



## 05-01-02\_EMS Cognito Health & Safety Policy v1.2

Written	MG
Approved	RK
Date	18-Mar-19
Review	18-Mar-22

### Change Summary

Updated to new template

28/08/2018 - Working on Customer Sites added, location of visitors book added,

### Roles and Responsibilities

## STATEMENT OF INTENT

### Policy Statement

EMS Cognito is engaged in the facilitation of training courses and training workshops for the purpose of business improvement in manufacturing and other business sectors. EMS Cognito also engages in field based sales activities and in office based support functions such as business administration, marketing and sales. This involves our employees and contractors working at field based locations i.e. customers' premises, hotels and conference centres and in our offices.

The Directors of EMS Cognito are committed to ensuring a safe working environment for all of the company's employees at all times and for our customers attending training courses and training workshops in hotels and conference centres that have been organized by EMS Cognito.

It is the Company's policy to comply with Health and Safety measures required by law and to act positively to ensure that work premises are a safe and healthy place in which to work. The Company recognizes its responsibilities for the health and safety of others whilst they are on our premises and our neighbours in the community around us. All employees are reminded that they have an important duty to conform to Health and Safety Policies and Procedures and to do everything that is required of them to prevent injury to themselves and others and loss to the Company.


The Company is committed to progressively improving its health and safety performance and will monitor the effectiveness of the Policy on a regular basis with a formal review annually.

## THE ORGANISATION

### INDIVIDUAL RESPONSIBILITIES

It is the duty of Directors, Managers and Supervisors to ensure that safety and health factors are fully taken into account when designing equipment and operating procedures. The Management are also responsible for ensuring that employees understand Health and Safety Policy rules relating to their jobs. Employees must also be adequately trained and made fully aware of any Health and Safety hazards in their areas of work.

### THE DIRECTOR'S RESPONSIBILITIES

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The Director is responsible for all health, safety and welfare matters within the company and as such is directly culpable in law for any negligence or offences under any of the relevant statutory provisions.

**Responsibilities include:-**

1. The duty to comply with the safety instructions and directions laid down by the Policy
2. The duty to use properly the means and facilities provided by for Health and Safety at work.
3. The duty to refrain from the wilful misuse or interference with anything provided in the interests of Health, Safety and welfare and any action that might endanger themselves or other.
4. A duty to allocate resources as is necessary for the health safety and welfare of all employees and visitors to the premises.
5. A duty to lead by example, show commitment to Health and Safety and to formulate other business objectives in line with the aims of Health and Safety Policy.
6. A duty to appoint competent health and safety assistance for the business.
7. A duty to ensure that Managers and employees are undertaking their duties under the Health and Safety Policy.
8. A duty to ensure that any malpractices or unsafe ways of working are clearly discouraged.
9. A duty to ensure that the work is not designed and targets set in such a way as to encourage unsafe working.

**DIRECTOR/MANAGER RESPONSIBILITIES**


**Include:**

1. The duty to ensure that all work activities within their area of responsibility have been Risk Assessed and any necessary safety precautions have been applied to ensure the safety of their staff.
2. The duty to ensure that all employees under their direction have received the necessary safety information and training to allow them to undertake their work safely.
3. A duty to provide all new staff with a suitable safety induction and allocate adequate supervision as is required to ensure their safety.
4. A duty to cooperate with the company health and safety policy and ensure that all employees also follow health and safety policy.
5. A duty to allocate and organise work in such a way as to discourage any unsafe working
6. A duty to actively monitor the activities of employees and discourage any unsafe working.
7. A duty to deal with any hazards or defects reported and to investigate accidents should they occur with a view to minimising recurrences.

**THE EMPLOYEE’S RESPONSIBILITIES**

**Include:**

1. Comply with the Health and Safety Rules.
2. Know the hazards/risks of their work and how to work safely and if in doubt will ask.
3. Report any safety hazard within their work area or defect in any machinery, plant or equipment to their supervisor.

