

HEALTH, SAFETY & WELFARE POLICY STATEMENT

The business success of the Company is founded on a policy of continuous improvement in Health and Safety performance.

With commitment, co-operation and an effective management system, we believe it is possible to conduct our operations in such a way as to prevent injury, ill health and damage to property.

In support of this all employees are required to fulfill their legal duty to take reasonable care of themselves and other people who may be affected by their actions, and to fully support the Company in the management of Health and Safety as a whole.

To realize these policy objectives directors and senior management are committed to:

- Promoting a culture of Health and Safety responsibility and awareness, through leadership, communication and training, for direct employees and subcontractors.
- Complying with all relevant health and safety legislation, and where possible, improving on these requirements.
- Providing adequate resources, including expert advisors, to fulfill the Company's commitments.
- Conducting regular reviews to monitor performance, producing plans for improvement, and reporting against these plans.
- Establishing all reasonable practicable control measures to minimize identifiable risks associated with the Company's operations.
- Investigating all incidents and accidents to identify root causes and prevent recurrence.
- Encouraging health initiatives and monitoring the health of employees.

Signed _____

Managing Director, HCE

QUALITY ASSURANCE POLICY STATEMENT

It is the policy of HCE to maintain an effective Quality Management System focused on business excellence.

In support of this we are committed to setting targets for continual improvement and require everyone's support and co-operation to consistently deliver client satisfaction.

To realise these policy objectives, directors and senior management are committed to:

- Promoting a culture of Quality awareness and responsibility, through effective leadership, communication and training, for direct employees and subcontractors.
- Maintaining and continuously improving a Quality Management System that will achieve the requirements of BS EN ISO 9001.
- Providing adequate resources, including management representatives, to fulfill the Company's commitments.
- Complying with all relevant legislation and where possible improving on these requirements.
- Conducting regular reviews to monitor performance, producing plans for improvement, reporting against objectives, and identifying preventative actions.
- Investigating all instances of under-performance to identify root causes and prevent recurrence.

Signed _____

Managing Director, HCE

ENVIRONMENTAL POLICY STATEMENT

Effective Environmental Management is critical to our overall business success. In support of this we are committed to setting challenging targets for the continuing improvement of our environmental performance.

Furthermore we believe that, with commitment and co-operation, it is possible to conduct our operations in such a way as to minimize potential impact on the environment.

To realise these policy objectives directors and senior management are committed to:

- Promoting a culture of Environmental responsibility and awareness, through effective leadership, communication and training, for direct employees, suppliers and subcontractors.
- The provision of adequate resources, including management representatives, to fulfil the Company's commitments.
- Maintaining and further developing an Environmental Management System that meets the requirements of BS EN ISO 14001
- Complying with all relevant Environmental Legislation and where possible improving on these requirements.
- Conducting regular reviews to monitor performance, producing plans for improvement, and reporting against these plans.
- Considering and planning for practicable and cost effective control measures to minimize identifiable environmental impacts associated with the Company's operations, including:
 - Pollution prevention
 - Waste reduction, recycling and disposal.
- Investigating all incidents to identify root causes and prevent recurrence.

Signed _____

Managing Director, HCE

Introduction to the Company, Company Structure and Responsibilities

HCE LTD was established in 1986 and purchased by Integral Services Ltd, part of the Trant Construction Group of Companies, in 2005.

The company is located at

School Lane
Chandlers Ford Industrial Estate
Eastleigh
Hampshire

The company offers a complete service for the supply and servicing of commercial catering equipment and associated products.

The Managing Director accepts responsibility for:

The complete Health & Safety Duties of H C E

The arrangement and provision of sufficient resources and personnel to meet the companies Health & Safety duties.

The Company Secretary accepts responsibility for:

The maintenance of the required insurance cover for the operations of the company.

