

Health & Safety Policy

DIRECTORS POLICY STATEMENT

We have established this H&S policy to be consistent with the purpose and context of our organisation. It provides a framework for the setting and review of objectives in addition to our commitment to satisfy applicable regulatory, legislative and other requirements as well as our commitment to continually improve our management system.

Successful management of H&S is an absolute priority within Rayan Limited. Health & Safety should never be compromised for other objectives. This is of paramount importance if we are to build on our success within a very demanding working environment.

My responsibility is to ensure the effective implementation and maintenance of a robust Safety Management System, which includes a practicable and achievable H&S Policy which will ensure, so far as is reasonably practicable;

- The prevention of ill health.
- Reduction in accidents.
- A safe working environment.
- Continual improvement in H&S management and performance.

The directors are totally committed to ensure that all necessary measures shall be taken, throughout the company, to promote this objective for all employees. We shall ensure that our H&S objectives are achievable and deliverable to protect the health and welfare of all our staff and customers and as a minimum comply with our relevant Health, Safety or Environmental statutory obligations.

We are committed to providing a safe and healthy working conditions for the prevention of work-related injury and ill health, eliminate hazards and reduce OH&S risks.

We are totally committed to achieving the best health, safety and welfare standards possible so that a positive safety culture is embedded within the business, controlling safety risks and accidental damage can only deliver a further contribution to our profitability within a highly competitive marketplace.

This policy is available/communicated to all interested parties as well as being made available to the wider community through publication on our Website, Company Noticeboard and Electronic filing system.

Director responsible: Siobhan Hamill

INTRODUCTION

The Director responsible of health and safety, while retaining responsibility, will delegate their authority for the promotion of health, safety and welfare at work to the Managers and through them to all levels of supervision within the company.

The daily responsibility for implementation of Health and Safety policies, procedures, instructions and practices rests with persons who manage or supervise employees. These persons must ensure that suitable risk assessments are in place which covers all work activities under their control. In addition, Managers and Supervisors must ensure that all 'reasonably practicable' steps are taken so that safe working practices and procedures are implemented within their area of responsibility for all activities under their control.

The Health and Safety at Work etc. Act 1974 and similar legislation applies to all our work activities within the UK. Activities and operations outside the United Kingdom will generally be subject to local health and safety legislation. In general, the policies and standards contained in this Policy should be applied unless a stricter standard is required by local legislation.

The Board are determined that all necessary measures shall be taken throughout the company to promote this objective for all employees and third parties alike where all employees agree, through communication and cooperation that our safety procedures:

- Are based on shared perceptions of hazard and risk.
- Agreed by all.
- Are necessary and workable.
- Will succeed in preventing accidents and ill health.
- Have been prepared following consultation with, and participation by employees.
- Are subject to continual monitoring and review.

Rayan will provide, so far as is reasonably practicable:

- Adequate finances to properly resource health, safety and welfare issues.
- Clearly defined individual health and safety responsibilities for all employees.
- A safe and secure place of work.
- Effective and appropriate emergency procedures where necessary.
- Supervision of work activities by competent, trained employees.
- Training to enable employees to understand hazards inherent with their work / tasks, and to operate and use the safety precautions, personal protective equipment and safe systems of work that have been introduced to ensure their safety.
- Arrangements for consultation with employees on health, safety and environmental matters.
- An accident and hazard reporting system designed to identify adverse accident trends and the overall safety performance of Shield Environmental Services.
- Tools, equipment and vehicles, selected, maintained and operated to function safely.
- Systems of work for the safe use of tools and equipment and for the safe handling, use and storage of substances and materials.
- Appropriate First Aid training and equipment.
- Access to medical advice and surveillance where appropriate.
- Suitable and sufficient welfare facilities where necessary.

LIABILITY, ENFORCEMENT AND PENALTIES

Health & Safety Legislation

Procedures, standards and guidance for managing health & safety set out in this policy are based on the Health and Safety at Work etc. Act 1974 and all other relevant EU and UK legislation.

We must strive to be the industry leader and set best practice when it comes to managing safety within our business irrespective of the location where we operate.

Health & Safety Regulations

Made under the Health and Safety at Work etc Act 1974 Employers have to comply with their requirements.

Approved Codes of Practice (ACoP's)

Legally enforceable, they are the HSE 'way of doing things' and an employer can use a different method but it must be as good or if not better than an ACoP.

HSE Guidance Notes

Not legally enforceable but are issued as 'Guidance' by the HSE and set out industry best practice.

HSE Information Poster

In the UK it is a legal requirement to display a poster of The Health and Safety at Work etc. Act 1974 in all workplaces, stating the name and address of the local Enforcing Authority (HSE / LA) and EMAS (Employment Medical Advisory Services) office, and who is responsible for safety within the Company.