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4. Comply with all written and verbal instructions given to them to ensure their personal safety and the safety of others.
5. Dress sensibly and safely for their particular working environment or occupation.
6. Conduct themselves in orderly manner in the workplace and refrain from any form of horseplay.
7. Use the safety equipment and/or protective clothing provided.
8. Keep the workplace tidy, clean as you go and clean up spillages promptly
9. Avoid improvisation in any form which may create a risk to their safety and to the safety of others.
10. Maintain all equipment in good condition and report any defects to the Director immediately.
11. Follow instructions and labels on materials, substances and equipment.
12. Report all accidents to the Director whether injury is sustained or not along with any unsafe conditions and hazardous situations so they can be investigated.
13. Attend, as requested, any training course, meeting etc. designed to further the interests of Health and Safety.
14. Observe all laid down procedures concerning work activities, equipment, materials and substances.
15. Observe the Fire Evacuation Procedure and learn the position of all fire equipment and Exit routes.
16. Not to invite visitors onto company premises without permission from the management.
17. Not consume food or drink in areas where there is a risk of contamination.
18. All persons are legally required not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare. For example, it is a criminal offence to move a fire extinguisher away from its fire point. Such interference or misuse is a disciplinary matter.

## POLICY ARRANGEMENTS

### FIRE SAFETY

1. The premises has undergone a Fire Risk Assessment and this is set to be reviewed on an annual basis.
2. The Director has been nominated as the responsible person within the organisation to ensure that any issues regarding Fire Safety are addressed. And to contact the Emergency Services if needed in a fire incident.
3. The fire alarm system is tested in liaison with the landlord on a weekly basis and this is recorded in the Fire Logbook.
4. Regular fire evacuations are undertaken in liaison with the landlord and the findings are recorded in the Fire Logbook for the premises.
5. A weekly visual check is undertaken to ensure that Fire Extinguishers are sited in the correct locations and have not been discharged or damaged.
6. A Fire Warden has been appointed within the business to ensure the effective evacuation of staff from the building in the event of a fire.
7. The Fire Warden receives training in how to safely deploy the Fire Extinguishers should it become necessary in the event of a fire situation.

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8. A variety of portable Fire Extinguishers are situated about the work premises to allow for safe escape of staff from a fire.
9. All Fire Fighting Equipment is formally inspected on an annual basis to ensure reliable operation in a fire.
10. All employees will be given training at the induction stage and at such intervals as will ensure all employed persons receive instruction not less than once per year and will include the following:
11. Familiarisation with the means of escape from the premises.
12. Verbal instructions on the precautions to observe to reduce the risk of fire and action to take on discovering a fire or when the alarm is operated
13. A full evacuation drill involving all visitors and employees and, where there is more than one escape route, the assumption should be made that one route is not available.
14. Where it is not practicable to carry out a full evacuation drill, the evacuation may be simulated but each exercise shall be started by a pre-determined signal and the whole of the premises checked as if an evacuation were in progress.
15. One specific person shall be made responsible for organising employee training and the same person, or other nominated deputies, will carry out the above duties.
16. Details to show that training and instruction have been given shall be recorded in the Fire Register in liaison with the landlord of the premises and maintained as a permanent record and be readily available for inspection whenever so required by the appropriate authority.

## **LIFTING, MOVING AND HANDLING**

1. All staff will receive instructions on how to move and handle items safely on induction and at regular intervals, as is necessary, to ensure their safety when moving items around the workplace and to and from other work venues.
2. Where necessary, handling aids will be provided to allow heavier items to be moved safely, and staff will be provided with training in how to use the equipment supplied.
3. All staff are instructed to report any visual damage to equipment to management.
4. Risk assessments have been undertaken to cover handling operations on the premises and are reviewed at regular intervals.