RESPONSIBLE PERSONS

OVERALL RESPONSIBILITY	Jon Greep
POSITION (DIRECTOR LEVEL)	Managing Director

OTHER RESPONSIBILITIES

SAFETY INSPECTIONS	Ffinlo Martin Quirk
SAFETY TRAINING	Ffinlo Martin Quirk
ACCIDENT INVESTIGATION	Fred Petley
FIRE WARDENS	Mark Cooke Trish Blyth
FIRE SAFETY TRAINING	Pat Butt
PLANT MAINTENANCE	Mark Cooke
HUMAN RESOURCES	Mike Collins
SECURITY	Jon Greep

EMPLOYEES RESPONSIBILITIES

The Company is under statutory duties towards employees who are expected to reciprocate by observing the following basic rules:

- a) You must take all reasonable care for the health and safety of yourself and your fellow employees. You must observe statutory rules which are displayed in poster form at works or on site; you must read and abide by the Safety Policy which is issued to you upon commencement (and any amendments thereof); you must ensure that you are familiar with the Health and Safety Plan and procedures for each site you attend.
- b) If you know you have been in contact with an infectious or contagious disease, you must notify the Company by telephone and confirm in writing with a Doctor's Certificate. You must then stay away from work until you receive permission to return.
- c) If barrier cream, skin cleansers, goggles, ear muffs, helmets, gloves or footwear are provided by the Company this is done for your safety and comfort and all such items provided **MUST BE USED**.
- d) When working with toxic substances, you must always, and without exception, observe to the letter the written instructions given by the Company or printed upon the containers. Do not take short cuts.
- e) Vehicles and mechanically operated plant must be driven only by personnel who have proper authorization to do so.
- f) Procedures in the event of fire at work must be strictly followed.
- g) Any employee who observes any unsafe act or procedure is under a duty to report it to his site foreman or supervisor, and, if dissatisfied with the outcome, to Management. Suggestions by employees for general or specific improvements in safety procedures should be made direct to Management.
- h) Employees deployed to work at customers' premises or sites must obey the customers' own works or site rules, in addition to the safe working practices of the Company.
- i) You must inform your line manager if you are taking any prescribed medicine that may prevent you from carrying out any function(s) of your job, or that would need to be notified to a Doctor in the event of an accident.

CONTROL MEASURES

1. ACCIDENTS AND FIRST AID
2. FIRE PRECAUTIONS
3. STAFF TRAINING
4. CONTRACTORS AND VISITORS
5. RISK ASSESSMENT AND HAZARDS
6. GENERAL HOUSEKEEPING
7. ELECTRICAL EQUIPMENT
8. WORK EQUIPMENT
9. HAZARDOUS SUBSTANCES
10. MANUAL HANDLING
11. DISPLAY SCREEN EQUIPMENT
12. FLUIDS UNDER PRESSURE
13. PERSONAL PROTECTIVE EQUIPMENT
14. PROCEDURES FOR SERIOUS AND IMMINENT DANGER
15. OTHER ITEMS

ACCIDENTS AND FIRST AID

The Company has a duty under the Health and Safety (First Aid) Regulations 1981, to inform its employees of the arrangements that have been made in connection with the provision of First Aid including the location of facilities, equipment and trained staff.

First aid boxes can be found in

1. Reception Office
2. All vehicles

The person responsible for Maintaining the First aid boxes is:-

Patt Butt

Trained First Aiders are Pat Butt and David Poole

The reporting of injuries, diseases and dangerous occurrences (RIDDOR) regulations 1995 requires all employers to put in place statutory reporting procedures (form F2508 or F2508A).

An entry must be made in the accident reporting book for every accident.

All incidents/accidents resulting in a near miss or injury to any person (not just employees), or damage to any vehicles, plant, equipment or property must be reported immediately to your supervisor/manager.

The person responsible for Reporting Incidents is:-

Jon Greep

The accident book is located at Reception.

