

# **FIRST MILE LIMITED**

## **HEALTH AND SAFETY POLICY**

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## Section 1: Policy Statement

First Mile is committed to providing a healthy and safe environment to work in. It aims for progressive improvement in health and safety performance leading to standards beyond the legal minimum requirements. To achieve this, we will ensure that health and safety is integrated with other core management functions. First Mile's commitment to health and safety also extends to others affected by its activities including customers, sub-contractors and visitors.

The above aims are achieved by the following;

- Having in place an effective management structure with clearly defined organisational duties for health, safety and welfare;
- Maintaining a safe and healthy workplace together with safe access and egress;
- Ensuring the likelihood of accidents and cases of work-related ill health are kept to an absolute minimum and provide adequate control of health and safety risks arising from our work activities;
- Establishing and maintaining safe working practices and procedures using the principles of a proactive and sensible approach to risk management;
- Engaging and consulting with employees on day-to-day health and safety conditions and providing advice and supervision on occupational health;
- Making arrangements for minimising risks to health in connection with the use of the handling, storage and transportation of articles and substances;
- Ensuring the provision of information, instruction, training and supervision to enable all persons to avoid hazards and contribute positively to their own health and safety and to ensure they have access to safety equipment and safety training when required;
- Formulating effective procedures for use in case of accidents, emergencies and the reporting of incidents, dangerous occurrences and defects;
- Providing and maintaining adequate welfare facilities;
- Providing and maintaining plant, equipment and machinery, and ensuring safe storage/use of substances;
- Regularly reviewing health and safety documentation, procedures and training.

A handwritten signature in blue ink, appearing to read "Bruce Bratley".

**Mr. Bruce Bratley**

**Director**

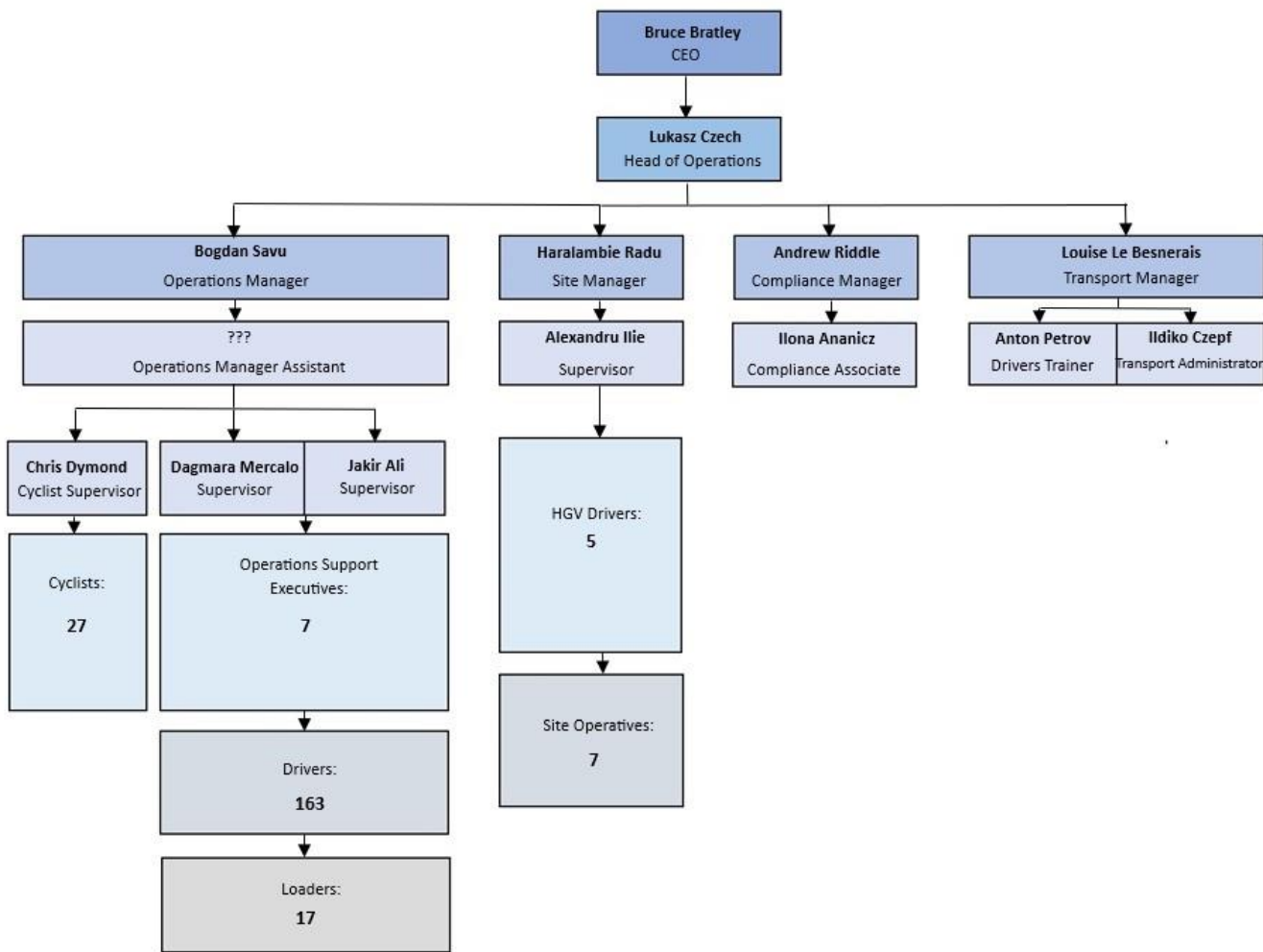
**01 October 2024**

**Review Date: 01/10/2025**

## Section 2: Organisation and Responsibilities

### Organisation

The management structure responsible for the management of health and safety of the company is shown below.



## Responsibilities

The Managing Director has ultimate responsibility for health and safety matters and has delegated individual responsibilities to all levels of management for areas of the Company's activities over which they have control.

Responsibilities for health, safety and welfare are allocated as follows: -

### Managing Director

The Managing Director shall ensure that:

- There is an effective policy for health and safety, and that there is the provision of regular reviews to its effectiveness and the provision of adequate personnel, funds and materials to meet the requirements within the health and safety policy.
- They are familiar with all relevant health and safety legislation and that they understand and promote all relevant information contained in the health and safety policy.
- The implementation of the health and safety policy is effective.
- Appropriate resources are allocated to allow for the elimination and/or control of known hazards and to the safeguard against the introduction of new risks.

### Health and Safety Officer/Representative

- Prepare and keep up to date a statement of the company's policy for health and safety and ensure that it is brought to the notice of all employees.
- Prepare instructions for the organisation and methods for carrying out the company policy, to make sure each person is aware of their responsibilities and the means by which they can carry them out.
- Understand the statutory requirements affecting the company's operations.
- Ensure that any contractors employed by the company have their health and safety competence assessed before their appointment and that they comply with their own policy and procedures and those of the company that apply to their work activities.
- Ensure that appropriate training is given to all staff as necessary, that records are maintained and the training needs of individuals are regularly reviewed against job requirements.
- Insist that sound working practices are observed as laid down by codes of practice/safe systems of work and that work is planned, hazards identified, risks assessed and methods of working comply with statutory provisions and company standards.
- Arrange all necessary insurance and carry out any necessary reporting of incidents to insurers. Provide accident investigation reports to insurers where appropriate.
- Reprimand any member of the staff failing to discharge satisfactorily their responsibilities for health and safety.
- Arrange for funds and facilities to meet the requirements of the company policy.
- Set a personal example by conducting regular safety tours of the premises and by wearing appropriate protective clothing.
- Regular inspections of the premises and plant are made and records kept.
- Arrange for regular meetings with the appointed H&S Consultant to discuss company accident prevention, performance, possible improvements, etc.

