



Health and Safety Policy

June 2023

Health and Safety Policy

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This document was prepared by the H&S Committee at FairHeat and is intended for internal use only.

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1. Health and safety policy statement

The Health and Safety at Work etc. Act 1974 imposes statutory duties on employers and employees to ensure a safe place of work.

It is an important duty of FairHeat Limited in the conduct of its operations, to ensure a safe and healthy working environment for its employees and to prevent injury or ill health to anybody that may be affected by the company's undertaking.

In order for the policy to be effective, collaboration and co-operation of all employees is required; everybody is asked to read this policy and accept their own personal responsibility for health and safety at work.

It is the intention of FairHeat Limited to ensure that:

- The spirit and letter of the principles incorporated in the relevant legislation are maintained to ensure the safest systems of work and a safe, healthy working environment.
- Suitable information, instruction, training and supervision are provided to ensure the health and safety of all.
- The working environment is safe and without unreasonable risks to health and that adequate provision is made for facilities and welfare at work.
- Suitable equipment is provided and that necessary maintenance and checks of equipment is undertaken.
- Systems of work are safe and without unreasonable risks to health and safety.
- Arrangements for use, handling, storage and transport of substances for use at work are safe and without unreasonable risks to health.
- Adequate information is available with respect to articles and substances used at work detailing the conditions and precautions necessary to ensure that when properly used they will be safe and without unreasonable risks to health and safety.
- The health and safety policy is reviewed and updated as necessary.
- Changes regarding health and safety will only be made after consultation with employees and the joint involvement of management and employees.

FairHeat Limited encourages the active interest, participation, and support of employees in promoting good health and safety standards.

2. Organisation for health and safety

2.1. Introduction

This section details what is in place to ensure that statutory obligations and responsibilities of FairHeat Limited are met and health and safety is effectively managed. It sets out the health and safety responsibilities that have been established for the company.

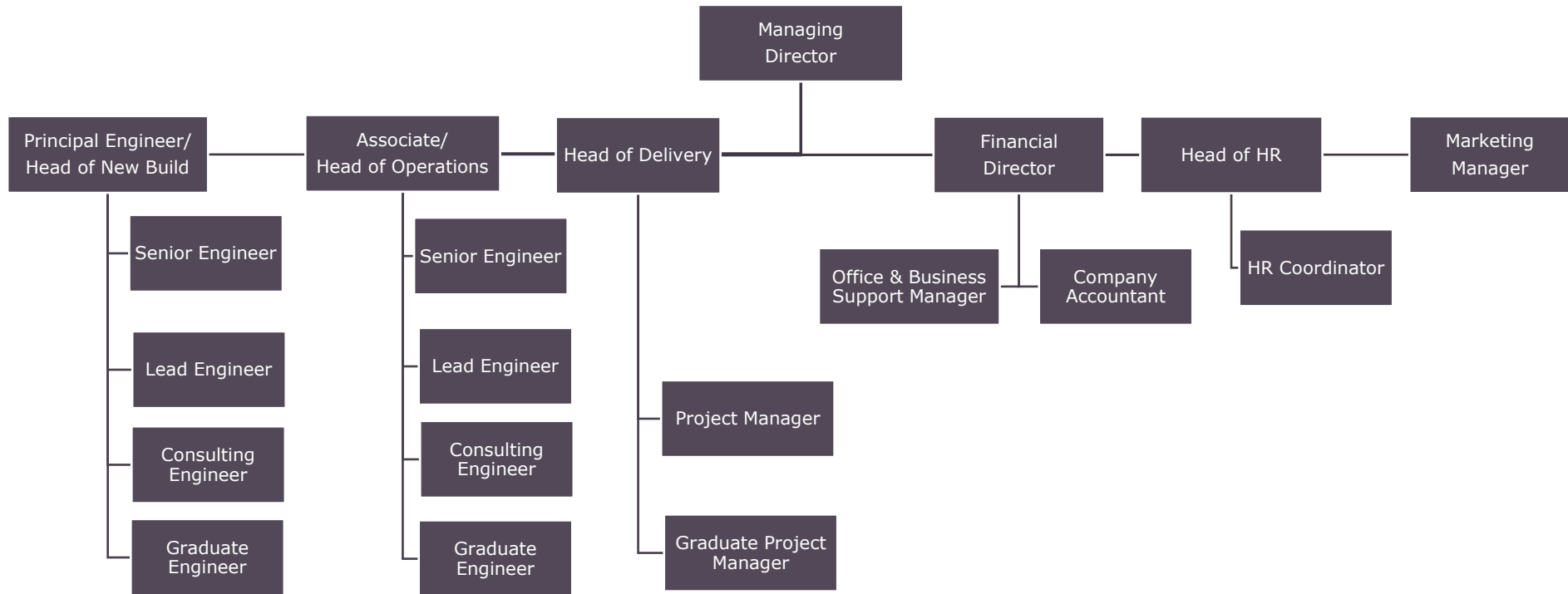
2.2. Legal Responsibilities

There are many different pieces of Legislation which influence the management of Health and Safety within FairHeat Limited. The following list covers the majority but is not exhaustive:

- The Health and Safety at Work etc. Act 1974
- The Health and Safety (First Aid) Regulations 1981
- The Electricity at Work Regulations 1989
- The Health and Safety Information for Employees Regulation 1989 (as amended)
- The Manual Handling Operations Regulations 1992
- The Health and Safety (Display Screen Equipment) Regulations 1992 (as amended)
- The Workplace (Health, Safety and Welfare) Regulations 1992 (as amended)
- The Personal Protective Equipment at Work Regulations 1992
- The Health and Safety (Consultation with Employees) Regulations 1996
- The Health and Safety (Safety Signs and Signals) Regulations 1996
- Gas Safety (Installation and Use) Regulations 1998
- The Lifting Operations and Lifting Equipment Regulations 1998
- The Provision and Use of Work Equipment Regulations 1998
- The Management of Health and Safety at Work Regulations 1999
- The Regulatory Reform (Fire Safety) Order 2005
- The Smoke-free (Premises and Enforcement) Regulations 2006, Smoke-free (Exemptions and Vehicles) Regulations 2007, Smoke-free (Signs) Regulations 2007
- The Control of Asbestos Regulations 2012
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- The Construction (Design and Management) Regulations 2015

2.3. Company Structure

The company hierarchy at FairHeat Limited is as follows:



2.4. Health and safety Responsibilities within the Company

The managing director of FairHeat Limited has overall responsibility for Health and Safety and for ensuring that all statutory requirements are met.

Senior management are responsible for:

- Ensuring that the company is operated in a safe and healthy manner.
- Ensuring that the resources necessary for health and safety are identified and made available.
- Publication and implementation (including providing resource for implementation) of the health and safety policy and the communication of the policy to all employees.
- Ensuring that before any equipment is purchased that they are suitable and compliant with statutory requirements.
- Ensuring all work machinery, equipment and appliances are in continual safe working order and compliant with statutory requirements; that the required servicing, maintenance, checks, tests and examinations are carried out to the required frequencies.
- Liaise with machinery and equipment suppliers on health and safety matters.
- Ensuring that assessment of all of the company's work systems, activities and equipment to comply with statutory requirements are carried out; and that safe systems of work are introduced and adhered to.
- Ensuring that appropriate health and safety arrangements and procedures (including any necessary emergency arrangements and procedures) are established and the communication of the arrangements and procedures to all employees.
- Ensuring compliance of the health and safety policy, procedures and arrangements within the company.
- Allocating and delegating health and safety responsibilities and duties within the company.
- Ensuring that suitable facilities, equipment and materials are available; with arrangements in place to enable adequate training to be conducted in accordance with statutory and company requirements.
- Ensuring that suitable and sufficient welfare facilities are provided.
- Ensuring that, on health and safety matters, adequate means and facilities are available for consultation and communication, with all employees or their representatives and such consultation is affected.
- Ensuring that adequate health and safety support and advice are made available to the company.
- Promoting effective liaison with external agencies so as to secure expert advice.
- Ensuring that before contractors are employed that they have adequate health and safety arrangements in place and will work to an agreed method of operation and has appropriate assessments in place for the work being undertaken.
- Ensuring that procedures are in place to ensure that external contractors operate within the company's health and safety policy.

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- Evaluating any new systems and techniques to be introduced, to ensure that they are as safe as is reasonably practicable.
 - Ensuring that the investigation and recording of any accidents or incidents are carried out and any arising recommendations and follow-ups are actioned.
 - Monitoring health, safety and welfare.
 - Ensuring review of the health and safety policy, assessments, procedures and arrangements as and when any significant change to the company or its operation occurs that would make the current policy, procedure and arrangements out of date and periodically; updating as necessary.

Managers / supervisors are responsible for:

- Having a thorough knowledge of the company's health and safety policy, be aware of statutory requirements and ensure that infringements do not occur.
- Providing leadership and promoting responsible attitudes and behaviours towards health and safety.
- Ensuring day-to-day compliance of the health and safety policy, procedures and arrangements.
- Understanding the factors that give rise to accidents and make continuous efforts to eliminate them.
- Taking any necessary preventative action; resulting from an accident or incident investigation or to request assistance from senior management in meeting this responsibility.
- Ensuring that adequate instructions for using work equipment are available and users receive adequate instruction and training in safe work equipment use.
- Ensuring that people in their charge understand safety instructions, paying particular attention to young persons, new employees, and people with learning difficulties.
- Ensuring that any safe system of work introduced is adhered to and that a high standard of housekeeping and cleanliness is maintained.
- Checking that safety equipment is used when required.
- Ensuring any personal protective equipment (including clothing) supplied is worn.
- Maintaining a continuous and critical scrutiny of working conditions throughout the workplace.
- Carrying out routine health and safety inspections.
- Informing senior management of any part of the health and safety policy where revision is necessary to improve health and safety matters.

All employees have a responsibility to:

- Have a knowledge of the health and safety policy.
- Take all reasonable care for the health and safety of themselves, of fellow employees and of anyone else who may be affected by the company's undertaking; and to report any hazard which cannot be controlled personally.
- Fully co-operate with the company to enable the latter to comply with any duty or requirement imposed by statutory provision.

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- Observe safety rules and comply with any measures designed to ensure a safe and healthy working environment.
 - Avoid any interference with or misuse of any provision made for health, safety and welfare.
 - Comply with legitimate instructions given to them by a senior person for the purpose of ensuring compliance with the health and safety policy and procedures.
 - Actively participate in all discussions regarding health and safety raising any observations or concerns in order to continually improve health and safety within the company.

The health and safety coordinator is responsible for:

- Conducting periodic health and safety walk-through inspections of all workplaces and workplace facilities.
- Ensuring that health and safety training is provided to all staff and any other specifically required training (i.e., fire warden, first aid, etc.) is provided; and training is periodically refreshed.
- Ensuring that a log of work-related injuries and illnesses is maintained.
- Ensuring that accident / injury investigations are carried out.
- Establishing and monitoring a program for reporting and investigating “near-miss” situations.
- Conducting investigations into staff health and safety inquiries, suggestions, and complaints. Maintaining required safety and health documents/files.

