



CENTRAL POLICY

No. H3

**HEALTH AND SAFETY POLICY (INCLUDING
INCIDENT AND ACCIDENT REPORTING)**

PLEASE DESTROY ALL PREVIOUS ISSUES

Health & Safety Policy Statement

It is the Policy of Amicus ITS Limited

- to accept its responsibilities in accordance with the Health and Safety at Work Act (1974) as an employer and seek to provide safe and healthy working conditions in co-operation with its employees. Management shall consult with staff on health and safety matters and establish formal machinery for this purpose
- it is the policy of Amicus ITS Limited to ensure so far as is reasonably practicable, the health, safety and welfare of all of the employees working for the company or other persons who may be affected by our undertakings
- that the Managing Director will be responsible, and hold overall authority, for the Health and Safety Policy. The Managing Director will not normally be involved in day-to-day health and safety situations, but will be responsible for reporting such matters to the Executive Board when appropriate and for ensuring that the Human Resources Manager, together with all managers take action to promote health and safety
- the Company will ensure a systematic approach to identifying hazards, assessing the risk, determining suitable and sufficient control measures and informing employees of the correct procedure and appropriate information, instruction, training and supervision is given that clearly set out general provisions specific to facilitate understanding of responsibilities and activities relating to health and safety matters
- that all employees of Amicus ITS Limited shall be made aware of this policy and its general provision and understand their responsibilities, in terms of health and safety to themselves and to others with whom they work
- to ensure contractors working at Amicus ITS Limited premises comply with the working regulations, which will be made clear to them when they tender for work and they conform to Amicus ITS' safety standards

Signed

A handwritten signature in black ink, appearing to read 'S Jackson', is written over a horizontal dotted line. The signature is contained within a rectangular box.

1st October 2009

Steve Jackson, Managing Director

A signed copy of the Company statement can be found on the notice board in the kitchen

Environmental Statement

Like any responsible organisation, Amicus ITS Limited recognises that in delivering services, its sites and vehicles may have adverse impacts on the environment. In order to address this issue Amicus ITS Limited will work towards developing an environmental management system (EMS). Responsibility for environmental issues rests with the senior management board.

This policy statement provides a 'statement of intent' committing Amicus ITS Limited to develop its environmental performance via an integrated approach based on the principle of continuous improvement.

Amicus ITS Limited will establish sound environmental management by:-

- meeting or improving upon relevant legislative, regulatory and environmental codes of practice
- developing objectives that target environmental improvements, monitoring performance by regular reviews
- considering any environmental issues in forward decision-making process
- developing a relationship with suppliers and contractors so that we all recognise our environmental responsibilities.

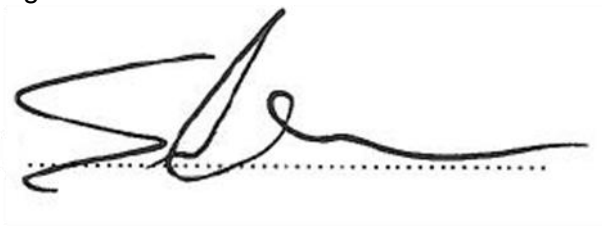
Staff Education:-

- Amicus ITS Limited is committed to a policy of educating, training and motivating staff to work in an environmentally responsible manner by promoting minimal waste by recycling and only printing documents when it is essential
- to play a full part in developing new ideas and initiatives, the organisation is committed to communicating with staff about environmentally sound practices
- Senior Management will promote the efficient use of resources, energy and fuel throughout the Company's organisation.

Co-Operate with:-

- the communities in which we operate
- the government, regulatory bodies and other interested parties meeting all relevant current and foreseen statutory regulations and official codes of practice.

Signed

A handwritten signature in black ink, appearing to read 'S Jackson', written over a horizontal dotted line. The signature is fluid and cursive.

1st October 2009

Steve Jackson, Managing Director

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PROCEDURE

1. INTRODUCTION

The Health and Safety at Work Act 1974 and Management of Health and Safety at Work Regulations 1992 are designed to ensure, so far as is reasonably practicable, safe and healthy working conditions, equipment and systems of work. The Act clearly places responsibility on all employees regarding health and safety matters including both staff and management.

