

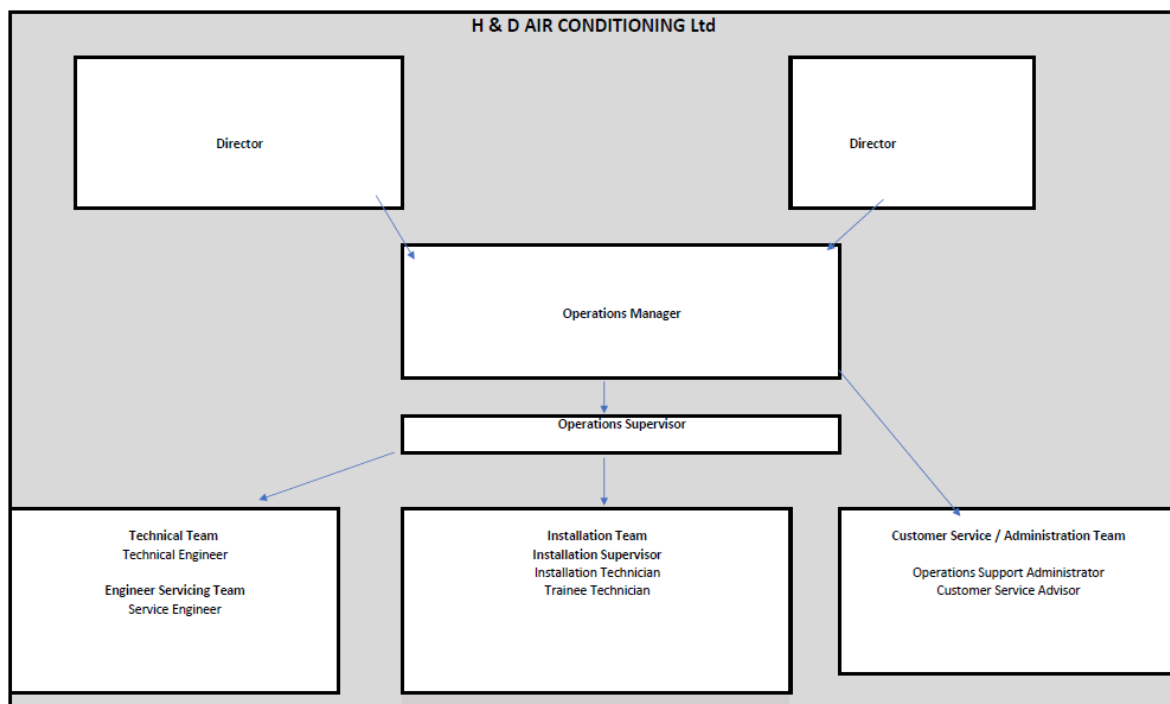
Health and Safety Policy

Purpose

The policy, read in line with the Company's health and safety policy statement contained in the Employee H&S Handbook, outlines the responsibilities in relation to health and safety while complying with the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and all other applicable legislation

Organisational Chart

The organisational structure below is to be followed for health and safety within the business, however where required personnel have the freedom to move through the chain for clarification.



Employer responsibilities

Tony Johanson is the designated person with overall responsibility for ensuring our compliance with Health and Safety legislation. They will ensure that:

- our Health and Safety policy documentation and Health and Safety Management System are implemented, monitored, developed, communicated effectively, reviewed and amended as required

- a health and safety plan of continuous improvement is created and progress monitored
- staff understand the allocated responsibilities for health and safety defined in this policy
- suitable and sufficient funds, people, materials and equipment are provided to meet all health and safety requirements
- adequate insurance cover is provided and renewed
- competent persons are appointed to provide health and safety assistance and advice
- an adequate system of maintenance exists and operates to keep premises, plant and work equipment in a safe condition
- they communicate and consult with staff on health and safety issues
- an effective training programme is established to ensure staff are competent to carry out their work in a safe manner
- the monitoring activities required by this system are undertaken
- effective contingency plans are in place with a designated competent person in charge of the planning and control measures for situations involving imminent danger
- health and safety objectives are set and their achievement is measured and reported in the annual report.

