



## **Health & Safety Policy**

**Impact IT Solutions (UK) Limited**

**Unit 27B & 28B Osprey Court**

**Hawkfield Business Park**

**Whitchurch**

**Bristol**

**BS14 0BB**

Registered Company Number: 05006322

*For this policy 'the Company' shall mean: Impact IT Solutions (UK) Limited*

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Impact IT Solutions (UK) Limited recognise that the health and safety of its employees, customers, members of the public and anyone else affected by our activities are one of our top priorities.

The Senior Executives will endeavour to provide and maintain sufficient resources to achieve compliance with the Health & Safety Policy.

The key focus areas of our approach will be:

- Identification and compliance with all current and future legislation.
- Assessment and management of risk, as far as is reasonably practicable.
- Development of suitable and sufficient policies, procedures and working practices.
- Consultation and communication on health, safety, and wellbeing matters.
- Training to ensure a good working knowledge of current standards and procedures.
- Regular review and audit of our undertakings to help us define improvements to our systems of work.

Individuals will be expected to demonstrate their commitment by:

- Co-operating with the requirements of the policy and highlighting any deficiencies in the arrangements.
- Follow and implement health and safety working procedures and, ensure that those they have responsibility for do likewise.
- Demonstrate a positive and proactive approach to Health & Safety and help to promote it in others.
- Looking for opportunities to improve and maintain performance.

Signed:

A handwritten signature in black ink that reads 'J. Ward'.

Date: 16<sup>th</sup> May 2022

**Jed Ward**  
**Managing Director**

**This policy and statement will be reviewed annually**  
**David J Reed Grad IOSH AIEMA**

## **2.0 Roles and Responsibilities**

### **Organisation and Managerial Responsibilities.**

#### **Executive Directors**

The Managing Director is ultimately responsible for the company's health and safety arrangements. He has delegated the day-to-day function of health and safety to the Operations Director. The Managing Director, as the person responsible, will seek external assistance where necessary to ensure that the company meets both its statutory obligations and the objectives laid down in this Health & Safety Policy.

The organisation of the workforce is the responsibility of the Operations Director, and they are responsible for ensuring that the company's Health & Safety Policy and associated procedures are implemented by all site operatives.

Day-to-day management of the company's operations is the responsibility of the Operations Director who will be supported by Site managers and Line Managers, each responsible for one site, customer premises or internal team. Depending on the size and nature of the site, premises or team, the person responsible may be supported by one or more supervisors responsible for the direct supervision of the company operatives.

#### **Health & Safety Manager**

The Health and Safety Manager will support the Executive Directors, Directors, and all staff by providing competent advice on health and safety matters.

Review risk assessments from subcontractors and contractors as required.

Advise senior staff of relevant legislation and guidance relevant to their work activities.

Undertake audits and investigations on health and safety matters on the instructions of the Operations Director.

#### **Non-Executive Directors and Line Managers**

Directors and Line Managers have a role of supporting the Executive Directors in their endeavour to always ensure safe working conditions.

They shall:

- Instruct each employee as necessary in the avoidance of hazards and the safe performance of work.
- Ensure those employees under their control understand the requirements of the Health and Safety Policy and comply with the arrangements.
- Recommend improvements or changes required to eliminate hazards and remove the causes of accidents, damage, and loss.
- Ensure that employees under their control are available for health and safety training when required.

### **Employees**

All employees of the company shall:

- Understand and follow company health and safety policy, procedures, standards, and systems of work.
- Implement appropriate Health and Safety procedures, processes, standards, and systems of work.
- Carry out their work safely in the interest of themselves and others.
- Report unsafe conditions to their line manager so that corrective action can be taken if considered necessary.
- Impart knowledge and experience on working practices to others.

### **Contractor Responsibilities.**

Every contractor has a statutory duty to take reasonable care concerning their health & safety, and the health and safety of any other person who may be affected by their acts or omissions.

