

## Health and safety policy

### General statement

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The Managing Director of TWL Voice and Data Ltd recognises and accepts the company's responsibility and duties under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1992, as an employer, and a company falling within the requirements of the legislation.

The company will provide a safe and healthy workplace and so far as is reasonably practicable, no harm or ill health to employees, contractors or the general public will be caused by the work, working environment or other undertakings of the company.

The company also understands that continuous improvements in health and safety performance is essential and is the responsibilities of **all** employees, therefore undertakes to

- accept responsibility for health and safety at senior management level
- appoint a suitably competent person or people to be responsible for health and safety
- continuously review and improve health and safety performance
- provide employees with such information and instruction as may be necessary to ensure their health and safety at work
- make openly available this policy and the accompanying arrangements
- refer to sources of expert advice on an ongoing basis
- provide adequate funding for training and physical measures in relation to health and safety
- expect and demand support from all employees in achieving the objectives set out in this statement.

### Responsibilities

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TWL Voice and Data Ltd has appointed Tim Farr as a competent person who is considered to have adequate knowledge and has received suitable training and information to be responsible for health and safety within the company.

The **competent person** will constantly review health and safety performance for the company, liaise with all relevant parties and remain updated on any legislation which does or may in the future affect the company.

### Managing Director

Andrew Nicholson has overall responsibility for the implementation and monitoring of this policy and shall

- ensure that the health and safety policy is brought to the attention of all staff / clients
- ensure that responsibilities for safety and health are assigned, accepted and implemented by other staff
- plan for adequate staffing, finances and other resources to ensure safety
- ensure that Managers are conversant with the basic requirements

### **Management**

Have responsibility for implementing and cascading the contents of this policy across the company as a whole, in particular they will

- make themselves and others under their control aware of legislation relevant to their working practices
- ensure awareness and compliance with the policy with all staff under their control
- control the activities of contractors, users or the general public within company or clients premises.

### **Employees**

Have a responsibility under the Health and Safety at Work Act together with other relevant legislation, and shall

- take reasonable care for the health and safety of themselves and any person who may be affected by their acts or omissions at work
- co-operate with the company in meeting statutory requirements
- not interfere or misuse anything provided in the interest of health, safety or welfare
- make themselves aware of any safety rules, procedures or safe working practices applicable to their posts.

This policy and the accompanying arrangements (procedures) are a clear declaration of TWL Voice and Data Ltd's intention to provide safe and healthy working conditions and to ensure that so far as is reasonably practicable any work activity will not cause harm.

This policy will be reviewed periodically and where appropriate will be revised with the aim of recognising changes in working environments, improving health and safety standards or as required by changes in legislation.

Signed

Date

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**Managing Director**

## Health & safety arrangements

### 1 Office

All office facilities will be provided and maintained in accordance with the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Workplace (Health Safety and Welfare) Regulations 1992 and any other relevant legislation.

Measures to control the outbreak and spread of fire are covered in the emergency arrangements section.

All office equipment will be sited and maintained correctly and serviced in accordance with the manufacturer's recommendations. All staff required to use the office machinery will be given training and instruction in its use.

#### **Office welfare arrangements**

Include the provision of accommodation for staff to rest and eat meals together with toilet facilities and running/drinking water.

These facilities will be cleaned regularly and employees will be required to use them properly and ensure they are left clean and tidy and that good hygiene practices are observed.

### 2 Site

All work sites will be planned in accordance with the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Workplace (Health Safety and Welfare) Regulations 1992 together with any other relevant legislation.

All electrical equipment or installation will be in accordance with the IEE Regulations or the Electricity at Work Regulations and will be installed, tested and maintained by authorised, competent, electricians only.

### 3 Emergency arrangements

TWL Voice and Data Ltd has appointed Meriel Crabbe to be responsible for ensuring that information regarding fire, first aid and emergency procedures are available to all staff and that each member of staff understands how they are to operate.

#### **First Aid**

Meriel Crabbe has been designated "appointed person" for first aid at TWL Voice and Data Ltd's offices, which will include the duties of contacting the emergency services as and when required and ensuring all First Aid boxes are adequately stocked.

