will be carried out in accordance with the requirements of the Display Screen Equipment Regulations 1992. Assessment records will be kept by Human Resources and reports stipulating any action sent to the Health and Safety Advisor.

Any such assessments will be reviewed when changes/upgrades in personnel, equipment and workstations take place.

Eyesight tests for constant VDU users will be paid for by the Company using an agreed optician. Protective eyewear needed for VDU use where recommended by an optician will be provided by the Company.

## **2.30 PERSONAL PROTECTIVE EQUIPMENT**

PPE is issued to employees, as necessary, and must be used correctly and at the appropriate time.

It will be the duty of the employee to maintain in an efficient state the personal protective equipment kept off-site.

Protective equipment will be checked regularly to ensure that it will give the level of protection required.

Failure to use protective equipment provided will be dealt with within the suitable part of the Company's disciplinary procedure.

## **3. MISCELLANEOUS**

### **3.1 CONTROL OF CONTRACTORS**

When outside organisations or individuals are contracted by the Company to undertake work on Company premises and/or equipment, the Company will ensure that:

- the contractor is competent for the work requested of them
- the contractor is provided with all necessary information about the premises or activities required to enable them to carry out the work safely
- the contractor does not undertake any work in such a manner as to create a risk to Company employees or themselves
- the contractor does not by their action or omissions cause the Company to fail in their statutory obligations
- all contractors must sign the visitors' book to conform to evacuation procedures
- the contractor is requested to provide a method statement and risk assessment

### **3.2 BREACHES OF SAFETY RULES**

Any breach will be dealt with under the Company's disciplinary procedure.

### **3.3 HIV (HUMAN IMMUNODEFICIENCY VIRUS) AND AIDS (ACQUIRED IMMUNO-DEFICIENCY SYNDROME)**

Newlyn is cognisant that the potential risk of infection by HIV in the workplace is extremely low yet also understands that certain employees may remain concerned (predominantly because of the amount of incorrect information in circulation).

Newlyn will ensure that staff receive accurate information concerning HIV and AIDS, and especially concerning the different ways of contracting the virus and the nature of it. Such information will be updated regularly and available from Human Resources.

With regard to concerns over HIV and Aids, Newlyn will operate a Health and Safety procedure which includes regular replenishment of items used in the First Aid Kits. All staff will be made aware of Health and Safety approved procedures when dealing with spillage of body fluids and how to use equipment provided for dealing with these matters.

### **3.4 DRINKING AND DRUGS ABUSE**

Newlyn operates a zero tolerance attitude to alcohol and substance abuse in the workplace (this includes enforcement agents and debt recovery officers attending debtors away from the office). Such abuse will be considered as gross misconduct. However; whilst the Company realises the practical difficulties sometimes involved in detecting such problems; management will encourage and assist any employee in accepting voluntary treatment. Any employee who comes to the adverse attention of a supervisor because of their disciplinary record or work performance, where alcoholism or addiction is attributed to be the cause, will be treated in a fair and sympathetic manner and their conduct will be considered compassionately in the light of their condition. Particular attention will be paid to past record and ability.

Any leave taken by an employee undertaking a course of preventative or rehabilitation treatment will be recognised as sick leave and allowances made for this provision.

The Company will constantly monitor and update its procedures for dealing with such cases in the belief that such assistance is for the long-term benefit of all concerned.

### 3.5 DISTRIBUTION AND AVAILABILITY OF POLICY AND PROCEDURE DOCUMENTS

Policy and Procedure documents will be distributed by the Health and Safety Representatives to relevant staff as soon as they are adopted. Leaflets and advice relating to Health and Safety will be available from the Health and Safety Representative at each site and from Human Resources.

It will be the responsibility of **all managers** to be aware of Company Health and Safety Policy and Procedure documents relating to their areas of work and to ensure that their reports are issued with relevant policy and procedure documents and updates, paying particular attention to new staff on induction. Health and Safety Representatives must ensure and that policy and procedure documents are kept for easy reference within their areas of work/site.

The **Health and Safety Law poster** will be displayed near the notice boards.

It will be the responsibility of the Health and Safety Manager at each site to ensure these are kept updated.

### 3.6 PROFESSIONAL CONSULTANTS

Newlyn employs the services of Firecrest Business Solutions to administer and audit the Company's ISO 9001 Quality Management and its ISO 14001 Environmental Systems.