Therefore, it shall be the duty of all Contractors whilst at work:

- To co-operate with the employer to ensure compliance with all the company Health & Safety policies and procedures.
- To refrain from intentional or reckless interference with equipment and/or systems provided in the interest of Health, Safety, and the Environment.
- To co-operate with management when required on such things as accident prevention and all procedures regarding Health, Safety, and the Environment.

### **3.0 Arrangements**

This section defines our company arrangements and policies for dealing with our activities.

#### **3.1 Safety Audits and Monitoring**

At regular intervals, either the Operations Director or the Health & Safety Manager will carry out a health & safety audit on one contract or job, selected at random. The audit will consider the effectiveness of the welfare facilities; emergency procedures, the effectiveness of risk assessments, and safe methods of work identified at the outset, and will identify any corrective action required. Where required, external health & safety advice may be sought from specialists.

#### **3.2 Guidance**

The company commits to operating to the very highest standards of Safety and Quality and will therefore carry out its operations following best practices as advised by the Health & Safety Executive and various trade bodies and associations, this best practice will be reviewed on an annual basis and adapted annually or when evidence that significant improvements can be made by adopting sooner. Guidance documents are available on the company SharePoint library and will be made available to external parties on request.

#### **3.3 Health & Safety Records**

All pertinent records will be kept by the Operations Director or Health & Safety Manager and may be in electronic or written form. Such records will include:

- Equipment Inspections.
- COSHH Assessments.
- Generic Risk Assessments.
- Staff Training and Induction Records.

In addition to the above general records, the following contract-specific records will be maintained for each major contract and stored on the shared drive for authorised staff to access as required.

- Contract Start-up information.
- Specific Risk assessment.
- Method Statements and Safe systems of work.

#### **3.4 Asbestos**

Asbestos is recognised as being an extremely hazardous substance and as such must be treated with the utmost care. When working on-site, staff and contractors will assume any suspicious material is asbestos unless there is conclusive evidence to the contrary. No drilling, breaking, or cutting shall be carried out to any material suspected of containing asbestos fibres. Any suspicious material shall be reported to the site or building manager immediately.

Before commencing any physical changes to the client's premises I.e., drilling, running cables or entering areas likely to contain ACMs (Asbestos Containing Materials) Impact IT employees will see a sight of an asbestos register for the site and seek written reassurance from the owners of the premises that the planned works will not interfere with any ACM's, this must be communicated to the Operations Director or Health & Safety Manager.

**A Type1;** Management Survey should be made available. Its purpose is to locate, as far as reasonably practicable, the presence and extent of any suspect Asbestos Containing Materials (ACMs) in the building which could be damaged or disturbed during normal occupancy, including foreseeable maintenance and installation, and to assess their condition before starting work.

**A Type2;** Refurbishment and demolition surveys should be made available where refurbishment work or other work involving disturbing the fabric of the building is carried out.

### **3.5 Personal Protective Equipment (PPE)**

Personal Protective Equipment will be provided by the company and the relevant PPE must be always worn whilst carrying out work. Details of the correct PPE will be made available to employees, and this will be detailed in any relevant risk assessments produced for the work being undertaken. No employee/contractor will be permitted to start work without the correct PPE and the necessary information, instruction, and training to enable him to utilise the equipment correctly and without risks to safety and health. It will be the responsibility of the Project Manager and their site representative to monitor the wearing of PPE on sites under their control, persons found to be persistently breaching PPE rules will be subject to disciplinary procedures including removal from the site.

### **3.6 PAT Testing**

All portable electrical appliances will be tested under the regulations, at the recommended intervals, 'as may be necessary to prevent danger'. It will be the



responsibility of the Project Manager to ensure that all equipment provided is suitable for the task. Only appliances provided by the company can be used by employees at Impact workplaces or sites where Impact staff are working.