## **PERSONAL PROTECTIVE EQUIPMENT**

1. All employees are provided with any P.P.E as is necessary for them to carry out their job role with the minimum of risk at the work premises and other work venues.
2. All staff are given training on the Hazards of the work involved and how and when to wear the P.P.E provided. And the need to inspect it prior to use, store it away safely when not in use and the need to report any defects to the Management.
3. Signage is clearly displayed at appropriate points around the premises to reinforce the need to wear P.P.E when required.
4. All staff are provided with personal storage containers to allow for the safe storage of any P.P.E and work clothing provided.

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5. All employees on induction receive without charge any P.P.E that may be deemed necessary following Risk Assessment and may include eye protection, gloves, respiratory protective equipment and work overalls.
6. All P.P.E will be periodically inspected and any that becomes damaged shall be replaced by the company.
7. Respiratory Protective Equipment is inspected visually by employees prior to each use and a formal inspection by a nominated employee takes place every three months. A record of these inspections is held on file.

### **FIRST AID**

1. In order to comply with the statutory requirements, first aid facilities are available to all employees whilst they are on the premises, and, where necessary, provision shall be made for employees off-site.
2. The nominated first aider shall undertake regular checks of the First Aid boxes to ensure that suitable first aid provision is available in their work areas. They will highlight any shortcomings in first aid arrangements to the Director.
3. The First Aider is responsible for administering first aid treatment, maintaining first aid kits and facilities and summoning medical assistance where necessary. The First Aiders will receive regular ongoing training as is necessary for them to maintain their role effectively.
4. A first aid kit has been deployed and is stored in the labelled first aid box on the premises. The name of the First Aider and the location of the First Aid kit is provided to the staff on induction by way of a notice on Health and Safety in the main office area.
5. Suitable records of accidents and any subsequent treatment will be held in the Accident Book and maintained by the company.

### **SAFETY TRAINING**

1. As employers we have a duty to train, instruct and inform employees, as is necessary, to ensure their Health and Safety whilst at work.
2. In recognition to this duty, it is our policy to ensure that:-
  - a) Comprehensive safe working procedures and induction training programmes are given.
  - b) Regular refresher training is provided.
  - c) Each employee shall receive where necessary any specific training to allow them to undertake their work safely, such as manual handling or fire safety training. And staff with nominated duties shall receive any specialist training required for them to be competent in their role, such as First Aid or Fire Warden training.
  - d) Adequate training for all staff at all levels shall be provided.
  - e) Particular attention is paid to the needs of existing employees.
3. And a schedule of training requirements and instruction given will be maintained.

### **INFORMATION/CONSULTATION WITH EMPLOYEES**

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1. To meet the requirements to display certain Statutory Notices and Abstracts on the premises and to maintain certain Registers, Records and Certificates. A Notice board is provided in a prominent area of the premises to reinforce to the staff their obligations to health and safety and that of the Employer. And also to inform them of nominated persons and any Emergency arrangements in place.
2. All documents, as appropriate, will be available for employees to inspect.
3. All employees are consulted directly on matters of health and safety by the Management as they arise.
4. Health and Safety meetings are held and this allows any health and safety matters to be discussed. Such as any accidents that have occurred or proposed changes to work that may have an impact on Health and Safety. Any matters affecting the staff are communicated to them directly by the management as and when they arise.

**Functions of the Health and Safety meetings:**


- To monitor and highlight priorities for Health and Safety training.
- To study accident records and recommend remedial action where appropriate. To meet urgently after any reported incident.
- To receive reports of Health and Safety Inspections and Fire Evacuation Practices and where appropriate recommend improvements in procedure.
- To carry out impartial health and safety investigations and organise any corrective actions.
- To consider any safety concerns put by other staff.
- To carry out independent Safety Risk Assessments as appropriate.
- To put forward recommendations to the Director responsible.
- To meet no less than twice a year, and record related minutes.

**HAZARDOUS SUBSTANCES**

1. Any work involving the use of Hazardous substances have a corresponding COSHH Assessment that identifies the Hazards and any necessary controls to utilise when undertaking the process.
2. All Hazardous substances are clearly labelled and are stored in secure, clearly marked, fire proof cabinets.
3. All staff that come into contact with Hazardous chemicals are given training on how to use them safely and what precautions that need to be taken, and what to do in the event of a spillage.