FIRE PRECAUTIONS

The Company will comply with the Fire Precautions Act and the Workplace Fire Precautions Legislation (WFPL) 1997, which empowers the Fire Authority to impose such requirements to ensure that persons employed to work in the premises receive appropriate instruction or training in what to do in the case of fire, and that records are kept of instruction or training given for that purpose.

FIRE RISK ASSESSMENT

A fire risk assessment has been carried out with the assistance of Firesure UK Ltd and the areas that have been assessed are:-

- Identify the Hazards
- Identify the people at risk
- Evaluate the risks
- Assign the risk categories, decide if the existing fire safety arrangements are satisfactory or need improving
- Record the findings and take appropriate action
- Keep the assessment under review.

MEANS OF ESCAPE

All employees will be made familiar with all means of escape from the building in which they work.

ACTION IN THE EVENT OF FIRE

A Fire evacuation Procedure has been written and all employees will be instructed in the actions to take in the event of fire.

MEANS OF RAISING THE ALARM

All employees must be familiar with the means of raising the alarm, i.e. the operation of manual break glass call points. All employees must be familiar with the sound of the evacuation signal and must evacuate as soon as this signal is given.

FIRE FIGHTING AND OTHER EMERGENCY EQUIPMENT

1. All employees must know the location of the nearest fire appliances to their normal working location and the general layout of appliances in the building.
2. Ensure that fire fighting and emergency equipment appropriate to risk are available for the work to be undertaken.
3. Ensure that the equipment has been maintained and inspected before being placed ready for service.
4. If equipment is discharged or damaged during use ensure it is replenished/repared before being returned to service.
5. Ensure that the fire-fighting portable equipment to be used on a fire is of the correct type for the fire situation encountered i.e. CO2 type on electrical fires. **IF IN DOUBT DON'T USE IT**
6. Maintain details of Competent Persons on site who are trained to use specific equipment.

FIRE DRILLS

Fire drills will be carried out periodically to comply with the fire certificate. Additional drills may be required for night shift workers.

FIRE WARDENS

Designate fire wardens and nominated deputies will be appointed for each area of the premises. In the event of fire, the fire wardens will be responsible for ensuring that their areas are evacuated, they will then evacuate and report that their area is clear to the person in charge. (All areas should include toilets)

ROLL CALL

A responsible person will be appointed to account for occupants at the evacuation assembly points including contractors and visitors.

SPECIAL RESPONSIBILITIES

Special responsibilities should be allocated to individuals to ensure that regular inspection and maintenance of fire systems is carried out.

FIRE SYSTEMSPERSON

Fire Alarms	Pat Butt
Fire Extinguishers	Pat Butt
Fire Escape Routes	Pat Butt
Fire Wardens	Mark Cooke, Trish Blyth

Maintenance Companies

Chubb 01932 785588
RFA 023 8066 6606

STAFF TRAINING

BASIC JOB TRAINING

All employees will be trained in the operation of machinery and equipment specific to their function before using such machines or equipment, staff are to be informed of the hazards that are likely to occur.

GENERAL TRAINING

All employees will be briefed and receive training in the following:-

1. Accident prevention in the operation of machinery and equipment
2. Accident prevention and health hazards in dealing with chemicals
3. Accident reporting
4. Fire and emergency procedures
5. Good housekeeping
6. Responsibilities under the current Health and Safety legislation.
7. Company Health and Safety Policy.

CONTRACTORS AND VISITORS

ALL CONTRACTORS AND VISITORS

All Contractors and Visitors will sign in and sign out of the Company's premises via the VisitorsBook held within the Reception Area.

GENERAL PROCEDURES

The Company will ensure that all Contractors and Visitors are aware of, and are conversant with, the Health and Safety Regulations and the Fire Safety Procedures within the Company's premises.

COMPLIANCE WITH GENERAL PROCEDURES

All Contractors and Visitors will acknowledge their compliance with the Company's procedures by the signing in process described above.

TRAINING AND INSTRUCTION

All Contractors, their employees, visitors and others will be given any necessary training or instructions required before commencing any work or activities on the Company's premises.