### **3.8 Equipment Inspections & Records**

Each employee should carry out a regular inspection of any equipment they use as part of their role. Any defect must be reported to their Line Manager and the equipment must not be used. The Health and Safety Manager will carry out periodic inspections of all company equipment, ladders, PPE, tools, etc., and will keep a record of such inspections. For record-keeping, each item of equipment shall have its unique reference, which shall be marked on it. Markings must be maintained so that they are always clearly visible.

Where an inspection reveals a defect, it will be the responsibility of the Operations Director or Line Manager to ensure that the equipment is not used until a suitable repair has been affected. If the equipment is beyond repair it must be discarded, whether a suitable replacement is available, and any work relying on the use of such equipment must be suspended until a suitable replacement is available.

### **3.9 Welfare**

Within Impact's premises, places for staff to wash their hands, take rest breaks and access toilet facilities will be maintained and cleaned per the Workplace (Health, Safety and Welfare) Regulations 1992. Working temperatures and lighting levels will be monitored following guidance and recognised good practise to ensure a suitable working environment.

In most cases, company employees/contractors will be able to use toilet/washing facilities within the customer's premises. It will be the responsibility of the Project Manager to ascertain if this is possible before the commencement of a contract. Where it is not possible, it will be the responsibility of the Project Manager to establish the location of suitable temporary or public facilities

Where work is carried out in people's homes we will make a verbal request to use their washing facilities if required.

### **3.10 Accident Reporting & Investigation**

All employees/contractors must report any near miss, accident or injury to the Head Office. Details of all accidents will be entered into the accident book

It will be the responsibility of either the Operations Director or the Health & Safety Manager to notify the Health & Safety Executive in respect of any accident or occurrence for which notification is required by the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1997 (RIDDOR).

Any accident resulting in more than minor injuries, or an incident which might have resulted in serious injury, will be investigated. Depending upon the circumstances of the accident, Directors may seek the assistance of an external Health & Safety Advisor, both in the investigation and the formulation of preventative procedures to avoid repetition.

### **3.11 Transport & Company Vehicle Safety**

It is the policy of the company to only employ competent drivers.

#### Driver approval and competence.

A person may only operate company vehicles if they have:

- Held a full UK license for a minimum of 2 years.
- Not been disqualified from driving for a drink and/or drug offences in the last 5 years nor has any driving-related prosecution pending that could result in a driving ban.
- The correct license for the type of vehicle being operated.

Drivers must inform the company of any circumstances that may lead to a driver being unfit for driving duties.

Drivers must inform the office immediately they become aware of any pending prosecution for any driving offence.

All drivers will be asked to present their licenses to the office, these will be photocopied and returned. The Company may ask any or all of its employees to share access to their license via the DVLA portal to confirm license status where required.

The use of handheld devices whilst driving is prohibited.

### **3.12 Machinery Operation**

All employees/contractors who are required to operate machinery will have the appropriate training and license to operate such machinery. It is company policy to take disciplinary action against any person found to be operating machinery without the necessary competence.



### **3.13 Machinery Maintenance**

All machines including power tools, saws, drills etc. shall be subject to regular inspection by the user. Damaged or unsuitable equipment will be removed from service immediately.

### **3.14 Lone Working**

Where work is carried out on the customer's premises, the Operations Director or Project Manager will ascertain the procedures to be followed in case of an emergency, e.g., lone worker communications or injury etc. and details will be provided to all company employees/contractors required to work in such circumstances.

### **3.15 Home Working**

Impact IT may ask you to work from home for part of your working hours. Whilst you work from home, we, as employers, have the same duty of care as if you are in the office. We, therefore, need to ensure your home environment is safe for you to work from. We may ask you to carry out a Display Screen Assessment on your home setup and if necessary, we may need to visit your home to carry out a safety check. Whilst you are working from home you can report any safety concerns to your line manager or the Health & Safety Manager in the normal way.