**First aid facilities** are available in the **main reception of the TWL Voice and Data Ltd offices** and travel kits are available in all company vehicles.

### **Fire action**

TWL Voice and Data Ltd will carry out fire risk assessments for all premises for which they are responsible in accordance with the Regulatory Reform (Fire Safety) Order 2006.

### **Action of employees in the event of a fire**

Immediately notify all other building occupiers by shouting "FIRE"

If possible, without taking any personal risks, attack the fire with the appropriate fire extinguisher.

Upon hearing the "FIRE" shout, leave the building in an orderly fashion through the nearest designated fire exit door and make your way to the assembly point.

**YOUR FIRE ASSEMBLY POINT IS – THE FRONT OF THE CAR PARK OPPOSITE THE BUILDING**

Once at assembly point it is essential that you notify the person in charge that you are out of the building.

Do not leave the assembly point or enter the building until told to do so by the fire officer or person in charge.

### **Evacuation procedure – fire duties**

In the event of a fire Meriel Crabbe or appointed person (in her absence), will take the first aid kit to the evacuation point and contact the emergency services using a mobile phone.

Meriel Crabbe will liaise with all parties and ensure all personnel are evacuated from the building.

Visitors are the responsibility of the employee who they are accompanied by.

**Associated documents:** TWL firerisk01 assessment form  
Fire action notice

## **4 Accident reporting**

Accident prevention is the highest priority for TWL Voice and Data Ltd Directors, Managers and employees.

Whenever an accident or near-miss incident occurs, Andrew Nicholson will investigate (or arrange investigation of) immediately and action will be taken to prevent or minimise the likelihood of a recurrence.

Employees must use the following procedures to report all injuries or ill health resulting from accidents, any 'dangerous occurrences' and near-miss incident at or within workplaces, which affect employees, occupiers of premises, contractors or members of the public.

The details of all incidents resulting in physical harm to an employee, however minor, must be entered in the TWL Voice and Data Ltd Accident Book, which is kept in the reception office at Unit 4 Ty Verlon Industrial Estate, and in addition, must be reported to the Managing Director or other responsible person without delay.

All dangerous occurrences, as specified in RIDDOR, must be reported by the Managing Director or other responsible person, to the Health and Safety Executive immediately by telephone with a follow-up written report on Form F2508, within 10 days.

Where the accident or incident is reportable to the HSE, it will be reported via the

**The Incident Contact Centre**

Caerphilly Business Park  
Caerphilly  
CF83 3GG

Tel 0845 3009923

Fax 0845 3009924

Or on-line at <http://www.riddor.gov.uk>

The most common categories needing to be reported are

- fatality
- major injuries eg fractures, amputation, dislocation, loss of sight, electric shock/burn, unconsciousness or hospitalisation for over 24 hours.
- any injury making an employee unable to undertake their normal work for more than 3 days (including days on which they would not normally work)

**Associated documents:** TWL accident and Incident report form

## 5 Risk assessments

The Management of Health and Safety at Work Regulations 1992, the Health and Safety (Display Screen Equipment) Regulations 1992, the Manual Handling Operations Regulations 1992, the Control of Substances Hazardous to Health Regulations 1992 and other current legislation require that for all work activities, the risks to the health and safety of employees and other persons should be identified and assessed.

TWL Voice and Data Ltd will assign one or more competent persons to carry out risk assessments. Written records of these assessments will be produced and will include hazard identification, those groups of persons especially at risk and the means of control necessary to minimise the risks.

Generic assessments may be produced for specific work types, supported by dynamic site-based risk assessments.

Employees will be consulted in good time regarding the content of the risk assessments and generic risk assessments will be reviewed at least annually or as a result of changes to equipment, legislation or processes.

**Associated documents:** TWL risk assessment 01  
TWL pre-work risk assessment 01  
TWL display screen assessment form

## 6 Protective clothing and equipment

TWL Voice and Data Ltd will provide employees with suitable protective clothing and equipment where required by the risk assessment, nature of the site or local environment. They will also supply any necessary identification clothing.

