

Environmental Health & Safety Policy

Virtua UK Ltd

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Amendment Record

Version	Author	Change	Date
01	M Smith	Initial Issue	Aug 13
02	M Smith	Inclusion of Alcohol & Substance abuse	Sep 13
03	M Smith	Changes to RIDDOR	Oct 13
04	M Smith	Waste Disposal Arrangements	Jul 14
05	M Smith	PPE Policy	Nov 14
06	M Smith	Integration of Astral	Oct 15
07	M Smith	Integration of Bridge Networks Ltd	Aug 16
08	G Whitmore	New Logo and MD Authorisation	Mar 17
09	G Whitmore	Minor Amendments and Review	Jul 17
10	G Whitmore	Inclusion of Lone Worker process	Nov 18
11	G Whitmore	Inclusion of Hot Works	Mar 18
12	G Whitmore	Working from Delivery vehicles	Apr 18
13	G Whitmore	ISO Management review	May 18
14	G Whitmore	Mandatory Gloves for Manual Handling, Drilling and Cutting	Jul 18
15	G Whitmore	Annual Review with minor amendments	Jul 19
16	G Whitmore	Amendment to Scope	Sep 19
17	J Welch	Reference of HS036 & HS037	Apr 20
18	J Welch	Annual Review	Apr 21
19	J Welch	Minor amendments	Jul 21
20	G Whitmore	Annual Review	Apr 22
21	G Whitmore	Annual Review	Mar 23
22	G Whitmore	Annual Review	Feb 24
23	G Whitmore	Sec 54 PM/Supervisor auditing	May 24
24	G Whitmore	Annual Review	May 25
25	G Whitmore	SWA Procedure Inserted	Sep 25

Glossary of Terms

[illegible]

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1. References

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999 (as amended)
- Workplace (Health Safety and Welfare) Regulations 1992
- Working at Height Regulations 2005
- Lifting Operations and Lifting Equipment Regulations 1998 (as amended)
- Provision and Use of Work Equipment Regulations 1998 (as amended)
- Manual Handling Operations Regulations 1992 (as amended)
- Personal Protective Equipment Regulations 1992 (as amended)
- Health and Safety (First Aid) Regulations 1981
- The Control of Noise at Work Regulations 2005
- The Control of Asbestos at Work Regulations 2012
- Control of Substances Hazardous to Health Regulations 2002
- Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013
- Electricity at Work Regulations 1989
- Regulatory Reform (Fire Safety) Order 2005
- Health and Safety Information for Employees Regulations 1989
- HSE INDG342 Blood Borne Viruses in the Workplace
- Construction (Design & Maintenance) Regulations 2015
- The Control of Electromagnetic Fields at Work Regulations 2016
- Environmental Protection Act 1990
- The Waste (England and Wales) Regulations 2011
- The waste Electrical and Electronic Equipment (Amendment) Regulations 2010
- The Environmental Noise (England)(Amendment) Regulations 2008

Note: A complete list of HSE Statutory Instruments (Regulations) can be found at:
<http://www.hse.gov.uk/legislation/statinstruments.html>

2. Purpose and Scope of This Environment, Health & Safety Policy

This document sets out and defines the standards, responsibilities and correct procedures for the safe management of Environment, Health and Safety (EHS) within Virtua UK Ltd.

This EHS Policy meets the requirements of the Health and Safety Executive (HSE), The Health and Safety at Work Act 1974 and The Management of Health and Safety at Work Regulations 1999. It also aims to meet all current legislation,

This document will be distributed to all Virtua UK Ltd employees and any contract companies utilised by the Company. Note – each copy in distribution will be uncontrolled with the master copy held on the Company's Health & Safety Management System.

The aim of this document is to ensure the highest standards of Health and Safety are in practice at all times throughout the operations of Virtua UK Ltd.

Implementation, monitoring and review of this Policy will be undertaken by the Company's Health & Safety Director. Health and Safety meetings will take place at regular intervals and any corrective actions will be enforced where necessary with any further training programmes identified and implemented.

The overall objective of this Policy is to provide the foundations for a safe working environment and avoid any accidents as classified under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013; it is important that all new personnel familiarise themselves with this Policy with particular emphasis on the following:

- High Risk policies.
- Company risk assessments.
- Procedures in the event of a fire or incident.
- Fire assembly points.
- Location of first aid kits.

The rules and guidelines set out within this EHS Policy will be mandatory requirements to both our employees and contractors, and contract companies working on behalf of Virtua UK Ltd. This EHS Policy is to be used as supporting documentation to the Generic and Specific Risk Assessments which have been designed to ensure a safe working environment and safe working practices are in force at all times.

This document will be reviewed on an annual basis by the Company's QHSE Department and updated when required during this time. Any subsequent changes will be brought to the attention of all personnel through regular toolbox talks and further training where required.

STATEMENTS OF INTENT

3. General Health and Safety

- The Primary Objective of Virtua UK Ltd is.
- “To prevent accident or injury to our employees, and a commitment to reducing hazards and risks for those working around them, the general public and others associated with our activities through the creation of a safe working environment and the use of safe working practices”
- Virtua UK Ltd are committed to the compliance of all applicable Health & Safety laws, regulations and industry codes of practice in which to ensure the protection of our employees, other workers with whom our employees may come into contact with, the public and the environment. To maintain awareness and compliance and the continual improvement of our performance, this policy will guide our Health & Safety initiatives and actions.
- Compliance with this policy will require leadership and direction provided by the Managing Director, Company Directors, Project/Delivery Managers and QHSE Manager. Management will ensure that sufficient resources are made available to comply with the policy, including the provision of competent Health & Safety advice and guidance. All managers are responsible for EH&S performance and will include EH&S objectives in all activities and ensure that EH&S audits of our premises and working environments are undertaken to monitor compliance with this policy.
- Virtua UK Ltd will identify and assess the potential Health & Safety hazards associated with our industry, our business activities and take the appropriate action, to manage and control all significant risks to employees, contractors, the public and the environment.
- Virtua UK Ltd will provide and maintain safe machinery for use by our employees and ensure the safe handling of and use of all substances. EC Directives 1992 require regular assessments of all health and safety risks to employees and all persons connected with the business.
- Virtua UK Ltd will communicate openly with our employees, contractors, vendors, customers and all interested parties on the relevant Health & Safety matters with regards to our Health & Safety performance and we will ensure that our employees work safely and in an environmentally friendly manner.
- Virtua UK Ltd will train employees on the relevant Health & Safety laws and regulations in which to protect the health and safety of employees, public and the environment in addition to any specific H&S training required for their role within the Company.
- Virtua UK Ltd will also ensure employees are competent to do their tasks, fully aware of, and conversant with, the hazards and risks associated with their work and the associated control measures.
- Virtua UK Ltd will plan for and take effective actions during (and following) any emergency situation and will endeavour to protect our employees, the public and the environment; both on our own premises and that of our customer(s).

- As part of our continual improvement Virtua UK Ltd will work towards preventing injury and ill health to our employees. Virtua UK Ltd will also work to prevent the environmental and safety impacts of our business activities and operations. This will be accomplished by continually improving upon our Health & Safety management system.
- This policy will be reviewed and revised on an annual basis and amended if there are any changes to the following:
 - Introduction of new legislation pertinent to our work.
 - Introduction of new equipment.
 - Where the nature of our work or processes changes.
 - After any accident, incident or near miss.
 - Identification of any new hazards associated with our working procedures.
 - Changes to ACoPs.
 - Official guidance relevant to the Company.
 - Significant changes in our personnel or duties.
- Virtua UK Ltd will monitor, audit, and review our Health and Safety performance and report on the progress of our policy objectives on a regular basis in which to improve upon our performance.

Approval & Authorisation	Andy Richards		CEO	16 Sep 25
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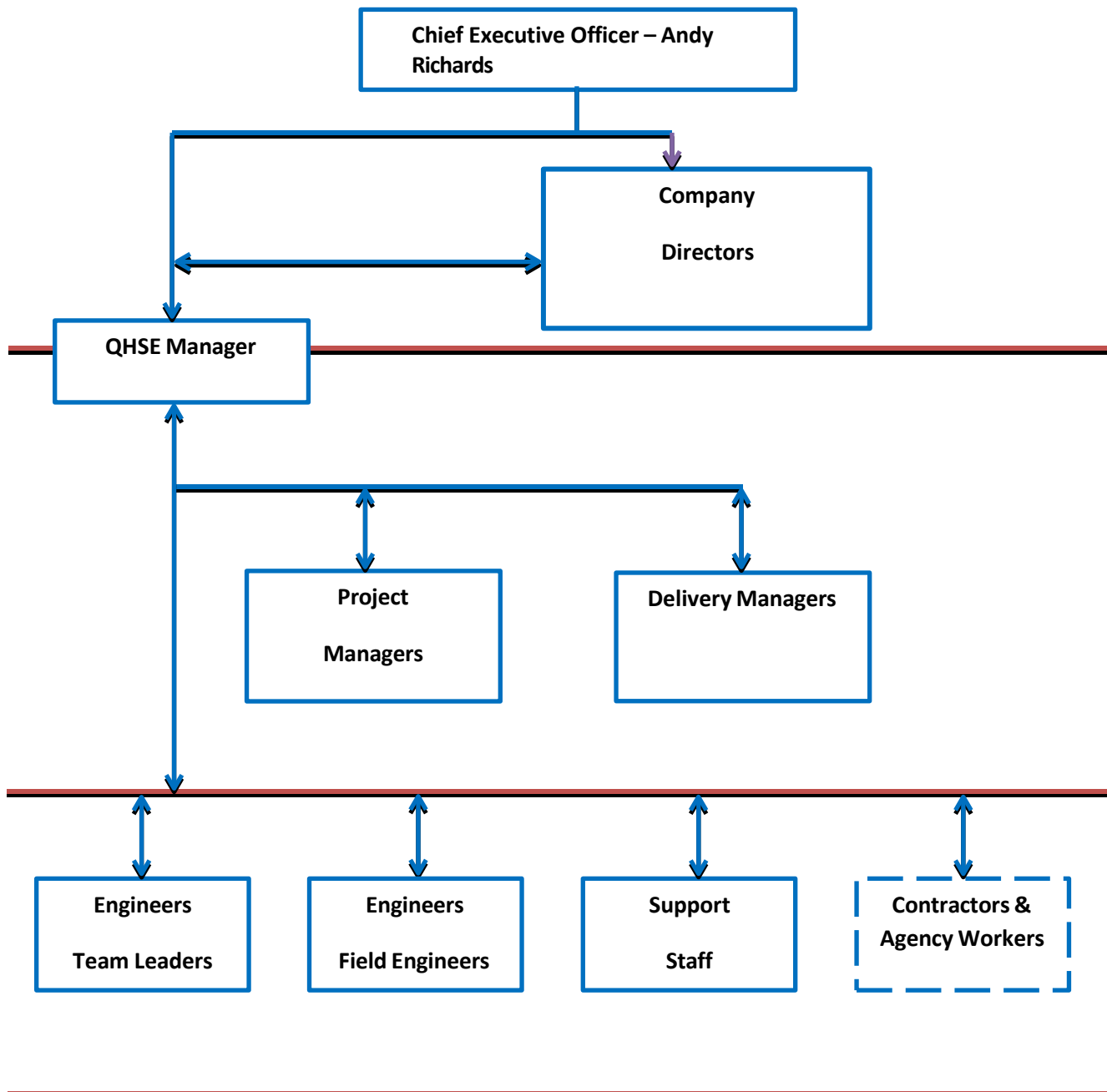
4. Environmental Policy Statement.

