



# CIDORI

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# Health & Safety Policy



## Policy Statement

The purpose of this Gateway Managed Services (GMS) Health & Safety (H&S) Policy is to define standards and procedures through which the Company can achieve its objective of providing a healthy and safe working environment. While the Company management is responsible for all aspects of keeping everyone healthy and safe, it must be noted that every one of our staff and visitors to the various sites is accountable for their own health and safety and that of others. The policy includes a description of individual responsibilities, standards, and procedures applicable to all Company locations and other places used by the Company.

## Links to company values

This policy is intricately linked with Company Safeguarding as both have the specific aim of keeping everyone safe and well.

## Actions

It is the responsibility for everyone connected with GMS to be aware of this policy and adhere to its content to ensure both their own and others Health, Safety and wellbeing.

- Keep this document as a workshop manual. The entire contents may not relate to your specific role so take note of what you need to.
- Copy and save sections to your own files.
- If you think that there may be information missing that your area of work is required to have or that you feel should have been included, please contact the HR Manager.



# Policy

## Health & Safety Policy Statement

**Important: This Policy must be read and all references that relate to location of work or use of vehicles for work purposes should be understood in the context of the following related HR Policies:**

**HR POL 1: Driving for work**

**HR POL 19: Homeworking**

GMS Directors have a legal responsibility for the health and safety of staff, learners and others affected by the Company's activities and believe that health, safety, and welfare of all those affected by our activities including our employees, learners and visitors and contractors is paramount.

We are committed to keeping everyone on our premises and/or affected by our activities safe, by promoting high standards of health, safety, and welfare management on all of our sites. We strive to ensure that we continue to improve our systems and comply with the Health and Safety at Work Act 1974 and associated legislation.

In order to achieve and maintain a successful health and safety management system within the Company we will:

- Constantly work towards improving the health, safety, and welfare culture at all levels by promoting health and safety awareness to all;
- Provide and maintain a safe and healthy environment for employees, learners and visitors as far as is practicable;
- Ensure compliance with all relevant legal duties in respect of health and safety legislation and guidance;
- Ensure that everyone is aware of their health and safety responsibilities;
- Implement systems to prevent injuries and ill health;
- Provide information, instruction and training for all employees, and where appropriate learners, in relation to the work/study being undertaken;
- Consider the responsibilities, ability, language skills and literacy of the staff or learners being trained;
- Provide adequate resources for planning, provision and maintenance of safe working conditions and a safe system of work;
- Maintain an appropriate organizational structure and culture to ensure the appropriate systems are in place for the management, monitoring and auditing of health and safety performance and procedures;
- Ensure that the operation and maintenance of plant and equipment is safe and without risk, as far as is practicable;
- Continue to seek improvements in systems in order to promote health and safety in all areas of the Company's activities;
- Consult and communicate with all on health and safety matters;

- Promote an environment where employees, learners and visitors understand their responsibilities.
- Ensure that a satisfactory system is maintained for reporting, collating, analysing, and presenting information on accidents, incidents, and sickness at work in order to facilitate all necessary investigative and corrective action;
- Arrange for medical advice to be provided on any aspect of health at work including the rehabilitation of employees returning to work following illness or injury;
- Provide suitable and sufficient resources to ensure the safe undertaking of both work and learning at the Company.

Health & Safety responsibilities are included in Job Descriptions, as appropriate to each post. In addition, all employees, learners, visitors, contractors, and others on Company premises have a duty to take reasonable care of themselves and all other persons who may be affected by what they do or fail to do.

At the same time there is a responsibility on each of you to perform your duties and conduct yourself in such a way that the health and safety of you and of others is safeguarded. We must all maintain a working environment where the health and physical safety of everyone is assured. Each of us has a part to play in achieving this. Every member of staff, who manages or directly supervises the work of others is responsible for their health and safety and must make sure that both colleagues and learners understand what they must do to ensure their own safety and the safety of others.

GMS Directors are committed to this Policy Statement and to the implementation and maintenance of the highest standards of health, safety, and welfare across all the Company locations.

We expect every member of the Company to share this commitment and to work together to achieve it.

## **Effective Health, Safety & Environment Management**

Improvements in health, safety and environment come when management of these activities is fully integrated into the general working systems of the Company. Therefore, all Managers, and employees should be aware of the Health and Safety activities and requirements of all individual tasks and activities undertaken on a daily basis.