All employees will be given adequate training / information to ensure that they are aware of how all such articles / equipment issued to them should be used and the reasons for their use.

Any person seen to be not wearing the appropriate protective clothing or equipment, whilst undertaking work, or in a location which requires such articles to be worn / used, will be instructed to stop work and leave the site or area until the correct clothing or equipment is obtained and worn or used.

## 7 Manual handling and lifting

In developing its work procedures and carrying out the day to day operations of the business, TWL Voice and Data Ltd will take into account the Manual Handling Operations Regulations 1992.

TWL Voice and Data Ltd will provide suitable information on manual handling best practice to employees in an endeavour to reduce the risk of back injury or other musculo-skeletal damage.

In the rare event of the activity being regular or recurring, a written risk assessment will be made and where required safe methods of work will be devised to minimise the likelihood of injury.

**Associated documents:** TWL manual handling assessment record

## 8 Work equipment

TWL Voice and Data Ltd will make sure that plant and equipment is suitable for its planned use and will take into account the working conditions and hazards in the workplace when specifying the equipment to be used.

TWL Voice and Data Ltd will provide adequate information, instruction, and training in respect of work equipment and the Andrew Nicholson will ensure that all new equipment conforms to both the EC product safety directive and UK Regulations.

All equipment, as identified by the asset register will be regularly inspected and records of such inspections kept.

### Vehicles

Only personnel who have a valid operating or driving licence of the class applicable, and have been authorised by the Directors, may drive company vehicles. Drivers must inspect their vehicles on a daily basis and any defects found are to be reported to Meriel Crabbe, Administration Manager.

All incidents or accidents involving company vehicles must be reported immediately to Andrew Nicholson, Managing Director. Failure to do so will result in disciplinary action being taken against the employees involved.

## 9 Working at heights

TWL Voice and Data Ltd will ensure that the activity will be assessed for risk, and that control measures will follow the hierarchy laid down in the Working at Heights Regulations 2005.

As a duty holder TWL Voice and Data Ltd will

- avoid work at height where possible
- use work equipment or other measures to prevent falls where they cannot avoid working at height
- where they cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall should one occur

Extreme care will be taken when using ladders. They will be positioned on a firm standing, lashed to a structure or footed to prevent slippage.

## 10 Lone working

It is inevitable in the course of the activities carried out by TWL Voice and Data Ltd that employees will work alone on a frequent basis.

The relatively low risk nature of the work suggests that this method is acceptable, although wherever practicable or dictated by the site or nature of work, a minimum of 2 employees shall attend a site together and work as a team.

When an employee is on site alone they will

- carry a mobile phone in a prominent position where it is easily seen and accessible to another person in the event of an accident
- notify Meriel Crabbe, Administration Manager of the site they will be attending
- make regular contact with Meriel Crabbe, Administration Manager throughout the time that they are on site
- ensure that both the client and Meriel Crabbe, Administration Manager have been informed when they leave the site.

In addition, where the employee / employees are working on a site that is controlled, they shall ensure that they have notified the client representative on site on their arrival and then on their departure.

## 11 Information, instruction and supervision

The Health and Safety Law poster is displayed in the foyer area of TWL Voice and Data offices and further advice is available from **Andrew Nicholson, Tim Farr** or the **HSE** – telephone 0845 3450055 or [www.hse.gov.uk](http://www.hse.gov.uk)

Supervision of young workers / trainees will be arranged by Andrew Nicholson in addition to providing relevant health and safety information to employees working at locations under the control of other employers.

Health and Safety induction training is provided as part of the main induction by Andrew Nicholson, Managing Director.

All training records are kept in staff files by Meriel Crabbe, Administration Manager and training will be identified by training needs analysis.

## **12 Non-compliance**

It is a condition of employment and the law that employees co-operate with TWL Voice and Data Ltd in meeting this policy.

Failure to comply with this policy or the associated procedures will result in disciplinary action being taken.