- Ensure that all accidents are reported and recorded as necessary, including the production of reports identifying the cause of the accident and recommended actions to prevent recurrence;
- Ensure all accidents, dangerous occurrences and diseases are reported to the Health and Safety Executive when required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).
- Ensure adequate information both written and verbal is passed to employees on health and safety matters and effective systems of communication for health and safety are provided;
- Arrangements are in place to ensure consultation with employees is made with regard to matters of health and safety and that personnel are informed of any relevant changes in legislation and that the health and safety policy is updated as necessary.
- Encourage staff to report hazards and raise any health and safety concerns;

### **Managers and Supervisors**

Have the following responsibilities for all activities, locations and persons under their control.

All Managers/Supervisors must:

- Understand and keep up to date with the requirements of this Health and Safety Policy and other relevant health and safety standards;
- Ensure employees understand and follow the requirements of this Health and safety Policy;
- Ensure employees are provided with sufficient information, instruction and training on health, safety and welfare matters;
- Ensure all employees are capable and competent of carrying out their work in a safe and healthy manner and that adequate levels of supervision are provided;
- Ensure regular consultation on all aspects of health, safety and welfare takes place with employees as appropriate;
- Report any shortcoming in the Company's management of health, safety and welfare, including recommendations for improvement to the Managing Director;
- Ensure employees and others who fail to comply with relevant health, safety and welfare requirements are suitably disciplined or reprimanded;
- Ensure that arrangements are in place for regular inspections and audits to be undertaken, including the production of reports;
- Ensure employees are provided with appropriate personal protective equipment and that it is maintained, cleaned and replaced as necessary;
- Set a personal example by wearing the appropriate personal protective equipment and following recognised safe working practices as appropriate;
- Ensure arrangements are in place to undertake risk assessments and ensure the assessments are recorded, reviewed and updated as necessary;
- Ensure that the significant findings of the risk assessments are brought to the attention of all staff;

### **Employees**

Every employee must take reasonable care for their own health and safety, and that of persons who may be affected by their acts or omissions at work. Employees are encouraged to be proactive in the management of health and safety and to help managers in the continuous improvement of health and safety performance.

- To be familiar with all relevant information in the health and safety policy and any additional relevant procedures and to co-operate in the implementation of their contents;
- To understand and comply with all instructions and working procedures which apply to their work and to work with all due care and attention at all times;
- To never operate plant, tools, equipment and vehicles or undertake any tasks unless trained and authorised to do so;
- To keep all such plant, tools, equipment and vehicles in a good condition and to report any defects to the appropriate person immediately.
- To wear/use personal protective equipment as instructed or when circumstances dictate it and maintain it in a good condition.
- To report any hazards seen and if appropriate, make suggestions for the elimination/control of the hazard.
- To ensure their work area is kept clean and tidy.
- To never intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety and welfare.
- To report all accidents, near misses or cases of occupational ill health to their Line Manager/Supervisor.
- To co-operate in the investigation of complaints, accidents, near misses and cases of occupational ill health.
- Present yourself for work in a fit and healthy condition and not under the influence of alcohol or illegal drugs.
- Attend training or briefing sessions provided by the Company or client in relation to health and safety in the workplace.
- Participate in developing a positive health and safety culture within the Company by adopting a responsible attitude towards health and safety at all times.

### **Specific Responsibilities:**

To ensure health and safety standards are maintained and improved the following people have responsibility in the following areas

#### **Lukasz Czech – General Overview Andrew Riddle – Health and Safety Executive/Lead Assessor**

Risk assessments will be undertaken by:

**Lukasz Czech, Andrew Riddle, Louise Le Besnerais, Haralambie Radu,**

The findings of the risk assessments will be reported to along with any actions required to remove/control risks will approved by:

#### **Bruce Bratley**

The responsibility for identifying all work equipment requiring maintenance undertaken by:

#### **Lukasz Czech**

The responsibility for ensuring effective maintenance procedures are drawn up is undertaken by:

**Bruce Bratley**

Any problems found with work equipment should be reported to:

**Lukasz Czech**

Induction training will be provided for all employees by:

**Academy Trainer Anton Petrov with FM Trainers**

Training records are kept by:

**Academy Trainer Anton Petrov**

The appointed person(s)/First Aider(s) is/are:

**Jakir Ali, Ilona Ananicz, Anita Gama, Soma Kerekgyarto, Dagmara Mercalo, Anton Petrov**

The appointed fire wardens are:

**Haralambie Radu, Andrew Riddle, Alex Ilie, Mateusz Kozinski, Ionut Nitu**

## **Management System**

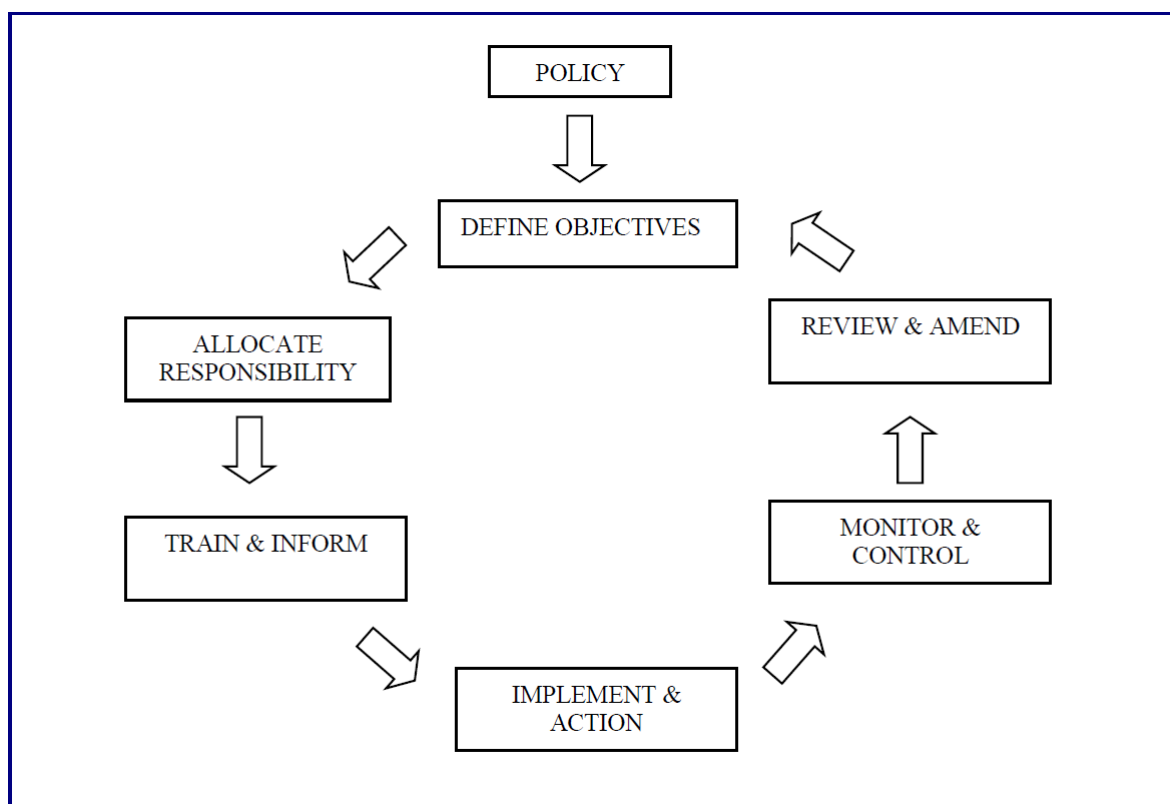
Effective systems use the safety policy as a foundation to influence activities and decisions, including those concerned with resource selection, design and operation of working systems, design and delivery of products/services, and the control/disposal of waste.