CONTRACTORS RESPONSIBILITIES

Contractors must report to the Company management any hazardous condition that may exist within the designated work space. All Contractors will comply with the Company's Procedures regarding work activities within the Workplace.

RISK ASSESSMENTS AND HAZARDS

WORKPLACE RISK ASSESSMENT

Management and supervisory staff are required to carry out risk assessments of work activities. This will include identifying the hazards, assessing the risks and taking into account the severity of the hazard. Identify the number of people exposed and the possible consequences. Confirm the adequacy of the existing control measures or precautions and verify compliance with legislation. Record the findings including arrangements to be implemented together with any training etc. that may be necessary. The Method Statement/Safe Working Procedure is then developed.

RISK ASSESSMENT RECORDS

The Company will maintain records of all risk assessments carried out, the assessments will record sufficient detail to satisfy the Inspectorate if required. If circumstances change the assessment will be reviewed and modified as necessary.

PREVENTIVE AND PROTECTIVE MEASURES

The Company will take all preventive and protective measures necessary following the risk assessment and apply these principles:-

- a. If possible to avoid a risk altogether.
- b. Combat risks at source.
- c. Wherever possible, adapt work to the individual.
- d. Take advantage of technological and technical progress.
- e. Form a coherent policy and approach.
- f. Give a priority to those measures which protect the whole workplace.

GENERAL HOUSEKEEPING AND CLEANLINESS

The Company will ensure that standards of cleanliness are maintained for all areas including surfaces of floors, walls and ceilings. All workplace furniture, furnishings and fittings will be kept clean and tidy. Additional cleaning will be provided when necessary to clear up spillage or other soiling. All workplaces will be kept free from waste matter or discharges. Care will be taken during cleaning operations not to expose any persons to substantial amounts of dust or explosive concentrations of dust, also to health and safety risks arising from the use of cleaning agents.

The COSHH Regulations 1988 will be complied with where appropriate.

WASTE DISPOSAL

The Company will comply with Waste Management, The Duty of Care, and Code of Practice 1992. It will ensure that all waste stored on the premises will be suitably protected and stored so as not to pose a health and safety risk either to staff, the public or the environment. When carrying or transferring waste the Company will ensure that the Code of Practice is complied with.

TRAFFIC ROUTES

All traffic routes within the Company premises shall be suitable for the persons or vehicles using them and will be clearly indicated where necessary for reasons of health and safety. All debris, rubbish etc. will be removed from traffic routes and all fire escapes, routes and exits will be kept free of obstacles at all times. Suitable and sufficient handrails will be provided on all staircase traffic routes providing the handrail does not obstruct the traffic route.

ELECTRICAL EQUIPMENT

The Company will comply with Electricity at Work Regulations 1989 with regard to electric shock, portable appliances, socket outlets and plug tops switches, conduit, cables and explosion protection etc.

QUALIFIED STAFF

Only trained and qualified persons may be allowed to work with or near electrical equipment. Any contractors that will be employed to work on or with electrical equipment must be qualified and have obtained appropriate training before starting work.

ELECTRICAL TOOLS

All electrical tools must be earthed or double insulated. All frayed, torn or split flexible cords and plug tops which are cracked or have broken insulation must be changed. Tools that are suspect i.e. smoking, sparking or becoming excessively hot must be checked IMMEDIATELY, tools that have guards must never be used with the guards removed or by-passed.

PORTABLE APPLIANCES

All portable appliances will be tested in accordance with British Standards and also HSE Guidance Note PM32 - The Safe use of Portable Electrical Appliances. A suitable asset register will be prepared to record each portable appliance. Each time an appliance is tested an inspection certificate should be completed by the person carrying out the test.