### **3.16 First Aid Arrangements**

The Managing Director or his nominated representative will ensure that at a minimum, the organisation has an appointed person for first aid. The appointed person will be responsible for maintaining the first aid kit and taking charge after an accident, this includes calling for a person qualified in first aid or ambulance if necessary. Where visits are carried out to other premises, the person responsible for Health & Safety will ascertain the first aid procedures to be followed, and details will be provided to all employees/contractors required to work in or on such premises.

### **3.17 Pregnant Workers**

The company recognise that pregnant workers are more vulnerable and, as such, will carry out specific risk assessments where a worker notifies them of pregnancy, such assessments will consider the worker's duties working conditions and hours. Where it is deemed that a risk to the mother or baby is present, suitable controls will be introduced.

### **3.18 Communication with workers**

The company uses a variety of methods to communicate information with employees and sub-contractors. A regular informal meeting is held to discuss any issue, including safety. Safety information is also available on the company SharePoint library. Communication with employees whose first language is not English will be carried out using one or more of the following methods.

- Ensure adequate time to consult with employees where language and/or literacy may be an issue so they can absorb the information and respond.
- Use an interpreter; this may be a trained work colleague.
- Get information translated and check that this has been done clearly and accurately by testing it with native speakers.
- Use pictorial information and internationally understood pictorial signs where appropriate.
- Where information must be in English, use clear and simple materials, and allow more time to communicate issues.

### **3.19 Health & Safety Training**

The firm will provide as much training and re-training as is necessary to ensure, as far as reasonably practicable, the health and safety of all staff in the firm.

During staff induction and upon any job transfer, safety training will be provided to ensure that the staff are trained in Health & Safety matters to a level appropriate to their responsibilities.

#### **Induction Training**

Every new employee will receive an induction on day one of their employment carried out by the Operations Director. As soon as possible thereafter, the Health and Safety Manager will arrange to meet the staff member and provide further safety information including fire safety, manual handling, and display screen equipment use, environmental and general safety. New employees will also be given instruction and safety training on the equipment they will be required to use whilst performing their duties. A training record will be kept and maintained within HR

### **3.20 Fire Safety**

Fire risk assessments will be carried out in all areas occupied by the

organisation, the risk assessments will consider, sources of ignition, sources of fuel and any extra sources of oxygen over and above what is present in the air. The assessment will evaluate the risk of a fire starting and the effect of the fire on people. The assessment will indicate control measures to remove or reduce the risk of fire starting. The significant findings of the assessment will be communicated to the relevant person.

Firefighting and fire detection equipment installed will be maintained and serviced following the manufacturer's instructions.

Training in fire safety will be provided to staff relevant to their role.

It is the responsibility of the Project Manager to ensure that all fire safety procedures implemented in client buildings and on client sites are communicated to relevant staff.

### **Means of Escape**

In the event of a fire occurring, it is vital that staff and others can evacuate the premises.

All existing doors through which a person may have to pass to get out of the premises must be capable of being easily and immediately opened from the inside without a key. Staff will not block or otherwise obstruct exits provided for emergency evacuation.

Access routes must always be maintained unobstructed to exit doors (internal and final exits) sufficient to allow easy access by the number of persons likely to use those routes, (750mm minimum) and employees must observe any line markers to indicate areas which must be kept clear.

Stairways in buildings must be free from any risk of fire or spread of fire e.g., unauthorised portable heater, combustible material etc.

Under no circumstances should fire doors be wedged open unless they are retained by automatic magnetic release systems or similar which are connected to the fire alarm system.

### **Smoking**

In line with current legislation, smoking is not allowed on client premises, our premises or company vehicles.

### **Housekeeping**

Good housekeeping is most important. Waste or packing materials should

not be allowed to accumulate in any building. No combustible materials should be kept in rooms and, stairwells should be always kept clear of combustible materials.