- Virtua UK Ltd are committed to providing a quality service in a manner that will reduce our potential impact on the environment.
- Virtua UK Ltd will take into consideration all environmental matters in our decision making and activities as an integral and fundamental part of our business strategy.
- Virtua UK Ltd will operate to and exceed the requirements of all relevant environmental legislation and codes of practice in the business areas in which we operate and deliver upon our duty of care towards future generations.
- Virtua UK Ltd will train, educate, and encourage every employee to act in an environmentally responsible manner and ensure that all employees understand our environment policy statement in which to work to the high standards that are required.
- Virtua UK Ltd will, where applicable, operate and maintain our vehicles with due regard to environmental issues so far as is reasonably practicable.
- Virtua UK Ltd will ensure that the use of energy, water and consumable products is kept to a minimum within our office environment.
- Virtua UK Ltd will purchase products and materials as far as possible that do the least damage to the environment and encourage others to do the same.
- Virtua UK Ltd will reduce waste using responsible recycling and re-use.
- Virtua UK Ltd will avoid the unnecessary use of hazardous materials and products and take all reasonable steps to protect human health and the environment, and control where these materials are used, stored, and disposed of.
- Virtua UK Ltd will monitor, audit, and review our environmental performance and report on the progress of our policy objectives on a regular basis in which to improve upon our performance.

Approval & Authorisation	Andy Richards		CEO	16 Sep 25
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ORGANISATION AND RESPONSIBILITIES

5. Organogram



6. Responsibilities

Overall responsibility for Health and Safety within the Company is:

Andy Richards – Chief Executive Officer Virtua UK Ltd

Day-to-day responsibility for ensuring this policy is put into place falls to:

Ged Whitmore –QHSE Director Virtua UK Ltd

Individual responsibilities are as follows:

6.1. Chief Executive Officer & Managing Director.

- To ensure there is an effective Company policy for health and safety and that all employees, contractors and agency workers etc. are made aware of their individual responsibility.
- To understand and ensure, through the appointment of competent persons, that the Company's responsibilities as employers under the Health and Safety at Work Act 1974 and any relevant Acts of Parliament and Statutory Regulations are met.
- To appoint a competent Health & Safety Manager responsible for safety.
- To ensure that all Directors and Managers understand and fulfil their responsibilities regarding health and safety.
- So far as reasonably practicable, to arrange for funds and facilities to meet the requirements of Company policy and legislation and, where necessary, the provision for adequate and appropriate training to be given to all employees.
- Where required to do so, to ensure that notification and reporting procedures to relevant legislative authorities are carried out.
- Set a personal example on all matters of health and safety.

6.2. Company Directors, Project Managers & Delivery Managers.

- To foster an awareness of Health & Safety at work amongst all employees.
- To ensure that all work equipment is suitable for its purpose, has been assessed for risks and that information regarding its safe use and maintenance is available.
- To ensure that all faults are reported to the appropriate person and dealt with accordingly.
- To ensure all personnel receive appropriate training and relevant Health & Safety information.
- To ensure, so far as is reasonably practicable, a safe workplace environment e.g. space, layout, lighting, ventilation etc.

- To ensure the company QHSE Department is given support and time to carry out their duties; this is of particular relevance during any project start-up activities where it is paramount that high risk activities and safe systems of work are identified prior to commencing any package of works.
- Work with business partners to continually review and develop the Company's Environmental Health & Safety Policy.
- To liaise with external Health & Safety Managers over any QHSE matter relating to the particular task to be undertaken and ensure the QHSE Department is informed accordingly.
- To support the QHSE Department with the provision of Personal Protective Equipment (PPE) where deemed necessary i.e. provision of fall arrest and fall restraint equipment when working at height and that it is fit for purpose and in-date inspection wise.

6.3. QHSE Department.

- To arrange for and provide new employees with comprehensive EH&S induction training, designed to enable them to work safely and competently whilst fostering a positive company health and safety culture.
- To ensure that all information regarding Health and Safety is circulated throughout the Company and any changes are implemented.
- To ensure all employees are issued with standard 5 Point PPE on induction to the company and additional, job/task specific PPE when required. Alongside this the Health and Safety Manager is responsible for ensuring Specialised PPE/FPE inspection reports are generated and managed to ensure such equipment is fit for purpose and in- date inspection wise.
- To produce, review and maintain all necessary Health & Safety Policies, including High Risk Policies, risk assessments and auditing and monitoring procedures.
- To ensure all safety equipment e.g. rigging harnesses, ladders etc. are inspected in accordance with current regulations and a record is maintained of all such inspections.
- To co-operate with and ensure full compliance with the lawful directives of any Environmental Health Officer in the matters of Health and Safety.
- To ensure fire drills are conducted on all company premises in conjunction with legislative requirements.
- To report all notifiable accidents within the required time scale.
- To undertake clerical and administration duties as directed in relation to Environmental Health and Safety issues and training.
- To provide appropriate training and information to meet the Health and Safety needs of management and employees at all levels.
- To maintain records of all accidents and notifiable occurrences, reporting any accidents reportable under RIDDOR to the relevant HSE authority. Complete and submit all

relevant documentation to the relevant authority and ensure all documentation in relation to notifiable occurrences and accidents is recorded on the company's Fuse system.

- To ensure our employees are 'fit to work' through the organisation of employee medicals and health checks, as required.
- To monitor the level of fire protection equipment within company offices and ensure regular maintenance thereof.
- To organise for the testing of all portable appliances within each office.
- To liaise with the local Fire Authority to ensure that the office premises complies with all relevant fire regulations.
- To organise regular fire drills and monitor effectiveness giving feedback to management and employees.
- To ensure statutory notices and other documentation are displayed and kept up to date in all offices in relation to Health and Safety issues.
- To ensure the office workplace is inspected on a regular basis and any minor faults are rectified within two months; all other faults must be reported and dealt with accordingly.
- To ensure any identified, faulty equipment cannot be used particularly where doing so may create risk to the user.
- To foster an awareness of Health and Safety at work amongst all employees.
- To bring any Health and Safety rules, procedures, etc. to the attention of clients, contractors or visitors when required.
- To create, maintain and nurture the company's Health & Safety culture.

6.4. Office Staff.

- To foster an awareness of Health and Safety at work amongst all office staff.
- In conjunction with the Company's QHSE Department, ensure all newly appointed employees are given appropriate induction training and all relevant Health and Safety information.
- To support our QHSE Department in ensuring all existing staff, new staff and contractors are given appropriate induction training and all relevant Health & Safety information.
- To monitor fire safety issues.
- To liaise with our QHSE Department in the investigation of reportable accidents.
- To ensure a safe working environment and establishment of safe working practices within all premises occupied by the Company, i.e. lighting, heating, noise and ventilation.
- To maintain a clean and tidy working environment in accordance with the Health and Safety procedures.

- Report damage to equipment e.g. electrical, lights etc. to the Company QHSE Department; where possible office staff should also ensure faulty equipment cannot be used by others by either labelling it accordingly, use of internal memos/notices or, if practicable, placing the damaged equipment in secure storage.
- Ensuring only trained, competent and authorised staff use equipment.
- Support our Health & Safety culture in ensuring basic training is given to staff using equipment not requiring formal training.
- To ensure that all work equipment is suitable for its purpose, has been assessed for risks and that information regarding its safe use and maintenance is available.
- To monitor accidents within the office and take appropriate action to prevent reoccurrence.
- To ensure statutory notices and Company information regarding Health & Safety is brought to the attention of all staff.
- To ensure the safe storage and handling of all stationery within the office.
- To liaise with our QHSE Department in the investigation of all reportable occurrences.
- To organise routine and reactive maintenance of buildings.
- To ensure building contractors comply with all relevant Health & Safety regulations and that they are made aware of the Company's own safety procedures.
- To be responsible for monitoring the performance and maintenance of office equipment.
- To be responsible for staff welfare in accordance with Health and Safety procedures.
- To comply with company rules and guidance regarding the wearing of PPE around the company premises.
- To ensure visitors and contractors working within the Offices are made aware of fire procedures and safety rules.

6.5. Employees.

- All employees have a responsibility to co-operate with their Line Managers and the company QHSE Department on all matters pertaining to health and safety.
- All employees should inform the company (via their Line Manager) and the company QHSE Department of any personal allergy, medical condition (e.g. fractured limb) etc. which may require protective measures to be implemented during their normal working activities.
- Not interfere with any fixed guards or other protective measures that have been provided to safeguard their health and safety.
- Take reasonable care of personal health and safety and those affected by their activities.
- To wear PPE when provided for the task they may be involved with. PPE must never be removed when undertaking a working activity unless there are extenuating circumstances

and approval has been sought from the company QHSE Department, Project Manager, Team Leader, Site Supervisor – as relevant.