Criminal Liability (UK)

Criminal liability arises from a person committing a criminal offence. The accused may be prosecuted in the criminal courts. The case will usually be heard and dealt with in the Magistrates Court. However, for serious offences, the case will be heard in the Crown Court, having been referred there by the Magistrates.

Breaches of H&S Law

Most criminal offences associated with health, safety and the environment are committed following breaches of statute law. These could result in an individual or an organisation being prosecuted, if found guilty having to pay substantial penalties. Certain crimes, such as manslaughter are governed by common law rather than statute, but a crime of Corporate Killing has now been introduced so that individual Managers can be held liable for negligence and as such Shield Environmental Services are more accountable.

Fines and Imprisonment

For breaches of health and safety law, Magistrates can impose **unlimited fines and prison terms not exceeding 6 months or both. In the Crown Court fines can be of an unlimited amount with up to 2 years imprisonment for each offence or both.** For certain offences the body corporate (Shield Environmental Services Ltd) will be held responsible rather than the individual and the penalties will usually reflect this in their severity.

Health and Safety at Work etc. Act 1974 (HASAWA)

The HASAWA is an enabling Act and as such provides the authority for much of the other health and safety legislation, such as Regulations. The Act contains the general duties of employers to their employees while at work, as well as to non-employees.

These obligations are to:

1. Provide and maintain safe plant and systems of work.
2. Ensure that the use, handling, storage and transport of articles and substances are safe.
3. Provide information, instruction, training and supervision to ensure that employees can carry out their job safely.
4. Ensure that the workplace is safe and is not hazardous to health.
5. Ensure that proper means of access and egress are maintained, particularly in respect of standards of housekeeping, cleanliness, disposal of rubbish and goods.
6. Keep the workplace environment safe and free from health hazards and ensure adequate welfare facilities are provided.

The following is a list of relevant Health and Safety Legislation which are / may be applicable to the work we undertake; however this is not an exhaustive list

General Legislation (not Industry specific)

- The Health and Safety at Work etc Act 1974;
- Control of noise at work regulations & related ACOP (L108);
- Electricity at work regulations;
- ADR 2015
- Management of health and safety at work regulations & related ACOP (L21);
- Provision and use of work equipment regulations (PUWER) & related ACOP (L22);
- Manual handling operations regulations & related ACOP (L23);
- Workplace (health, safety and welfare) regulations & related ACOP (L24);
- Personal protective equipment at work regulations (PPE) & related ACOP (L25);
- Health and safety (display screen equipment) regulations & related ACOP (L26);
- Health and safety (first aid) regulations & related ACOP (L74);
- Health and safety (signs and signals) regulations & related ACOP (L64);
- Health and safety (consultation with employees) regulations & related ACOP (L95);
- Working time regulations;
- Reporting of injuries, diseases and dangerous occurrences regulations (RIDDOR)
- Work at height regulations

ORGANISATION FOR SAFETY

The level of responsibility for organising and arranging safe working practices rests with the Directors. However all management and employees alike are also responsible on a daily basis to ensure that we operate a safe working environment, however this responsibility varies according to the range of tasks each employee carries out, and whether or not they are responsible for controlling the activities of others.

The organisation of Health and Safety is backed by a commitment, from the Managing Director to ensure that every employee, regardless of their role, is competent, trained and adequately equipped with the tools, techniques and equipment they need to effectively carry out their duties and fully meet their responsibilities for health and safety.

GENERAL RESPONSIBILITIES

Rayan recognises that all employees have responsibilities in Health and Safety and will assist them in meeting these legal duties as well as those that arise as conditions of their employment with the Company.

All employees are therefore reminded that:

- The Health and Safety at Work etc. Act 1974 and any regulations etc, requires that employees take reasonable care for their own health and safety whilst they are at work. They are also expected to co-operate with their employer, and to take reasonable care for the health and safety of their colleagues and that of any other person who may be affected by their work activities.
- The Management of Health and Safety at Work Regulations 1999 and other legal provisions require that employees properly use all work items provided by their employer in accordance with their training. They are also expected to report to their employer situations of serious, imminent and unavoidable danger and failures in any procedures or equipment, which have led, or might lead, to injury or damage.

Negligence of Health and Safety responsibilities will be regarded as seriously as any other disciplinary matter.