**WORK RELATED STRESS**

1. Staff shall be advised on induction of the problems associated with Stress and provided with written information HSE guidance
2. Any staff believed to be suffering with stress shall be referred by the company to outside occupational health assistance

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- Staff shall be encouraged on induction to report to the Director if they believe they may have issues concerning stress.

### **VULNERABLE PERSONS**

- The Management of Health and Safety at Work Regulations requires that special provision is in place for the safety of vulnerable persons such as Young Persons and New and Expectant Mothers.
- Any staff who are employed to work on the premises who are aged under 18 years of age will be given additional supervision as is necessary for them to undertake their work safely and will not be permitted to participate in any dangerous activities unless it is for training purposes and not without the necessary specific supervision. Also any risk assessments for work that includes their participation shall be reviewed to ensure that their lack of experience and physical development is accounted for.
- Equally any staff employed who become pregnant within the organisation shall have any work that they undertake risk assessed again to ensure that the work that they are exposed to does not present any additional risks in view of their condition. For example this may require a review of their workstation assessment if they become pregnant.

### **SAFETY OF VISITORS/CONTRACTORS**

- Any visitors to the premises are required to sign a visitors' book, located at reception, and are supervised at all times around the premises for their safety.
- Visitors and Contractors are also given general safety information on arrival to cover Emergencies, Accidents and First Aid arrangements.
- Contractors who undertake work on site must also sign the visitor's book and cooperate with the site policy on health and safety.
- Checks are undertaken to ensure that any contractors utilised have the required competence to carry out the work safely.
- Contractors are required to ensure that any equipment that they bring on to site is well maintained and fit for purpose.
- Contractors are required to ensure that they get the required authorisation to carry out hazardous work such as Hot Work prior to commencement.
- Contractors are required to ensure that any personal mains powered electrical equipment that they bring into the premises has been properly inspected and is fit for purpose.

### **WORK AT HEIGHT**

- Any work at height that is not short duration is provided by outside specialist contractors
- Equipment and materials are stored in such a way as to prevent the need for staff to work at height. And they are discouraged from standing on items to gain access to equipment unless they have received specific training.

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## **DISPLAY SCREEN EQUIPMENT**

1. To meet the requirements of the Display Screen Equipment Regulations all staff who operate display screen equipment on a regular day to day basis, typically on average for more than one hour per day shall be deemed to be a regular user under the company Safety Policy.
2. All staff deemed to be regular users shall be entitled to periodic free eye tests and a contribution to any eyewear that is necessary for their screen work.
3. All staff using Display Screen equipment will have their workstations risk assessed to ensure that the equipment is adequate and arranged in accordance with legal requirements and the requirements of the operator. Copies of these Risk Assessments are held on file and reviewed annually.
4. Staff that operate display screen equipment are provided with safe operating instructions on induction and at regular intervals through the course of their employment to ensure that they are made aware of the health risks associated with using Display Screen Equipment.


## **WORKPLACE AND WELFARE**

1. To meet the requirements of the Health and Safety at Work Act and Workplace Regulations staff are provided with facilities necessary for their welfare
2. Toilet facilities are provided within the premises which are clearly marked and are provided to allow for both male and female use. The toilet facilities are provided with hand washing facilities.
3. The toilets are formally cleaned on a daily basis using an outside contract company.
4. Lockers are provided where necessary to allow for the staff to store away any site work clothing and PPE when not in use.
5. A kitchen area is provided to allow staff to prepare hot drinks and warm food.
6. Heating is provided within the work areas to ensure that work rooms are maintained at least 16 degrees Celsius.
7. Ventilation is provided naturally by way of windows and doors to the premises. The premises has also air conditioning to further heat and ventilate work areas.
8. Lighting levels have been assessed to ensure that they are adequate in the various areas of the workplace.
9. The office is formally audited weekly to ensure that it is tidy and in good condition and that there are no hazards that have cropped up which need addressed.