Structured organisations maintain improving performance by putting their policy into effective practice and creating positive attitudes, involvement and participation at all levels. This is achieved by effective communications and the promotion of competence, enabling **all** employees to contribute to the effort by good co-operation.

A planned and systematic approach to the policy implementation is aimed at minimizing exposure to hazards created by work activities. Risk assessment methods are used to set priorities and objectives for hazard elimination and thus risk reduction, by establishing performance standards and identifying specific actions required. Planning is the important feature of this system, by allowing hazards to be eliminated and risks reduced by designing the work method in advance rather than relying on individual protection.

Performance can thus be measured against the pre-determined standards and identified objectives for improvements. The control of risks is achieved by effective monitoring which looks at the fixed elements of activities such as premises, plant, equipment, substances etc. and the variable elements such as people, procedures and working systems.





Reactive monitoring such as accident/incident investigation can identify failures of control, but proactive monitoring seeks to identify those failures before the accident/incident occurs.

In both cases the objectives are to identify not only the immediate causes of sub-standard performance, but also any underlying causes which may have implications for the health and safety management systems.

Systematic reviews of performance based on data from both monitoring activities and independent health and safety audits allow a constant development and improvement in health and safety management. Information produced can then be used to revise the safety policy, implementation methods and techniques of risk control.

## Record Keeping

Keeping accurate and up to date records is a prerequisite in being able to demonstrate compliance with statutory requirements to the enforcing authorities. It also enables us to provide an audit trail for monitoring its own health and safety performance and enabling meaningful reviews of its Health and Safety Policy based on detailed information.

All employees of First Mile must therefore ensure that all the requirements for record keeping are met for both Statutory and Company purposes.

In addition to the records indicated in the following sections, local records for the topics specified below should also be kept:

- Weekly testing of fire/evacuation alarms.
- Evaluation reports of emergency procedures.
- Training undertaken for each individual, including induction training.
- Workplace inspections
- Work equipment defect log.
- Incident reports, e.g. fire, accidents, chemical spillage, reports under RIDDOR.
- Waste disposal, especially controlled waste.

- Vehicle daily and weekly safety checks.
- Competence certificates for personnel, e.g. driving capabilities
- Method statements for work activities.
- Hazard reporting.
- Risk assessments.
- Health and Safety Plan.
- COSHH Assessments.

## Section 3: Health and Safety Arrangements

### 3.1 Accident Reporting and Investigation

An accident is an unplanned event that results in an injury or could have resulted in an injury or results in damage to equipment or property OR harm to the environment.

A near miss is an unplanned event which did not cause injury or damage, but could have done so.

All accidents and near-miss incidents however minor involving employees, visitors or contractors whilst on site must be reported to a Line manager or to Michal Szuminski as soon as possible.

Where an accident results in absence from work, employees must notify **Louise Le Besnerais** at the earliest opportunity.

All accidents shall be investigated by the line manager to determine the root cause of the accident and to prevent further occurrence.

The investigation will be carried out as soon as possible after the accident to allow sufficient information to be obtained and to prevent further injury or a similar accident occurring again. The accident may also be RIDDOR reportable (see below).

#### Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

These regulations place a legal duty on employers (and self-employed people in control of premises) to report:

- Work related deaths
- Major injuries
- Over seven-day injuries
- Certain work related diseases, and
- Certain dangerous occurrences (near miss accidents)

Accident reports must be retained for at least three years from the last date of entry.

### 3.2 Alcohol and Drugs

First Mile recognises that the health and safety performance, conduct and relationships with other persons at work may be affected by anyone under the influence of drugs, solvents or alcohol.

Employees must:

- Not attend for work at any time whilst under the detrimental influence of alcohol or drugs;
- Seek help voluntarily if they recognise they have an alcohol or drug related problem;

- Advise the employer if they are aware that a colleague has an alcohol or drug related problem that is affecting their work. This will ensure that the employee receives the necessary support and assistance needed.

Persons found under the influence of illegal drugs, solvents or alcohol during normal working hours will be removed from the place of work.

Being under the influence of alcohol, solvents or illegal drugs is considered a disciplinary offence, which may lead to instant dismissal.

Employees who are prescribed drugs by their doctor, must advise their Manager immediately prior to undertaking any work on behalf of the company, in order that the implications of such prescription can be evaluated and thereby determine the competency of that person to continue in the undertaking of normal work activities.

**If there is any doubt as to the person's condition or cause of their condition, medical advice must be sought immediately.**

### **3.3 Asbestos**

First Mile will ensure asbestos is effectively managed in all premises occupied by us in compliance with The Control of Asbestos Regulations 2012 and when encountered during work undertaken by the Company.

We recognise the serious health risks that may result from exposure to asbestos at work. We will ensure employee's exposure is either prevented or controlled to acceptable levels.

We will ensure that any premises occupied by them that is likely to contain asbestos has a survey conducted by a competent person to establish the presence or otherwise of materials containing asbestos and an Asbestos Management Plan is put in place.

Where possible, asbestos materials will be clearly labelled with the recognised asbestos warning sign.

Any person likely to work near materials known to contain asbestos will be notified of its location and instructed on the precautions to be observed to ensure asbestos fibres are not released into the air.

#### **Action on asbestos discovery**

If, during collection rounds, employees come into contact with any materials that are suspected to contain asbestos, they must immediately contact the depot supervisor who will inform them of what actions to take

If clearance work is carried out in a Customers premises and the presence of asbestos is suspected, leave the building immediately and call the depot supervisor.

Do not break or damage any material that may contain asbestos to try and identify it. Only suitably trained people should undertake this work.

Avoid contact with suspect material and contamination of clothing.

Do not load the material on to the collection van.

A full incident report will be completed on your return to the depot.

#### **Asbestos awareness**

Employees will be trained to such a level as to be able to recognise asbestos containing materials, the detrimental health effects associated with inhalation of airborne fibres and what actions to be taken in the event of suspect materials being discovered.

### **3.4 Consultation with employees**

First Mile recognises the importance of effective consultation between management and employees on health and safety matters.

We will comply with the requirements of the Health and Safety (Consultation with Employees) Regulations 1996, in particular we will:

- Consult with employees directly on health and safety matters. Consultation will be through an open door policy, staff briefings and Health & Safety meetings as appropriate;
- Ensure a health and safety meeting is held every 3 months;
- Employees will be consulted on new or changed legislation including the impact this may have on working practices.
- Information will be provide to employees on risks to health and safety and the measures we intend to take to eliminate or control to acceptable levels those risks.
- We will ensure safety representatives have received sufficient training to undertake their role effectively and that sufficient time and other resources will be made available for them to fulfil their function.

### **3.5 Control of Contractors**

A contractor is anyone who is doing work for First Mile but who is not an employee of the Company. A contractor may then engage other firms to assist with elements of the contract. These firms or individuals are regarded as sub-contractors.

First Mile has a legal duty to ensure that all contractors and consultants (including designers) working on its behalf are competent and comply with statutory requirements. Therefore we need to ensure that the contractors they engage have the skills and knowledge to carry out the contract to the required standards without risks to health and safety.