The office & business support manager is the health and safety coordinator.

Gareth Jones | Managing Director

22 June 2023

3. Arrangements for health and safety

3.1. Introduction

This section details the arrangements that the company have in place for meeting the commitments it has made to health and safety.

3.2. Accident/Incident: Recording, Reporting and Investigation

Unfortunately, accidents and incidents (near misses) can and do happen. Any injury, however minor, must be recorded in an accident book. Completed accident records shall be torn out of the accident book and kept secure according to Data Protection legislation, for a minimum of 3 years. Following an accident or incident (i.e. near miss, dangerous occurrence, etc.) the health and safety coordinator must be notified, as soon as possible.

The cause of any accidents will be investigated and recorded; senior management are responsible for taking account of any recommendations that may arise from the investigation.

Where possible the accident area will be kept clear with nothing touched or moved until the investigation has taken place. The only exception would be when this causes a health and safety hazard. Then the minimum disruption to the accident area should be made. Where necessary external advice will be sought to aid with the investigation and provide advice.

Accidents falling under 'The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013' (RIDDOR) will be reported to the Health and Safety Executive (HSE). This reporting will happen within the timescales specified within the regulations.

In the event of a serious accident or health condition the emergency services will be phoned immediately; all employees will assist as necessary at the scene.

It is the policy of FairHeat Limited for all employees to be aware and responsible for assisting with accidents, assessing the nature and extent of the emergency and taking the appropriate action.

3.3. Alcohol and Drug Misuse

FairHeat Limited realises that alcohol and drug misuse may increase the risk of accidents whilst at work due to impaired judgement.

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974' and the 'Management of Health and Safety at Work Regulations 1999'; and also, the obligations of the 'Misuse of Drugs Act 1971' FairHeat Limited requires all employees to arrive at work free from the effects of alcohol or drugs:

- Employees under the influence of alcohol or drugs will not be permitted to work. Employees must not consume alcohol or be under the influence of alcohol while at work.
- No employee is to be in possession of illegal drugs or misuse drugs whilst at work.

FairHeat Limited understand there is the need for possession and use of medicines. Employees using medicines which may affect behaviour and / or work have a responsibility to inform their manager or HR of such.

3.4. Asbestos

Within this policy “asbestos” refers to any fibrous form of:

- Crocidolite – blue asbestos
- Amosite – brown asbestos
- Chrysotile – white asbestos
- Anthophyllite
- Tremolite
- Actinolite

and any mixture which contains one or more of the above.

The presence of asbestos containing materials (ACMs) does not in itself constitute a danger. However, it is hazardous when disturbed or damaged and will be treated accordingly. Activities which give rise to airborne dust, e.g. abrasion, breaking, sawing, cutting, drilling or machining ACMs, are most likely to present risks and will be controlled where necessary.

In order to meet their health and safety obligations; specifically, those under the ‘Health and Safety at Work etc. Act 1974’ and the ‘Management of Health and Safety at Work Regulations 1999’ FairHeat Limited will ensure that the duty holder i.e. the building management company meets the requirements of the ‘Control of Asbestos Regulations 2012’ by:

- Controlling the risk of exposure to asbestos at the building.
- Making an assessment as to whether or not there is or may be any asbestos anywhere in the building; and its condition has been checked.
- Reviewing the assessment if there is reason to suspect it is no longer valid or if there has been significant change at the building.

Where asbestos containing material (ACM) is or is liable to be present, the building management company are required to:

- Determine the risk posed by any asbestos present.
- Produce a written plan: identifying parts of the building where the asbestos is and how the risks from exposure to it is to be managed; including the measures for ensuring the asbestos is properly maintained or where necessary safely removed.
- Monitor the condition of any asbestos.
- Review the plan at regular intervals and immediately if there is reason to suspect it is no longer valid or if there has been significant change at the building.
- Ensure that information about the location and condition of any asbestos present is provided to FairHeat Limited and any person liable to disturb it and made available to the emergency services.

Prior to commencement of work that could lead to disturbance asbestos, the duty holder is expected to:

- Carry out a risk assessment.
- Produce a plan of work detailing how the work is to be carried out.

- Ensure, where necessary, work involving asbestos is only carried out by licenced contractors.

3.5. Communication, Co-operation and Consultation

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974' and the 'Management of Health and Safety at Work Regulations 1999' FairHeat Limited will ensure that any applicable health and safety arrangements, information and procedures are effectively communicated to the required parties including, employees and contractors, and also company visitors.

Senior management are responsible for disseminating information on legislative responsibilities and requirements to all employees and any changes that may affect them.

FairHeat Limited will co-operate with all relevant parties to ensure that health and safety is effectively managed at the premises housing their office and any sites where they are working.

Necessary safety information will be communicated verbally, via email and by displayed notices; and any emergency instructions will be posted.

Recognising that all employees can play a key part in preventing accidents, injuries and ill health at work and promoting good standards of health and safety in the workplace and in order to meet their health and safety obligations specifically those under 'The Health and Safety (Consultation with Employees)

Regulations 1996' FairHeat Limited will consult and involve employees in all health and safety matters that affect them.

Meetings will be held where health & safety will be discussed and safety information provided to employees; including:

- Health and safety arrangements and procedures.
- Findings and actions arising from risk assessments.
- Findings and actions arising from accident / incident investigations.
- Results of health and safety inspections.
- Arrangements and procedures designed to promote a safe system of work.
- Changes to legislation.

Employees are encouraged and expected to contribute any opinions concerning health and safety during these meetings.

