

# Health & Safety Policy

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May 2010

General Statement of Policy



## Health & Safety

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Our policy is to ensure our employees, contractors and our visitors go home as fit and healthy as they came in to work that day. We also aim to promote health and safety in general; we believe this instils the right culture and ensures we have a fit and healthy workforce to deliver for the company and our clients.

We will provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they need for this purpose whether working at our premises or off-site. We also accept our responsibility for the health and safety of other people who may be affected by our activities. When our employees are working at our clients' sites and premises, we seek to ensure that appropriate Health & Safety rules are operational locally and that our staff are aware of the need to abide by them, including necessary induction. When our employees are working alone they will have undertaken the necessary risk assessment to ensure their safety.

All the duties and responsibilities imposed by the Health and Safety at Work etc Act 1974, the Management of Health and Safety at Work Regulations 1999 and any other associated and applicable regulations are accepted by us and will be acted upon appropriately. We will also seek out best practice and share this with our people. We expect our people to take initiative and responsibility for their own safety and not to endanger the safety of others.

We believe that to have a safe working environment we will continually challenge our health and safety performance and improve wherever possible and practical. We have set out our objectives for health and safety and will review them to ensure continued advancement. Our over-riding objective is zero accidents whether they are lost time injuries or otherwise. Where accidents do occur, we will take the learning from them and share this with everyone working for us. We will actively encourage our employees to bring forward ideas to improve health and safe working.

Our employees and anyone working under our control will be informed of this policy and will be made aware of their individual health and safety obligations.

The policy will be kept up to date, particularly as the business changes in nature and in size. To ensure this, the Policy and the way in which it has operated will be reviewed at least annually.



Signed.....  
Claire Gordon  
Managing Director

Date: 21 May 2010

# Health & Safety Policy Appendices

## 1.0 Health & Safety reporting structure and procedures

### Overall responsibility

Claire Gordon, Managing Director has overall responsibility for Health & Safety across 3G. She is responsible for overseeing our Health & Safety audits and compliance. Isobel Hoseason, General Manager and our external H&S Advisor Simon Bloxham undertake review of policy and procedures at least annually and ensure we are compliant. Cally Southern, Safety Manager works with Simon Bloxham to implement policy and procedures and ensures training requirements are met. With the support of the Safety Team (see below), all 3G staff are jointly responsible for H&S management, participating in its development and implementation of policy within each of our offices and when working off site.

### Risk assessment

We recognise that risk assessments are one of the most important parts of effective health and safety management. Risk assessments help us to prevent accidents and ill health by considering the hazards that exist and how we can manage them. From these assessments, we can develop safe systems of work and ways to prevent problems occurring.

The purpose of risk assessment is to identify all hazards associated with the work we do, evaluate the risks in terms of severity and likelihood, and determine appropriate control measures to eliminate or reduce those risks. In consultation with our employees, the Safety Manager produces generic risk assessments, which are then taken by our staff and tailored to the specific activities they undertake. The subsequent documentation is returned to the Safety Manager for recording.

All 3G staff are responsible for assessing risks in the offices, when working off our premises and on sites where they work and for reporting any risks identified to the Safety Manager on a continual basis. Suggestions as to what steps could be taken to reduce further the risks to staff and visitors are communicated to the Safety Manager. The Safety Manager is responsible for recording risks identified, including dates by which any improvements are to be completed. Assessments are reviewed annually.

### Staff responsibility

We involve all members of 3G in the development of our H&S policy and procedures. As part of their job specification, they have an obligation to carry out their duties within the company's H&S policy. They receive H&S instruction as part of their induction. It is expected that they will co-operate with their managers to achieve a healthy and safe workplace, and to take care of themselves and others. This means that all staff must be familiar with this policy and follow the procedures in the 'Essentials of Health & Safety at Work' handbook. Training, instruction and guidance are to be followed at all times.

Any member of staff who notices any H&S problem, which they are not able to deal with, must report this without delay to the Safety Manager.

### Monitoring and investigation

Claire Gordon	Managing Director, oversees H&S audits and compliance
Isobel Hoseason	General Manager and our external H&S Advisor Simon Bloxham, undertake review of policy and procedures at least annually and ensure we are compliant
Cally Southern	Safety Manager, works with external H&S Advisor Simon Bloxham to implement policy and procedures and ensure training requirements are met. Investigate any serious incidents and produce subsequent reporting
Doug Ayrton	Safety Supervisor, London to investigate minor accidents and report to Safety Manager
Rhona Johnson	Safety Supervisor, Bristol to investigate minor accidents and report to Safety Manager
Sarah Burford	Safety Supervisor, Warwick to investigate minor accidents and report to Safety Manager
Trained First Aiders	Isobel Hoseason, General Manager, Oliver Pendered, Project Manager, Doug Ayrton, Office Manager

NB: First Aiders not required in Bristol or Warwick offices as serviced offices

### Manual handling operations

Staff are reminded that lifting, lowering, pushing, pulling, carrying or moving any load can pose risk of injury if due care is not taken. Where equipment is provided, this should be used. Where assistance is required, this should be asked for. If staff members have any back or physical injury they should make this known to the office manager and avoid any unnecessary manual handling about the office. When bending down staff should be aware of the danger of stooping and twisting, a common cause of back injury. Staff are made aware that advice is available in the office H&S File and also on the Company network (3G/3G HEALTH & SAFETY/H&S File)

### Electrical equipment

All employees MUST be aware of the danger of electric shock through touching electrical equipment with wet hands. This is raised with them in their induction and familiarisation training. All plugs, casings, sockets, wires and cables are checked regularly by the IT manager to ensure they are safe. There is a requirement for any member of staff noticing any electrical equipment that looks unsafe to report this to the IT manager immediately. We also PAT test all our electrical equipment on an annual basis.