DIRECTORS

Directors must take the lead in matters of health and safety and in particular:

- Show a positive commitment to health and safety by adopting and demonstrating good working practices.
- Have a good working knowledge of relevant health and safety legislation and of Shield Environmental Services Health and Safety Policy
- Make arrangements so that all employees are given adequate information, instruction, training, supervision and equipment to carry out their tasks safely and without presenting risks to themselves or others.
Workplaces and work activities are subjected to a suitable Risk Assessment so that Hazards are identified and priorities are established for controlling any significant risks.
- Consider Health and Safety issues as part of the selection, purchasing and implementation process for new equipment, products and work methods.
- New projects, developments and installations are designed and implemented to conform to appropriate health and safety standards and any information is passed on to those who require it.

2.3.3 MANAGERS / SUPERVISORS

Managers / Supervisors in particular must ensure:

- Workplaces and work activities are subjected to a suitable Risk Assessment so that Hazards are identified and priorities are established for controlling any significant risks.
- Employees are given suitable information, instruction, training, supervision and equipment to carry out their tasks so as not to present risks to themselves or others.
- Clear and specific health and safety instructions, as identified by a Risk Assessment, are issued whenever necessary so that employees understand the safety implications and control methods to work in a safe manner.
- Safe systems of work, safety equipment and protective clothing are made available to persons who require it and maintained and used as necessary.
- Work equipment provided is suitable, not misused, properly maintained and, where appropriate, subjected to regular and / or statutory test and inspection.
- • Accident and hazard reports are properly investigated and remedial action instigated.
- Contractors, consultants, third parties and temporary employees are made aware of known hazards and risks which may affect their safety.

EMPLOYEE RESPONSIBILITY

Every employee must co-operate in maintaining a safe working environment by complying with the Health and Safety Policy.

Each Employee shall:

- Ensure that safety procedures and precautions identified by a Risk Assessment have been undertaken before commencing work.
- Ensure that their work activities do not endanger themselves or others.
- Carry out their work activities in accordance with their training and instructions, using the correct tools and equipment for the tasks allocated to them.
- Follow safe systems of work and use safety equipment and protective clothing, whenever and wherever necessary, and in accordance with their training and instructions.
- Report to their Supervisor or Manager any shortfall in safe systems of work they operate, and any loss or damage to tools, equipment, safety equipment and personal protective clothing they have been issued with.
- Report to their Supervisor or Manager hazardous situations and defects that they identify in premises, plant and equipment, whether at Shield Environmental Services controlled premises or activities, or at third party-controlled sites.
- Help new employees become aware of hazards and control mechanisms.
- Report **ALL** accidents and incidence of ill health, discomfort or pain resulting from work activities in accordance with Shield Environmental Services Accident Reporting Procedures.
Report **ALL NEAR MISS** incidents which could have caused injury or damage in accordance with Shield Environmental Services Accident Reporting Procedures

CONSULTATION WITH EMPLOYEES

Rayan will consult and inform employees on matters relating to Health and Safety by various means, i.e. meetings, circulars, notice board, etc.

ARRANGEMENTS

RISK MANAGEMENT & RISK ASSESSMENT

Rayan will undertake, and record in writing, a risk assessment of all its activities where there is a significant risk to the Health and Safety facing our employees, non-employees and members of the public.

Risk assessments will be reviewed whenever changes in Rayan, Government Legislation or where technology, working environments or working practices demand.

Risk Assessment Requirements

Under the Management of Health and Safety at Work Regulations 1999, every work activity must be risk assessed. This includes any jobs where there is a low risk of injury. It is important to decide whether a hazard is significant and whether there are sufficient precautions in place to minimise the risk of an accident or injury occurring.

Managers are responsible for ensuring suitable and sufficient risk assessments are carried out by a competent person, for all tasks and workplaces under their control. The assessment must identify the hazards and level of risk to any person who may be affected, and the control measures necessary to reduce the risk. Any **significant findings** in the assessment must be recorded and periodically reviewed

Generic Risk Assessments

Copies of Generic Risk Assessments have been produced for every routine daily task we undertake.

Competent Person

A person who has attended a suitable training course on risk assessment and has some experience of the work involved.

Control Measures

Any measure used to reduce the risk of exposure to the hazard, e.g. mechanical controls, training, personal protective equipment.

Hazard

Anything that has the potential to cause harm to people, property or the environment

People at Risk

All classes of people should be identified, e.g. Employees, Third party, Contractors, Client Staff Visitors and members of the Public etc. and not just classed together as staff.

Risk

The possibility that an injury / incident could happen from identified hazard.

Assessing Risk Category.