We select contractors based on technical competence, experience and suitability for the work to be done. In particular our assessment process involves a review of requested information from the contractor including:

- track record of experience in similar contracts
- membership of reputable trade bodies or approved contractor schemes
- legally required registrations (e.g. Gas Safe Register)
- health and safety policies and practices
- recent health and safety performance (number of accidents etc)
- qualifications, training and skills of their staff and manager
- selection procedures for sub-contractors
- example safety method statements and risk assessments for similar work
- supervision arrangements
- arrangements for consulting their workforce
- references from previous clients.

Where work is carried out by a contractor, the member of staff that has appointed them will ensure that the work is carried out as described in their risk assessment and in a safe manner at all times, the appointer

can stop works at any time they feel that the works are unsafe or that the contractor themselves are not working safely. When the work is completed it will be reviewed and signed off as satisfactory by the member of staff responsible for the works before the contractor leaves the premises.

### 3.6 Control of Substances Hazardous to Health (COSHH)

First Mile recognises our responsibility to ensure all reasonable steps are taken to prevent or control to acceptable levels employee's exposure to hazardous substances.

To achieve our aim we will:

- Undertake specific COSHH assessments of the risks to health from exposure to hazardous substances before they are put into use;
- Determine the precautions needed to prevent or control to acceptable levels exposure to hazardous substances;
- Ensure control measures such as ventilation systems and the issue and use of personal protective equipment are effectively maintained;
- Where necessary monitor exposure of employees to hazardous substances.
- Provide employees with information and training on risks to their health and safety from exposure to hazardous substances and the precautions to be observed.
- Hazard pictograms alert us to the presence of a hazardous chemical. The pictograms help us to know that the chemicals we are using might cause harm to people or the environment. The CLP hazard pictograms are very similar to those used in the old labelling system and appear in the shape of a diamond with a distinctive red border and white background. One or more pictograms might appear on the labelling of a single chemical.



#### Monitoring and Control

Managers and supervisors will:

- Ensure that before any operation commences, information is obtained on any material, substance, or process to be used or likely to be encountered which could be a hazard to the health of employees.

- A written task specific assessment will be undertaken on any hazardous material which are not covered by the risk assessment or is covered but requires a more detailed assessment. This will include any risks involved in handling or using the substance and appropriate control measures planned and this information provided to employees with instructions on implementation as necessary.
- Ensure, if possible, arrangements are made for an alternative, less hazardous material to be specified.
- Arrange for any necessary equipment, enclosures, extraction equipment, hygiene facilities, monitoring, medical examinations, protective clothing etc. to be planned before work commences.
- Ensure that the written assessment, control measures and other information is available and that all procedures planned to handle or use any hazardous substance or process are carried out fully with the instructions provided and that any equipment, hygiene measures, and protective clothing are provided and maintained as required.
- Arrange for any necessary air sampling, medical examinations, testing, etc. to be carried out as required and records kept on site during the operations.
- Ensure all measures necessary to protect other workers and the general public from any substance hazardous to health are provided and maintained.
- Where necessary, the safety adviser will be engaged to provide written assessments and advice on precautions required with any substance where any risk to health is known or suspected and will carry out any sampling, analysis, monitoring, etc. as required. The details of assessments will be kept in a suitable register.

### 3.7 Display Screen Equipment (DSE)

First Mile recognises the risk of musculoskeletal disorders, eyestrain and fatigue as the main causes of injury and ill health relating to the use of display screen equipment.

Display screen equipment includes visual display units, computer workstations, laptops, touch screens and other similar devices that incorporate a display screen.

Any item of computer-related equipment including the computer, display, keyboard, mouse, desk and chair can be considered part of the DSE workstation.

If someone uses DSE continuously for periods of an hour or more on most days worked, they are classified as a user.

- Most employees are classed as 'users' as defined in the Health and Safety (Display Screen Equipment) Regulations 1992 (as amended in 2002) and therefore they must carry out an assessment of their workstation.
- The guidance provided by the HSE will be used to carry out the risk assessments and the form used to record the findings.
- Risk assessments will be reviewed when there are substantial changes in the layout of the display screen workstation.
- Employees will be provided with information and training on the risk associated with the use of the display screen equipment, and the methods to be adopted to reduce those risks to a minimum.
- We will provide items such as footrests, glare screens and document holders where they are considered necessary as a result of the risk assessment of the display screen workstation.
- Ensuring that software is suitable for the task and does not cause stress to the user. Training will be provided to users of software and include the actions recommended to minimise possible adverse effects on health from using software.



- Assessments must be carried out on first joining the organisation and when there is a significant change to the workstation.

### 3.8 Driving & Road Safety

First Mile recognises that requiring staff to drive company vehicles as part of their role exposes them to specific hazards and risks. Lack of vehicle maintenance or driver skills may increase the risk of injury and damage to the vehicles.

- We will identify any driver training or instruction that may be necessary on the use of mobile phones, servicing, regular vehicle checks, breakdown, maximum working and driving hours and personal safety issues;
- Ensure that a risk assessment for driving at work is carried out;
- Undertake checks on drivers' licenses and keep a record of these;
- Ensure all staff are fully trained and in a fit condition to drive company vehicles or their own for work related activities;
- Ensure that vehicles provided to employees are safe and in a roadworthy condition;
- Ensure that vehicles are serviced and maintained in good condition and at intervals recommended by the manufacturer.

#### Employee Responsibilities

All First Mile staff are to drive in a manner that minimises risk to self and others as well as damage to vehicles and property.

As a minimum, employees are:

- to comply with the road rules of the highway code;
- to wear their seatbelt at all times when driving;
- to drive at a speed that does not exceed the speed limit;
- to use hands-free devices for mobile phones while driving. Call times should be minimised while driving;
- not to attempt to put a vehicle in motion while under the influence of alcohol or any other drug;
- to ensure that they organise their own work involving driving in a way that minimises fatigue;
- to carry out safety checks on the vehicle before the start of each journey;
- to report any defects in the vehicle;
- to arrange to have the vehicle serviced at intervals in accordance with the manufacturers recommendations;
- to ensure loads are carried safely, restrained from movement and do not exceed the load carrying capacity of the vehicle.

In addition managers will:

- Assess the risk of work related driving activities;
- ensure that staff receive active management support in meeting requirements of this policy;
- take positive steps to encourage improved driving performance;
- take positive steps to provide on-going education, awareness, and training where managers identify unsafe driving performance;
- monitor staff workloads and working hours, including driving time, to minimise the effects of accumulated fatigue;
- take positive steps to ensure workloads that are placed on staff do not place themselves at an added risk while driving;
- Actively discourage driving at night and in adverse weather conditions.

## Company vehicles

Management shall ensure that:

- All company vehicles are suitable for their intended use and shall implement a planned maintenance schedule to ensure correct maintenance, servicing and testing of the vehicles in accordance with the manufacturer's specifications and other statutory requirements.
- All personnel required to operate road transport are in possession of the appropriate Drivers/operators licence and have received suitable training in the use of that vehicle taking into account the personnel and/or materials and/or substances and/or tools and equipment to be transported.
- All road transport is provided to the required standards, suitably equipped for the intended purpose and has been inspected before use, to confirm operational fitness.
- Where applicable, suitable risk assessments are undertaken on the safe use of transport, appropriate safe methods of working developed and for this information to be communicated to employees, subcontractors and others as required. Requisite personal protective equipment will be provided.
- Suitable training is received by all drivers and operatives involved with road transport and that they are assessed competent to undertake the activities on which they are deployed.
- They monitor drivers and/or operatives in the use of road transport to ensure that activities are undertaken in accordance with the required procedures and will enforce compliance by necessary disciplinary action.
- They will not permit the use of any road transport that is unfit for use or allow any unfit driver or operator to take possession of any road transport.