Management responsibilities

Operations Manager will ensure that in their areas of control:

- they actively lead the implementation of our Health and Safety Policy and Health and Safety Management System
- they supervise their staff to ensure that they work safely, providing increased supervision for new and young workers
- safe systems of work are developed and implemented
- risk assessments are completed, recorded and regularly reviewed covering all processes and activities where a risk to health and safety exists. The significant findings of these assessments are brought to the attention of staff who may be affected
- adequate resources are allocated to implement the safety policy and meet all safety requirements
- the health and safety plan of continuous improvement is progressed and scheduled actions are completed on time and validated
- accidents, ill health and 'near miss' incidents at work are investigated, recorded and reported
- they communicate and consult with staff on health and safety issues
- they encourage staff to report hazards and raise health and safety concerns
- safety training for staff is identified, undertaken and recorded to ensure staff are competent to carry out their work in a safe manner

- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented and communicated to staff
- welfare facilities are provided and maintained in a satisfactory state
- premises, plant and work equipment are maintained in a safe condition
- statutory examinations are planned, completed and recorded
- any safety issues that cannot be dealt with are referred to a senior manager for action
- health and safety rules are followed by all
- the monitoring and checking activities required by this system are completed.

Supervisor responsibilities

Supervisors will ensure that in their areas of control:

- they implement our Health and Safety Policy and Health and Safety Management System
- they supervise their staff to ensure that they work safely, providing increased supervision for new and young workers
- they communicate and consult with staff on health and safety issues.
- health and safety rules are followed by all
- health and safety checklists required by this system are completed at the designated frequencies
- the health and safety plan of continuous improvement is progressed, actions completed, and any problems are reported to a manager. Scheduled actions are completed on time and validated
- they encourage staff to report hazards and raise health and safety concerns.
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented and communicated to staff
- any safety issues that cannot be dealt with are referred to a senior manager for action
- safety training for staff is identified, undertaken and recorded to ensure they are competent to carry out their work in a safe manner
- safe systems of work are developed and implemented
- accidents, ill health and 'near miss' incidents at work are investigated, recorded and reported
- personal protective equipment is readily available and maintained, and relevant staff are aware of the correct use of this and the procedures for replacement
- hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures.

Employee responsibilities

All employees are responsible for acting in a safe manner whilst at work. By understanding their responsibilities and following our safety rules, they will help the Company comply with their legal duties and contributing to the safe running of our workplace.

All employees have the responsibility:

- to take reasonable care of our own safety
- to take reasonable care of the safety of others affected by what we do or fail to do
- not to interfere with or misuse, intentionally or recklessly, anything provided in the interests of safety
- to co-operate so that we as individuals and our organisation can fulfil our legal duties e.g. comply with our safety rules
- to set a good personal example in relation to health and safety.

First aid personnel have the responsibility to:

- administer First Aid in accordance with the current legislation and approved code of practice
- record all accidents that are reported to them in the Accident Book
- re-stock first aid boxes at regular intervals and when necessary.

Fire Marshals have the responsibility to carry out the duties for which they are trained when emergency evacuation of the workplace is required.

Responsibility for health and safety

Daniel Larter is responsible for the health and safety in this organisation. However, everyone in the organisation has responsibilities in relation to health and safety, as set out in this policy.

Responsibilities of the employer

The employer is responsible for ensuring that the employee's health and safety is protected in all activities at work. In particular, the employer is responsible for the following.

Ensuring that there is safe and adequate plant and equipment

The employer will ensure that all plant and equipment is regularly inspected and maintained, in accordance with a maintenance schedule. All repairs will be carried out at the earliest opportunity. If any plant or equipment is judged to be damaged or unsuitable for use for any reason it will be put out of action, with clear signage.

Safe premises and place of work

The employer will ensure that the premises are safe, and that all hazards are removed where possible. If it is not possible to remove a hazard clear signage will be displayed

advising employees and any other visitors to the premises of the nature of the hazard and the precautions that should be taken.