- Neither willingly or knowingly place the lives of others in danger through either a lack of H&S knowledge or poor procedures. Employees must carry out safe working practices to ensure the safety of themselves, fellow employees, other contractors, the public and our clients.
- Report all health and safety concerns/issues to the appropriate authority as identified in this policy. Where an employee witnesses a dangerous practice on site, the incident must be reported to the relevant site authority in addition to the employee's immediate supervisor.
- Employees will ensure that they are familiar with the Company's EHS Policy and its directives.
- Full use is made of the safety equipment, devices and protective clothing provided and that damage and defects are reported immediately. Employees must not use any defective item of PPE and PPE must not be mishandled or abused.
- Other equipment provided in the interest of health and safety must not be misused, e.g. fire extinguishers, vehicle first aid kits etc.
- Any defects in plant, machinery, equipment, or any hazardous situation must be reported to the relevant manager or person responsible. If safe to do so such equipment must be rendered unusable or stored in such a manner that it cannot be inadvertently used.
- To comply with all relevant legislation and the Company's policies with regard to Health and Safety particularly when it is brought to their attention by the company QHSE Department or their immediate superior.
- To report all accidents to the company QHSE Department and their immediate Project Manager.
- To advise the company QHSE Department and/or company HR department of any illness or injury that may affect their ability to carry out their job.
- **Advisory Notices** - All employees have a duty to make themselves aware of all the safety notices relating to safe working practices in the facilities in which they work.
- **Emergency Evacuation** – It is the responsibility of each employee to always account for their whereabouts in the event of any emergency evacuation of the premises.

6.6. First Aiders.

- To maintain the contents of vehicle and company site first aid boxes in accordance with Health and Safety (First Aid) Regulations 1981.
- To report all accidents, however minor, to the Company QHSE Department.
- To provide first aid assistance where the injury does not require medical attention e.g. cut finger.

- If there are multiple workers on site, then there must be at least one worker who is trained in emergency first aid at work.
- In the event of an injury occurring where medical help is needed, to help preserve life wherever possible and/or prevent the consequences of the injury until such help arrives.

6.7. Contractors.

- All Contractors must comply with the direction and requirements of this policy as a condition of their association with Virtua UK Ltd.
- Contractors will, as requested by the Company, be required to provide proof of relevant training, certificates of competence etc. and Health and Safety qualifications.
- Contractors are responsible for the provision of PPE; the Company may provide additional PPE to the contractor for specialist activities e.g. working in confined spaces and other extenuating circumstances.
- Contractors are responsible for ensuring all personal tools and PPE is inspected on a regular basis and items not deemed fit for purpose are rendered in such a fashion that they cannot be used inadvertently. The Company reserves the right to view evidence of such inspections at any given time.
- In the case of lighting appliances and electrical equipment evidence must be provided as to the correct testing and certification.
- Contractors must ensure that prior to commencing any work activity they are familiar with the Method Statement for that project/task and understand the associated Risk Assessment. Contractors who fail to implement the identified control measures will be liable to have their association with the Company, terminated.
- Contractors must ensure they adhere to the Company's Zero Tolerance stance on unsafe practices and behaviour and keep their working area clean, tidy, and free from hazards.

6.8. External Health & Safety Advisers.

- In addition to employing a QHSE Manager, the Company also has access to external support resources, including but not limited to; IOSH, HSE and IIRSM etc. The main purpose of utilising external sources is to ensure we operate in accordance with current legislation and Regulations and have access to up-to-date changes and information. The overall aim is to ensure we remain at the forefront of our Health and Safety Practices.

ARRANGEMENTS

7. QHSE Management Meetings

8.1 QHSE Management meetings are a continuously evolving process designed to monitor, review and improve the Company's QHSE awareness and compliance. QHSE Management meetings, which form part of the Operations Meeting, will be held on a fortnightly basis, or as

deemed necessary i.e. after an incident/accident.

8.2 An agenda will be issued to all managers and attendees ahead of the meeting and formal minutes will be taken. The meeting will be structured to cover all current QHSE issues including:

- Purpose of Meeting.
- To provide a mechanism for communicating to all employees on matters pertaining to QHSE.
- To ensure a co-ordinated approach is taken to Health & Safety throughout the Company.
- To allow the company's management team an opportunity to exchange ideas pertaining to Health & Safety and learn from each other's experience.
- To review current auditing, monitoring and compliance procedures and processes.
- To monitor controls put in place to improve the Company's safety record.
- To review all relevant Trouble Tickets for the previous quarter and ensure (where applicable) any identified corrective actions have been implemented.

8.3 Minutes and actions of previous meetings will be discussed, and new actions initiated. Action points will be raised showing the completion date and person responsible and will be reviewed at each meeting to ensure completion. Copies of the completed minutes are to be made available for viewing on the company's Fuse system with the Business Operations Manager maintaining a central record of all meeting minutes.

8. Health & Safety Objectives

8.1 The management will set specific H&S objectives in line with the Key Point Indicators that have been designed to improve and aid the business, and its future development. These objectives and a H&S Focus will be displayed on the company's QHSE Management system.

9. Key Point Indicators (KPIs)

9.1 The management will set targets to monitor and improve the business by way of monitoring and focusing on set activities, including:

- QHSE auditing.
- Employee and contractor training.
- Customer satisfaction and supplier evaluation.
- Waste management.

10. Environmental, Health and Safety Training

10.1 Ensuring our employees are fit and capable to work and have the skills and knowhow to undertake a task in a correct and safe manner underpins the Company's ethos. Environmental, Health and Safety training is a combination of internal communications (e.g. company EH&S Induction, memos, Intranet messages, Tool Box Talks, H&S meetings) or training that is

provided externally via recognised training schools and centres.

10.2 The depth and intensity of training depends on the individual requirements, their job role and their previous work history or experience. Environmental Health and Safety training is seen as an on-going requirement for all staff regardless of experience.

10.3 Implementation of a good Environmental Health and Safety training policy ensures that work is carried out in a safe and proper manner and that a good overall standard is achieved.

11. Safe Plant and Equipment.

11.1 The Company will ensure that all plant and equipment are subjected to regular maintenance checks as detailed in the manufacturer's guidance and in compliance with current HSE Legislation. The Company will also ensure that plant and equipment conform to the Provision and Use of Work Equipment Regulations 1998 and that all equipment is CE marked. The Company will also ensure that new plant and equipment meet the required health and safety standards.

11.2 Where equipment is used on a more than regular basis the Company shall consult with the manufacturer to determine whether additional maintenance checks need to be put in place and also whether increased usage equates to increased risk. Should this be the case the Company will consult with the manufacturer to determine additional control measures that can be implemented.

11.3 All equipment should be checked before use for obvious defects and the QHSE Manager will be responsible for maintaining an effective equipment maintenance and repair process.

11.4 The QHSE Department will also be responsible for ensuring effective maintenance procedures are implemented in accordance with the manufacturer and 12.1 and 13.0.

11.5 The Company will ensure that no employee operates any plant or equipment unless they have undergone the required training, are deemed competent and are fully aware of the associated hazards, risks and control measures.

11.6 Employees will be made aware of their responsibilities in reporting any problems found with any plant or equipment to their immediate supervisor and the company QHSE Department as soon as found.

12. Delivery Management

12.1. Planning a delivery:

Virtua Stores Manager and Head of Procurement will assess delivery requirements on a site-by-site basis and will engage with contract delivery companies where delivery vehicle is over 3.5T. This will be dictated by the size and weight of the load and the required length and size of vehicle.

Where a 3.5T vehicle can achieve a delivery, this will be delivered using Virtua owned vehicles (or hired) and driven by a Virtua employee with a standard UK driver's license.

Choice of vehicle will also consider:

- Site access restrictions
- Loading and unloading requirements
- Tailgate

- Hi-ab
- Side loading
- Requirement for edge protection

Loading and Unloading:

Strict controls will be followed when loading and unloading vehicles at the stores or on site.

- PPE required during operation: hard hat, high visibility vest, toecap boots, gloves.
- Access to transporter bed must be achieved with a suitable ladder/steps. Access onto the bed of the vehicle (working at height) must be avoided if reasonably practicable.
- Items must be packaged to allow loading and unloading (at site) to be achieved without the need to access the bed of the vehicle, this will prevent the requirement to work at height. Items must be packaged to prevent displacement of materials which will require access to the vehicle bed.
- Access is only allowed on the bed of the transporter if there is adequate fall prevention measures in place. These may include edge rails, or a rope positioning system.
- Where large items are delivered e.g. Cardioid antennas, the load must be pre-slung to allow the site team to connect to the hi-ab without the need for accessing the vehicle bed. All slings must be inspected and certified held with the delivery driver.
- Where reasonably practicable a telehandler will be available on site to unload materials/equipment however if this is not possible a transporter with edge protection must be requested.
- Forklift driver must be competent to drive the type of forklift (or telehandler at site) and ensure the plant has been checked as safe to operate. Where a telehandler is not available at site the delivery vehicle must be fitted with either a hi-ab (contract delivery only) or with a tailgate lift and suitable pallet trucks available on site to move load to final position. Note, this may require the use of ramps to deliver equipment into buildings.
- Transporter should be on firm and level ground while loading and unloading.
- Check transporter bed is clear of debris and chains before working.
- Sweep down after loading and unloading.
- Secure chain / straps in a safe place.
- Tools must be stowed away correctly.
- Report defects on the bed to stores / line manager.
- Chain / shackles / straps must be always certified.
- Remember – correct tools for the job!

Check work area for overhead cables; in the event of the existence of work cables seek alternative work area or get approval from site manager to proceed.

- Do not place hands or limbs into crush area on ramps/tail lifts while moving them up or down.
- Ensure site workers and pedestrians are a safe distance away from the work area, particularly at the bottom of the ramps and to the sides of the lorry. In situations where persons in proximity of work cannot be avoided, inform site manager, and inform those in proximity of work.
- Do not jump off the transporter bed; use a ladder or hold onto side of bed while dismounting whilst facing the bed.
- Do not rush what you are doing; the risk of an accident (particularly trips) is much higher.

Driver Safety:

- Clearly the penalties and consequences to you, your employer, and the general public of not driving safely can range from the inconvenient to the very serious and, sometimes to the catastrophic.
- As the driver of a heavy goods vehicle, you have a special responsibility – not just to

yourself, but to all other road users. You can set a good example to others by driving safely, courteously and with consideration for everyone else on our busy roads.