### Noise

Our assessment is that if people can talk and be heard within a distance of two metres without shouting, it is not a noisy environment and a metered test is not needed. In the event of road or building works outside becoming unbearably noisy, this should be reported to the office manager who will organise a metered test via the local council.

## Smoking

As of 2 April 2007 in Wales and 1 July 2007 in England, a new law was introduced to make enclosed public places and workplaces smoke free. This new law ensures a healthier environment free from second-hand smoke – as well as guarding against the other associated dangers of smoking. Smoking is not permitted in any 3G office.

## Storage of hazardous materials

Cleaning materials are stored safely in cupboards, at appropriate heights for access but out of reach of visiting children. No flammable items are kept on our premises. At all times the requirements and recommendations as published by the HSE, are followed. Staff are made aware that further details/leaflets can be found on the Company network (3G/3G HEALTH & SAFETY/ H&S File) or in the office manager's H&S File.

## Workplace temperature

Where work involves sitting at a work station in the office, the temperature must not fall below 16 degrees centigrade (61F). Where work involves physical effort it should not fall below 13 degrees centigrade (56F). Staff are required to report to the office manager without delay if there is a problem. Where air-conditioning is not available, fans are provided on hot summer days and extra heaters can be provided on cold days.

## Use of computers/visual display units

All VDU users at 3G are asked to complete a DSE risk assessment form and any issues are dealt with on an individual basis. We will comply with DSE regulations for the provision of eye and eyesight tests and the provision of corrective appliances or visual aids as appropriate. Staff are made aware that advice is available in the office H&S File and also on the Company network (3G/3G HEALTH & SAFETY/H&S File).

## Repetitive Strain Injuries (RSI)

We provide all reasonable measures and equipment such as keyboard wrist rests/supports to minimise the likelihood of RSI. If any employee has any recurring physical problem that they suspect may be a result of repetitive tasks while at work, it is their responsibility to see their GP. A copy of the GP's findings should be given to the office manager. Staff are made aware that important advice is available in the office H&S File and also on the Company network (3G/3G HEALTH & SAFETY/H&S File).

## Visitors

Staff must be vigilant to ensure that all people in 3G work space can be safely evacuated in the event of fire or other emergency. Visitor arrivals and departures at the London office are recorded by the receptionist. Visitors at the Warwick and North Somerset offices must sign in at reception on arrival and sign out on departure. Our company liability insurance policy automatically covers any visitor to 3G offices.

## Preventing slips, trips and falls

We strive to minimise trip hazards in the office by means of regular inspections. All staff have their attention drawn to the potential hazards of slips, trips and falls which can sometimes cause serious injury, e.g. falling from height, standing on ladders/desks/chairs, falling up/down stairs, spills on kitchen/lavatory floor, high heeled shoes, tripping over carelessly-left items such as a computer, cables, handbags and briefcases. All staff are requested to look out for any potential hazard and remove any obstacle that could cause harm to others such as clutter around their desk space.

All staff are responsible for keeping the offices a slip, trip and fall minimal risk zone. Staff are made aware that advice is available in the office H&S File and also on the Company network (3G/3G HEALTH & SAFETY/H&S File).

### Home working

As part of staff inductions and training it is made clear that 3G employees working from home must understand and comply with the same Health & Safety principles at home as in the office and be aware of any unique circumstances such as the presence of children, animals, electrical and other equipment, and workspace layout. Home working risk assessments are undertaken and staff are made aware that advice is available in the office H&S File and also on the Company network (3G/3G HEALTH & SAFETY/H&S File)

## 2.0 Site inspection visits

### Training and risk awareness

Our staff frequently have reason to work on client sites and or/visit sites for meetings. 3G is committed to the safety of our staff at all times – especially when on client sites which could incur potentially hazardous risks. All staff are made aware of the risks involved on site visits and receive the necessary site induction training from the client's site representative before venturing on site. Our staff are closely supervised at all times by the client's site representative and visits are restricted to specific demarcation areas and exclusion zones. If any member of staff has any visual, hearing or mobility impairment they MUST report this to the client's site representative. Our staff handbook and pre-site visit briefings provide guidance on risks and risk awareness.

### Personal Protective Equipment (PPE)

Employees going out on site are given appropriate H&S training by the client's site representative. They are equipped with the necessary personal protective clothing such as hard hats, safety boots, gloves, eye protectors, dust masks, high visibility jackets/vests.