Competent and safe fellow employees

The employer will ensure that all employees receive the appropriate training so that they are competent in all their work duties. If any employee acts in a manner that is likely to put others in danger appropriate disciplinary action will be taken.

A safe system of work

The employer will ensure that all processes of work are safe. If there are any hazards the employer will endeavour to remove them. If that is not possible, appropriate signage will be displayed advising employees and any other visitors to the premises of the nature of the hazard and the precautions that should be taken.

Responsibilities of the employee

The employee is responsible for ensuring that his/her actions do not cause danger to themselves or to anyone else. The primary responsibilities of the employee include the following.

Not to tamper with any equipment

Employees should not carry out any alterations to equipment which might compromise health and safety. Employees who do tamper with equipment are likely to face disciplinary action, which could include summary dismissal.

Not to use any equipment without receiving appropriate training

No employee should use any equipment without having the appropriate training. The employee is responsible for attending any training that is arranged, and completing any assessments that are required.

To take reasonable care of their own health and safety

Employees are expected to act responsibly and to take care of their own health and safety. This includes wearing any necessary protective clothing and not acting in a dangerous manner. All employees must take care that their actions do not endanger any other employees or visitors to the company.

To use equipment appropriately

Employees should use equipment for the purpose for which it is provided, and no other purpose. If any equipment is damaged or unfit for purpose in any way, the employee is required to inform the employer immediately.

To follow appropriate systems of work

All employees should follow the systems of work that have been specified by the employer. There should be no deviation from these systems without prior permission from the employer.

Subcontracting

H & D Air Conditioning Ltd may use sub-contractors (individuals or companies) to undertake work that is of a specialist trade. Any Sub-Contractor working for H & D Air Conditioning Ltd will be provided with the company Health and Safety Policy and any additional relevant documentation e.g. Risk Assessments.

Sub-contractors will complete a Pre-Qualification questionnaire to ensure they meet the required standard of Health and Safety.

Subcontractors will provide copies of their insurances and qualifying certification.

The Operations Manager will ensure that all sub-contractors adhere to safe working practices and will monitor their performance to ensure they maintain Health and Safety standards.

Information, instruction & supervision

H & D Air Conditioning Ltd will consult with operatives on a regular basis to provide information on health and safety matters and will ensure that appropriate instructions are provided when carrying out tasks.

This Health and Safety policy will be available to all operatives at any time in addition to COSHH Assessments, Risk Assessments.

The Director will ensure that appropriate supervision is provided, to ensure work is managed safely. Examples of when additional supervision may be needed include, but are not limited to:

- Using Subcontractors
- New operatives
- Many contractors working in the same area
- Young Workers
- Training
- High Risk Environments

Health and Safety advice is available from **Omny Safety (external provider) and Operations Manager who is SSSTS trained**

Personal protective equipment (PPE)

The employer is responsible for supplying employees with any personal protective equipment (PPE) that is required.

Due to the Personal Protective Equipment (Amendment) Regulations 2022, the Company will ensure that independent subcontractors (LOSC, LIMB, Bonafide) appointed by the Company shall have available and wear appropriate PPE. If necessary, and by arrangement, the Company shall supply the appropriate PPE.

If an employee does not have the appropriate PPE for a specific task, then the employee should inform the employer immediately and not perform that task until the PPE is available.

The employee is responsible for taking care of the PPE that has been issued. If any PPE is damaged the employer should be informed immediately.

An employee is required to return all PPE that has been issued on leaving the organisation.

Chemicals and other substances

All chemicals and other substances that are hazardous to health must be stored and used in accordance with the manufacturers' instructions. Such materials will have a COSHH (Control of Substances Hazardous to Health Regulations 2002) label on them, and the guidance on this label must be followed in full.

Operatives will refer to COSHH assessments before use

COSHH sheets relating to the refrigerant used must be carried on each vehicle for use on site.