This table is a simple method of estimating risk levels to decide whether workplace risks are acceptable. Risks are classified according to the chance of it happening and the likely potential severity of any injury

Risk Assessment Ratings Matrix

The non-asbestos hazards on this contract have been risk-assessed as follows:								
Severity	Fatality	5	5	10	15	20	25	Action from Risk Values 0-4 LOW RISK: Ensure controls are followed and method of work is not altered. 5-10 MODERATE RISK: Tolerable if cost of reduction would exceed the improvement gained (reasonably practicable). 11-25 UNACCEPTABLE RISK: Cannot be justified. Control measures must be introduced to bring down either the severity or, more usually, the likelihood.
	Major injury	4	4	8	12	16	20	
	Moderate Injury	3	3	6	9	12	15	
	Minor Injury	2	2	4	6	8	10	
S	Insignificant Injury	1	1	2	3	4	5	
			1	2	3	4	5	
			Very unlikely	Unlikely	Likely	Very Likely	Almost Certain	
		L	Likelihood					

Reference			
Severity	Fatality	-	Death
	Major injury	-	Injuries requiring more than 3 days absence
	Moderate Injury	-	Injuries requiring up to 3 days absence
	Minor Injury	-	Injuries needing First Aid

Risk Control Measures

The next step is to decide on what control measures are necessary to ensure that suitable risk reduction practices are put in place for those risks that are deemed as not acceptable.

ACTION REQUIRED in Risk Management Priority

1. **Eliminate** - e.g. cease the activity or stop using the equipment altogether.
2. **Substitute** by equipment or substances less hazardous.
3. **Prevent** access to the hazard by isolation from people.
4. **Provide** a guard around the hazard.

5. **Design** a safe system of work.
6. **Identify** training needs where applicable.
7. Have **written procedures** that are known and understood by all person who could be affected.
8. Ensure there is **adequate Supervision** and **enforcement**.
9. **Provide Personal Protective Equipment** (note: only to be used as a last resort).

In many cases, a suitable combination of the above control methods may be necessary.

Suitable and sufficient

The assessment should ensure all relevant risk and hazards are addressed and that adequate control measures are in place. It should also be appropriate to the type of work involved.

Rayan Limited Services Requirements

The Manager / Supervisor is responsible for ensuring risk assessments are carried out for every task and every workplace under their control where there is a risk of injury and records must be kept.

While every task and every workplace must be assessed, the assessments only need to be recorded for those tasks/workplaces of low risk or greater. The most important conclusions must be recorded. This can either be on paper or electronically.

In addition to the general risk assessment, specific assessments should be carried out where required by legislation, e.g. Control of Substances Hazardous to Health (COSHH), Display Screen Equipment (DSE), Manual Handling, Noise etc.

Risk assessments must be reviewed:

- Before new work practices or equipment is introduced.
- Following any accident or dangerous occurrence Periodically to ensure they are still valid. The review should be bi-annual unless the task is high hazard/high risk, in which case it should be reviewed more frequently.

Managers should ensure that all employees; contractors and visitors are provided with relevant information on all risks to their health and safety as identified by the risk assessment. This will include any preventive or protective measures that are to be taken, especially for procedures dealing with serious or imminent danger. All persons including those with disabilities or those who do not have English as their first language must easily understand this information.

All employees are required to use all work items correctly in accordance with their training and to co-operate with the employer in complying with legislation. Every employee must also report any health and safety shortcomings to their supervisor even if no immediate danger exists.

Undertaking a Risk Assessment

Step 1 – Identify any Hazards

- Find out what could reasonably cause harm to any person o Working at Height, Vibration, Confined spaces, Noise etc
- Ask employees who may be more aware of the Hazards involved

Step 2 – Who is at Risk?

- For each hazard you need to be clear about who might be harmed; it will help you identify the best way of managing the risk. That doesn't mean listing everyone by name, but rather identifying groups of people (e.g. 'people working in the storeroom' or 'passers-by').
- Some workers have particular requirements, e.g. new and young workers, new or expectant mothers and people with disabilities may be at particular risk. Extra thought will be needed for some hazards;
- cleaners, visitors, contractors, maintenance workers etc, who may not be in the workplace all the time;
- members of the public, if they could be hurt by our activities;
- if we share the workplace, you will need to think about how your work affects others present, as well as how their work affects your staff – talk to them;

Step 3 – Evaluate the Risk and decide what needs to be done!

Having identified ALL hazards, the next step is to decide on what you are going to do to ensure that the risk of harm is suitably reduced, so far as is reasonably practicable!

Can you?

- **Eliminate** the hazard altogether, if not how do I control the Risk so that harm is unlikely? e.g. cease the activity or stop using the equipment altogether

If you cannot eliminate the hazard

- **Substitute / Replace** with equipment or substances which are less hazardous.
- **Prevent** access to the hazard by persons who do not need to be there!
- **Provide** a guard / barrier around the hazard.
- **Design and Implement** a safe way to do it!
- **Identify** training requirements to ensure people are competent.
- Have **written procedures** that are known and understood by all people who could be affected.
- Ensure there is **adequate Supervision and enforcement.**
- **Provide Personal Protective Equipment** & welfare facilities.