3.6. Competence and Capabilities and Information, Instruction and Training

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974', the 'Management of Health and Safety at Work Regulations 1999' and the 'Health and Safety Information for Employees Regulations 1989 (as amended)' FairHeat Limited will:

- Ensure that levels of competence and capabilities are such that the company's health and safety performance is at an acceptable level.

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- Ensure that adequate health and safety information is provided; this will be in the forms of verbal and written communication, signs and notices.
 - Display the HSE approved and published "Health and Safety Law" poster at a prominent position within the workplace or provide each employee with a copy of the HSE approved and published "Health and Safety Law" leaflet.
 - Provide third parties working at/attending the company's office area with relevant health and safety information and instruction.

It is the policy of FairHeat Limited to ensure that their employees are provided with adequate information, instruction and training in order to do their jobs effectively and safely; they will:

- Identify the skills and knowledge needed for employees to do their job in a sufficient manner.
- Look at any risk assessments to see where information and/or training have been identified as factors in controlling risks.
- Ensure that all employees receive an induction upon employment, covering the contents of the health and safety policy, the health and safety instruction manual and important health and safety information such as fire evacuation procedures, nominated first aiders / fire wardens and significant findings of risk assessments.
- Ensure that relevant employees receive adequate specialised training e.g. asbestos awareness, construction training, DSE, manual handling, fire warden, first aid etc. as required and based on the risks they are exposed to.
- Identify additional training needs for members of senior management and managers / supervisors.
- Evaluate training and ensure that it is effective.
- Review training to identify any skills and knowledge gaps.
- Where necessary, refresh training at suitable frequencies.

Employees are responsible for: -

- Attending any required training sessions.
- Adhering to and acting upon information, instruction and training provided.
- Helping to identify any skills and knowledge gaps.
- Speaking up if they feel there is a requirement for additional training in any aspects of health and safety.

The health and safety competence of any contractors appointed by the company is addressed as part of the contractor vetting process described in section 3.8.

3.7. Construction Design and Management (CDM)

Some of the work undertaken by the company may fall under the Construction (Design & Management) Regulations 2015 (CDM 2015) subsequently FairHeat Limited will ensure that the work carried out is done so in accordance with CDM2015.

FairHeat Limited will:

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- Be aware of significant risks that workers and users can be exposed to, how these can arise and ensure appropriate information is provided about the reasonably practicable steps to be taken to reduce or control those risks.
 - Ensure that there is the right skills, knowledge and experience and be adequately resourced to address the health and safety issues.
 - Cooperate with others who have responsibilities.
 - Coordinate their work with that of others in order to improve the way in which risks are managed and controlled.

3.8. Contractors: Selection and Management

FairHeat Limited understands that when using contractors there is a joint responsibility towards health and safety by all parties concerned.

Before being appointed to carry out work for/on behalf of FairHeat Limited all contractors are required to undergo vetting to ensure their suitability. They will be asked to provide their health and safety policy, proof of adequate insurance, evidence of 3rd party health & safety accreditation (if this is deemed necessary), risk assessments (including where necessary COSHH assessments, work at height assessments and any other relevant assessments) and method statements (if the work is especially hazardous and is not covered by existing procedures) for the work being undertaken.

Copies of the contractor's health and safety documentation will be held on file and as necessary the contractor is contacted to provide updated documentation.

Once a contractor has been selected and appointed FairHeat Limited are responsible for:

- Providing all relevant health and safety information e.g. fire safety information, accident reporting procedure and any other information necessary to control health and safety risks during the course of the contracted work.
- Ensuring contractors submit specific suitable and sufficient risk assessments and method statements which address the hazards presented by their works where they deviate from normal generic risk assessments supplied as part of the vetting procedure.
- Ensuring that contractors have read FairHeat Limited's "Safety Rules for Contractors" and signed the declaration; a copy of which will be provided to the contractor and a copy will be held by FairHeat Limited in the contractors file.
- Identifying any adverse trends/concerns that may become apparent during any works.
- Monitoring contracted work to ensure that it is carried out in a safe and sufficient manner; if necessary, ordering works to stop upon discovery of an unacceptable health and safety risk.
- Providing feedback to the contractor of their health and safety performance.

3.9. Disability

Under the 'Equality Act 2010' a disabled person is someone who has a physical or mental impairment

which has an effect on their ability to carry out normal day-to-day activities.

The effect must be:

- Substantial.
- Adverse.
- Long term (lasting or likely to last more than 12 months or for the rest of the life of the person concerned).

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974' and the 'Management of Health and Safety at Work regulations 1999'; and the obligation of the 'Equality Act 2010' FairHeat Limited will make every effort, in so far as is reasonably practicable, to provide a safe and healthy working environment for all employees and not to discriminate against any employee or company visitor that has a disability.

FairHeat Limited understands that additional risks may arise, as a consequence of a disability and will take all the necessary measures to minimise those risks, so far as is reasonably practicable.

Where necessary, FairHeat Limited will make 'reasonable adjustments' (defined as a reasonable step taken to prevent a disabled person suffering a substantial disadvantage compared with people who are not disabled) including:

- Making changes to the workplace.
- Changing the way in which work is done.
- Providing equipment that will help the person do their job.