ELECTRICAL SAFETY

Electrical circuits and plant may only be shut down with the authority of a Company Representative. Work on electrical equipment will not be allowed before the equipment has been properly isolated and disconnected from the source of supply. Isolation must not rely on operating a switch to the OFF position. Switches must be locked to the OFF position and/or fuses removed from the circuit and held by the workman until the work is completed. Electrical control panels and main switchgear cubicles must remain clear of obstructions and be readily accessible at all times. Electrical switch rooms must not be used as a storage facility. All personnel must use the proper practice methods, and safety equipment must be used when applicable. All safety notices must be strictly observed and adhered to. Access is restricted to all plant rooms except for authorised personnel.

WORK EQUIPMENT

BASIC JOB TRAINING

It is Company policy that all employees and contractors will be trained in the operation of machinery and equipment specific to their function, and employees are required to use all work equipment correctly and in accordance with their training and the manufacturers recommendations.

GUARDS AND INTERLOCKS

Appropriate guards, interlocks, and dual controls etc., on machines and on other items of equipment are provided in order to make all operations as safe as possible.

All employees will:-

1. NEVER remove, make inoperative, or reduce the effectiveness of any equipment or machinery guard.
2. NEVER override any safety interlocks or attempt to operate any machinery or equipment without the guards or other required safety devices in place.
3. NEVER operate any equipment or machinery when it is functioning improperly or at any time when its use would be hazardous. Such equipment will be repaired at once or removed from the premises.

Only authorised personnel may remove a machine guard during maintenance or cleaning operations. During such operations all precautions must be taken to ensure that the equipment is de-energised by disconnecting the power source.

The appropriate warning notices must be displayed.

MAINTENANCE

The Company Policy is that all work equipment will be maintained in an efficient state, in efficient working order and in good repair. All machinery will have a Planned Preventive Maintenance programme and suitable records will be kept showing all procedures and works carried out.

HAZARDOUS SUBSTANCES (Control of Substances Hazardous to Health)

The following general precautions apply to the handling, transporting and use of all substances. Special precautions relating to specific products are given in the specific written COSHH assessments.

Almost all chemical materials are potentially dangerous. Although they may find their way into day to day use, it is usually a very diluted or otherwise modified form. The following general rules should always apply:-

1. Chemical products must never be allowed to come into eye contact. Contact with skin and mucous membrane must likewise be avoided. Wear protective equipment and clothing supplied. Always observe good industrial hygiene practice.
2. Do not swallow materials or use in areas where food is being consumed. Smoking is also prohibited during application and curing.
3. Inhalation of chemical vapours or dust should be avoided. Adequate ventilation must be provided. Suitable respiratory protection will be provided if appropriate.
4. Facilities for the washing and cleansing of the skin must be made available with the necessary cleansers and barrier cream.
5. Store all products in ventilated areas away from extremes of temperatures and environment.
6. Clean all spillages instantly and dispose of waste and used containers properly.
7. Except for transport in closed packages, materials must be handled only by authorised personnel.
8. Ensure the correct equipment for handling the products is available.
9. If any person handling the materials shows the symptoms, which may possibly have been caused by exposure to chemical products, they should be removed from the area and medical advice sought without delay.
10. Follow the control measures in the COSHH assessment.
11. Read the container labels, read the data sheet and detailed health and safety information before using any products.

MANUAL HANDLING

It is Company Policy to provide safe working procedures to comply with the Manual Handling Operations Regulations 1992.

GENERAL

1. Where manual lifting or handling is identified your supervisor will carry out a manual handling assessment.
2. You must inform your supervisor if you have had any previous back or muscular injury, which could be effected by your work. Your supervisor can take this information into consideration when doing the manual handling assessment.
3. If your work involves lifting items weighing 20kg or more inform your supervisor. A safe method of work must be agreed before work starts.
4. Take extra care and avoid putting yourself or others at risk of injury when carrying out manual handling operations and use the Kinetic method of lifting (see 9 below).
5. You need to know your limitations – what you can lift safely.
6. Talk to your supervisor about the job and how it can be carried out safely.
7. Wherever possible use mechanical means to lift and transport items.