- Employers should take great care to ensure that the vehicles you use are safe and maintained to an appropriately high standard. Alternatively, you may be self-employed and responsible for the safety and maintenance of your own vehicles. However, this on its own is not enough to ensure safety. It is up to you, as the driver, to:
- check your vehicle regularly / daily walk round checks.
- know the route you are driving.
- be aware of weather forecasts.
- drive safely.
- Many accidents are caused by driver error and the majority are preventable. Therefore, it is important that you take time to assess what potential dangers your next journey involves and what you need to do to complete the journey safely and efficiently.
- Make sure you plan your route when oversized loads are carried. You need to make sure you have your movement border and escorts where necessary.

Mirrors

- It is important to know as much about the traffic and obstacles around you as possible. Before starting your journey, you should always check your mirrors to make sure they are in the correct position for you to be able to see around the vehicle. You should always make full use of your mirrors before making a manoeuvre.
- You should be aware of blind spots, both for yourself and others. Many larger goods vehicles are fitted with 'close proximity' and 'wide angle' mirrors to survey the driver's blind spot on the passenger side of the vehicle. It is particularly important that these mirrors are properly adjusted so that you can see (for example) cyclists close to the nearside of the vehicle. Keep a defensive space around your vehicle to enable you to react.
- You should use your mirrors frequently so that you are constantly aware of what is happening around you.

Route planning

- Route planning is an important part of any journey. The length, width, weight, and height of your vehicle will sometimes dictate the route you take. If possible, you should also plan routes to avoid congestion at peak times.
- Before starting a journey plan your route including rest breaks and identify the potential hazards. This will enable you to avoid or prevent the risk of being involved in dangerous or risky situations.
- Planning your journey will help you select the safest and most efficient route. Always plan an alternative route to allow for accidents or bad weather conditions.

Forward planning

- Use the visibility advantage provided by the high seating position in a cab to your advantage. Plan for every manoeuvre you need to make, understand the road and consider the other road users around you.

Speed limits

- Excessive (i.e. above the speed limit) and inappropriate speed continues to be a contributory factor in around 13% of all accidents; around 30% of fatal car accidents; and around half of fatal motorcycling injuries.
- Observing speed limits is part of your responsibility. Speeding is illegal, dangerous and puts your life and the life of other road users at risk. Speed limits exist for your protection.
- Your vehicle may be fitted with a speed limiter, which normally is set for motorway speed

limits. It does not function within lower speed limits, so it is important to watch your speed carefully in these situations.

13. Maintenance and Inspection Arrangements

13.1 Maintenance and inspection arrangements are the responsibility of the QHSE Department supported by nominated employees i.e. stores staff.

- PPE. All items of regular PPE are to be inspected by the individual employee daily prior to use, any items found to be defective are to be reported to the QHSE Department and removed and replaced.
- All items of specialist PPE i.e. harnesses, Petzl Helmets etc. are to be inspected by the user prior to use and by a trained competent PPE Inspector, every 6 months. Records of such inspections are to be maintained on Fusemetrix and retained by the individual employee.
- Fire Fighting Appliances. All fire extinguishers and fire-fighting appliances are inspected and serviced annually in accordance with BS 5306 1985 (Part 3) by Approved Contractors.
- Fire Alarms. Fire alarms are tested regularly and annually tested/inspected by Approved Engineers in accordance with BS 5839 1988 (Part 1). Relevant documentation as evidence is maintained.
- Emergency Lighting. Emergency lighting systems are tested regularly and every twelve months by approved contractors or appropriate Management Agency. Relevant documentation as evidence is maintained.
- Electrics. All portable electrical appliances are inspected and tested at twelve monthly intervals (or as deemed necessary in accordance with frequency of usage) by Approved Personnel.
- The fixed electrical installation is inspected and tested with NICEIC (National Inspection Council for Electrical Installation Contracting) certification provided at a maximum of Five-year intervals.
- General. Lighting, roofing, gas, and water mains are periodically inspected by contractors visiting the offices and any remedial works necessary are undertaken as required.

14. Risk Assessments

14.1 The Company has conducted risk assessments for all its activities. By identifying hazards associated with an activity the Company can implement control measures which are designed to remove or reduce the likelihood of injury occurring.

14.2 The Company will produce both Generic and Specific Risk Assessments. Generic Risk Assessments are listed on the company's H&S Management System (FuseMetrix) and can be modified by Project Managers to ensure they are Project Specific and/or Site Specific; training on the use of the system is provided by the company QHSE team

- A Hazard is defined as "the potential to cause harm"

- A Risk is defined as “the likelihood that the harm will occur coupled with severity”

14.3 The Company utilises a Risk Ranking Matrix as follows:

		Severity of Harm				
		Trivial	Minor	Moderate (3)	Major	Fatal
Likelihood of Harm	Very Unlikely	1	2	3	4	5
	Unlikely (2)	2	4	6	8	10
	Possible	3	6	9	12	15
	Very Likely	4	8	12	16	20
	Certain	5	10	15	20	25

14.4 Based on the table at 14.3 the Company will adhere to and implement control measures to satisfy the following conclusions:

1 – 3 Low Risk	Low risk and largely acceptable but reasonable actions and recommended control measures should still be taken to try to further reduce associated risks. Consideration may be given to a more cost effective solution or improvement that imposes little or no additional cost burden.	Worst case scenario – first aid at work.
4 – 6 Medium Risk	Medium risk but efforts should be made to mitigate the risk through the implementation of recommended control measures. Risk should only be tolerated for the short term, and then only whilst further control measures are identified and implemented. <i>Where the Medium Risk is associated with fatal consequences (Rare/Fatal) a further assessment may be necessary to establish more precisely the likelihood of harm and determine the need for improved control measures.</i>	Worst case scenario – injuries or illness causing short-term disability.
8 – 12 High Risk	Work activities should not be started until the risk has been mitigated with all recommended control measures implemented. Significant resources may have to be allocated to mitigate the risk.	Worst case scenario – major injury or illness causing long-term disability.
15 – 25 Extreme Risk	Work must not be started or continued until the risk has been mitigated. If it is still not possible to mitigate the risk even with unlimited resources and control measures then the work must remain prohibited.	Worst case scenario – death.

14.5 The Company’s process in producing risk assessments is as follows:

- Define the operation e.g. working at height with stepladders.
- Identify the hazards e.g. operatives falling, materials falling.

- Determine who is at risk e.g. employees, members of the public.
- Recognise the severity of the risk without control.
- Determine the control measures necessary to eliminate the risk entirely or if that is not possible, reduce the risk down to an acceptable level.
- Reassess the severity of the risk with control measures in place.
- Record all findings.
- Continually review the findings and reassess the control measures where/when necessary.

14.6 The example below shows the Company's general format for risk analysis production:

Item	Activity	Hazards Identified	At Risk	Risk Rating			Control Measures	Residual Risk			Managing Responsibility
				S	L	RS		S	L	RS	
1.	Driving to and from site.	• Driver fatigue/stress. • Vehicle condition. • Weather. • Security of load/equipment.	• Employees. • Other road users.	5	3	15	• Drivers must adhere to Company driving regulations as stipulated in the Company Driving Policy. • Vehicle maintained and checked prior to travel. • Drivers to ensure weather forecasts are monitored and where necessary extra time is allowed to complete the journey. • Wherever possible long journeys must be shared between drivers. • Drivers are to ensure that on long journeys they break for 15 minutes every 2 hours. • Drivers are to ensure the Highway Code is always adhered to. • Vehicle loads must be secured at all times and evenly balanced within the vehicle. • On long journeys, loads must be inspected during every rest stop	5	1	5	Driver

14.7 The Company has also identified what it deems to be “high risk” activities and separate stand-alone policy documents have been produced for this group of activities. Some information is contained within this document, but further information can be found within the relevant “high risk” policy.

14.8 High risk policies have been put into place for the following activities:

- Driving at Work
- Lone Working.
- Working at Height.
- Use of MEWPs.
- Working with Electricity.

14.9 Risk assessments will be reviewed not less than annually and/or in the following circumstances:

- There is a significant change in equipment or process.
- There is a change to the task, activity process or environment.
- After an accident or incident.
- There is a change to the people affected by the activity.
- There is a change in legislation.
- There is a change to, or introduction of, new equipment.
- The routine, process, system or procedure is no longer valid.

All work activities must be accompanied by a supporting site/activity specific Method Statement and Risk Assessment.

Virtua have produced two PowerPoint presentations HS035 and HS036 held on the QHSE library, these presentations provide a step-by-step guide on how to create these documents using Fusemetrix.

15. Employment of New and Expectant Mothers

15.1 Pregnancy is not an illness and whilst it is important to realise that there is a natural incidence of problems for the new and expectant mother and for her child, it is also known that their health may be affected by external workplace factors.

15.2 Virtua UK Ltd are committed to protecting the health and safety of all new and expectant mothers. The phase ‘new and expectant mother’ means a worker who is pregnant, who has given birth in the previous six months or who is breastfeeding. “Given birth” is defined in the Regulations as having given birth to a living child or, after 24 weeks of pregnancy, given birth to a stillborn child.

15.3 Hazards associated with new and expectant mothers are:

- Physical.

- Biological.
- Chemical.
- Psychological.

15.4 To safeguard the health and safety of new and expectant mothers, Virtua UK Ltd will:

- Carry out a risk assessment to identify any actions that need to be addressed or implemented to ensure a safe working environment for new or expectant mothers. The risk assessment will be continually reviewed and updated to consider the possible risks that may occur at different stages of the pregnancy.
- Ensure that all practical measures will be taken to prevent exposure to chemicals and other potentially harmful agents.
- Consider the possible or adverse effects to the new and expectant mother and her unborn child during the assessment of risks posed by workplace conditions. These assessments will be made available to the relevant employees.
- Request that employees report to the employer as soon as pregnancy is suspected so that any necessary advice can be given.
- Enable new and expectant mothers to take frequent rest breaks.
- In spite of all practicable measures being taken, if Virtua UK Ltd considers that there is an unacceptable reproductive risk to a new or expectant mother, the Company will take all reasonably practicable steps to find alternative employment for her. If satisfactory alternative employment cannot be found, the employee will be medically suspended from employment in accordance with the terms of the Employment Rights Act.