## 3.9 Electrical Safety

First Mile recognises its duty to prevent danger arising in relation to the provision and use of electrical equipment and systems.

We will effectively control the risk identified by ensuring:

- The fixed electrical installation will be regularly inspected and tested by a qualified electrician once in every five years.
- That portable electrical equipment used within the office and handheld portable electrical equipment used by employees are tested on a regular basis and maintained in accordance with manufacturer's recommendations.

The following inspection and test frequencies will apply to portable electrical equipment:

- Office equipment which remains mainly in position such as computer equipment once every year.
- Items of equipment which are regularly moved or are handheld such as kettles, handheld power tools and floor cleaning equipment, once every year.
- All other items of portable electrical equipment, such as microwave ovens, once every year.



During their induction and subsequent “Safety Awareness Training” employees will be instructed to carry out a visual inspection of the appliance before connecting to mains supply and to report any defects to a supervisor or manager.

Faulty or damaged equipment will be taken out of use immediately and identified with a suitable label/notice “Do Not Use”. Faulty or damaged equipment must not be used until effective repair or replacement has taken place. This equipment is to be placed away from other equipment in a quarantine area.

Employees, unless adequately trained, should under no circumstances attempt to install or repair sockets, plugs and tools or interfere with plant, appliances or electrical installations. These jobs shall be undertaken by an authorised and competent person, either employed by First Mile or by contractors, appointed by First Mile.

The management of First Mile will ensure, through planned preventative maintenance, that:

- mains fixed installation and distribution system is regularly tested in accordance with IET guidelines;
- plant and equipment is maintained according to the manufacturers and installers guidelines;
- appropriate warning and safety signs shall be posted alongside plant, equipment or supplies.

In view of the dangers represented by electricity it is extremely important that electrical work, other than small tasks such as the changing of light bulbs, is undertaken only by those with the expertise (in the form of technical knowledge, experience, skills and competence) to do so, in all aspects of the job or task. Such work is often assigned to contract electrical engineers, and work must conform to the Regulations in every respect.

### **3.10 Fire Safety**

First Mile recognises the main purpose of fire safety legislation is to safeguard life. All reasonable steps will be taken to prevent or minimise the risk of fire in offices and during our work activities on client's premises.

We will comply with the requirements of the Regulatory Reform (Fire Safety) Order 2005.

Fire safety measures include:-

- Undertaking a detailed fire risk assessment of the office and introducing appropriate fire prevention and control measures.
- Maintenance of fire detection and firefighting equipment.
- Fire safety training including the correct use of fire extinguishers for a proportion of employees.
- Regular fire evacuation drills to ensure employees and others are aware of the actions to take in the event of a fire.
- A suitable number of employees will be trained and appointed as Fire Wardens.

**Any person discovering a fire shall take the following action;**

- Sound the alarm
- Call 999
- Tell personnel to evacuate the building

- Attack the fire using the fire appliances provided, only if adequately trained in the use of fire extinguishers.
- Vacate the building by the nearest and safest exit
- Proceed to the assembly point.
- A register of personnel shall be called to ensure that no person remains in the building.
- All contractors and visitors in the building at the time of the event shall be accounted for.
- No person is to re-enter the building until instructed to do so by a Senior Manager.

Details of the fire precaution and evacuation instructions will be posted in prominent positions throughout the premises.

### 3.11 First Aid

First Mile recognises our duty to provide adequate first aid provisions for employees who may be injured at work or become ill.

We will comply with the Health and Safety (First Aid) Regulations 1981, in particular:

- A suitable number of fully trained first aiders or appointed persons will be selected and trained. The numbers selected provide sufficient cover in the case of sickness or holidays;
- Each office is equipped with a fully stocked first aid box;
- All company vehicles must have a fully stocked First Aid box;
- Signs are displayed in offices detailing the names of the first aiders, appointed persons and the location of the first aid boxes.

Each head of department is responsible for;

- Assessing first aid needs of their department
- Ensuring sufficient numbers of first aiders are available
- Organizing provision and replenishment of equipment
- Ensuring information on obtaining first aid is made available and is up-dated

### 3.12 Legionnaires Disease

Legionellosis is the term used for lung infections caused by Legionella bacteria. It is a pneumonia that affects those who are susceptible due to age, illness, suppression of the immune system and smoking, and may prove fatal.

Infection is caused when bacteria is inhaled in the form of water droplets. The bacteria is widespread in natural sources of water, and in their natural environment cause no trouble. However, they can enter manmade systems, such as air conditioning units, or water services where they multiply under certain conditions.

Suitable and sufficient assessments should be carried out to identify and assess the risks. The purpose of the assessment is for two reasons:

- to identify the risk to health; and
- to decide on prevention and adequate control.

If the assessments indicate there are very insignificant risks, no further action is necessary.

Where a risk is indicated, it is necessary to ensure that exposure is avoided as far as reasonably practicable. If not, there should be a written scheme for minimising the risk from exposure.

There should be an up-to-date plan showing a layout of the plant or system, a description of the correct and safe operation and the precautions to be taken.

An appointed and competent person must ensure that adequate records are kept, In addition, a record is required on the implementation of the written scheme.

### **3.13 Lifting Equipment**

Lifting Operations and Equipment apply to all types of equipment that may lift both materials and persons. They stipulate the requirements for the minimum thorough inspection regimes for the equipment, including the frequency of such inspections which are as follows;

- Equipment lifting loads and materials – annually
- Equipment or devices lifting persons – every 6 months

Such equipment operated and kept by the company will be subject to these inspections, with records of the inspections kept. These will be completed by an external contractor, who is competent to do so and as appointed by our insurers.

Pre-use checks are required to be completed on the equipment to ensure its suitability and that it remains in full working order; these are completed by the fork lift operative and retained.

### **3.14 Lone Working**

Lone workers can be anyone who works by his/herself without direct contact or supervision. Examples include: - persons working in a building or vehicle on their own, home workers, persons working in an office on their own, persons working outside normal hours on their own and mobile or peripatetic workers.

We will:

- Identify all employees who are lone workers;
- Make a suitable and sufficient assessment of the risk to the health and safety of these employees and others who may be affected;
- Identify the preventative and protective measures needed, so far as is reasonably practicable;
- Ensure that mechanisms are in place to account for and trace the whereabouts of employees who work alone and that these systems are regularly checked;
- Ensure that training in interpersonal skills, managing aggression and personal safety, that emphasises prevention and the continual assessment of risk is in place and available to employees;
- Check that lone workers have no medical conditions, which make them unsuitable for working alone;
- Establish emergency procedures in consultation with employees;
- Ensure that appropriate support is given to staff following any incident.

Lone working can occur:

- during normal working hours at a remote location either within the normal workplace or off site,
- when working outside normal working hours.

Working alone by definition means there will be no direct supervision and therefore a possibility of increased risk to health and safety of the individual. Authorisation must be sought from a senior manager and a risk assessment must be undertaken before a member of staff can work unaccompanied in the office outside of normal hours or at a remote location.

Special attention is needed when assessing lone working because the risks inherent in such work are exacerbated by the lack of normal channels of support. Precautions should take account of normal work and foreseeable emergencies such as fire, equipment failure, illness and accidents.