2. EMPLOYERS RESPONSIBILITIES

2.1 The employer has general responsibilities, so far as is reasonably practicable to:

2.1.1 provide, and maintain equipment and systems of work which are safe and without risks to health,

2.1.2 ensure that methods of using, handling, or storing equipment are without risk to health,

2.1.3 provide information, instruction, training and supervision, which will ensure that health and safety of employees, with particular regard to the introduction of new technology,

2.1.4 maintain a safe workplace with means of access and exit, including adequate emergency exits,

2.1.5 provide a safe and healthy working environment in the workplace,

2.1.6 provide adequate welfare facilities, including protective clothing where appropriate,

2.1.7 provide health and safety information and training to temporary workers and contractors who may be working in the premises.

3. MANAGERS' RESPONSIBILITIES

The prime responsibility for ensuring the health, safety and welfare of employees rests with managers. Managers have the day-to-day responsibility for ensuring that their staff work in a "safe" and "healthy" environment by:

3.1 ensuring that the overall arrangements for the management of health, safety and risk management performance are in place and communicated to staff,

- 3.2 ensuring risk assessment, control, monitoring, audit and evaluation of all health and safety in their areas of responsibility is undertaken as part of their day to day management,
- 3.3 monitoring and reviewing safety performance,
- 3.4 ensuring staff are aware of all health and safety aspects of their work.

4. EMPLOYEES' RESPONSIBILITIES

To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work by:

- 4.1 co-operating with Amicus ITS Limited, so far as necessary to enable management to carry out its legal duties relating to health and safety matters,
- 4.2 not intentionally or recklessly interfering with anything provided for use in the interests of health and safety,
- 4.3 by remedying and/or reporting any hazard or unsafe working practice in the immediate working area to the appropriate supervisor or manager,
- 4.4 always follow safety rules, avoid improvisation and comply with the health and safety policy,
- 4.5 only carry out work which they are qualified to undertake,
- 4.6 never block emergency escape routes,
- 4.7 following Amicus ITS' Out-Of-hours Procedure (See Appendix 1)
- 4.8 utilise all items that are provided for safety and comply with all safety instructions.

5. THE ROLE OF THE HEALTH AND SAFETY ADVISER

Amicus ITS Limited will designate an adviser to act as a liaison link between the various departments and safety specialists, e.g. Fire Prevention Officer, and as the focus of information on safety matters. The duties of the H&S Adviser will include:

- 5.1 reviewing and co-ordinating the implementation of the Health and Safety Policy of Amicus ITS Limited,
- 5.2 acting as a centre of knowledge about the formal implications of the Act, from whom managers can seek advice,

- 5.3 distributing guidance documents from the Health and Safety Executive (HSE) to relevant managers,
- 5.4 organising, in conjunction with the Training Department necessary safety training,
- 5.5 where necessary, liaising with Amicus ITS' Occupational Health Consultant,
- 5.6 undertake regular assessments to identify levels of risk,
- 5.7 identify regular users of VDUs, perform ergonomic assessment and vision screening during employment at appropriate intervals as requested by staff, or where a problem arises that is brought to the attention of the H&S Adviser.
- 5.8 Informing the HSE of any reportable occurrences.

6. INFORMATION FOR EMPLOYEES

Information regarding health and safety law is provided in a number of ways and are as follows:-

- 6.1 the approved poster "Health and Safety Law – What You Should Know" is displayed on the kitchen notice board. This poster will always be kept in a legible condition with the address of the local enforcing authority,
- 6.2 general safety posters are displayed around the premises along with any specific safety rules that are required to be followed,
- 6.3 Management and employees have access to the health and safety general policy that contains all relevant information with regard to recording and monitoring.

7. JOINT CONSULTATION

The Health and Safety (Consultation with Employees) Regulation 1996 requires all employers to consult with employees.

- 7.1 the consultation will be carried out directly with the employees,
- 7.2 employees are encouraged to report any potential hazards to the Health and Safety Adviser.