15.5 Virtua UK Ltd supports a woman's right to breastfeed her baby for as long as she wants to. Under the EC Directive on Pregnant Workers and subsequent Health and Safety at Work Regulations the Company has a responsibility to protect the safety and health at work of pregnant workers and workers who have recently given birth or are breastfeeding.

15.6 Considering the above statement Virtua UK Ltd will also:

- Take positive and supportive attitudes to employees returning to work and breastfeeding.
- Assess risk to all employees, including new and expectant mothers, and do what is reasonably practicable to control those risks.
- Allow appropriate flexibility in working hours, including regular breaks for employees who wish to breastfeed or to express milk.
- Ensure there is a clean, private area available with a dedicated refrigerator, for the use of breastfeeding employees.
- To make use of this protection, women must notify Virtua UK Ltd in writing that they are breastfeeding.

15.7 Female employee's responsibilities include, but are not limited to:

- Report to Virtua UK Ltd as soon as pregnancy is confirmed.
- Follow advice and information given by Virtua UK Ltd in relation to safe working practices.
- Report any hazardous situation to Virtua UK Ltd so that arrangements for the appropriate remedial action can be taken.
- Use all protective or safety equipment provided.
- Co-operate with management arrangements for health and safety.

16. Violence at Work

16.1 **Violence at work is not tolerated** and all personnel must ensure they look after their own health and safety in this regard. Any incidents or threats of violence at work must be reported to the HR Manager.

16.2 Violence at work is particularly prevalent in situations of Lone Working; the information below is intended to supplement the information contained in the stand-alone Lone Working Policy; staff must ensure they familiarise themselves with the contents of that policy prior to any external visits, particularly the generic control measures which have been designed to mitigate the level of risk.

- Trust your gut feelings; if you feel at risk, walk away.
- Be aware of your surroundings. Appear confident and that you know where you are going.
- Keep fit – if danger does strike, you will be better able to handle it if you are fit and healthy.
- Tell people where you are going if you need to go out of the office on business. Leave details in writing of where you are going and when you expect to be back. If your plans change while you are out, let the office know your new arrangements.
- Avoid dangerous situations. If you are dubious about an appointment, check before you keep it. If on arriving at an appointment you feel worried, check back with the office. If your worries persist, walk away.
- Do not take dangerous shortcuts.
- When in doubt, walk away. Men often find this difficult, but the alternative of meeting aggression with aggression only leads to confrontation.
- Do not give out your home address or telephone number to clients.
- Avoid after hours meetings.
- Always report an incident to the appropriate body. Not doing so may put others at risk later.

16.3 If an incident occurs either in or out of the office whilst on work business it must be reported immediately to the company QHSE Department and HR department.

17. Alcohol and Substance Abuse

17.1. Definitions:

- Alcohol is defined as any intoxicating, recreational drink.
- A 'substance' is:
 - A drug or substance the sale and/or possession of which is illegal under UK law.
 - A drug or substance that can only be obtained on a prescription issued by a qualified medical practitioner but has been obtained by other means.
 - A volatile solvent that will have an adverse effect on the central nervous system, if inhaled.

17.2 Any employee suspected of being under the influence of alcohol or substance abuse as defined above will be removed from their work area and interviewed by the Human Resources Manager in an endeavour to establish all relevant facts.

17.3 On the first occasion, a decision to send the employee home (not driving themselves) may be the end of the matter. However, in subsequent or more serious/uncooperative circumstances the company will consider invoking the following:

- Calling an independent organisation to undertake breath or urine sampling for forensic analysis.
- A disciplinary interview where a colleague of their choosing will support the employee. Mitigating circumstances will be considered. Statements made will be noted for possible future reference. This interview will take place when the results of the test in (a) above are known.

17.4 Where a result is found to be positive the employee will be suspended from work pending confirmation of the result.

17.5 Where the result is confirmed, or there is no evidence that the substance was obtained under prescription, the employee may be considered guilty of gross misconduct and be subject to the company's disciplinary procedures.

18. Stress and Fatigue In The Workplace

18.1 The HSE define stress as "the adverse reaction people have to excessive pressures and other types of demands placed upon them". This makes an important distinction between pressure, which can be a positive state if managed correctly and stress, which can be detrimental to health. The company also recognises the need to ensure employee fatigue is closely monitored as the two conditions will often go hand in hand.

18.2 Employees who are stressed and/or fatigued (mainly due to unreasonable work schedules or pressures at home (be they personal, financial etc.) are highly likely to present a greater risk to not only themselves but also those they work with, and others affected by our working activities e.g. members of the public.

18.3 Whilst it is understood that stress/fatigue may affect individual employees in different ways, the Management of Virtua UK Ltd have considered the potential causes of stress/fatigue within their organisation and will, as far as is reasonably practicable, adopt the following measures:

18.3.1 Workload, working-time, work pattern and work environment.

- Virtua UK Ltd will provide employees with adequate and achievable demands in relation to agreed hours of work.
- Work schedules will, so far as is reasonably practicable, be constructed in accordance with employee location to minimise time spent at the wheel and away from the family.
- Working time will be managed by Project Managers with employee timesheets checked on a minimum weekly basis; where it is identified an employee is working excessive hours (particularly where an employee is bound by specific working time regulations i.e. rail industry) the employee's working hours will be rescheduled in such a fashion that they are able to work safely.
- Employees' skills & abilities will be matched to the job demands.
- Jobs will be designed to be within the capabilities of employees.
- Employees' concerns about the working environment will be addressed.

18.3.2 Control – how much say an employee has in how they do their work.

- Employees will be encouraged to use their skills and initiative to do their work.
- Virtua UK Ltd will encourage employees to develop their existing skills.
- Where possible, employees will be encouraged to develop new skills to help them undertake new and challenging pieces of work.
- Employees will have a say over when breaks can be taken.
- Employees will be consulted over their work patterns particularly where an employee has raised concerns to either the HR Department or the QHSE Department regarding any personal issue impacting their potential ability to undertake work safely.
- Where possible, employees will have control over their pace of work.

18.3.3 Support.

- Virtua UK Ltd has policies and procedures to adequately support employees. The company will actively encourage employees to discuss with their Line Manager and/or HR Department any personal issue which they feel might impact their ability to fulfil their working schedule.
- Systems are in place to enable & encourage managers to support their staff; the company will take all reasonable steps to avoid discrimination against an employee who raises a personal issue to their Line Manager and/or HR Department.
- Systems are in place to enable & encourage staff to support their colleagues.

- Employees will know what support is available and how/when to access it.
- Employees will know how to access required resources to do their job.
- Employees will receive regular & constructive feedback.

18.3.4 Relationships; promoting positive working, avoiding conflict, dealing with unacceptable behaviour.

- Virtua UK Ltd will promote positive behaviour at work to avoid conflict and always ensure fairness.
- Employees will be encouraged to share personal information relevant to their work with their Line Manager and/or HR Department.
- Virtua UK Ltd has agreed policies and procedures to prevent or resolve unacceptable behaviour.
- Virtua UK Ltd has systems in place to enable and encourage managers to deal with unacceptable behaviour, see Employee Handbook.
- Systems are in place to enable and encourage employees to report unacceptable behaviour and not discriminate against anyone who raises such a report.

19. Health Surveillance & Wellbeing

19.1 Virtua UK Ltd recognises health risks posed to its employees are not limited to those immediately faced by our employees (e.g. cuts, sprains, and strains etc.) but also those which may develop over time e.g. repetitive strain injuries, carpal tunnel syndrome, silicosis and asbestos related diseases etc. The company also recognises the disparity amongst its workforce on the type of health issues each role might encounter and the need to treat each individual case with equal importance.

19.2 The company has created a Virtua UK Health Surveillance Risk Profile which highlights the health/wellbeing risks (both immediate and residual and both mental and physical) associated with each of its working activities. The profile identifies both proactive and reactive measures in relation to health surveillance and the company will support any employee who reports they may be suffering from (or at risk of) a wellbeing issue.

19.3 The first step for any employee who feels they may be suffering from (or at risk of) a wellbeing issue is to contact the company QHSE Department and make them aware of such an instance; any issues raised will be treated in strict confidence and the company will support the employee in managing associated risks and the production of a Wellbeing Improvement Plan (WIP). The WIP will examine all mitigating factors which may have contributed to the wellbeing issue and the steps which both the company and employee can take to address the issue, with a particular focus on the improvement element.

19.4 Wellbeing issues will be managed by the Company through use of the Trouble Ticket system with any WIP reviewed at agreed intervals and progress recorded on the Trouble Ticket.

20. Smoking At Work

20.1 Virtua UK Ltd accepts medical evidence that serious diseases are directly linked to smoking. As a responsible employer and one whose employees are often employed in high-risk environments, the company will actively discourage smoking and provide support to those individuals who want to quit. The Company will also provide strict smoking rules to protect the workforce from the effects of passive smoking.

20.2 Smoking at work is only permitted in designated areas and at designated times; this is of relevance when undertaking work on client premises and employees must ensure they do not violate local smoking restrictions.

21. Access & Egress Arrangements

21.1. Company Premises.

- Office access and egress arrangements are the responsibility of the HR department and QHSE Department particularly when moving equipment etc. around our premises. Consideration must be given to the level of works to be carried out, an understanding of the type of equipment/material to be moved and what other people will be affected by this.
- At all times the route will be planned in which to avoid unexpected hazards and to avoid unnecessary disruption to those working in the area at the time. All reasonable and practicable steps will be taken to ensure the safety of members of the public, children, contractors, and persons within our premises. It is the responsibility of those named above to ensure that access and egress to company premises is controlled and that no unauthorised persons can gain entry at any time.
- The main entrance to the Company's premises at Banbury and Romsey are to remain secured in such a way as to prevent members of the public from entering work areas.
- Any power-operated doors, gates or shutters are to be fitted with safety features designed to prevent people becoming trapped or struck. Where necessary, doors, gates and shutters are to have a readily identifiable and accessible shut-off device so that they can be stopped quickly in an emergency.
- Obvious hazards, such as removed floor tiles and open pits will be guarded against the risk of injury to all individuals.
- In the unlikely event of unlawful entrance gained to the Company's premises, our personnel will attempt to escort the persons from site; they will inform the most senior manager present and if required the police will be called. This will be regarded as an incident and will be reported to the QHSE Department who will investigate the situation and recommend further control measures.
- Any visitor attending our premises for delivery, maintenance and other such purposes must be always escorted. Visitors attending the premises for any length of time (H&S Inspectors, Machinery Maintenance Personnel etc.) must receive a specific Health and Safety brief and made aware of any necessary procedures pertaining to their specific task.