The Health, Safety Policy gives clear guidance with regards to responsibilities for, and identifies the steps necessary in the development of successful systems for the management of health, safety, and security in that it:

- Sets out clear and effective arrangements
- Emphasises how the effective organisation of staff resources is necessary to implement the policy
- Emphasises the need for ownership at all levels in the business
- Highlights the need for the competency of employees at all levels
- Highlights the need for planning and setting appropriate safety standards to assess risks
- Identifies the need to measure & review performance

# Health & Safety Duties & Responsibilities

## Directors' Responsibilities

The Directors have responsibility for ensuring that sufficient resources are made available to meet the demands made on the Company to ensure that it complies with its obligations under health, safety, and welfare legislation.

## The Senior Leadership Team (SLT)

The Executive Leadership Group members have a devolved responsibility and authority for health and safety within their own areas of responsibility and have a duty to support the Directorate to ensure GMS is a safe and healthy place to work in and visit.

They also have a responsibility to ensure that all health and safety issues are communicated to their staff, Learners, and all users of the various sites. To provide sufficient funding, resources, time, and trained persons to support the above, and to support their health and safety representatives.

## Managers & Team Leaders

Have the responsibility for the safety, health, and welfare of those in their areas and manage this by:

- Producing their own Health and Safety plan for their respective areas.
- Attending training course(s) when required, to enhance their management of health and safety.
- Where necessary, identify, make recommendations for, or conduct, improvements or modifications ensuring a comprehensive system of risk assessment is in place.
- Ensure there are enough trained and competent persons within their areas of responsibility to conduct risk assessments.
- Ensure that their subordinates understand and implement the Company safety policy.
- Give Health & Safety equal priority with their other management functions and ensure that it is part of assessments of performance of their area of responsibility.
- Make sure that the regular audits and meetings are used to monitor the implementation of the Company policy within their areas of responsibility, with Health and Safety being an agenda item on all relevant meetings.
- Ensure that training/work instructions include safe systems of work, are in writing and adhered to. This will require close monitoring and further development if a need is shown.
- Ensure that people in their department understand and abide by the Permit to Work procedure when there is a requirement for them to do so.
- Set a good example to the rest of their staff to show them the commitment to having a healthy and safe work environment.

## Human Resources

GMS HR function will ensure satisfactory arrangements for the provision of advice on welfare matters exist as follows:

- Plan for adequate training support to ensure employees are trained to carry out their responsibilities and that this training is documented.
- Ensure that adequate and up to-date information is communicated to all staff through the Company handbook.
- Manage the Occupational Health support provided to staff.
- Implement and maintain the Company Drug and Alcohol policy. Ensure that adequate arrangements exist, and budget is in place to support the D&A policy.
- Implement and maintain a Company Communication policy.
- Advise and formulate adequate policies and standards on occupational health and other related issues.

The Directors appoint Human Resources to support managers to develop adequate arrangements for all matters relating to health, safety, fire, and environment that exist throughout the Company. Duties within the HR function are as follows:

- Prepare with GMS Directors a current written statement of general policy on health, safety and welfare matters and monitor and revise, as necessary.
- Advise the Senior Managers when it is necessary to change statement of Policy and implement these when approved.
- Ensure that the GMS Statement of Health and Safety Policy is brought to the notice of all employees.
- Keep senior management aware of the Company's performance and what actions are necessary to maintain high standards within health and safety.
- Keep senior management informed on Company activities which may affect the environment or local communities in which the Company operates.
- Ensure there is ample provision of advice on health, safety, environment, and fire matters within GMS.
- Ensure that regular health and safety meetings are held with the objective of monitoring all health, safety, and welfare matters by departments within the Company.
- Ensure, with those responsible, that all equipment installed or used on sites complies with all current Health & Safety regulations.
- Ensure that when required Safe Systems of Work are identified, issued in writing, and adhered to.
- Represent the Company in matters involving outside bodies such as Health & Safety Executive (HSE), Enforcement Officers and others.
- Provide advice and information across the organisation on health and safety issues and relevant legislation, attending when required external meetings to keep knowledge updated.
- Conduct and follow up planned health and safety audits with the responsible managers to ensure safety standards are met.
- Monitor and maintain accident report with follow-up action identified and follow up when required by sending notifiable accidents to H.S.E.