3.10. Display Screen Equipment (DSE)

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974', the 'Management of Health and Safety at Work regulations 1999' and the 'Health and Safety (Display Screen Equipment) Regulations 1992 (as amended)' FairHeat Limited will ensure that for those employees classed as DSE users*:

- Workstations are analysed, assessed and that appropriate actions are taken to reduce risks.
- Workstations meet the minimum requirements.
- Work is planned so there are breaks or changes of activity.
- When reasonably requested (i.e. bi-annually or as advised by the optometrist), arrange free eye sight tests for DSE users.
- Spectacles are provided at no cost to the DSE user if special ones (prescribed for the distance at which the screen is viewed) are needed and normal spectacles (prescribed for any other purpose) cannot be used. The company's liability for the cost of these is restricted to payment of the cost of a basic appliance (i.e. of a type and quality adequate for the user's work). However, if employees wish to choose more costly glasses (for example with designer frames, or lenses with optical treatments not necessary for the work), the company will contribute a portion of the total cost of the luxury glasses; equal to the cost of a basic appliance.
- Appropriate DSE information and training is provided.

Employees classed as DSE users under the regulations are required to:

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- Contribute and participate during the DSE workstation assessment process.
 - Ensure that they take regular and frequent breaks away from screen work performing other non DSE related tasks. HSE guidance suggests that short frequent breaks are more satisfactory than, occasional longer breaks; a break away from the screen carrying out non DSE tasks of approximately of at least 5 minutes, should be taken, after 50 – 60 minutes of screen work.
 - Report any aches, pains or eye strain from using DSE.

**As defined under 'The Health and Safety (Display Screen Equipment) Regulations 1992 (as amended)'*

3.11. Electrical Safety

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974' and the 'Management of Health and Safety at Work Regulations 1999' FairHeat Limited will ensure that the duty holder i.e. the building management company meet the requirements of the 'Electricity at Work Regulations 1989' and the 'Provision and Use of Work Equipment Regulations 1998' and ensure that any electrical installation (fixed wiring) within the building is routinely checked and fully inspected to the required frequencies with any necessary remedial action implemented; as identified during the checks and inspections. FairHeat Limited will request copies of the electrical installation condition reports following the checks and inspections.

Portable/moveable electrical appliances provided by FairHeat Limited will undergo formal visual inspection and combined inspection and electrical testing (portable appliance testing - PAT) at intervals recommended by HSE guidance.

Contractors are responsible for ensuring any portable / moveable electrical appliances that they use within the area occupied by FairHeat Limited undergo the same testing regime.

3.12. Employers' Liability (Compulsory Insurance)

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974' and the 'Employers' Liability Compulsory Insurance Act 1969' FairHeat Limited will ensure that:

- There is at least £5 million insurance cover in place to meet the cost of compensation for any injuries or illness sustained by employees whilst at work.
- A copy of the current insurance certificate will be displayed in a suitable convenient location at the workplace.
- Copies of certificates of insurance which are out of date will be retained for at least 40 years, to account for any claims for diseases that are made many years after the disease is caused.

3.13. Fire Safety

In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974', the 'Management of Health and Safety at Work regulations 1999' and the 'Regulatory reform (Fire Safety) Order 2005' FairHeat Limited will ensure that:

-
- The risk of fire is sufficiently assessed both in the areas that they occupy / use and the building as a whole; the assessment will consider the:
 - Persons at risk and any especially at-risk persons.
 - Fire hazards and their elimination or control.
 - Suitability of fire protection measures
 - Means of escape.
 - Measures to limit fire spread and development.
 - Emergency escape lighting.
 - Fire safety signs.
 - Means of giving warning in case of fire.
 - Firefighting equipment.
 - Management of fire safety:
 - Procedures and arrangements.
 - Training and drills.
 - Testing and maintenance
 - Record keeping.
 - Any additional control measures to reduce any risk posed by fire are put in place.
 - The fire risk assessment is reviewed, and revised if necessary, as defined in the risk assessment or if there is reason to suspect it is no longer valid:
 - Following an incident.
 - If the workplace undergoes significant changes i.e. changes in layout, construction works, alterations etc. (either temporarily or permanently).
 - If new technology or processes are introduced (either temporarily or permanently).
 - If new hazards are identified or existing hazards change.

FairHeat Limited will ensure that:

- Any equipment provided for firefighting, fire detection / warning and fire safety are covered by a suitable system of maintenance and are maintained by a competent person in an efficient state, in efficient working order and in good repair.
- Means of escape are maintained in a state that allows safe and timely evacuation.
- Only minimum quantities of flammable substances and combustibles are kept and any that are present will be appropriately stored well away from sources of ignition.
- All employees receive adequate fire safety instruction / training.
- They cooperate with other responsible persons within the premises and coordinate fire safety measures.
- Periodic fire drills are conducted.

Employees are responsible for:

- Co-operating with the company; allowing them to meet their fire safety responsibilities.
- Knowing what action to take in the event of a fire; both upon discovery of a fire and upon activation of the fire warning system.
- Knowing the location of fire safety equipment.
- Not misusing any fire safety equipment (i.e. not propping open doors with fire extinguishers, not wedging / propping open fire doors, not setting off fire extinguishers during horseplay).
- Adhering to any fire safety instruction / training given.
- Reporting anything which could represent a serious fire safety danger.

3.14. First Aid

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974', the 'Management of Health and Safety at Work regulations 1999' and the 'Health

and Safety (First Aid) Regulations 1981' FairHeat Limited will ensure that adequate and appropriate first-aid equipment, facilities and people are provided so that employees and others can be given immediate help if they are injured or taken during the course of the company's work.

The first aid provisions required will be determined by risk assessment and persons with first aid responsibilities will be appointed as required; these people are responsible for maintaining adequate levels of first aid consumables (i.e. dressings, plasters, etc.).

FairHeat Limited employees are not permitted to administer or dispense medicines or drugs of any sort; unless they have received specific first aid training to do so.