21.2. On-Site Premises.

- Access and Egress arrangements will be determined by the Project Manager and communicated to all company personnel with a need to attend site; where this cannot take place, the engineers will liaise where possible with the site provider and these details will be accurately recorded for further site visits.
- Consideration will always be given to the level of works to be carried out, the nature and type of equipment/material to be taken to the working area and how other people may be affected by this.
- At all times the route will be planned in such a manner as to avoid unexpected hazards and prevent unnecessary disruption to those working in the area at the time.
- Each engineer has a duty to understand the risk assessment relevant to their activities; prior to the start of any works the engineer will ensure that all on site are aware of all activities, known hazards, and the control measures which have been implemented to make any associated risk manageable.
- At all times, all reasonable and practicable steps will be taken in which to ensure the safety to members of the public, children, contractors and persons within the site location and it will be the responsibility of the engineer to ensure that access and egress to the work location is controlled and no unauthorised persons can gain entry to the site at any time.
- All gates and doors will be kept closed when not in use and will be locked in the absence of company personnel.
- Obvious hazards, such as removed floor tiles, un-open pits will be guarded against the risk of injury to all individuals.
- In the unlikely event of unlawful entrance gained to the site, company employees will attempt to escort the person(s) from site; where applicable they will also inform security personnel and call the police. This will be regarded as an incident and reported to the Project Manager and QHSE Department who will investigate the situation and recommend further control measures. A Trouble Ticket will be raised on Fuse and the client will also be informed.
- All visitors with a genuine reason to be on site will be always escorted.
- Visitors will receive an induction to the site and, if necessary, issued appropriate PPE. The risk assessment will also be explained along with all activities due to be taking place at the time.

22. Personal Protective Equipment (PPE)

22.1 Throughout all operations undertaken by Virtua UK Ltd the use of PPE will be always in force. PPE is mandatory, relevant to the task being undertaken at the time and detailed in the task specific Risk Assessment; it will also be provided by the company free of charge. All PPE worn by our employees will conform to the relevant British Standard and European Norm as shown in the following example:

Item	Standard
Safety Footwear	BSEN 345
High Visibility Clothing	BSEN 471 (Class 2) (Class 3 on Highways)
Safety Helmets	BSEN 397
Eye Protection	BSEN 166
Ear Protection	BSEN 352–1 / 352-2
Dust Masks	BSEN149 / FFP2
Gloves	BSEN 420
Overalls and Foul Weather Clothing	BSEN V 343

22.2 Specialised PPE i.e. harnesses, fall restraint equipment etc. will be issued to employees in accordance with the control measures identified in the relevant risk assessment; it will be inspected prior to issue and record of that inspection retained on the company's Health & Safety Management system. Specialised PPE will also be inspected every 6 months by a trained and competent individual.

22.3 Field engineers will generally be issued 5 Point PPE (helmet, safety boots, gloves, glasses, and high-vis vest) on joining the company. Any employee who is issued either a complete set of 5 Point PPE or an individual item of PPE is responsible for ensuring their PPE is inspected prior to use and any faulty items are rendered in such a manner that they cannot be used; defective items of PPE will be replaced by the company as soon as possible.

22.4 Where an employee finds themselves to be short of the required PPE they are to bring this to the attention of the company QHSE Department asap; should an employee leave the company or no longer require a specific item of PPE, all issued items are to be returned to the company in accordance with the employee's handbook.

22.5 Employees must ensure they wear the appropriate PPE as identified in the relevant risk assessment or as stipulated by the leading site authority. Failure to wear the correct PPE as stipulated is an unsafe practice and may result in disciplinary action.

23. Welfare Facilities

23.1. Company Premises.

The Company will ensure provision of the following welfare facilities:

- Separate sanitary facilities for male and female personnel. The Company shall also provide sanitary facilities for less able personnel. Washing facilities will be provided along with soap and clean towels or an appropriate means of drying.
- The provision of a kitchen area and provision of adequate eating facilities.

- Any appliances used in support of the Company's welfare facilities e.g. fridge, kettle, toaster etc. are tested for electrical safety prior to use and PAT tested as required.
- An adequate supply of drinking water will be provided throughout the premises.
- Adequate lighting will be provided for all employees.
- Adequate heating and air-conditioning units/equipment will be provided as and when necessary. Employees are to ensure that, should they find the working temperature to be uncomfortable to the extent it may damage their health or prevent them from working in an expected manner, they raise the issue to the relevant Office Manager or company Health & Safety Department.
- Under HSE guidelines a "Traffic Route" is defined as means of route for pedestrian traffic, vehicles or both. The Company will ensure that such traffic routes are of sufficient width and headroom to allow people and vehicles to circulate safely with ease.
- The provision of adequate housekeeping to ensure the workplace, furniture, furnishings and fittings are kept in a clean state and floors, walls and ceilings are regularly cleaned and maintained.
- Waste removal and storage will be conducted in accordance with local council and/or refuse company policy; employees are to ensure they do not mix waste and use the correct designated waste disposal units.

23.2. On-Site Premises.

- It is the duty of the Project Manager to determine the provision of on-site welfare facilities and ensure these are communicated to all employees prior to commencement of the package of associated works.
- In situations where welfare facilities are not provided on-site, the Project Manager shall determine the nearest sanitary facilities (i.e. 24hr garage and communicate this detail to all concerned) or, where deemed necessary, consideration may also have to be given to the hire of sanitary facilities in accordance with the direction at 23.3.
- Employees have a duty to ensure that site provided welfare facilities are left in a clean and environmentally friendly condition.
- The Company has noted the guidance provided on working in hot or cold conditions and should this condition prevail, it will undertake a risk assessment of the effect of such a condition on the health of its employees and "so far as is reasonably practicable" implement the appropriate control measures.

23.3. Hired-in Facilities – General.

The company will support Project Managers where a need for hired-in welfare facilities has been identified. This is of relevance where one or more of the following needs cannot be met either by use of existing site facilities or local public facilities.

- Where the number of employees on site for whom the company holds welfare provision

responsibility is equal to or greater than 5.

- In relation to the above point, consideration must also be given to the distance employees might be expected to travel to use local facilities and the number of employees who may use such facilities at any one time.
- If it is not possible for male and female personnel to use the same toilet; an acceptable scenario where men and women can use the same toilet is where it is in a lockable room and partitioned off from urinals. (The need to provide sanitary waste disposal units in facilities used by female personnel should also be noted.)
- Where the following requirements cannot be met by site facilities:

Number of toilets and washbasins for mixed use (or women only)

Number of People at Work	Number of Toilets	Number of Washbasins
1 – 5	1	1
6 – 25	2	2
26 – 50	3	3
51 – 75	4	4
76 – 100	5	5

Toilets used by men only.

Number of People at Work	Number of Toilets	Number of Washbasins
1 – 15	1	1
16 – 30	2	1
31 – 45	2	2
46 – 60	3	2
61 – 75	3	3
76 – 90	4	3
91 – 100	4	4

23.4. Hired-in Facilities – CDM Projects.

Where the company is acting as Principal Contractor on CDM projects it recognises its responsibilities for welfare provision in accordance with Regulation 13(4c) of the CDM Regulations 2015. In this instance the requirements of hired-in facilities are detailed in Section 2 of The CDM Regulations 2015.

24. Emergency Procedures

24.1. Company Office Premises.

The Company will ensure that a Fire Risk Assessment has been conducted of the premises and all fire-fighting equipment is in date for both maintenance and service purposes.

Fire-fighting equipment is to be located suitable to the activity being undertaken in a particular location and/or located next to fire exit routes.

Employees must make themselves aware of evacuation routes in case of a fire or another emergency and remain alert to the possibility of a fire starting where they may not hear the

alarm due to their work location.

Evacuation routes are posted on noticeboards throughout the premises and in the Fire Risk Assessment. Emergency evacuation signs are located at all relevant exit points.

The Company recognises that it is the responsibility of all employees to ensure fire exits remain unobstructed and can be easily accessed and opened in the event of an emergency.

24.2. Fire Procedures.

On discovery or suspicion of fire:

- Shout **fire, fire, fire** and sound the alarm using the nearest “Break Glass” Call Point.
- Do not open a door if you notice smoke coming from under the door.
- If electrical appliances are involved switch off the current before dealing with the fire.
- Ensure the Fire Brigade have been called or dial 999 and give exact location of the office in a clear and calm manner.
- Leave the building using the quickest, safest route and assemble at your Fire Point.
- Fire Extinguishers. In attempting to put out a fire it is essential that the correct type of fire extinguisher is used. Use of the wrong type of extinguisher can increase the fire hazard and also be a danger to the extinguisher user. The chart below shows which extinguisher is to be used on different types of fire:

KNOW YOUR FIRE EXTINGUISHER COLOUR CODE

Water	Dry powder	Foam	CO ₂ Carbon dioxide	Wet chemical
 For use on A Wood, Paper, Textiles etc.	 For use on A Wood, Paper, Textiles etc. B Flammable liquids C Gaseous fires	 For use on A Wood, Paper, Textiles etc. B Flammable liquids	 For use on B Flammable liquids E Live electrical equipment	 For use on A Wood, Paper, Textiles etc. F Cooking oil fires
 Do not use on B Flammable liquids E Live electrical equipment	 Do not use on E Live electrical equipment	 Do not use on E Live electrical equipment	 Do not use in a confined space	

Under no circumstances must water-type extinguishers be used on electrical fires

- Speed in action is the most important single factor in fighting all fires. Extinguishers are no substitute for the Fire Brigade but nearly all large fires start as small ones. Provided they are discovered early, fires that may otherwise become serious can usually be quenched by prompt and intelligent use of a hand-held fire extinguisher.
- Under no circumstances are employees to attempt to extinguish a fire which is either escalating out of control or deemed already out of control. At no stage are employees to endanger their own lives or those for whom they are responsible.