### **3.21 Young Workers**

Risk Assessments must be carried out in compliance with The Management of Health & Safety at Work Regulations 1999 and the Health & Safety (Young Persons) Regulations 1997. In line with the Health & Safety (Young Persons) Regulations 1997, young people are defined as those full or part-time employees under the age of 18 years. This includes young persons on work experience working within the firm.

There are also special provisions for young people in the Working Time Regulations 1998 concerning limits of hours of work, rest from work and annual holidays.

The Operations Director will ensure compliance with these regulations by seeking advice from the Health and Safety Manager if required.

### **3.22 Display Screen Equipment (DSE)**

Working with Display Screen Equipment is recognised as being a cause of injury and ill health, the company will carry out risk assessments and provide information instruction and training to its entire DSE user staff. Employees must carry out the recommendations of the risk assessment and must report instances of injury or ill health suspected of being caused by DSE work to the Operations Director or Health & Safety Manager as soon as practicable.

### **3.23 COSHH Assessments**

For all materials or substances utilised which may be hazardous to health, a formal COSHH Assessment will be carried out by the Operations Director or Health & Safety Manager. A register of hazardous substances shall be retained along with all relevant Material Safety Data Sheets. (MSDS) Significant findings of the assessments will be communicated to the relevant operatives, together with the necessary MSDS sheets and instructions for use and any relevant Personal Protective Equipment (PPE) that is required.

### **3.24 Noise**

Regular exposure to high noise can cause deafness and tinnitus. Noise assessments will be carried out whenever it is suspected that noise levels may be above 80db(a) and hearing protection will be provided for all operatives.

Where noise levels are at 85db (a) or above, the company will take measures to reduce the exposure of noise to its employees by means other than hearing protection, the wearing of hearing protection shall also be enforced. This is only likely to be relevant to field staff/engineers.

### **3.25 Manual Handling Assessments**

The Operations Director, with the assistance of the Health and Safety Manager, as required, will carry out specific manual handling assessments for any necessary operation which has been highlighted as requiring a detailed assessment by the general risk assessment. Manual handling assessments will consider the load to be handled, e.g., tools, equipment etc., its size and weight, the individual, the task, and the environment in which the task takes place. The assessment will also consider the possibility of utilising mechanical means to minimise the risks arising from manual handling.

### **3.26 Method Statements (Safe Operating Procedures)**

Work Instructions (Method Statements and or Safe Systems of Work) will be developed for significant projects of data cabling / CCTV or moving equipment. Project Information from the risk assessments will be used to formulate these documents which will be used in training and given to members of staff, the work instructions will be reviewed and updated either periodically or when something significant changes. Method statements are written in conjunction with safety staff and where relevant will be shared with customers.

### **3.27 Working at Height**

It is the policy of the company to comply with the Work at Height Regulations 2005. Work at height will be avoided wherever possible, where work at height cannot be avoided; the site foreman is responsible for carrying out a risk assessment and selecting appropriate work equipment to access height and ensuring the appropriate safety measures to prevent falls are implemented.

Only trained and competent staff will be allowed to work at height.

Where the risk of a fall cannot be eliminated the foreman will put in place measures and equipment to minimise the distance and consequences of a fall should one occur. For example, implementing a fall arrest system with harness and lanyards. As with all lifting equipment this will be tested following recognised best practice



### **3.28 Serious or Imminent Danger**

These procedures are in line with Regulation 8 of the Management of Health & Safety at Work Regulations 1999

It is a policy of the company that no employee or sub-contractor will be made to work in dangerous conditions without due regard to health and safety and all employees should be aware that there are regulations and procedures regarding serious or imminent danger

Directors, Managers, Supervisors, and employees are reminded that they must not, under any circumstances, undertake work or instruct others to undertake work where there is a risk of imminent danger without the correct levels of personal protective equipment, training and safety procedures being in place

The firm authorises any employee to remove himself/herself to a relative place of safety when he/she has reason to believe he/she is at serious risk or in imminent danger. Work will not resume in that area until the problem has been neutralised.