In many cases, a suitable combination of the above control methods may be necessary.

Step 4 – Implement and Record the findings

- Write down the findings
- Keep it simple
- Tell people who may be affected what they have to do
- Provide the necessary equipment and PPE
- DO NOT worry about trivial risks

Step 5 – Review the assessment:

This will have to be done

- Before new work practices, substances or equipment is introduced.
- Following any accident or incident which may have occurred.
- Periodically to ensure they are still valid.

Managers must ensure

- That all employees; contractors and visitors are provided with the results of any Risk Assessment.
- This will include any preventive / protective measures that are to be taken, especially for procedures dealing with serious or imminent danger.
- All persons including those with disabilities or those who do not have English as their first language must easily understand this information.

Employees MUST

- Comply and follow the requirements of the Risk Assessment.
- use all work equipment and tools correctly and in accordance with their training
- co-operate with us to ensure your safety
- Must also report any health and safety shortcomings to their supervisor even if no immediate danger exists.

Site Specific Risk Assessments

Whenever there is a change to site conditions the Supervisor will ensure that the site specific plan of work and risk assessment is updated.

This has to be completed on a daily basis and copies returned to the branch office to be retained within the site file.

Any risk on site which cannot be adequately controlled, to ensure safety on site, then the site supervisor is to inform his relevant Manager BEFORE proceeding with the work.

FIRST AID

It is the policy to comply with the Health and Safety (First Aid) Regulations 1981 and the Approved Code of Practice and Guidance in providing first aid services at the workplace.

Liabilities of First Aiders

The Company will provide full insurance support, including indemnity against claims arising out of any first aid assistance provided, to any staff member who is undertaking duties as a First Aider whilst at work. This indemnity covers the actions of treating a third party, for example an employee of another company or a member of the public. However, the First Aider must act in accordance with their training and experience and be on duty at the time of the incident. The Company cannot accept responsibility or liability for actions taken by First Aiders when they are not on duty away from the workplace.

First Aid at Work Training Courses

Management must decide the number of First Aiders required and request volunteers. Only staff members who are fit and in other ways suitable to become First Aid Competent Persons should be selected. First Aid Re-training ½ day refresher courses are available but must be taken before the 3 year

certificate has expired. This is only recommended for those who have practised first aid regularly throughout the previous 3 years.

Booking Procedure Requests for First Aid training, additional to the training minimum requirements must be put forward to the relevant Line Manager. The branch Training Coordinator will confirm in writing to the staff member the course details, including date, time and location.

ON completion of course When a staff member has passed a course, the training provider will issue a certificate to the company. Should the certificate be sent to the individual by the training provider, this must be forwarded to a director of the company.

First Aid equipment

The branch nominated person will complete a monthly check of all first aid equipment and eye wash to ensure sufficient stock levels are available

MANUAL HANDLING

Manual handling operations which may cause injury at work. Such operations will have been identified by the risk assessment carried out under management of Health and Safety at Work Regulations. They include not only the lifting of loads, but also lowering, pushing, pulling, carrying or moving them, whether by hand or other bodily force.

The Company recognises that there are three key steps:

- Avoid hazardous manual handling operations where reasonably practicable. Consider whether the load must be moved at all, and if it must, whether it can be moved mechanically, for example, by fork-lift truck, suitable equipped excavator or crane,
- Access adequately any hazardous operations that cannot be avoided. An ergonomic assessment will analyse more than just the weight of the load. The Company's assessment will detail the shape and balance of the load.
- Size of the load; the way the task is carried out (e.g. the handler's posture); the working environment (e.g. is it cramped or hot?); the individual's capability (e.g. is unusual strength required)?

A Manual Handling Risk Assessment form is used to carry out the assessments. Each question on the form must be answered and a decision must be made if there is a risk. Decisions must also be made on methods to minimise the risk and who is responsible for carrying out these actions.

Assessments will be suitable and sufficient if they are completed by systematically looking at manual handling operations in their entirety. Properly based general assessments which assess complete systems of work rather than a specific activity are quite acceptable. The significant findings of each assessment must be recorded. This is unnecessary if the assessment is simple and the risk of injury is low.

Staff must receive training, information and instruction relevant to each activity that involves manual handling. MH Risk assessments will be reviewed when working practices or risks change. The assessment must be monitored to ensure that all remedial steps taken as a result of the assessment operate as planned, and are effective.

INCIDENT REPORTING PROCEDURES

It is essential that where any person has been injured or where damage to property or equipment has occurred, it must be reported and investigated thoroughly, this will enable you in conjunction with the

company to prevent it happening again. Please note no employee will suffer any hardship as a result of reporting a non-conformance, accident, ill health or incident.