- To report accident statistics, near misses and key trends to Company management when required and make appropriate recommendations where necessary.
- Keep the centrally held controlled copy of the Company Health & Safety manual and maintain it with necessary amendments.
- To be responsible for managing first aid resources, both in terms of Qualified First Aiders and equipment.
- Ensure that contractors, sub-contractors, and visitors to the Company premises adhere to the Health and Safety Policy.
- Ensure that the Company fulfils its responsibilities laid down in fire regulations

## **Departmental Health & Safety**

Each business section should have regular staff meetings, the purpose of which is to allow both managers and staff to discuss and deal with internal departmental H & S issues, specific to their area of responsibility. This involves the following actions:

- Plan what issues are to be placed on the meeting agenda
- Plan internal H&S inspections of their areas
- Plan review of risk assessments
- Assist managers in producing their own H&S plan
- Get feedback on audits conducted
- Discuss new and revised legislation that will affect them
- Upgrade if required the COSHH register
- Review Emergency Evacuation issues

### **Employees**

Employees have a duty and responsibility to:

- Co-operate with the Company in all health, safety, and environmental matters
- Have regard to your own safety and the safety of others
- Consider the health and safety aspects of each operation you undertake and give thought to how it might affect yourself and others
- Use the correct tools and equipment for the job and follow defined work systems/instructions
- Report to their manager any defects or hazards in any plant, materials, or current work systems of any assistance you require in discharging your health and safety obligations
- Refrain from horseplay or careless behaviour and from abusing welfare facilities provided
- Comply with Company health and safety rules and all statutory requirements including the use of protective clothing where it is required to be worn. Work safely at all times and if a defect occurs in equipment, protective clothing or safety devices report it to their manager immediately
- If the safety aspects of an operation or work system give cause for concern, cease work, and seek assistance from their manager, supervisor, or team leader

- Not to interfere with any equipment provided in the interest of Health & Safety
- Become familiar with the Fire Procedures. Ensure you know the locations of Fire Points, Fire Exits and your Assembly Point
- Report any potential fire hazards to your line manager immediately
- Do not remove any fire extinguisher unless absolutely necessary
- Take responsibility for visitors and contractors who you may be accompanying or working with

### **Learners**

Learners and other Company visitors have exactly the same responsibilities as those shown for employees above.

## **Communication of Health and Safety issues within GMS**

The communication of information is vital to ensuring that everyone has knowledge of and understands health and safety issues that are important to them. This applies equally to Learners, Visitors and Contractors as well as staff.

The main methods for communicating information to staff will be via training, Departmental meetings or via Company Newsletter.

## **General Safety Arrangements**

This section gives a brief description of the safety arrangements that are in place in GMS and is intended to help those using the file by guiding them to where further information can be obtained.

### **Accident / Incident / Near miss reporting**

Accident/Incident & Near Miss reporting/investigation in the event of anything but the most minor incident is both a statutory requirement and essential to determine cause and effect. By determining what took place, it is sometimes possible to put into place remedial actions to improve health and safety for staff, guests, and other visitors. It is therefore vital that 'Near-Miss' incidents are logged and investigated in the same manner as an actual accident.

### **Animals on the Company premises**

It is the policy of GMS that the only animals allowed onto its sites are animals trained to assist a person with a disability e.g., guide or hearing dogs.

### **Blood Borne Pathogens and Human Body Fluids**

Given the potential for infection from human body fluids, care is to always be exercised when dealing with incidents relating to people cutting themselves or coming into contact with other body fluids.

Personal Hygiene is always the best defence against infection, plus training and use of the correct materials when dealing with incidents.

See also GMS Covid-19 Company Policy.

### **Company vehicles and driving (see above ref to: HR POL 1)**

Company vehicles include all vehicles either held for work use or those used by staff on business use.

All vehicles must be maintained to a standard of safety that would if required allow them to achieve the requirement of a MOT.

All drivers of GMS vehicles must conform to the law at all times and have full driving licenses, which are valid for the intended tasks.

### **Control of Substances Hazardous to Health (COSHH)**

Hazardous substances cover virtually all substances including preparations, capable of causing an adverse health effect or disease arising from work activities. The Control of Substances Hazardous to Health Regulations 2002 (as amended), is the legislation to be followed in the use of, storage, handling and controls required.

### **Confined Spaces**

A confined space can be any enclosed space where there is a reasonably foreseeable risk associated with it, in most cases where there is only one entrance and exit to it. While the service areas at the rear of the toilet facilities can be classed as confined spaces there is extremely low risk associated with working in them. Principle examples of high-risk locations are lift motor rooms, plant rooms and pits.