On hearing the Alarm:

- Employees are to evacuate the building and ensure clients, visitors etc. leave the building using the nearest available exit, leading away from the fire. The company has trained Fire Marshalls who will direct all operations during any such situation.
- Employees must leave the building using the quickest, safest route and assemble at the company Fire Point as directed by the Fire Marshalls.
- Do not stop to collect any belongings.
- When evacuating a building, at no time whatsoever will employees endanger their lives; they will evacuate the building and muster at the emergency assembly point which is located as signed. Employees are to remain at a safe distance at all times and ensure that members of the public do not encroach onto our premises whilst the emergency is on-going. In doing so, employees must ensure that they do not endanger their own lives or those around them.
- If a person's clothing is on fire, wrap a blanket, rug or similar article closely around them and lay them on the ground to prevent flames reaching the head.
- The Senior Member present or QHSE Team Member or Fire Marshall are to liaise with the Emergency Services and where necessary provide them with details of any employees who are deemed to be missing or trapped.
- Employees must not re-enter the building until it has been cleared to do so by the Fire Brigade.

24.3. Suspicious Packages/Letters.

- A suspicious package or item can be defined as anything which is out of place and cannot be accounted for or is suspected of being an explosive device. Where an employee discovers such a device on office premises they should quickly try and ascertain whether or not the package is 'owned' and if so ask the owner to retain the item with them.
- If it is not possible to immediately ascertain who the package belongs to then the following actions are to be taken:
 - Inform all others within the vicinity, clearly stating why you believe it to be a suspicious package.
 - Unless told otherwise, notify the police by dialling 999.

- Switch off the building air conditioning system.
- Ensure all fire doors and windows are closed.
- Evacuate the building and inform the surrounding offices of the situation. (Whilst some may argue that there is no need to evacuate the building, it should be noted that the building is open plan and predominately glass; as such were an explosion to occur there is a greater risk of danger to life.)
- Aside from protruding wires etc. some characteristics of items which can also trigger suspicion include:
 - Discolouration, crystals on the surface or strange colours and oily stains.
 - Envelopes with powder or powder-like residue.
 - Excessive tape or string.
 - Unusual size or weight for its size; oddly-shaped envelope.
 - Excessive postage or postmark that does not match return address.
- Employees who feel they may have handled a suspect letter/item should immediately inform the rest of the office and carry out the same actions as listed above for a suspect package.

24.4. Emergency Procedures – On Site.

Prior to commencement of any work packages, employees must make themselves aware of emergency evacuation routes in case of a fire or another emergency; employees must also remain alert to the possibility of a fire starting where they may not hear the alarm due to their work location. In such instances it is the responsibility of the Team Leader to ensure all personnel are accounted for in the event of an emergency.

Lifts will not be used in any unoccupied building at any time and will never be used in an emergency situation; the staircase will be used at all times.

On locating a fire whilst on-site employees should raise the alarm; where there is no audible fire alarm located, “fire, fire, fire,” will be broadcast at their loudest voice.

At no time whatsoever, will personnel endanger their lives; if buildings cannot be evacuated by the designated means they are to be evacuated by the safest means possible and employees must always remain at a safe distance.

Where an emergency occurs, on-site procedures must be followed. In the absence of any specific direction or instruction, 999 will be used to call the relevant emergency service, clearly stating the service required along with the full site address.

25. First Aid

25.1 The Company recognises that The Health and Safety (First-Aid) Regulations 1981 require employers to provide adequate and appropriate equipment, facilities, and personnel to ensure their employees receive immediate attention if they are injured or taken ill at work.

In accordance with these regulations the Company will:

- Provide designated First Aiders or Appointed Persons. Names and work locations of First Aiders or Appointed Persons will be posted on the Company's notice board at both office premises.
- In conjunction with the undertaking of risk assessments for our activities use the information provided in those assessments to determine the type, quantity and location of first-aid equipment and facilities.
- Ensure adequate First Aid Stations are situated at relevant locations on our premises, e.g. first aid box in kitchen and store. Locations of First Aid Stations will be posted on the relevant office premise notice board and Intranet.
- Ensure all company vehicles are equipped with First Aid boxes and where possible, an eye-wash station.
- Ensure adequate on-site first aid facilities are provided along with directions and addresses of the nearest A&E hospital or unit.
- Ensure a suitable number of our employees are first aid trained and first aid training and awareness is carried out as part of our overall Health and Safety training policy.

25.2 Where designated First Aiders are on leave or absent through sickness, bereavement etc. the Company will make provision to cover their absence through the nomination of a suitably trained and competent employee (Appointed Person).

25.3 The Company will periodically review their first aid needs to ensure its provision remains appropriate. It will also maintain a central record of incidents dealt with by First Aiders and Appointed Persons.

26. Accident & Incident Actions, Reporting, and Investigation

26.1. Actions.

The following lists the correct steps to be taken by the relevant employee following an incident/accident:

26.2. Senior First Aider/Employee:

Emergency Response.

- If safe to do so, administer immediate first aid to the casualty to preserve life. If this is not possible as to do so would endanger other lives, then:
 - ✚ Make the area safe.
 - ✚ Initiate an emergency plan.
 - ✚ Contact the emergency services.
 - ✚ Administer First Aid to preserve life.
 - ✚ Preserve the scene.

26.3. Accident & Incident Report.

- Report the event to the Company's QHSE Department (who in turn will inform Next of Kin etc.) using the appropriate form (as stipulated in VP30 on Pages 11 & 12) ensuring all fields have been completed.
- Report the event to the relevant Project Manager and/or Delivery Manager.
- Record the event on local accident and incident records, where applicable.

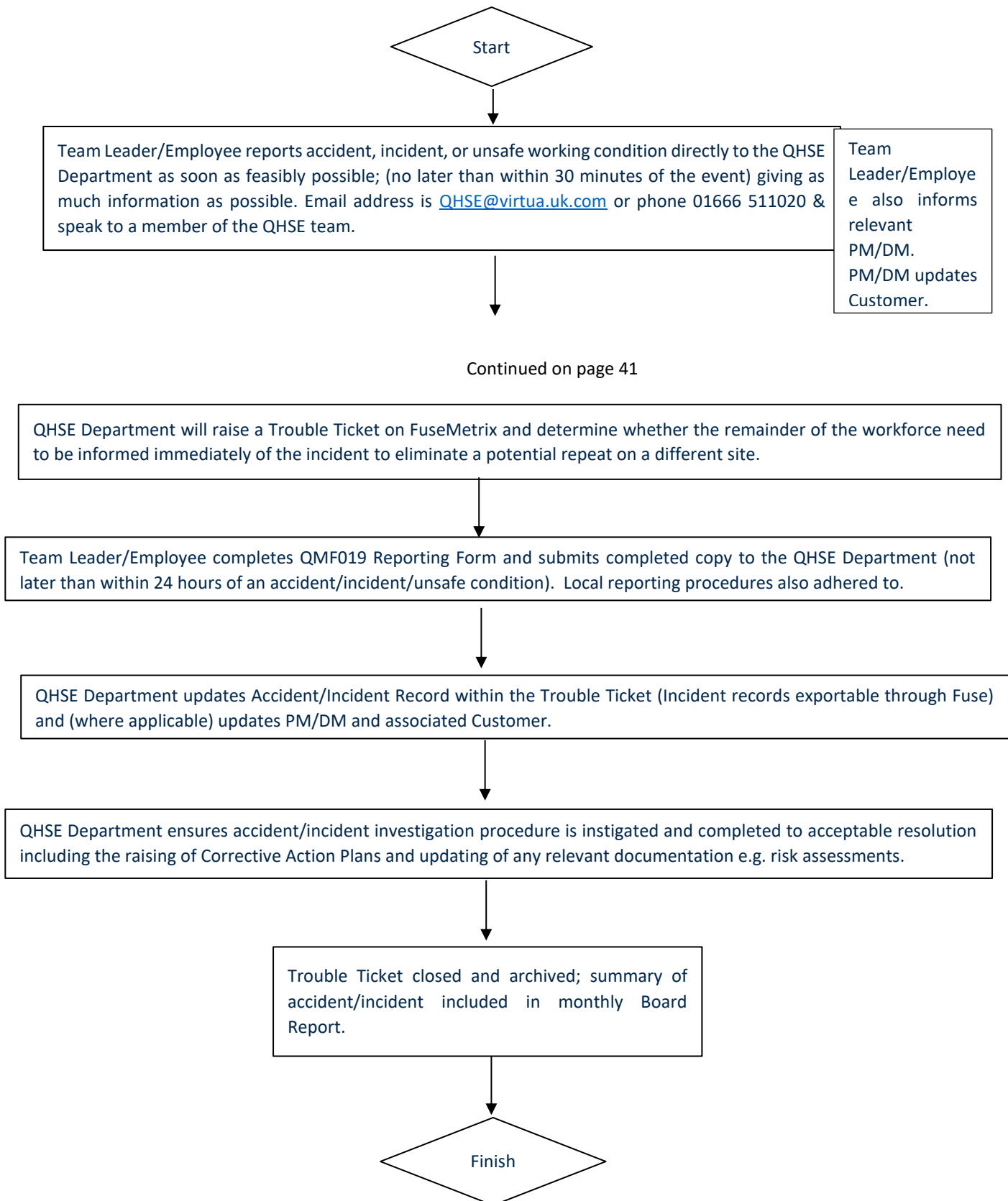
26.4. Company QHSE Department:

Initial Assessment and Investigation.

- Raise Trouble Ticket on Fusemetrix.
- Report the event to the regulatory authorities (if applicable) and project customer ensuring all customer specific reporting forms are completed.
- Report the event to the insurers, lawyers, and police (if it is a fatality).
- Decide upon the depth of the investigation and select the investigation team.
- Determine areas to be assessed for potential contributory causal effects.
- Interview witnesses/obtain witness statements and gather evidence at the scene.
- Analyse all evidence and conduct full root cause analysis.
- Produce investigation report.

26.5. Reporting.

All accidents, incidents (no matter how minor) and unsafe site conditions will be reported in accordance with the following process flow (VPF30):



As stipulated, where applicable employees must also comply with local accident and incident reporting procedures i.e. completion of local accident and incident records/books.

The senior employee present will arrange for immediate precautions to be put in place where deemed necessary and will make further arrangements in which to assist the situation and personnel.