How to report an incident

All incidents of personal Injury, dangerous occurrence, near misses and environmental Incidents must be reported to a line manager or director and necessary documentation completed. An investigation into the accident/incident must be undertaken by the line manager at the time of the accident/incident.

A director may investigate the accidents/incidents with the more serious consequences or even the potential for more serious consequences. The line manager is responsible for ensuring any corrective action is undertaken. The is responsible for monitoring and undertaking both corrective and preventive action where appropriate.

Minor Injury

If any employee suffers ANY minor injury they must record the details/event and a record must also be made within the company accident book available within each office.

Minor injury involving time off work or hospital treatment

In addition to the minor injury procedure above, the Line Manager must IMMEDIATELY report any accident at work which involves any member of staff being off work to a director.

Serious Injury / Death

Immediately telephone a director.

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

Incidents reportable under RIDDOR are:

- Specified injuries to workers
- Occupational diseases
- Carcinogens, mutagens and biological agents
- Dangerous occurrences
- Gas incidents

Types of reportable incidents/injury are:

- Deaths and injuries
- The death of any person all deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.

Specified injuries to workers are:

- fractures, other than to fingers, thumbs and toes
- amputations
- any injury likely to lead to permanent loss of sight or reduction in sight
- any crush injury to the head or torso causing damage to the brain or internal organs
- serious burns (including scalding) which: covers more than 10% of the body causes significant damage to the eyes, respiratory system or other vital organs
- any scalping requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space which: leads to hypothermia or heat-induced illness requires resuscitation or admittance to hospital for more than 24 hours

Over-seven-day incapacitation of a worker

Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven day period does not include the day of the accident, but does include weekends

and rest days. The report must be made within 15 days of the accident. When working in Northern Ireland a RIDDOR is reported when there is more than three consecutive days as a result of their injury. This three day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 10 days of the accident.

We report and record ALL Injuries which includes the minor knuckle scrape all the way up to the more serious RIDDOR events.

Accidents to members of the public or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.

Recording, Monitoring and Analysing Incidents Records of all incidents are held electronically, and details of all incidents are input into the company Incident report register. It is the director's responsibility to assess the incident and ensure recorded. Original accident book report forms are to be retained within the employee's personnel file.

It is the Managers responsibility to monitor the effectiveness of any corrective or preventive actions undertaken as result of any incident. Analysis of this data is undertaken annually (as a minimum) by a director. Root causes applicable to all incidents will be determined, recorded on the Incident report register and reviewed by the directors.

Accidents to Non company Employees (i.e. members of the public / other contractors on site) however trivial must be reported to a director immediately.

COMPUTER SAFETY

Computer workstations must be designed and installed to meet the user requirements. Every person who uses a Computer must complete a **DSE Workstation Assessment (HS028) or IHASCO** Assessment on their workstation(s) and working practices. On completion, the DSE assessment is forwarded to a director who will securely log and diarise annual reminders where applicable. The line manager will ensure any corrective action is addresses.

All persons who use computers may have a free eyesight tests and corrective glasses if it is deemed necessary for DSE use.

Display Screen Equipment Users

- The Display Screen Equipment Regulations are designed to protect persons who habitually use computers from musculoskeletal problems, visual fatigue and mental fatigue. If the daily use of the computer is relatively brief, non-intense and the person has discretion over when and how the equipment is used, then they are not considered to be a 'user'.

Health and Safety Hazards associated with Display Screen Equipment (DSE)

- Work related upper limb disorders is a term used to describe a range of conditions of the shoulder, arm and hands and has been associated with the use of computers. The likelihood of experiencing these disorders is based on a combination of factors, such as prolonged static posture, awkward positioning of the hands and wrists, high workloads, poor layout of the workstations and use of DSE.
- Medical evidence shows that using Computers is not associated with damage to the eyes or eyesight. However, some people may experience temporary visual fatigue, due to poor posture, poor lighting, poor quality of documents and poor screen quality.

- Poor job design or work organisation can lead to persons experiencing physical fatigue and stress. These effects can be minimised by careful design, selection and positioning of the computer screen, good design of the workstation and working environment, and training.
- Some persons have reported facial skin complaints. These complaints are usually associated with environmental factors such as low relative humidity.
- The levels of electromagnetic radiation emitted from Computers are considered to be safe and do not pose a significant risk to health. The scientific studies carried out to date do not show any link between miscarriages or birth defects and working with display screens. There is no need for protective devices such as anti-radiation screens.