As part of this control, Firecrest Business Solutions provides external Health and Safety checks where systems are subject to the Quality Policy and are able to provide the Company with assistance in these matters.

Certain aspects of Health and Safety procedures will be subject to ISO 9001 audit.

### 3.7 RESPONSIBILITIES FOR HEALTH AND SAFETY PRACTICES

Refer to the Health and Safety organisation chart for named persons looking after the Health and Safety facilities at each site.

- Overall and final responsibility for Health and Safety resides with the Managing and Operations Director
- Day to day responsibility for ensuring the Policy is put into practice lies with Human Resources Manager (Health and Safety Representative based at South Harrow office)
- To ensure Health and Safety standards are maintained/improved, responsibility lies with the Health and Safety Representatives at each site.

### 3.8 CONSULTATION WITH EMPLOYEES

It will be the responsibility of **all employees** to report any practices which they deem to be unsafe and/or any potential hazards. Knowledge of this responsibility is transferred during induction and training sessions.

Employees will be consulted on health and safety practices and issues in writing (by means of email, handouts and/or notices on the main boards).

### **3.9 COMPETENCY FOR TASKS AND TRAINING**

Induction training for Health and Safety will be conducted by the Health and Safety Representatives.

Job specific training will be provided by the Northampton training officer for contact centre staff, and by team leaders for enforcement agents and debt recovery officers. Departmental managers will cover all other staff.

Collection staff who visit debtor premises require Health and Safety training relating to violence and risks from substance hazards, including asbestos awareness, driving and stress.

Supervision of younger workers/trainees will be arranged/undertaken/monitored by their immediate supervisors in conjunction with the HR Manager. The nominated supervisor will be responsible for ensuring that employees working at these locations (i.e. Enforcement Agents) under the control of other employers are given relevant Health and Safety information.

Training materials will be kept in the training room at Northampton and by the HR department at South Harrow.

Training will be identified, arranged and monitored by the employee's immediate Manager and Human Resources Manager.

### **3.10 ACCIDENTS, FIRST AID, AND WORK-RELATED ILL HEALTH**

Refer to the Health and Safety organisation chart for named persons with various Health and Safety responsibilities.

Pro-active health observation will be required for employees working continuously with VDUs, for enforcement agents, Debt Recovery Officers and for drivers. Regular checks will be carried out by the Health and Safety Representatives and records will be kept by Human Resources at South Harrow.

The first aid boxes and accident books will be kept:

- in the kitchen at South Harrow
- in the IT department at Northampton

Health and Safety Representatives are responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority.

### **3.11 MANAGEMENT OF OCCUPATIONAL STRESS**

Newlyn fully recognise their legal obligation around occupational stress by taking steps to reduce the risk of staff experiencing stress, and by supporting those who do encounter stress.

The company carry out risk assessments on the jobs which are considered to be the most stressful and offer counselling for staff.

The company use BHSF Group for occupational health assessments and issues.

Staff are also issued with 'confidential support' cards which they may use for 24 hour advice/counselling

## **4. DEFINITIONS**

### **Acts**

The Health and Safety at Work Act 1974

The Fire Precautions Act 1971

### **Regulations**

The Management of Health and Safety at Work Regulations 1999

The Health and Safety (Consultation with Employees) Regulations 1996

The Employers' Liability (Compulsory Insurance) Regulations 1998

The Regulatory Reform (Fire Safety) Order 2005 & subordinate provisions order 2006

The Workplace (Health, Safety and Welfare) Regulations 1992

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

### **Other Regulations**

The Manual Handling Operations Regulations 1992

The Electricity at Work Regulations 1989 (including portable appliance testing [PAT])

The Health and Safety (First Aid) Regulations 2013

The Control of Substances Hazardous to Health Regulations 2002 (COSHH)

The Display Screen Equipment Regulations 1992 (DSE)

The Control of Asbestos Regulations 2012

The Personal Protective Equipment at Work Regulations 1992 and 2002 (PPE)

The Transport of Dangerous Goods (Safety Advisers) Regulations 1999

The Lifting Operations and Lifting Equipment Regulations 1998

The Provision and Use of Work Equipment Regulations 1998

The Health and Safety (Safety Signs and Signals) Regulations 1996

Control of Asbestos at Work regulations 2012