### **Corporate Health and Safety Audits and Inspections**

Safety Inspections are part of an overall workplace inspection program that includes, daily visual inspections, housekeeping checks, ad-hoc checks, and the formal workplace safety inspection. The Audit/Inspection covers physical checks of the location, looking at all risk assessments and any other relevant management system paperwork.

### **Display Screen Equipment (DSE)**

All staff using DSE as part of their daily work routine must have a Workstation or DSE assessment conducted. This will occur for all new staff, when equipment is replaced or there are changes made to the current workstation.

Some staff will (due to the continuous use of DSE) be classed as Users and will be entitled to a free eye test and if the results indicate reimbursement of cost towards spectacles if they are for DSE use only.

## **Drugs and Alcohol Policy**

GMS has strict guidelines on the use of all drugs except those supplied for medical purpose even when they are taken outside of work. Drinking alcohol while at work is also not allowed unless senior managers give special dispensation. Both offenses will result in disciplinary action, with the severest being instant dismissal.

HR is responsible for the policy relating to drugs and alcohol and has the right for the Policy to be amended or changed in the light of new legislation or legal requirements.

See separate GMS Drugs & Alcohol Policy.

## **Electrical Installations and Portable Appliance Testing (PAT)**

The Company has a duty under legislation to test for the safe use of all electrical items it holds. This can extend to electrical items brought onto site by staff and Learners.

An external company shall be responsible for undertaking PAT testing of equipment annually and produce a register of all electrical items and dates of re-testing.

Any electrical items that are missed during the annual check or follow-up tests must be reported immediately so they can be checked.

## **Environmental Services**

The office manager is responsible for ensuring the cleaning of all locations of the Company, this includes contract cleaners who conduct building cleaning. The office manager should be informed if the cleaning regime fails in anyway.

## **First Aid**

The First Aid at Work Regulations 1981 lays down specific duties on an employer to provide first aid cover for employees, this duty is extended to cover Learners and other visitors to the Company.

The number of First Aiders and provision of a first aid facility are decided upon as a result of risk assessment, to determine requirements.

The Company currently has a number of fully certified first aiders. Occupational Health is accessed through the Human Resources department.



## **Fire**

Fire is one of the most significant dangers the Company can face, with the possibility of causing death, injury, property damage and long-term disturbance to the Company.

The Company therefore conducts Fire Risk Assessments on all its properties, training of staff and, when possible, Learners in fire awareness and fire warden duties. This is backed up by planned fire evacuation drills on a regular basis and consultation with emergency services.

## **Flammable Substances**

All flammable substances must be kept to a limited amount and stored in the correct type of containers. These containers should be stored (except when in use) in appropriate lockers or areas away from unauthorised usage. These containers must be correctly labelled and signed to show the content of the lockers or storage area containing flammable items.

## **Home working (See HR POL 19 and reference above)**

Working from home for any reason is a privilege granted by Company managers to staff, when the arrangements suit both parties involved. Strict safety rules must be involved as for the purposes of the legislation the home becomes a Company workplace, without some of the constraints normally imposed such as physical inspections etc.

## **Housekeeping**

One of the greatest causes of accidents in the workplace and fires is poor/bad housekeeping. Build-up of rubbish can provide slip, trip hazards, fuel for potential fires, the chance that objects can collapse onto persons and in the event of foodstuffs attract rodents.

Good housekeeping ensures that none of the above can occur since it frees up space and ensures that vital escape routes can be used at all times, it also creates a culture of wanting to be rubbish free.



# **Health and Safety Executive (HSE) & Environmental Health Officer (HEO)**

The Company has two enforcing agencies for Health and Safety at Work. The Health and Safety Executive (HSE), who are responsible for dealing with serious incidents, plus the local council's Environmental Health Office (EHO), who are responsible for all other health and safety issues including food hygiene.

While the HSE has seniority, both have equal powers in their different areas of concern. The main duty of both the HSE and the EHO is to firstly advise the Company how to operate in a safe and healthy manner and to seek improvement should a work system be unsafe. They have the power to order an unsafe work system to be stopped or shut down until improvements have been made to their satisfaction.

## **Manual Handling and Safe Movement of loads**

Safe lifting and handling are essential for all the Company's personnel, as a large part of their daily tasks involves lifting and handling of objects. It is therefore essential that any member of staff involved with lifting and moving, must undertake a short workshop to be shown the correct method of lifting and handling objects and the possible hazards involved.