8. THE ROLE OF HUMAN RESOURCES

The Human Resources department has responsibility for:

- 8.1 liaising with Amicus ITS Limited's' Occupation Health Consultant in situations where a referral of a staff member is required,
- 8.2 assisting in the resolution of inter-departmental problems on safety matters,
- 8.3 ensuring that pregnant workers complete a workplace risk assessment form that should identify any risk to the mother or her unborn child in the working environment and bringing such risks to the attention of the H&S Adviser and the OH Consultant
- 8.4 ensuring the ongoing availability of an independent OH Consultant who may be approached by staff or management.

9. THE ROLE OF THE OCCUPATIONAL HEALTH CONSULTANT

The OH Consultant will ensure:

- 9.1 the provision of ongoing health surveillance for staff,
- 9.2 the provision of a service acting as a specialist source of information on occupational health in the context of the Health and Safety at Work Act 1974 and Management of Health and Safety Regulations 1992,
- 9.3 that where appropriate, assist in identifying regular users of VDUs, ergonomic assessment and vision screening at the start of employment and thereafter at appropriate intervals,
- 9.4 the OH Consultant will undertake a risk assessment for all women who become pregnant.

10. EYE TESTS

- 10.1 Amicus ITS Limited will undertake to pay for the cost of eye testing performed by an optician of an employee's choice.
- 10.1 The fee payable will be a maximum of £25:00. Payment for an eye test by Amicus ITS Limited may take place at no less than two yearly intervals.
- 10.3 In the event that an employee requires corrective appliances, Amicus ITS Limited will make a contribution where the corrective appliance is required solely for VDU work. The amount that may be reimbursed will be a maximum of £50 towards the cost of the corrective appliance.

11. TRAINING

Amicus ITS Limited recognises its duty to provide effective training programmes on a continuing basis for all levels of staff.

In order to ensure that all employees, whether with specific responsibilities for health and safety or not, are aware of the implications of the Regulations and of their own responsibilities in relation to them, the training provided will cover the following:

- 11.1 communicating Amicus ITS Limited's policy to employees,
- 11.2 ensuring that managers and staff are aware of and accept their responsibilities regarding health and safety matters. Wherever possible, these responsibilities should be incorporated into their job descriptions,
- 11.3 providing appropriate training on specific health and safety matters such as fire training, first aid training, identification of hazards, ensuring a safe environment for visitors and developing awareness of relevant legislation etc.,
- 11.4 management will ensure that all new employees undertake a thorough induction course on their first day of employment that will include relevant health and safety issues,
- 11.5 all training will be recorded and signed by the employee and will be retained on each individual employees personal file for future reference.

12. PROCEDURE FOR RECORDING NEAR MISS, ACCIDENTS AND DEATHS RESULTING FROM INJURY.

- 12.1 In the event of an accident occurring to a member of staff, whether or not it involves loss of working time, or injury, the manager shall ensure the appropriate Accident and Incident forms have been completed and a thorough investigation has taken place,
- 12.2 all accidents, potential accidents or incidents must be recorded on Amicus ITS Limited's Accident/Incident form, which are held at Head Office and at all other locations including Primary Care Centre sites. The person involved and their manager should complete the form as soon as possible after the occurrence. Copies of this form should be sent to the Human Resources Manager and Health & Safety Adviser,
- 12.3 the Health & Safety Adviser will inform the Health & Safety Executive within 24 hours of a reportable occurrence,
- 12.4 listed below are some examples of reportable accidents/incidents:-
 - 12.4.1 An accident resulting in death

- 12.4.2 An accident resulting in major injury, i.e. fracture, amputation, blindness.
- 12.4.3 Injury resulting in more than three days absence from work.
- 12.4.4 An explosion of any closed vessel.
- 12.4.5 An uncontrolled release of any substance that may cause damage to health.

12.5 Where an employee has died as a result of an accident or dangerous occurrence within a year of it occurring, the Managing Director must inform the Health & Safety Executive as soon as the MD is informed of the death. This applies even where the accident was not reportable when it originally occurred.