In the event of a member of employees requiring hospital treatment, they will be accompanied to hospital wherever possible.

All incidents requiring first aid treatment must be reported to the health and safety coordinator.

3.15. Gas Installation

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974' and the 'Management of Health and Safety at Work Regulations 1999' FairHeat Limited will ensure that the duty holder i.e. the building management company meet the requirements of the 'Gas Safety (Installation and Use) Regulations 1998' and the 'Provision and Use of Work Equipment Regulations 1998' and ensure that any gas installation / appliance within the building is routinely serviced and safety checked to the required frequencies (by a suitable Gas Safe registered contractor) with any necessary remedial action implemented; as identified during the safety checks. FairHeat Limited will request copies of the service / gas safety reports following the services and safety checks.

3.16. Housekeeping

General cleanliness and tidiness within the workplace is the responsibility of all employees.

All employees are responsible for ensuring that:

- Clutter, dust, debris and rubbish are not allowed to accumulate to a level that poses a fire or health and safety hazard.
- Workplaces are kept free from spillages and trip hazards, with areas requiring access kept free from obstruction.
- Dangerous items and substances, (e.g. broken glass and spilt chemicals etc.) are cleared away immediately ensuring the safety of all.
- Where necessary waste is segregated and clearly marked; and presented in a manner that ensures the correct / safe disposal.

3.17. Legionella

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974', the 'Management of Health and Safety at Work Regulations 1999' and the 'Control of Substances Hazardous to Health Regulations 2002' FairHeat Limited will ensure that the duty holder i.e. the building management company meet the requirements of 'The HSE Approved Code of Practice – The control of Legionella bacteria in water systems (ACOP L8)' by:

- Carrying out a suitable sufficient assessment of the risk from legionella and takes pro-active steps to prevent and minimise any legionella related risks.
- Implementing any necessary water monitoring regimes including inspections, sampling and temperature checks as recommended to control the risks of legionella.
- Keeping a record of all monitoring undertaken and control measures.

FairHeat Limited will request copies of the assessments and monitoring records.

3.18. Lifting Equipment

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974', the 'Lifting Operations and Lifting Equipment Regulations 1998', the 'Provision and Use of Work Equipment Regulations 1998' and the 'Management of Health and Safety at Work

Regulations 1999' FairHeat Limited will ensure that the building management company meet the

requirements of the 'Lifting Operations and Lifting Equipment Regulations 1998' and the 'Provision and Use of Work Equipment Regulations 1998' are met by ensuring that the passenger lift is routinely serviced and undergoes "thorough examination" to the required frequencies with any necessary remedial action carried out. Records of all such service visits and "thorough examinations" will be made available upon request to FairHeat Limited.

3.19. Lone Working

Lone working refers to situations where employees in the course of their duties work alone i.e. away from the office, remotely, working alone at home or being the only person present in the workplace.

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974' and the 'Management of Health and Safety at Work

Regulations 1999' FairHeat Limited will take appropriate steps to ensure the safety of any lone workers:

- Only authorised lone working will take place.
- It will be ensured that the person lone working has suitable experience and knowledge to handle any emergency that may arise whilst working alone.
- Any lone working will be sufficiently assessed with arrangements put in place to reduce the risk to an acceptable level.
- No high-risk work will be permitted during periods of lone working.

Employees are responsible for:

- Assisting with any assessments.
- To abide by the requirements of any systems of work designed to protect them during periods of lone working.
- Taking reasonable precautions to ensure their own safety and ensuring that they do not undertake any high-risk activities whilst working alone.

3.20. Manual Handling

There is the potential for manual handling to be an issue during the course of the work carried out by FairHeat Limited employees.

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974', the 'Management of Health and Safety at Work Regulations 1999' and the 'Manual Handling Operations Regulations 1992 (as amended in 2002)' FairHeat Limited will ensure that:

- Hazardous manual handling operations are avoided so far as is reasonably practicable.
- Manual handling operations that fall outside of the HSE filters for manual handling are sufficiently assessed. The risk of injury due to manual handling is reduced so far as is reasonably practicable.
- Where necessary suitable manual handling aids are provided.
- Employees receive appropriate manual handling instruction and training.

Employees have a responsibility to:

- Comply with any training and instructions given.
- Use any manual handling equipment / aids provided whenever possible.
- Recognise their capability limitations and not carry out any manual handling operation that falls outside of these.
- Report any manual handling activity or defect which is likely to endanger themselves or others.

3.21. New and Expectant Mothers

For the purpose of this policy, a 'new or expectant mother' is defined as 'an employee who is pregnant; who has given birth within the previous six months; or who is breast-feeding'.

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974' and the 'Management of Health and Safety at Work Regulations 1999' FairHeat Limited will; upon being informed that an employee is pregnant, has given birth within the last six months or is breast feeding; carry out a specific risk assessment and put in place any necessary measures to reduce the risk of harm to the mother and baby to an acceptable level. Regular monitoring and review of any assessment will be carried out to take into account possible risks that may occur at different stages during the pregnancy.

Where the risk assessment identifies unacceptable risks to the mother and baby, and these risks cannot be avoided or controlled by preventative and protective measures FairHeat Limited will:

1. Alter the working conditions or hours of work if it is reasonable to do so and would avoid the risks.
2. Identify and offer alternative work that is available.
3. Suspend from work. (This suspension will be on full pay where applicable.)

3.22. Permit to Work

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974' FairHeat Limited will implement safe systems of work to ensure that the work undertaken within the area that they occupy is so far as is reasonably practicable, safe and without undue risks to the health and safety to their employees and to any others who may be affected by the work.