## **ASBESTOS**

1. To meet the requirements of the Health and Safety at Work Act and The Control of Asbestos Regulations 2012 staff are advised of the dangers of Asbestos on induction and prohibited from undertaking any work that may expose them to Asbestos.
2. An Asbestos Survey has been undertaken for the premises and a register of any locations of Asbestos has been devised.
3. Any work that requires the disturbance of Asbestos shall be undertaken by suitably approved and qualified persons and following a suitable safe system of work.



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4. All persons contracted to carry out work on the premises shall be informed on arrival of the location of any Asbestos within the premises as part of their contractor safety induction.
5. Visitors to the premises will be required to sign in, they will be provided with any necessary health and safety information and will be supervised at all times whilst on the premises.

## **ELECTRICAL SAFETY**


1. In accordance with regulations all electrical equipment held within the premises is subject to regular formal safety inspections.
2. Portable Appliance Testing is undertaken on all equipment that is plugged in and portable on a 2 yearly basis.
3. The inspections are undertaken within the premises at regular intervals dependent on the nature and use of the equipment. A register of the inspections is held on file.
4. Fixed Electrical equipment is also subject to regular 5 yearly inspections and a record of these inspections is also held on file.
5. All staff that work with electricity are required to have necessary level of competence and those deemed competent are documented accordingly.
6. If staff undertake any electrical work they shall have received the necessary formal electrical safety training as is required for them to carry out their work safely.
7. All staff are instructed to utilise equipment in accordance with training and to report any defective equipment to management.
8. Any equipment found to be defective is removed from the work area and either repaired or replaced.

## **WORK EQUIPMENT SAFETY**

1. To meet the requirements of the Provision and Use of Work Equipment Regulations, all staff that work with tools and equipment must have the necessary competence through training.
2. Any other persons who may occupy the work areas are given safety information to ensure that they understand the dangers of the work equipment on Induction.
3. All work equipment is inspected on a regular basis. And Operators will carry out daily checks prior to use. Any defective equipment shall be removed from use.

## **WORKING ON CUSTOMER SITES**

1. To ensure that any staff undertaking work at customer sites are protected, a pre-work check will be carried out before undertaking any work at the site.
2. Any risks identified will be raised with both the Directors of EMS Cognito, and the relevant manager at the customer site.
3. Any training or changes required to make the site safe enough for work to be carried out must be done before the member of staff begins working at the customer site

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## **ACCIDENT REPORTING/HEALTH AND SAFETY MONITORING**

An Accident Reporting System is in place to ensure that all accidents including incidents involving property damage or injury are formally documented.

All accidents are investigated to identify improvements as is necessary to minimise the likelihood of a recurrence.

All staff are made aware of the accident reporting mechanism on induction and all Managers shall ensure that accident reporting is encouraged.

All employees are encouraged to maintain effective Health and Safety standards within their working environment and during work activities.

A method of communicating hazards, unsafe conditions and practices has been devised.

All employees who observe anything which they consider to be a “Hazard”, will inform management and management shall then take action as soon as possible to deal with the circumstances identified.

All employees are required to report to management anything that they believe to be unsafe and thereby avoid potential future accidents.

In addition to reporting Accidents nominated persons on behalf of the management shall undertake regular physical inspections of their work areas to ensure that any unsafe activities or conditions are as far as possible avoided.

The Director shall also undertake random tours of the work premises to ensure that managers and staff are following policy, to ensure that standards are being upheld, and to reinforce the importance of Health and Safety to the staff.

Independent inspections of the Organisations Health and Safety arrangements have also been carried out to identify any areas where the company is non-compliant and action plans devised.

EMS Cognito understand that the Policy is an evolving document and Annual health and Safety Policy Review meetings shall be held to establish any strategic areas of improvement.