Workstation Requirements

- The display screen equipment used should have a screen which has a stable display and can be adjusted for brightness and contrast. The screen should be able to tilt or swivel. Although screen height adjustment devices are not essential, they may be a useful means of adjusting the screen to the correct height.
- The keyboard must be able to tilt and separate from the screen to allow the person to find a comfortable working position. Hand support may be provided by allowing a space between the keyboard and the front edge of the desk or by providing a wrist rest.
- The work surface provided should be suitable for the range of tasks performed and the equipment necessary to perform the tasks. Some people may require document holders in order to perform their tasks more effectively. There should be adequate clearance for thighs, knees, lower legs and feet under the work surface and between furniture components.
- The work chair should allow the person to achieve a comfortable position. The chair must be adjustable in height. The seat back should be adjustable in height and tilt. If armrests are provided they should be adjustable in height.
- A footrest may be necessary where the person is unable to rest their feet flat on the floor and adopt the correct posture.
- Lighting should be adequate for all tasks carried out at the workstation. There should be no reflections or glare.
- The environment should have good ventilation and humidity. Noise levels should not impair concentration or prevent normal conversation.

Task Design

- Tasks should be designed to offer users variety and natural breaks away from the display screen. Ideally the work should be designed to consist of a mix of screen based and non-screen based work to prevent fatigue and to vary visual and mental demands. If the work requires intensive use of the computer, there should be plenty of pauses away from the screen. Breaks should be taken before the onset of fatigue.

'User'

Is an employee who habitually uses computers as a significant part of their normal work?

To classify a person as a user, most or all of the following will need to apply:

- Computers are required to do the job,
- The individual has no discretion as to the use or non-use of a computer,
- Significant training or skills are required in the use of computers to do the job,
- A computer is normally used for continuous spells of 1 hour or more at a time,
- Fast transfer of information between the user and screen is important to do the job,

- High levels of attention and concentration are required by the user,
- The individual uses a computer in this way more or less daily.

Workstation

A workstation is an assembly comprising of the desk, the chair, the display screen equipment, accessories to the equipment, telephones, and the surrounding work environment.

Eyesight test

If the results of the eye test indicate that glasses should be provided for computer use, employees would be offered a basic lens and frame free of charge. If the staff member decides to select a different (more expensive) frame and/or lens, or have modifications made to existing spectacles, then Shield Environmental Services will pay a contribution and the staff member is responsible for the difference.

Re-tests

The optician will advise when a re-test is required. This is normally every two years. The 'User' has the right to request a re-test at any other time if he/she develops symptoms associated with computer work. In such circumstances, advice should be sought from the divisional SHEQ Advisor/SHEQ Director. It is the employee's responsibility to book a re-test at the appropriate time.

ELECTRICAL SAFETY

Fixed Electrical Installations

This includes all wiring that is an integral part of the building, from the input of the electrical supply authority to outlets, such as 13 amp sockets.

Mobile Equipment

This includes equipment that generates electrical power but is moved around. (Portable generators)

Portable Appliances

This applies to most electrical equipment connected to a 13-amp plug. Examples are kettles, heaters, computers, power tools etc.

Each manager must ensure that the requirements detailed below are met for all portable appliances and mobile equipment in his/her area.

The requirements of this section applies to all mobile equipment and portable appliances whether they are owned by Rayan Limited or are privately owned

- Each team shall ensure that an electrical register is established for all portable appliances so that a record can be kept of the inspections.
- In the event of an accident or incident involving such equipment the enforcing authorities will want to see these records. Only items owned and maintained by Shield Environmental Services need to be registered. Any equipment leased or hired to the company (example photocopiers) will need to be registered so that the visual inspections can be carried out. Detailed inspections do not need to be made on hired or leased equipment.

- In order to ensure safety when using Electrical Equipment, periodic checks have to be made on all appliances and mobile equipment to ensure they do not present any danger to the user.

Portable appliance testing (PAT) consists of a full safety check (combined inspection and test) carried out by a competent electrician and should be carried out annually for all site electrical equipment and two yearly for office electrical equipment. Some vulnerable equipment will require more frequent inspections. The department concerned is required to keep records of the testing and inspection program.

- All staff must be made aware of their responsibility to inspect electrical equipment for any signs of obvious damage before use.
- Any electrical appliance found to be faulty must be taken out of service immediately until repaired.
- No repairs or modifications are to be carried out to any electrical equipment by non-qualified people. This includes the wiring of plugs, which should only be done by a competent person.
- No unauthorised or personal electrical equipment should be used on Rayan Limited's premises unless first tested as part of the Rayan Limited's PAT programme.
- All electrical equipment must be switched off and isolated from the mains supply when not in use.



FIRE SAFETY

Fire can happen at any time and staff must ensure, so far as is reasonably practicable, that all employees and visitors know what to do in the event of a Fire Emergency.