The safe working arrangements must be regularly monitored and reviewed to ensure they remain effective. Risk assessments should be reviewed at least once a year, or whenever there is any reason to believe that the existing assessment is no longer valid. A record should be made of every review carried out.

### **3.15 Manual Handling**

Manual handling is defined as 'any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or by bodily force'.

All manual handling activities must be appropriately risk assessed and suitable control measures implemented before such activities are carried out.

Manual handling will be avoided wherever possible, where it cannot be avoided; the risk of injury must be reduced so far as is reasonably practicable.

When carrying out any manual handling activities employees must:

- ensure that they have received appropriate training;
- follow systems of work in place for their safety;
- use equipment provided for their safety properly;
- inform their manager if they identify hazardous handling activities;
- take care to make sure their activities do not put others at risk.

Collecting and disposing of refuse requires a high level of manual handling. Managers and Supervisors are therefore committed, through a policy of assessment, procedures and training to reduce the risk of injury to a level that is as low as reasonably practicable.

**In addition, managers and supervisors shall:**

- Identify manual handling operations which present a risk of injury;
- Undertake a risk assessment which considers the task, the load, the environment and individual capability to determine the level of risk.
- Record the risk assessment
- Conduct annual reviews of assessments to ensure that they are still valid.
- Incidents which result in musculoskeletal injury to staff are fully investigated and risk assessments and systems of work reviewed in the light of such incidents:
- Employees involved with manual handling are suitable for the work they are required to undertake,
- Suitable information, training and supervision is provided for all employees engaged in manual handling tasks and that such training is recorded, monitored, evaluated and reviewed:

### **Duties of employees:**

The co-operation of employees is essential in reducing and eliminating the risks from manual handling. Staff should therefore ensure that they comply with the following requirements:

- Follow the safe system of work designed and introduced by management.
- Use any mechanical aids which have been provided for their use and for which they have been trained.
- Report immediately any faults with mechanical aids
- Assist and cooperate with the process of the assessment of risk:
- Assist management with the implementation of staff training, attend training sessions as required and apply the knowledge gained from training to their daily work:
- Report all accidents and occurrences which either caused, or could have caused, injury:
- Inform the manager/supervisor if they are unable to undertake their normal manual handling duties because of injury, illness or any other condition:
- Not to undertake any manual handling operation which they believe is beyond their capability:
- Report any unsafe systems of work to the manager/supervisor.

### **3.16 Monitoring**

First Mile recognises the importance of health and safety inspections and audits as a means of assessing the effectiveness of the health & safety policy.

To achieve these outcomes all managers, supervisors and employees must constantly evaluate their work activities in relation to the policy and bring to the notice of the company, through its management system and/or safety coordinating arrangements, any areas where this policy is inadequate or ineffective.

Audit reports will detail suggestions for improvements in the effectiveness of the health & safety policy.

Progressive improvement in health and safety performance will only be achieved through constant development of this policy, its implementation and risk control.

The purpose of the monitoring, evaluation and review process is to ensure:

- The maintenance and development of an effective health and safety policy.
- The maintenance and development of an effective organisation to ensure that the policy is implemented.
- The maintenance and development of improving performance standards.
- The implementation of remedial action by responsible person(s) when failures or gaps in policy are identified.

The management of First Mile will make arrangements for the appointed Safety Consultant to visit the Company's premises at regular intervals to identify and report on any hazards, lack of control measures, defects or breaches of regulations. A copy of the report will be sent to the 'Appointed Health and Safety Representative' so that action can be taken to ensure similar problems do not recur.

In adopting a pro-active approach to ensure that this safety policy is being effectively implemented, managers have the responsibility to undertake routine safety inspections of their areas of responsibility.

The safety inspection undertaken for each major activity under the manager's control should examine current performance, adherence to requirements and where deficiencies are identified to take practical action to improve standards and/or modify the safety policy.

A review of overall company performance in health and safety will be undertaken at regular intervals. The safety consultant and the company's health and safety representative will discuss safety performance over

the preceding period reviewing accidents, compliance with policy, requirements for competence training and other issues relevant to improving this policy and performance.

### **3.17 New and Expectant Mothers**

It is the responsibility of First Mile to take account of women of child-bearing age and to ensure that there are suitable arrangements in place for those activities and processes that could present a risk to new and expectant mothers.

A new or expectant mother means a worker who is pregnant, who has given birth within the previous six months or who is breastfeeding. "Given birth" is defined as "delivered a living child or, after 24 weeks of pregnancy, a stillborn child".

It is the responsibility of an expectant mother, a mother that has given birth in the last six months or is breastfeeding to notify their manager in writing at the earliest opportunity.

On such notification, it is then the responsibility of their line manager to carry out a 'new and expectant mothers' risk assessment and to forward this risk assessment to Human Resources.

If any working conditions are found to be a risk to her health, or to that of her baby, the employer must remove or reduce that risk. If the risks remain, the line manager must temporarily alter working conditions, or hours of work, to remove the risk. If this is not possible, a suitable alternative job must be offered, If they can't offer a suitable alternative job, the employer will suspend the person on full pay for as long as is necessary to avoid the risks.

The line manager will regularly monitor and review any assessment made to take into account possible risks that may occur at different stages of the pregnancy.

### **3.18 Noise**

Excessive noise causes permanent damage to hearing. Loud noises can cause hearing loss either progressively, or by exposures over a long period of time.

We will ensure that action will be taken if daily or weekly exposure to noise is at or in excess of certain exposure action levels. This will be determined by:

- conducting a Noise Assessment;
- taking steps to prevent or control the risks;
- where possible eliminating exposure to noise at source;
- controlling exposure to noise;
- providing Personal Protective Equipment (PPE);
- providing information and training;
- regularly monitoring and reviewing the effectiveness of the measures.

### **3.19 Occupational Health**

Health surveillance is conducted by observation, communication and systematically watching for early signs of work-related ill health. Health surveillance is essential if there is an identifiable disease or adverse health effect which is related to the employees' exposure to a health risk, and a risk assessment has identified as having a reasonable likelihood of occurring under the particular work conditions involved.

Some hazardous substances, as referred to in the HSE's EH40 and other guidance, will require health surveillance as a condition of use.



### 3.20 Personal Protective Equipment (PPE)

First Mile recognises the importance of the provision of personal protective equipment as a means of preventing injury or ill health.

We will comply with the Requirements of the Personal Protective Equipment at Work Regulations, in particular:

- Employees will be provided with personal protective equipment where hazards are identified which cannot be adequately controlled by engineering controls;
- All personal protective equipment will be assessed to ensure its suitability to protect against the identified hazard;
- Items of personal protective equipment are selected to ensure they are compatible with each other where more than one item is to be worn at the same time;
- Personal protective equipment is maintained, replaced or repaired as necessary;
- Suitable storage will be provided for all personal protective equipment to ensure it does not become damaged or contaminated when not in use;
- Users of personal protective equipment will receive training in its use including the risk, which the personal protective equipment will protect against;
- Employees have been instructed to make full and proper use of the personal protective equipment and to report any defect or loss to their Manager so as it can be replaced;
- The issue of PPE to employees will be recorded.

Suitable PPE will be provided to staff members who may be exposed to any risk while at work, except where the extent of any risk has been adequately controlled by other equally effective means. Such protective equipment shall be without costs to the member of staff.

It is important that PPE should be seen as 'last resort' protection. Its use should only be prescribed when engineering and management solutions (and other safe systems of work) do not effectively protect the worker from danger. The following guidelines will meet this responsibility.