Communication

Internal

H & D Air Conditioning Ltd will involve the workforce in the drawing up of Risk assessments, methods statements/ safe systems of work and may include the following methods of communication:

- Toolbox Talks
- Notice Boards
- Newsletters
- Inductions
- Site meetings
- Mailing lists
- Whatsapp
- Servicem8 job description
- Informal conversations

External

H & D Air Conditioning Ltd will ensure, so far as reasonably practicable, that every person involved in the works has co-ordinated their work activities with one another. This may be in the form of:

- Site induction
- Work Orders
- Emails
- Text Messages
- Phone Calls
- Job Sheets

The Operations Manager and Operations Supervisor will ensure all person involved in work report anything that is likely to endanger health and safety of themselves or others.

Risk assessments

All line managers are required to carry out regular risk assessments of the area and activities under their management. These risk assessments should be carried out annually at least, and some risk assessments will require more regular completion in accordance with the Management of Health and Safety at Work Regulations.

The risk assessments should be recorded in writing, with an agreed target date for any actions that have been identified.

If there are any risks that cannot be eliminated all employees working in that area must be made aware.

Lead engineers or a nominated operative will prepare site specific risk assessments in accordance with the Management of Health and Safety at Work Regulations.

The assessments will consider the risks to health and safety of the operative, contractors and members of the public. We will take all reasonably practicable measures to reduce those risks to an acceptable level.

Welfare Provision

‘Welfare facilities’ are those that are necessary for the well-being of operatives and/or those under the control of the organisation such as;

- Washing
- Toilet
- Rest
- Changing facilities
- Somewhere clean to eat and drink during breaks.’

The responsible person the Operations Manager or Operations Supervisor will ensure adequate and suitable Welfare provisions are available to all staff.

This may be provided by the client, main contractor or principal contractor. Other arrangements may include using public services.

In an event where we provide welfare facilities on site for staff/site operatives, we will ensure that they are fully in accordance with HSE recommendations and current legislation.

Manual handling

All employees who are involved in any lifting or carrying must attend training in relation to manual handling. This training must be renewed every two years. The line manager is responsible for ensuring that all employees requiring this training attend the training course at the appropriate time.

Accidents

Although every effort will be made to ensure a safe environment it is accepted that accidents can occur. If an accident does occur this must be reported immediately to the Director or Operations Manager. It must also be recorded in the accident book.

The Company will ensure that all accidents / reports are filed securely in the accident record file in the office in accordance with the requirements of the Data Protection Act 2018 and General Data Protection Regulations (GDPR).

Following any accident, the situation will be investigated to determine whether changes need to be made to equipment, training or systems to work so that a similar situation can be prevented in the future.

RIDDOR Reporting of Injuries, Diseases & Dangerous Occurrences RIDDOR (hse.gov.uk)

Accident reporting including RIDDOR, first aid and work-related ill health is the responsibility of the responsible person Tony Johanson.

In accordance with RIDDOR 2013 Regulations, the Company will report any reportable injuries, diseases or dangerous occurrences.

We may at times work under the procedures and policies of the main contractor/ principal contractor. In these cases, the main contractor or principal contractor will take responsibility for Reportable Injuries, Diseases and Dangerous Occurrences.

If any of the following occur they must be reported to the Health and Safety Executive under the RIDDOR procedures (see www.riddor.gov.uk and <https://www.hse.gov.uk/riddor/report.htm>) Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm):

- Fatal accidents
- Specified injuries
- Accidents resulting in a period of absence of more than seven days
- Injuries to the public where they have to be taken to hospital.

In addition, some work-related diseases and dangerous occurrences must be reported to the Health and Safety Executive.

Training

The responsible persons (Director & Operations Manager) will ensure the company has the qualifications, skills and understanding necessary to discharge their duties.

Regular H&S Training will be given at all levels to enable staff/ site operatives to carry out work task in a safe manner.