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

For some projects our staff will visit sites where there is a requirement for the control of substances hazardous to health. Our staff will be given the appropriate H&S induction by the client's site representative and are instructed to abide by site rules at all times.

### Driving to and from site visits

Staff may be required to visit sites in remote areas. Where our employees are driving to remote areas, which may also involve an overnight stay, the following principles are applied in order to safeguard their welfare. Staff must:

- alert their manager to expected time of arrival and route and phone in on arrival
- not drive for more than two hours without a break
- have knowledge of the route or use satellite navigation system (available from office manager)
- have hotel pre-booked if necessary
- under no circumstances should staff drink and drive

Staff are made aware that our driving for work guidelines are included within our Company Handbook and further advice is available in the office H&S File and also on the Company network (3G/3G HEALTH & SAFETY/H&S File)

### **3.0 Personal security/well-being**

#### **Door drops**

Staff may be required to undertake door drops or attend events in remote areas or in areas where crime and personal security may be an issue. Before undertaking these tasks the staff concerned conduct a specific risk assessment to identify potential hazards and ensure the appropriate risk control measures are in force. Our staff are trained in conflict management and know to call on security and / or the police if required. It is Company policy to ensure that any temporary staff employed to undertake this work are always accompanied by our own staff.

#### **On-street interviews and events**

As part of our risk assessment process, we determine whether there is a need to advise the local police by phone, email or fax when we are out working in an area and provide them with a 3G point of contact.

### **4.0 Alcohol**

Many of our clients are large infrastructure companies – the infrastructure industry has a zero tolerance approach to consuming alcohol during working hours which is reflected in our policy. The consumption of alcohol during office hours is strictly forbidden, other than for company celebrations, such as a Christmas lunch or company anniversary.

### **5.0 Accidents and first aid**

The London office has nominated, qualified first aid officers whose names and locations are made known to all staff on the office notice board. All other offices have qualified first aiders provided by the on site service staff. We have compliant and clearly defined accident recording procedures which are communicated to all staff and our accident book is available for inspection at all offices.

#### **First aid box**

First aid boxes are clearly marked with a white cross on a green background and their contents are checked and replaced where necessary on a monthly basis by the first aid officer.

### **6.0 Accident Recording**

#### **Accident books**

Accidents are recorded without delay in the office accident book by Doug Ayrton, Safety Supervisor and Office Manager. Details of entry requirements are in our Company Handbook and with the accident books.

## Accident reports

All those with H&S responsibilities are fully familiar with the contact points and procedures required in the event of a dangerous occurrence or serious injury (RIDDOR classifications), including the Central Incident Contact Centre.

## 7.0 Fire safety

### Fire precautions

All members of staff are required to ensure that fire risk is minimised. Acts of negligence or acts that show a disregard of the procedures to prevent an outbreak of fire will be subject to disciplinary procedure and may well involve dismissal. As part of the induction, all staff are introduced to emergency exits and position of fire extinguishers, assembly points and the nearest alarm points.

### Evacuation

In the event of fire every member of staff must evacuate the building as quickly as possible. Care must be taken to evacuate visitors who are on the premises (this highlights the importance of noting/registering all visitors to our offices).

### Raising the alarm

If a member of staff discovers a fire, they should:

- Shout to those nearby to warn them.
- Immediately sound the nearest alarm.
- Telephone 999 stating the address clearly.
- Leave the building.

Nobody should return to fight the fire with an extinguisher (unless they know the cause of the fire, have been trained to use fluids under pressure and are accompanied by a colleague).

### Escape routes

Escape routes are checked weekly by the office manager to check they are clear of obstructions. The main escape route at the London office is down the central staircase which exits via the main reception onto Hinde Street. There is an additional fire exit opposite the kitchen area via a rear staircase and out of the front door leading onto Manchester Square. The assembly point is outside no.7 Manchester Square.

The primary escape route at the Warwick office is down the main staircase or stairs by Little Chester room and either out the fire exit door between the cloakrooms, around the rear of the building, along Henry's Bistro corridor and out the fire exit into the courtyard, or through reception and out the main front doors. Staff then assemble for checking in at fire assembly point D, which is signposted and situated just to the right of the main car park.

The main escape route at the North Somerset office is down the main staircase and out the front door. Assembly for checking in is at the fire assembly point signposted outside.

### **Fire extinguishers/fluids under pressure**

In the London office there are fire extinguishers adjacent to the lift and adjacent to the board room, close to the kitchen. Additional fire extinguishers which cover each floor are maintained annually by our landlord, Manro Hayden. Four staff have been trained as Fire Wardens and know how to operate fire extinguishers/fluids under pressure.

### **Fire alarms**

These are located on every floor next to the exit. The landlord checks the fire alarms and alarm points on a statutory basis.

### **Practice evacuations**

A practice evacuation is managed annually and is the responsibility of our Landlord. All staff should periodically refer to the government fire safety website available on the 3G network at [www.london-fire.gov](http://www.london-fire.gov).