When PPE is supplied, it must bear the 'CE' mark. Managers and supervisors must ensure that any PPE provided is properly used and is maintained in an efficient state, working order, good repair, and in hygienic condition, thereby protecting the health and safety of staff in the function it is issued for.

#### Monitoring and Control

Managers and supervisors will ensure that:

- Adequate supplies of all necessary protective clothing or equipment are available in the workplace for issue as required and that when issued to employees, a record is kept in a safety equipment and protective clothing issue register.
- Before employees are set to work, that any necessary protective clothing is provided.
- All persons (sub-contractors, visitors and direct employees) must observe the statutory and company policy requirements for the wearing of personal protective equipment where the process risks cannot be reduced by other means. Persons will be prevented from working until the appropriate protective clothing or equipment is obtained and used.
- The protective clothing or equipment is suitable for the specific process for which it is provided. Information and advice on the correct equipment to be issued can be provided by the safety adviser as required.
- Employees will wear the appropriate PPE for the work to be carried out.

- All persons issued with protective clothing or equipment must immediately report to their supervisor any loss or defect in the equipment.
- Personnel are responsible for the hygiene aspects of their personal protective equipment and should ensure high standards are maintained. The supervisor should monitor this requirement and take appropriate action where the condition of equipment is not acceptable.

### 3.21 Risk Assessments

First Mile recognises its duty to assess the risks to the health and safety of employees and others and to eliminate or control to acceptable levels those risks.

The risk assessments will identify and prioritise the measures needed for us to comply with health and safety legislation.

All reasonably practicable steps will be taken to ensure risk assessments are undertaken at all Company premises, work locations and for all work activities undertaken. In controlling risk we will introduce suitable preventive and protective measures.

Managers and supervisors are responsible for identifying work place or work situation hazards and deciding whether there is a need to conduct a formal risk assessment. A risk assessment should be undertaken where there is a risk of injury or ill health to employees, sub-contractors or the public. (Managers and supervisors should also refer to the section of this policy dealing with “Safe Systems of Work”).

Managers and supervisors should consult with their staff to help determine the type of hazards and the degree of risk in all work related activities and to conduct a risk assessment where there is a risk of injury or ill health.

Managers shall ensure that any matters requiring action are suitably implemented and that employees under their control follow the safe systems of work identified from the risk assessments.

Risk assessments will be reviewed when there are changes in the workplace, in particular: -

- The introduction of new tools, plant and equipment;
- Employees being given changed or new job responsibilities;
- Following reportable accidents and near misses;
- Following the results of inspections and audits of the workplace and work activities;
- Changed or new legislation.

The reviews may result in changes to the risk assessments or revisions to this Health and Safety Policy.

Employees will be provided with information, instruction and training in relation to the findings of the risk assessments.

Employees should be encouraged to report work related hazards to their line managers and complete the hazard reporting form which should be returned to their manager, supervisor or the health and safety representative.

If managers/supervisors require further information, help, or guidance on identifying hazards and conducting a risk assessment they should consult the health and safety representative.



### 3.22 Safe Systems of Work (SSOW)

A safe system of work is a step-by-step method of carrying out a task that considers the hazards and risks involved and clearly states the control measures required. The site or task risk assessment will determine whether a safe system of work is required. They are generally used for higher risk activities.

### 3.23 Safety Signs

First Mile will display safety signs and notices at the place of work as required by legislation and where there is a benefit in reminding employees and others of the hazards at work, precautions to be observed or the identity or location of safety facilities or escape routes.

Any barriers, notices or signs displayed on the premises are there for employees' safety, and should be complied with at all times.

The four primary categories of sign are:



**Prohibition** – White lettering on a red background - prohibit behaviour likely to increase or cause danger such as smoking;



**Warning** – Black lettering on a yellow background - yellow triangular signs give a warning of hazard;



**Mandatory** – White lettering on a blue background - mandatory signs, they give you instruction, such as to wear personal protective equipment;



**Safe Condition** – White lettering on a green background – Green signs identify or locate safety equipment or fire escape routes;

### 3.24 Slips & Trips (Housekeeping)

Good standards of housekeeping are essential – employees should keep workspaces tidy and free from excess paper and combustibles and not leave general items in walkways. Trailing cables must be managed so that they do not cross over walkways, spillages must be immediately dealt with.

Combustible waste must be regularly removed. Ignition sources must be kept away from combustible materials and flammable liquids.

### 3.25 Stress

First Mile recognises that the health and safety performance, conduct and relationships with other persons at work may be affected by work related stress.

We adopt a proactive approach to stress management within the workplace applying the following:

- Induction training will include advice to employees on the health risks associated with stress at work;
- Managers will make every effort to identify persons with possible stress related problems;
- Advice will be given to employees on the methods of controlling temporary work related stress through simple breathing and relaxation exercises;
- Where work related stress is identified regular monitoring of the situation will be undertaken.

A proportion of employee stress in the workplace arises from factors outside of work. However, non-work and work-based stressors can act together and may lead to problems.

Any member of the Company who considers they are suffering from excessive stress, for whatever reason, should inform their manager or supervisor in the first instance, who will treat the matter confidentially.

### **3.26 Training (Information, Instruction & Supervision)**

First Mile is aware of the legal obligation relating to the training of new and existing employees.

It is our aim to ensure all employees are adequately trained in the following general areas:-

- Our Health and Safety Policy and associated procedures and associated documents;
- Training in the tasks they are expected to undertake;
- Training on the procedures to follow in the event of an emergency situation arising.

Induction training will be provided for all new employees and staff on a temporary contract when first joining the Company. In particular induction training will cover the following health and safety matters:-

- The Health and Safety Policy;
- Fire procedures and precautions;
- First aid and the location of first aid boxes and first aiders;
- Accident and near miss reporting and recording;
- Risk Assessments relevant to the work carried out;
- Arrangements for consultation with employees on health and safety matters, including the means by which consultation is undertaken;
- The employee's general responsibilities in relation to health and safety;
- Arrangements for providing job specific health and safety training;
- Details of refresher and specialist training as appropriate;

Specific health and safety training will be undertaken by a competent person either using in house or external sources as appropriate.

Employee training needs will be identified and discussed during staff reviews and appraisals. Training needs may also be identified following accidents, near misses, inspections or audits.

Records of health and safety training will be held in a main training file.

Specific legislation requires employees to be provided with certain training, these requirements have been included in the appropriate section of this health and safety policy.

#### **Managers and Supervisors will ensure that:**

- Where new systems of work or changed techniques are being implemented then the required information and training is undertaken prior to the work activity commencing.
- Where appropriate, refresher training is undertaken prior to executing work activities not regularly encountered. This will ensure those involved raise their competence level to that required by the work.
- Where personnel deputise for others that they are sufficiently competent to undertake the changed activities.

- Before entrusting work activities to individuals, their capability to perform the work to the health and safety standards and other criteria required has been assessed.
- Where deficiencies in competence are identified these are addressed by the provision of adequate training, development experiences and, where appropriate, the required level of supervision.
- Appropriate refresher and re-training is undertaken to meet the needs of individuals and requirements of changing systems of work, new techniques and changing risk environments.
- Only competent personnel undertake the work activities under his control. Where individuals display incompetence in the way the work is being executed then they will take steps to rectify the situation by:
  - Removing an individual from a work activity until their competence level can be developed through training and experience to the level required.

Providing direct supervision of the individual by competent, experienced personnel in the work activity and detailing the limits of the individual's involvement in the work.

Any communications, site induction, toolbox talks / safety briefings, and health & safety information will be translated as necessary or through direct translation into the relevant language.