Refresher training in all matters relating to Health and Safety in the workplace will be reviewed annually. Training may take the form of:

- TBT
- External training providers
- Risk Assessments
- Method Statements
- Site Induction

Additional Health and Safety training will be provided if the following circumstances change:

- The company changes its operations
- The company expands its operations
- Any new equipment is purchased

GDPR

Collecting personal information

Any purchases made or enquiries or our product/services including equipment in addition to name, company name (where applicable) address, telephone number, email address and bank details if applicable

Retention of information

We will retain personal information for a number of purposes, as necessary to allow us to carry out our business. Information will be kept for up to 7 years on our main systems after which time it will be archived or deleted. We will retain personnel training data indefinitely.

We will not use information for marketing purposes or social media unless agreed by yourselves in advance. We are registered with the Information Commissioner's Office.

Using personal information

We may use this information to send statements, invoices and payment reminders to clients, and to collect payments.

We may use this information to contact clients regarding service contracts and warranty agreements.

Disclosing personal information

We may disclose personal information to any of our employees, insurers, suppliers or subcontractors if we perceive it as necessary.

Security of personal information

We will take every possible precaution to prevent the loss or misuse of personal information.

We will store all the personal information provided on our secure computer system and any paper copies will be secure in lockable filing systems.

Covid-19 Management

H & D Air Conditioning is committed to ensuring that practical and effective measures are in place to minimise the risk of Covid-19 infection for our staff, customers and the communities within which we operate as a result of our business activities.

Our operations are generally considered to be non-critical services. This policy has been developed to ensure there is clarity of where responsibility rests and which actions are required within H & D Air Conditioning to respond appropriately to the Covid-19 and following the Government guidelines regarding COVID-19 keeping up to date with any changes.

Procedures

We will ensure that an appropriate and effective Covid-19 response plan is developed and implemented. The development, implementation, maintenance and monitoring of each Covid-19 response plan is led by the Directors. This means that we have strong and active leadership that is focussed on the specific risks, operating environment and regulatory backdrop of each of our business operation.

The Directors will ensure that they have the appropriate resource in place to engage and train staff, promote our Covid-19 safety measures, take account of changing advice and continually assess and review our risks and control measures.

We are committed to:

- Identifying and implementing all relevant governmental & regulatory advice.
- Identifying key infection risks and having the controls in place to ensure that our workplaces are organised to minimise risk of Covid-19 infection amongst our staff, customers and other members of the communities in which we operate. This will focus on the following 3 pillars of control:
 - Communication & awareness, to our people, visitors, customers & the public
 - Social Distancing, to minimise physical interactions between people
 - Personal & workplace hygiene, to reduce the risk of spreading the virus.
 - Ensuring key Covid-19 related responsibilities of all relevant personnel are clearly defined and communicated.
 - Providing the right training and routinely engaging with our people so that they know what is expected of them. This engagement includes mechanisms to allow staff that are worried or concerned about Covid-19 risk in their working environment to report their concerns and to have them addressed.
 - Monitor our performance, routinely reporting on key events, trends and outcomes.
 - Monitoring the changing situation of Covid-19, learning from evolving best practice and incorporating changing advices from relevant government and regulatory authorities.

The Directors have overall responsibility for reviewing and approving this policy statement. This statement is given effect in each business unit by its own procedures and risk assessments. These are aligned with this policy statement and relevant national requirements and guidance.

Mental Health/Work Related Stress

The Company recognises that excessive workplace pressure and resulting stress can be harmful and damaging to employees' health and the Company's business performance. Occasionally, often because of an external factor such as family illness, divorce etc or sometimes because of job-related factors such as fluctuating workload or poorly defined role, the degree of stress becomes too great and individuals can suffer from inability to concentrate, disturbed sleep, feelings of not being able to cope or other stress related symptoms.

Any direct employee who feels that he/she is suffering from stress or a mental health condition can consult, in complete confidence the employee assistance program. Sub-contractors may discuss with the **Director** any work related difficulties that are leading to stress or related mental health issues. In addition, the Company will assist, where necessary, in obtaining professional advice and guidance where external factors are precipitating the stress.