IF YOU ARE IN ANY DOUBT AT ALL ALWAYS REPORT AN INCIDENT

13. INTERNAL PROCEDURES FOR REPORTING ACCIDENTS AND HAZARDS.

In recognition of its duties under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985 (RIDDOR), Amicus ITS Limited has instituted a system for reporting accidents, diseases and dangerous occurrences to the Health and Safety Executive.

14. REPORTING ACCIDENTS IN AMICUS ITS LIMITED VEHICLES

It is a requirement that all staff using Amicus ITS Limited vehicles who become involved in an accident must report the accident to their line manager or the on call manager immediately. This is especially important where an Amicus ITS Limited passengers or driver may be injured.

The Accident reporting procedure should be followed in all cases.

15. NEAR MISS

Near misses are accidents that nearly happened, e.g., trailing cables or faulty equipment. These need to be reported so that action can be taken to put right and prevent an actual accident occurring.

16. CHILDREN

Staff should be aware that children, or any young relatives of staff, are not permitted on Amicus ITS Limited premises unless they are attending as patients, or accompanying parents or relatives who may be attending in that capacity themselves.

Staff experiencing difficulties with childcare should ensure they make adequate arrangements for the care of their children and must not bring their offspring into Amicus ITS Limited locations whilst working. The reason for this is one of Health and Safety so that Amicus ITS Limited does not in any way endanger the health or safety of children whilst on Amicus ITS Limited premises.

17. VISITORS

Under the Occupiers' Liability Act 1957 and 1984, and the management of Health and Safety at Work Regulations 1992, Amicus ITS Limited has a duty to ensure the safety of visitors on the Amicus ITS Limited premises. Amicus ITS Limited already ensures that all visitors sign in and out. This is good practice that must continue. Additionally, any incident or accident to a visitor must be recorded and the form signed by the visitor **before** they leave the premises.

Appendix 1

Out-Of-hours Procedure

Out-Of-Hours are defined as:

- *The hours outside of 09:00-17:30*
- *Weekends*
- *Bank Holidays*

All-staff, whether employed by Amicus ITS, Harmoni HS or a visitor/associate of either must follow this procedure at all times.

Any member of staff working Out-Of-Hours should inform a colleague both when they are leaving their workstation or returning to their workstation. This includes, but is not limited to: comfort breaks, smoking breaks, rest breaks etc

Staff should not use, unless in the event of an emergency, the main stairwell in Unit 1 (leading past Reception and on to the front-door).

- In the event that these stairs are to be used, the lights should be switched on before doing this. The light-switches are located behind the Reception Desk.

Staff should not enter Unit 1 at any time unless accompanied by a colleague.

They should instead use either the stairs leading from Unit 2 (RMC/CMC) to the Warehouse or the stairs leading from Unit 3 (Service Management Centre) leading to the Configuration Area.

Any member of staff who feels uncomfortable leaving the building for any reason whatsoever should contact a colleague to accompany them (e.g. walking to their car, for a smoking break etc)

In the event that a member of staff does not recognise a person on the premises, they should challenge the individual, but **only** if they feel safe to do so. If they do not feel able to make such a challenge, they should ask a colleague and they should do this together.

In the event that an individual is deemed as unauthorised, a member of the Out-Of-Hours teams should immediately dial the police on 999 and ask for assistance.

The Director-On-Call (available from a member of the Service Desk) should also be called and the incident raised via Amicus ITS' Incident procedure.

In the event that an individual / individuals attempt to gain access to the building, ID and a valid reason why they are not in possession of a working key-fob should be presented. Under NO circumstances should entry be given to anyone who does not meet the aforementioned criteria. For the avoidance of any doubt, the Director-On-Call should be contacted for permission to let the said individual/individuals in.

In the event that a member of staff requires medical attention, guidance should be taken from the on-site Harmoni Doctor. In the absence of the Doctor, 999 should be called immediately. The Director-On-Call should then be contacted.

In the event that it is necessary to evacuate the building, the Out-Of-Hours evacuation Procedure should be followed. This can be found within Amicus ITS' Fire Policy and which you should familiarise yourself with.