### **3.27 Vibration**

Vibration from vehicles causing whole body vibration and from hand tools causing hand arm vibration is a significant risk. Vibration can lead to occupational disease in the hands (vibration white finger) and general illness in cases of whole body vibration.

Employees must inform their line manager if they begin to experience symptoms such as tingling, numbness in fingers; fingers turning white in cold/damp, followed by flushing and throbbing; pain, inability to grip properly; pain and stiffness in the back, hip or knee.

To help reduce the risks from vibration:

- use the right tool for the job (e.g. tools designed for low vibration);
- ensure equipment is well maintained and blades are sharp where required;
- warm hands before starting work;
- keep warm by wearing adequate clothing, especially gloves;
- avoid gripping tools too tightly or using too much force;
- avoid long work periods without breaks (which should, if possible, be in a warm place).

### **3.28 Visitors**

First Mile recognises its responsibility towards the health and safety of visitors when visiting our offices and work locations.

It is our policy not to allow unauthorised visitors onto Company premises or into work areas where high risk may exist unless they are authorised or accompanied by a member of staff.

All visitors to offices are required to report to reception and must sign in on arrival and out on departure.

Upon arrival visitors including subcontractors will be informed of the fire/emergency procedures, relevant company policies/procedures and any hazards associated with the premises or activities

The visitor will be issued with the required personal protective equipment where required and provided with information on risks to health and safety and the precautions to be observed before being allowed onto the area.

Where necessary visitors will be accompanied at all times when on Company premises or work areas.

All health and safety incidents (accidents, etc.) involving visitors must be reported in accordance with Health and Safety Manual accident reporting procedure. The visitor's host is responsible for ensuring that this is done.

### **3.29 Welfare**

The provision of welfare in the workplace should be taken seriously; it applies to all areas including the common parts of shared buildings, private roads and paths on industrial estates, business parks and temporary worksites.

Welfare provisions will also be provided for those people who are not employees but may use the premises on an infrequent basis e.g. visitors and contractors.

For disabled persons it may be necessary to specifically make parts of the workplace accessible for their use e.g. toilets, washbasins, doors, passageways etc.

First Mile recognise the responsibility to assess and provide, adequate welfare facilities for employees and other persons using the premises and take account of the general working environment to include:

- Ventilation;
- Indoor temperature and the impact of working in hot and cold environments;
- Lighting;
- The provision of adequate room and space in which to complete the work activities;
- The safe and frequent removal of waste and the cleaning of the workplace;
- The provision of suitable workstations and seating for the activity being undertaken.

### **3.30 Work Equipment**

The definition of work equipment is broad and ranges from simple tools to complete installations, e.g. hammers, knives, ladders, drills, photocopiers, floor polishers, shrink-wrap machines, man-riders, lifting equipment (including lifts), fork lift trucks and vehicles.

First Mile ensures they comply with the requirements of the Provision and Use of Work Equipment Regulations 1998 for all machinery, plant and equipment used either on client sites or on Company premises.

All work equipment will be suitable for the purpose for which it is used or provided.

We will ensure all work equipment is maintained in an efficient state, efficient working order and good repair so that it does not fail or deteriorate and lead to unacceptable health and safety risks.

We will maintain copies of records of maintenance, inspection records and thorough examination certificates where applicable.

Maintenance frequencies will depend on the intensity of use, operating environment, variety of operations and risks to health and safety from malfunction or failure, these frequencies will be identified and implemented

All Maintenance works must be carried out in accordance with the manufacturer's recommendations and instructions. Maintenance work must only be carried out by fully trained and competent persons/organisations.

Work equipment will be inspected to ensure it can be operated, adjusted and maintained safely and that any deterioration can be detected at an early stage and remedied in good time.

Results of inspection will be recorded by a competent employee and kept until the next inspection is undertaken, Copies will be kept in the main health and safety file.

Where work equipment is hired, then copies of maintenance records, inspections etc to show they have been undertaken will be requested from the hire company.

All employees who use work equipment will receive appropriate health and safety training on the method of using the work equipment, the risks associated with the use of the equipment and the controls to be applied to eliminate or control the risks to acceptable levels.

Training will take place during employee's normal working hours or as agreed, records of training will be held.

All Work equipment used by the company will be suitably marked for health and safety reasons, including the identification of controls, maximum speeds, safe working loads and hazardous conditions or substances.

Before equipment is purchased, hired or contracted for use (whether new or second hand) it must be ascertained that it complies with the requirements of UK legislation including the Provision and Use of Work Equipment Regulations (PUWER). This should be included in the specification details of the supply contract and a 'Declaration of Conformity' should be supplied with the equipment.

Consideration must be given to how the equipment will be installed, used, and maintained, as well as any specific training requirements for operators and supervisors. The manufacturer will be responsible for providing information on how to install, use and maintain the equipment.

Where First Mile staff are required to use or operate work equipment owned by or leased from a third party or another employer, it shall be the duty of their line manager to ensure that the work equipment is safe for use and complies with the general requirements of this policy.

### **3.31 Work at Height**

First Mile recognises the importance of managing work at heights with the same degree of expertise and to the same high standards as other core business activities.

The Company will ensure all employees comply fully with the requirements of the Working at Height Regulations 2005, in particular they will:

- Avoid work at height where they can;
- Use work equipment or other measures to prevent falls where they cannot avoid working at height;
- Ensure that, where the risk of a fall cannot be eliminated, work equipment or other measures will be used to minimize the distance and consequences of a fall should one occur;
- Ensure all work at height is properly planned and organised including the provision of work plans for emergencies and rescue;

- The company will ensure that risk assessments in relation to work at heights are undertaken;
- Ensure all employees involved in work at height are trained and competent;
- Ensure all equipment for work at height is appropriately inspected and these inspections are recorded.

All employees who work at height be it by working from a stepladder, ladder, trestle or working platform must have been trained in its use, the safe system of work and the emergency rescue procedure.

### 3.32 Young Persons in the workplace

First Mile is aware of the increased risks to the health and safety of young persons (Under 18) due to their lack of experience of work place hazards.

We will take all reasonable measures to ensure the health and safety of young persons whilst employed or under the control of First Mile.

Before employing a young person, a risk assessment of the work activities to be undertaken and the place of work will be carried out to identify any significant risks to health and safety and the measures required to ensure they are not injured or experience ill health.

The risk assessment will take into consideration the inexperience, lack of awareness of risks and immaturity of the young person. Consideration will also be given to the layout of the workplace, nature and degree of exposure to hazardous substances, work equipment and the way in which it is handled, organisation of work and extent of health and safety training.

Young persons will be under constant supervision until they have the required training and competence to complete their work in a safe manner.

First Mile Ltd managers and supervisors will ensure that no young person shall be employed for work for which they are responsible which:

- is beyond their physical and/or psychological capacity;
- involves harmful exposure to agents which are toxic, carcinogenic, cause heritable genetic damage or harm to the unborn child or which, in any other way, may chronically affect human health;
- involves harmful exposure to radiation;
- involves the risk of accidents which it may reasonably be assumed cannot be avoided by young persons owing to their insufficient attention to safety or lack of experience or training;
- exposes the young person to a risk to health from extreme heat or cold, noise or vibration;
- exposes the young person to risks arising from the use or handling of explosives or objects containing explosives;
- involves high voltage electrical hazards.

A handwritten signature in blue ink, appearing to read 'Bruce Bratley', is written over a light blue horizontal line.

Bruce Bratley  
Chief Executive

Date: 01/10/2024

Review Date: 01/10/2025