The Company recognises that workplace stress and mental health issues can be effectively managed by listening and responding to employees' concerns, by providing a suitable working environment and by ensuring that employees do not have unreasonable work pressures.

Workplace Violence and Aggression

The Company recognises that employees may occasionally face aggressive or violent behaviour. Verbal abuse, threats and bullying are the most common types of violence while physical attacks are comparatively rare. The Company realises that verbal abuse can be just as upsetting as a physical injury and that violent and aggressive behaviour can lead to low morale, absenteeism and stress as well as physical injuries.

Any employee finding themselves in a confrontational situation must report their concerns immediately to their manager. The **Managers** will record all incidents of violence or aggressive behaviour and will monitor the situation to establish whether any additional improvements can be made to reduce further risks of violence or aggression. Any violence instigated by an employee will result in disciplinary action.

Any employee who has been the subject of violent or aggressive behaviour will be given time off as required, and support and assistance to help them come to terms with the situation and avoid long term distress. Further advice can be found in the Home Office leaflet listed below which can be obtained from the local library, police station or Citizens Advice Bureau.

Monitoring

The Director will ensure that health and safety is monitored at regular intervals. This may be completed informally and will consider the following elements:

- Emergency Arrangements
- Safe Systems of Work
- Welfare Facilities
- Training Requirements

Where required, the responsible person may seek out the support of an external Health and Safety advisor to carry out audits and assist in identifying any corrective actions.

Emergency procedures

The Operations Manager will ensure that operatives are familiar with the company emergency procedure. Some emergencies develop rapidly such as a fire or critical medical emergency which will require operatives to act without waiting for further guidance.

Operatives will familiarise themselves with the site/ location they are working and any emergency procedures, escape routes and firefighting equipment before starting work.

Operative will ensure that access routes and stairways are not obstructed prior to starting works.

As a standard, if an emergency should arise while working, operatives will follow the outlined procedures:

Medical Emergency:

1. Raise the alarm
2. All operatives should stop work if it is safe to-do so
3. Use judgement to contact the appropriate individual or services:

- **First Aiders:**

- **Marie-Anne Leech 01444 232552**
- **Dan Larter 07779 664291**
- **Val Abrahams 01444 232552**
- **Lynn Terry 01444 232552**
- **Jo Gimson 01444 232552**
- **Jason Dyer 07805 997839**
- **Gary Robinson 07779 664312**
- **Dave Johnson 07951 739019**
- **Hallum Evison 07955 749379**
- **Jake Doyle 07513 868182**
- **Rene Longley 07535 309965**
- **Tom Barras 07405 615135**
- **Charlie Backler 07784 465470**
- **Charlie Price 07507 842536**

- **Ambulance: 999**

A&E Location nearest to the office :

Name: Princess Royal Hospital

Tel: 01444 441881

Address: Lewes Road, Haywards Heath, West Sussex RH16 4EX

Fire:

1. Raise the alarm
2. Operatives gather at the muster point:
 - **The grass area to the side of TLC**

3. Fire Marshal or Operations Manager will ensure this is done safely and keep note of numbers
 - Fire Marshal or Operations Manager 07779 664291
4. Fire Marshal or Operations Manager will use judgement to determine whether fire can be extinguished using Fire Fighting Equipment or if additional support is required
 - **Fire Services:** 999

Police:

1. Raise the alarm
2. All operatives should stop work if it is safe to-do so
3. Use judgement to contact the appropriate individual or services:
 - **Police:** 999

Health and Safety Committee

A Health and Safety Committee will be operated, with at least one representative from each area of the organisation:

- Administration
- Installation
- Servicing

This Committee will meet with Dan Larter and other senior managers quarterly.

The Committee will be responsible for:

- reviewing all accidents and other incidents relating to health and safety
- reviewing health and safety training
- addressing any other incidents that have been brought to their attention.

Date of last review: 07.05.26

Review by: May 2027

Signed

A handwritten signature in black ink, appearing to read 'Tony Johanson', is written over a light blue rectangular background.

Tony Johanson, Director