Some emergency events can occur and develop rapidly, thus requiring employees to act without waiting for further guidance, for example, in a fire. Employees must, on arrival at new sites, make themselves familiar with the emergency procedures, escape routes and location of firefighting equipment etc. before starting work

Under no circumstances will work activities take priority over safety considerations

### **3.29 Risk Assessments**

The Operations Director will prepare a generic risk assessment covering the common risks encountered in the company's normal business. If necessary, the Health & Safety Manager will be asked to carry out updates to the generic risk assessments. The significant findings of the risk assessments will be relayed to all relevant staff and will be available in the SharePoint library.

The Operations Director will carry out a site-specific risk assessment for any new site which the company's employees/contractors are obliged to work, with the assistance of the Health & Safety Manager as required. Such assessments will consider the health and safety of employees/contractors and the public on site.

All Risk Assessments will be produced using our online management system

and are made available to all clients upon request. Employees will have access to relevant copies of risk assessments for the work they carry out via the shared staff SharePoint library.

### **3.30 Contractors and Sub-Contractors**

All contractors and sub-contractors who are working for the company will comply with the company's

1. Health & Safety Policy.
2. Emergency procedures.
3. Hazard/accident reporting procedures.

(All accidents and near misses need to be reported and recorded in the Accident Book located in the main office).

The company's health and safety policy statement (See page 3 of this document) can be found on company noticeboards and the associated policy will be available for all staff to access on the company SharePoint library.

### **3.31 CDM Regulations**

Impact IT Solutions (UK) Limited will Co-operate and Co-ordinate activities with other contractors and will communicate information with all involved in the site construction activities. The company will:

- sensibly plan the work so the risks involved are managed from start to finish.
- have the right people for the right job at the right time.
- cooperate and coordinate work with others.
- have the right information about the risks and how they are being managed.
- communicate this information effectively to those who need to know
- consult and engage with workers about the risks and how they are being managed.
- employ the right people for the right job at the right time.
- cooperate and coordinate our work with others as required.
- have the right information about the risks and how they are being managed.
- communicate this information effectively to those who need to know.
- consult and engage with workers about the risks and how they are being managed.

### **3.32 Mental Health**

Impact IT recognises that mental health is just as important as physical health, and your mental health could also have an impact on your safety in and out of work. Any mental health concerns reported will be treated sympathetically and in confidence.

In the first instance, any issues you may have can be raised with the Operations Director who will consider what additional controls and processes can be put in place to address and alleviate any issues affecting your mental health in the workplace setting. Controls available could include supporting external counselling sessions or support and enabling attendance during working hours for example. Where necessary external specialist help, and support will be sought by the Senior Managers.

### **3.33 Alcohol and Controlled Drugs**

It is categorically forbidden for employees to enter sites or places of work, to drive a vehicle, use or operate plant and equipment, or assist or supervise in its use, whether on or off company business, in an unfit state due to the influence of alcohol or illegal drugs and other substances, such as glue. Disciplinary action with gross misconduct resulting in summary dismissal may be taken if you are caught in the possession of illegal drugs on Company or Client property or in Company vehicles. Employees taking medicines or prescribed drugs under the direction of their G.P, Dentist, or Hospital Doctor that may affect their ability to carry out their work duties have a duty of care to themselves and others and should notify their Line Manager or Operations Director who will consider what additional controls or measures may be required to mitigate the effects.

### **3.34 Environmental Protection**

Impact IT Solutions (UK) Limited has a policy to comply with the Environmental Protection Act 1990, other associated statutory legislation, and Approved Codes of Practice (ACOP). This applies to all those who are employed within the company or who are protected by its undertakings. Employees are asked to co-operate in the operation of this policy and make a positive contribution to environmental protection by making themselves aware of the firms' environmental policy and complying with the control measures in place. This includes compliance with the requirements of Site Waste Management Plans which relates to the works under our control. The policy is available on the staff SharePoint library and is also available to

interested parties on request.