DISPLAY SCREEN EQUIPMENT

It is Company Policy to comply with the Health and Safety (Display Screen Equipment) Regulations 1992.

ASSESSMENT

A suitable and sufficient analysis of all work-stations and environment shall be made for the purpose of assessing the health and safety risks to which the users.

HEALTH AND SAFETY TRAINING

All employees defined as users of display screen equipment shall receive adequate health and safety training in the use of the workstation upon which he/she may be required to work upon.

EYESIGHT TESTING

All employees defined as users of display screen equipment shall, upon request, be provided with an appropriate eye and eyesight test.

MAINTENANCE

Display screen equipment shall be maintained in an efficient state, in efficient working order and in good repair so that the:-

1. Screen image is stable.
2. All controls are easily adjusted.
3. The screen tilts/swivels easily.

WORKSTATION TRAINING

All employees defined as users of display screen equipment shall be given sufficient and suitable training and/or instruction regarding ergonomics and safe working practices.

WORKLOAD

All employees defined as users of display screen equipment shall be instructed to organise their workload to ensure regular breaks from screen work, to look away from the screen at least once in every ten minutes and focus on something else, and to break from the screen for at least ten minutes in every hour.

FLUIDS UNDER PRESSURE

It is Company Policy that all Pressurised Plant such as steam raising boilers, air compressors and air receivers etc., will be subject to engineering inspections by a specialist.

TRAINING

All appropriate employees are to be trained in the operation of all equipment incorporating pressure vessels. Employees shall be informed of the hazards that may occur.

MAINTENANCE

All pressurised plant will be subject to a Planned Preventive Maintenance Programme and suitable records will be kept showing all procedures and works carried out. All Pressure Vessels and Pressurised Equipment shall be maintained in an efficient state, in efficient working order and in good repair.

PERSONAL PROTECTIVE EQUIPMENT

It is Company Policy to make available to employees personal protective equipment appropriate to the potential hazards. All equipment will comply with current British Standards.

EMPLOYEE RESPONSIBILITIES

It is the responsibility of each employee to ensure that he/she has the appropriate personal protective equipment for the task in hand.

CONTRACTORS

All Contractors will comply with the above policy regarding personal protective equipment and will also have had suitable training in the use and wearing of personal protective equipment.

TRAINING

All employees will receive training and instruction in the use and wearing of personal protective equipment.

PROCEDURES FOR SERIOUS AND IMMINENT DANGER

It is Company Policy that procedures are in place which are to be followed in the event of any serious incidents occurring such as:-

- 1.Fire.
- 2.Bomb threat

NOTIFICATION

All employees, contractors and visitors shall be made aware of the procedures including the evacuation of the premises.

COMPETENT PERSONS

Sufficient numbers of competent persons shall be appointed to implement the procedures and all employees and contractors shall be made aware of their identity.

EVACUATION

Upon the receipt of an evacuation signal, all employees, contractors and visitors shall:-

- 1.Stop all work.
- 2.Shut off all electrical equipment and machines
- 3.Walk to the nearest exit, DO NOT RUN.
- 4.Exit quickly and do not stop for personal belongings (except for bomb threats when personal belongings should be taken).
- 5.Go to the nominated assembly area.
- 6.Do not re-enter the building until advised that it is safe to do so.

EMERGENCY DRILLS

Emergency procedure drills will be carried out periodically.

EXTERNAL CONTACTS FOR HEALTH & SAFETY

COMPETENT PERSONS

Ffinlo Martin Quirk
Integral Training Services
Rushington House
Rushington
Southampton
SO40 9LT

Tel: +44 [0] 23 8066 5544
Fax: +44 [0] 23 8066 5500

EMPLOYMENT MEDICAL ADVISORY SERVICE

Priestly House
Priestly Road
Basingstoke
Hampshire
Telephone (01256) 473181