FairHeat Limited understand that certain types of work carry a particularly high risk of serious personal injury, serious ill health or property loss and require more formal safety planning and control. This will be achieved by the use of and strict adherence to a permit-to-work system; such activities include:

- Working at height or on unprotected roofs.
- Hot works such as welding, soldering etc.
- Work in confined spaces.
- Some maintenance works.
- Work on live electrical installations

FairHeat Limited will monitor the safe systems of work including the Permit to Work system; ensuring that risks introduced by the work undertaken is adequately controlled with those risks that cannot be eliminated, reduced to an acceptable level.

3.23. Risk Assessments

For the purpose of this policy the following definitions apply:

- A hazard is anything that may cause harm.
- Risk is the likelihood that harm will occur and the severity of the harm.

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974' and the 'Management of Health and Safety at Work Regulations 1999' FairHeat Limited will ensure that:

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- All work practices and tasks that introduce a risk to health and safety are identified.
 - Suitable and sufficient risk assessments are carried out - A careful examination of what could cause harm to people will be carried out to determine whether enough precaution has been taken or whether more needs to be done to prevent harm:
 - Identifying hazards.
 - Deciding who might be harmed and how.
 - Evaluation of risk level.
 - Risk control measures (existing and additional).
 - Record risk assessment findings and bring them to the attention of employees.
 - Risk assessment are reviewed if there is reason to suspect that it is no longer valid; if a significant change has taken place and periodically.

The health and safety coordinator is responsible for ensuring that there are suitable and sufficient risk assessments for all hazardous work practices / tasks, ensuring that any hazards are adequately controlled and any additional control measures required are actioned.

3.24. Visitors

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974' and the 'Management of Health and Safety at Work Regulations 1999' FairHeat Limited will endeavour to ensure that company visitors are kept safe whilst at their office.

The employee hosting the visitor must ensure that they are advised as appropriate of all relevant safety information such as hazards, rules and emergency procedures.

In the event of an evacuation the employee hosting the visitor shall ensure that they are safely evacuated and accounted for.

3.25. Work Equipment

This Policy considers work equipment to be any machinery, appliance, apparatus, tool or installation for use at work (whether exclusively or not). This includes equipment which employees provide for their own use at work.

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974', the 'Management of Health and Safety at Work Regulations 1999' and the 'Provision and Use of Work Equipment Regulations 1998' FairHeat Limited will ensure that:

- Equipment is suitable for the intended use and conditions in which it is used.
- Equipment is accompanied by suitable safety measures e.g. protective devices, markings, warnings.
- Equipment and plant is safe for use, maintained in a safe condition and in certain circumstances inspected by a competent person to ensure this remains the case.
- Equipment is used in accordance with any manufacturer's/supplier's instructions and company safe systems/procedures.
- Employees are provided with appropriate information, instruction and training.

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- Where necessary equipment is only used when: -
 - Competence is achieved.
 - Authorised to do so.
 - Adequately supervised.

Where necessary, FairHeat Limited will obtain specialist advice to ensure that equipment is suitable, correctly operated and maintained.

Employees are responsible for ensuring that:

- They do not use any equipment for which appropriate training has not been provided; or where applicable are not approved to use.
- Equipment is used in accordance with any manufacturer's/supplier's instructions, company safe systems/procedures and with instruction and training received.
- Any necessary routine inspections and checks are carried out.
- Equipment is not used if there are any signs of damage or fault.
- Any signs of damage or fault are reported.
- They do not carry out repairs on equipment unless competent and authorised to do so or do not engage in any work on live electrical equipment.
- Personal equipment is not used without prior authorisation from the company.

3.26. Workplace Health, Safety and Welfare

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974', the 'Management of Health and Safety at Work Regulations 1999' and the 'Workplace (Health, Safety and Welfare) Regulations 1992 (as amended in 2002)' FairHeat Limited will ensure that the workplace:

- Is kept clean and tidy and maintained in a state that promotes good health, safety and wellbeing.
- Has adequate provision of welfare facilities and arrangements.
- Has accessible drinking water that is free from contamination.
- Has lighting and ventilation of a suitable and sufficient standard, a reasonable temperature is maintained and there are suitable facilities / arrangements for employees to have rest breaks and eat meals.

Smoking is prohibited within all enclosed workplace areas with a dedicated no smoking policy conforming to the requirements of the Smoke-free (Premises and Enforcement) Regulations 2006, Smoke-free (Exemptions and Vehicles) Regulations 2007, Smoke-free (Signs) Regulations 2007, and other related legislation.

This policy is applicable to all employees at all levels of the company, as well as any contractors and visitors at the workplace. Employees are responsible for informing persons of this policy where necessary.

People may smoke but only in the permitted outside areas.

If at any time an employee feels that any of the workplace facilities are not satisfactory, they should notify the health and safety coordinator.

3.27. Work Related Stress

FairHeat Limited are committed to ensuring the health safety and wellbeing at work of our employees and understands that workplace stress can be a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors.

In order to meet their health and safety obligations; specifically, those under the 'Health and Safety at Work etc. Act 1974' and the 'Management of Health and Safety at Work Regulations 1999' FairHeat Limited will:

- Identify all workplace stressors and implement measures to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.
- Provide support to employees affected by stress caused by either work or external factors.
- Ensure good communication between management and employees, particularly where there are organisational and procedural changes.
- Ensure employees are fully trained to discharge their duties.
- Ensure employees are provided with meaningful developmental opportunities.
- Monitor workloads to ensure that people are not overloaded.
- Monitor working hours and overtime to ensure that employees are not overworking.
- Monitor holidays to ensure that employees are taking their full entitlement.
- Not tolerate bullying and harassment at any level.