Fire safety provisions may be compromised if there is insufficient fire safety management. Effective management, combined with appropriate staff training, is vital to ensure the correct actions are taken in the event of a fire incident.

- All staff, including part-time staff, cleaning staff and contractors must know what actions to take in the event of a fire, how to call the fire service, basic fire prevention, and where the exits and exit routes are.
- New staff will receive induction training on their first day which includes what to do in the event of a fire, where to muster and how to raise the alarm. Staff must then receive adequate training at regular intervals, at least once a year, to ensure they remain familiar with the required steps.
- Activities of outside contractors should be supervised and controlled to ensure that all necessary fire precautions are taken, if necessary issuing hot work permits.
- Personnel, with specific duties in the event of a fire, will be given additional training, as appropriate
- ALL staff must be familiar with local Fire and Emergency procedures and specific arrangements at their particular workplace.

Fire Extinguishers

Must be;

- Positioned safely in accordance with the Fire Risk Assessment
- Must be inspected on an annual basis
- Suitable for the environment they will be used e.g. Dry Powder

SMOKING POLICY

Rayan limited's Non Smoking Policy has been developed to protect all employees, service users, customers, clients and visitors from exposure to second-hand smoke and to ensure compliance with laws that ban smoking in public places (including workplaces).

Laws banning smoking in public places (including workplaces) came in to effect on 26 March 2006 in Scotland, 2 April 2007 in Wales and 1st July 2007 in England.

Exposure to second-hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

It is our policy that all our workplaces are smoke free, and all employees have a right to work in a smoke free environment. The use of e-cigarettes or any similar device is prohibited in the workplace and company vehicles.

Smoking is prohibited throughout the entire workplace with no exceptions. This includes Company vehicles. Smoking is only permitted in the designated smoking areas and is only permitted during normal break times. This includes when working on customer or client sites.

This policy applies to all employees, consultants, contractors, customers or members and visitors.

Implementation

All staff is obliged to adhere to, and support the implementation of the policy. All existing employees, consultants and contractors must be made aware of the policy and their role in the implementation and monitoring of the policy. A copy of the company handbook will also be given to new personnel upon company induction where this covers the smoking policy.

Appropriate 'no smoking' signs must be clearly displayed at the entrances to and within the premises, and in all smoke free vehicles.

ALL Rayan employees and visitor who are on company business will not be allowed to smoke;-

- In any Rayan property
- In any Rayan company vehicle, van or lorry
- On site in any enclosed space or building
- In any privately owned property
- In common parts of any shared buildings

NON-COMPLIANCE

Local disciplinary procedures will be followed if a member of staff does not comply with this policy. Those who do not comply with the smoke free law may also be liable to a fixed penalty fine and possible criminal prosecution.

HELP TO STOP SMOKING

The NHS offers a range of free services to help smokers give up. Visit www.gosmokefree.co.uk or call the NHS Smoking Helpline on 0800 169 0 169 for details.

Alternatively you can text 'GIVE UP' and your full postcode to 88088 to find your local NHS Stop Smoking Service.

VEHICLE SAFETY

When driving a company vehicle you are representing Rayan and as such your attitude and behaviour, when driving, must be of a high standard to protect your own safety, any passengers who are with you and other road users as well as the good reputation of the Company .

This is the statement of general policy and arrangements for Rayan Facilities Management Ltd.

Siobhan Hamill – Director has overall and final responsibility for health and safety.

Siobhan Hamill – Director has day-to-day responsibility for ensuring this policy is put into practice.

Statement of General Policy	Action/Arrangements (What are you going to do?)
Prevent accidents and cases of work-related ill health by managing the health and safety risks in the workplace.	Relevant risk assessments completed and actions arising out of those assessments implemented. (Risk assessments reviewed when working habits or conditions change.)
Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work.	Staff and subcontractors given necessary health and safety induction and provided with appropriate training and personal protective equipment. We will ensure that suitable arrangements are in place to cover employees engaged in work remote from the main company site.
Engage and consult with employees on day-to-day health and safety conditions.	Staff routinely consulted on health and safety matters as they arise but also formally consulted at regular health and safety performance review meetings or sooner if required.
Implement emergency procedures – evacuation in case of fire or other significant incident. You can find help with your fire risk assessment at: https://www.gov.uk/workplace-fire-safety-your-responsibilities	Escape routes well signed and kept clear at all times. Evacuation plans are tested from time to time and updated as necessary.
Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances.	Toilets, washing facilities and drinking water provided. System in place for routine inspections and testing of equipment and machinery and for ensuring that action is promptly taken to address any defects.

Signed:



Name: Siobhan Hamill

Position: Managing Director

Date: 19/01/2025