## **Management of H&S at Work**

The Management of Health and Safety to the highest standards possible is the aim of the management team at all levels.

## **New Employees**

It is the policy of the Company to ensure, as far as is reasonably practicable, the health and safety of its employees. The Company also recognises it has a duty to provide adequate training and information to achieve this aim.

New employees can be particularly vulnerable to workplace hazards owing to the unfamiliarity of the environment. Therefore, all new employees are required to complete a pre-employment health Questionnaire as part of their initial acceptance of employment.

## **Noise**

There are very few work practices taking place in the Company that require hearing protection, these will be assessed by risk assessment and appropriate action taken.

## **Personal Protective Equipment (PPE)**

The Company provides free of Charge to staff items of protective equipment, when a risk assessment indicates that it must be provided to ensure the safety of persons. It must be noted that the provision of PPE is always a last resort after other means of protection has been investigated and rejected. All PPE must be suitable for its intended use and fits the person it has been issued to.

## **Personal Safety**

The personal safety of our staff, Learners and those visiting the Company is our prime concern.

Staff should not become involved in a physical incident or fracas if at all possible but should call for help/back up and keep a distance between themselves and the other person(s) involved in the disturbance.

## **New and Expectant Mothers**

The Company accepts its duties to members of its workforce who are pregnant or breastfeeding, which are laid down in the Management of Health and Safety at Work Regulations 1999.

## **Purchase of equipment**

The Company will always purchase equipment that is approved to relevant standards.



# Risk Assessment

The brief stages of risk assessment are:

- Detailed breakdown of each job/area - a step-by-step analysis of hazards
- Consideration of hazards and evaluating the risks at each stage
- Deciding on control measures (implementation of a Safe System of work) if required
- Formally recording all findings and recommendations
- Monitoring & periodic Review
- Continuous improvement, feedback, and revision

The risk assessment is essential to ensure that a safe system for the work has been considered and guidelines produced. This shows a brief description of the job and the control measures that are employed at each stage to make the job safer.

## Safe Systems of Work

The Company's best interests are served by reducing the costs due to injury and ill health by ensuring safe systems of work are in operation.

Each department will have in place a representative with health & safety responsibility for their area. (See Health & Safety Organization). Their role is to identify work hazards by monitoring the conducting risk assessment and assist managers to reduce risks as far as reasonably practicable. Where some hazard remains, a safe system of work will be employed.

## Slips, Trips and Falls

Slips, Trips and Falls are the biggest cause of accidents in the workplace and the Company will ensure that all walking surfaces are kept as safe as possible by the following actions:

- Ensuring walkways are kept clear of slippery substances
- That any surface on which substances are split are suitably marked by warning signage and cleaned up as soon as it is reasonably practicable
- Any area that cannot be cleaned in a reasonable time period is suitably cordoned off
- That pathways in the event of snow and ice are cleared and gritted as soon as it is reasonably practicable
- That all reasonable steps are taken at all times to ensure safety of all on all walkways, paths, and other walking surfaces

## **Smoking Policy**

The Company currently has clear designated areas for smoking in order to comply with current legislation. This may change in the light of future changes in policy. HR is responsible for any changes introduced.

## **Special Needs**

The Company is aware of its duties under the Disability Discrimination Act and looks to ensure that any employee, Learner, or visitor with special needs is accommodated as much as is reasonably practicable. It is also aware that employees, who through accident or medical condition may need to be reassessed to ensure the work on offer is still safe for them to undertake.

## **Training**

There is in place a comprehensive H&S Training program designed to cover all aspects of H&S at all levels, this is supported by every new employee getting an overview of H&S and fire action.

## **Visitors**

The Company accepts responsibility for the health and safety of visitors affected by the normal business of the Company. The Company also has concern for the health and safety of its employees who could be affected by the actions or omissions of visitors. Accordingly, the following arrangements have been made:

- The person being visited accepts a duty to safeguard the visitor's health and safety as far as is reasonably practicable.
- All staff being visited must ensure that their respective visitor wears their pass in a conspicuous position at all times while on Company premises.
- All passes must be returned to the reception as soon as the visitor leaves.

## **Workplace and Welfare**

GMS complies with all the requirements of the Workplace (Health, Safety & Welfare) Regulations by providing, safe working environments, changing facilities, drinking water and toilet facilities.