Employees are responsible for reporting any stress issues to their line manager or HR.

3.28. Work Related Violence

For the purpose of this policy the Health and Safety Executive's definition of violence is adopted.

Violence is defined as:

"Any incident, in which a person is abused, threatened or assaulted in circumstances relating to their work."

FairHeat Limited accepts that violence can be:

- Be physical, psychological, and/or sexual.
- Be a one-off incident or involve more systematic patterns of behaviour.
- Be among colleagues, between superiors and subordinates, or by third parties such as contractors and visitors.
- Range from minor cases of disrespect to more serious acts, including criminal offences, which require the intervention of public authorities.

FairHeat Limited believe that any violence towards employees is unacceptable and is committed to providing full support to any employee, who suffers violence in the course of, or arising out of, their duties.

FairHeat Limited will take legal proceedings if necessary, to maintain employee safety and well-being.

All incidents of verbal abuse, threats or physical violence will be treated seriously and responded to appropriately. On no account will such incidents be treated lightly or dismissed as part of everyday life, nor will a violent incident be viewed as a reflection on an individual employee's ability.

All incidents of verbal abuse, threats or violence must be reported and will be investigated; with appropriate action taken to minimise the risk of a recurrence.

An employee who has been harmed in any way or suffered damage to their property will be actively encouraged to report the matter to the police. Every opportunity will be taken to prosecute offenders either by the police, or in certain circumstances, individuals will be encouraged to initiate legal proceedings themselves. FairHeat Limited will ensure that employees are supported through the prosecution process.

FairHeat Limited understands that violence and abuse can pose a significant risk to the health and safety of their employees and as such will carry out specific risk assessments where violence poses a significant risk to employees. The assessments will endeavour to eliminate or reduce the risk to the lowest reasonably practicable level.

FairHeat Limited adopts the legal approach to self-defence: Physical restraint used in self-defence is acceptable, but only with the minimum force necessary. This means that it is reasonable for employees to use sufficient force to stop or control violent situations, or prevent themselves or other people from being injured. Whilst the risk of an employee being in a situation where the only way to protect themselves is to cause harm to the violent person is remote, it is accepted in law.

(In deciding whether the force used was reasonable, the courts will consider all of the circumstances surrounding the violent situation. There is no legal definition of when it is reasonable to use force as this will always depend on the precise circumstances of individual cases. To be judged lawful, the force used would need to be in proportion to the consequences it is intended to prevent. The degree of force used should be the minimum needed to achieve the desired outcome. Use of force could not be justified to prevent trivial misbehaviour. However, deciding whether misbehaviour is trivial will also depend on circumstances.)

FairHeat Limited is committed to providing full support, including aftercare, to employees who have suffered verbal abuse, threats or physical violence in the course of their duties. Support will include:

- Management support/debrief to ensure the incident is discussed, recorded appropriately and consideration is given to further action.
- Encouragement and support for those employees who feel they may benefit from counselling.
- Accommodate time off work if necessary.
- Help the individual to seek legal help if required.

Employees must ensure that they:

- Act responsibly to avoid putting themselves or others in danger.
- Report any incidences of abuse and/or violence.

3.29. Young Persons

For the purpose of this policy the following definitions are used:

A young person (16 – 18 years of age) is defined as any person who has not attained the age of 18 years (The Management of Health and Safety at Work Regulations, 1999).

A child (under 16 years of age) is defined as someone who has not yet attained school leaving age (The Education Act, 1996 (England and Wales)).

FairHeat Limited understands that additional risks will arise, as a consequence of the employment of young persons due to their lack of knowledge, experience and possible immaturity, and will take all the necessary measures to minimise those risks, so far as is reasonably practicable.

Upon a child / young person working (whether paid or not) for FairHeat Limited the company will:

- Review current risk assessments to ensure that they are adequate in the light of the lack of experience of the young person and if necessary, carry out a specific risk assessment. Parents or carers of children under minimum school leaving age will be informed of the key findings from the risk assessment.
- Provide Additional training, instruction and supervision until the young person has demonstrated a satisfactory degree of competence.
- Ensure that national laws adhered to in regard to the permitted working arrangements for young persons.
- Ensure that the young person only carries out duties which:
 - Are not beyond their physical or psychological capability.
 - Do not expose them to substances chronically harmful to human health.
 - Do not involve a risk of accidents which they are unlikely to recognise because of their lack of experience, training or attention to safety.

4. Monitoring and review

4.1. Monitoring

FairHeat Limited will continually monitor and review the company's health and safety performance and endeavour to continually improve.

Health and safety performance will be monitored by:

- Routine inspections of workplaces and plant and equipment.
- Planned function check regimes for key pieces of plant and equipment.
- Investigating accident / incidents.
- Monitoring cases of ill health and sickness absence records.

Where necessary, action plans will be produced to prevent or control any health and safety issues and improve health and safety performance. The action plans will be continually reviewed to ensure that all actions are completed within the required timescales.

4.2. Review

FairHeat Limited will review the validity of the health and safety policy and risk assessments and whether the systems in place for managing health and safety are effective. This will happen if there is reason to believe they are no longer valid (following a change in organisation, personnel, or legislation) or effective (following an accident/incident or enforcement/intervention by the enforcing body); or if a significant change to which they relate has taken place and periodically (annually).

Senior management are responsible for reviewing the health and safety arrangements.

All employees are entitled to and responsible for voicing their own health and safety opinions or concerns for review.

Gareth Jones

Managing Director