Any contractors working on behalf of Virtua UK Ltd will report all accidents and incidents to the QHSE Department with immediate effect and in accordance with their own company policy.

26.6. Investigations & Evidence.

Where necessary, photographs will be taken of the incident area along with witness statements in which to assist the QHSE Department in their investigation report. The Senior Employee should also produce a sketch of the working environment where it is apparent that features within that environment may have contributed to the accident.

The company QHSE Director (and nominated team) will investigate all incidents, accidents and near misses to persons, property, wildlife, and the environment however minor they may appear. The QHSE Director shall also be responsible for determining the immediate and subsequent corrective actions to be implemented across the company to reduce/eliminate the possibility of a repeat occurrence. Where necessary Corrective Action Plans will be produced and distributed to all concerned.

27. Staff Attending Hospital

Employees are to attend hospital in the event of:

- Serious injury.
- Eye injury.
- Any head injury.
- Any suspected fractures.
- Deep cuts requiring stitches.

In the event of a serious injury an ambulance should be called by a First-Aider or senior employee. Where deemed applicable the next of kin are to be informed by the company HR department.

The Team Leader should ensure that the employee is able to get home from hospital or return to work making appropriate arrangements e.g.

- Arrange for them to be collected in a Company's vehicle.
- Arrange for a relative to collect them.
- Arrange for a taxi to take them home.

Once at the hospital the employee can be left in the care of the hospital staff, unless in exceptional circumstances.

28. RIDDOR – When To Report

RIDDOR is legislation which requires employers and those in control of work

premises to report and keep records of the following:

- Work related accidents which cause death.
- Work related accidents which cause certain serious injuries (reportable injuries).
- Diagnosed cases of certain industrial diseases.
- Certain 'dangerous occurrences' i.e. incidents with the potential to cause harm.

RIDDOR 2013 came into force on 1 October 2013 and introduced significant changes to the existing reporting requirements. The main changes are as follows:

- The previous classification of 'major injuries' to workers has been replaced with a shorter list of 'specified injuries'.
- The previous list of 47 types of industrial disease has been replaced with eight categories of reportable work-related illness.
- Fewer types of dangerous occurrence require reporting.
- For the purposes of RIDDOR an accident is – **a separate, identifiable, unintended incident that causes physical injury.** This specifically includes acts of non-consensual violence to people at work. A RIDDOR report is now required when:
 - The accident is work related i.e. involved -
 - The way the work was organised, carried out or supervised.
 - Any machinery, plant, substances, or equipment used for work.
 - The condition of the site or premises where the accident happened.
 - The accident results in an injury of a type which is reportable.

28.1 Reportable injuries under RIDDOR are as follows:

- **Deaths.** All deaths to workers and non-workers are to be reported if they have arisen from a work-related accident, including an act of physical violence to a worker.
- **Specified injuries to workers.** The list of specified injuries under RIDDOR 2013 includes:
 - A fracture, other than to fingers, thumbs, and toes.
 - Amputation of an arm, hand, finger, thumb, leg, foot, or toe.
 - Permanent loss of sight or reduction of sight.
 - Crush injuries leading to internal organ damage.
 - Serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs).
 - Scalping's (separation of skin from the head) which require hospital treatment.
 - Unconsciousness caused by head injury or asphyxia.

- Any other injury arising from working in an enclosed space, which leads to hypothermia, heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours.
- **Over 7-day injuries to workers.** This is where an employee (or self-employed) person is away from work or unable to perform their normal work duties for more than 7 consecutive days (not including the day of the accident).
- **Injuries to non-workers.** These are work related accidents involving members of the public or people who are not at work, are injured and taken from the scene of the accident to hospital for treatment to that specific injury.
- **Reportable occupational diseases.** Certain occupational diseases which are likely to have been caused by, or made worse, by an employee's work must be reported. These include:
 - Carpal tunnel syndrome.
 - Severe cramp of the hand or forearm.
 - Occupational dermatitis.
 - Hand-arm vibration syndrome.
 - Occupational asthma.
 - Tendonitis or tenosynovitis of the hand or forearm.
 - Any occupational cancer.
 - Any disease attributed to an occupational exposure to a biological agent.
- **Reportable dangerous occurrences.** These are certain, specified 'near-miss' events i.e. incidents with the potential to cause harm and are covered under Part 1 of RIDDOR 2013. Those more relevant to our business include:
 - Lifting equipment – the collapse, overturning or failure of any load-bearing part of any lifting equipment, other than accessory for lifting.
 - Overhead electric lines – any plant or equipment unintentionally coming into:
 - ✚ Contact with an uninsulated overhead electric line in which the voltage exceeds 200 volts or
 - ✚ Close proximity with such an electric line, such that it causes an electrical discharge.
 - Electrical incidents causing explosion or fire – any explosion or fire caused by an electrical short circuit or overload which either:
 - ✚ Results in the stoppage of the plant involved for more than 24 hours or
 - ✚ Causes a significant risk of death.
 - Structural collapse - the unintentional collapse or partial collapse of:
 - ✚ any structure, which involves a fall of more than 5 tonnes of material: or
 - ✚ any floor or wall of any place of work, arising from, or in connection with, on- going construction work (including demolition, refurbishment, and maintenance), whether above or below ground.
 - ✚ The unintentional collapse or partial collapse of any false work.
 - Explosion or fire – any unintentional explosion or fire in any plant or premises which

results in the stoppage of that plant, or the suspension of normal work in those premises, for more than 24 hours.

- Hazardous escapes of substances - the unintentional release or escape of any substance which could cause personal injury to any person other than through the combustion of flammable liquids or gases.

28.2 All RIDDOR reportable accidents etc. can be reported by the following means:

Telephone	0845 3009923 (for reporting of fatal and specified injuries only)
Internet	By completing the relevant form on https://www.hse.gov.uk/riddor/reporting/index.htm

29. Interaction With Contractors & Visitors – Company Office Premises

29.1 Situations may arise whereby our employees operating from company premises are required to interact with contractors or employees from a different company and visitors. Any person attending the building must report to the main reception or escorting employee and sign the Visitor's Book.

29.2 Contractors and visitors must be made aware of the Company's EHS Policy and the contents applicable to their stay on the premises i.e. emergency and evacuation procedures, first aid facilities, toilets etc.

29.3 Prior to commencing any work activities Contractors must sign the Contractor Declaration and all parties must be aware of the following:

- Work being undertaken.
- Where it is happening.
- What the hazards are.
- Who may be affected?
- What the risks are and whether a risk assessment has been carried out.
- What the control measures are.

29.4 Once the above factors have been taken into consideration, an assessment is to be made by the senior employee in office as to whether work can proceed without any increased risks being placed upon each party.

29.5 The escorting or attending employee must also ensure sufficient monitoring of the contractor's activities.

- No contractor work is to commence unless risks have been identified and all control measures put in place; failure to do so could result in an increase for potential loss of life/injury. A task specific Method Statement and associated Risk Assessment must be sighted, reviewed, and signed.
- Any visitor or contractor who displays signs of aggression or hostility towards our employees or acts in an inappropriate manner is to be escorted from the premises, where necessary the Police should be called.
- A record must be kept of those escorted from the premises to identify and eliminate potential risk situations in the future. Visitors must be always escorted.

30. Interaction With Contractors – On-Site

30.1 Given the nature of the company's work there will always be a strong possibility that other contractors may be present on site. This will be determined at the first opportunity either with the site provider or security desk or during site inductions, particularly when undertaking in-building work.

30.2 Whilst it is appreciated that such an action will inform our employees that other contractors are present, it is also appreciated that it may not be clear as to the extent of their works and vice versa.

30.3 Consequently, extreme caution will be taken until contact is made; for example, there may be trailing cables, uncontrolled substances, or exposed cables on any access/egress paths. Once contact is made with others on site, it will be made clear to all parties the nature of the works being undertaken and location.

30.4 An assessment will also be made by the senior member of the team as to whether works can proceed without any increased risks being placed upon each party.

30.5 At no stage are employees permitted to transgress across another contractor's working area unless it has been deemed safe to do so by a competent and recognised individual i.e. Site Supervisor.

30.6 At no stage are employees permitted to transgress across any exclusion zones. Alternative means of passage must be found.

31. Noise

31.1 Throughout operations within Virtua UK Ltd there is a possibility that employees may need to work in areas where noise is produced and may also produce noise themselves.

31.2 As a rule, if an employee needs to shout to be heard when 2 metres or less away from the person they are talking to, then the noise is likely to be more than 80 dB (A) and hearing protection is required.

31.3 Where employees are in close proximity to plant operations, machinery, building works and heavy traffic, then the use of hearing protection will be a mandatory requirement.

31.4 It is known that low noise levels can cause annoyance and distraction and that prolonged exposure to high noise levels, usually from machinery, may result in temporary or permanent hearing loss. To reduce this potential risk to the hearing of our employees, Virtua UK Ltd will:

- Provide suitable hearing protection where required.
- Ensure that hearing protection is well maintained and readily available.
- Provide employees with adequate information, instruction and training.

32. Lighting

32.1 Incorrect levels of light at work may result in eyestrain, fatigue, and headaches. There is the further possibility that potential hazards may not be seen and that any visitors to the premises may not see these either.

32.2 To combat this, artificial lighting will be provided where necessary and will be suitable and sufficient for the purpose.

32.3 Personnel employed to work in an office environment will receive a full workplace assessment, part of which will constitute an assessment of available light.

33. Safety Notice Signs

33.1 In addition to the signs and warning notices normally found on-site, signs and warning notices will also be situated throughout our premises as required; regardless as to where such notices are displayed, they are placed for a reason and all employees must appreciate that these **signs must remain visible, not defaced in any form and are to be obeyed at all times.**

33.2 Safety warning signs offer a quick and understandable message for everyone at first glance to matters of Health and Safety. There are 4 different kinds of Health and Safety warning signs, all with different forms and colour combinations.

COLOUR	PURPOSE	UNDERSTANDING
RED	• Prohibited • Hazard alert • Fire-fighting equipment	• Do not touch/enter • Stop / remain alert • Identification
YELLOW	• Warning / hazard	• Watch out
BLUE	• Compulsory	• Do as it says

GREEN	• Rescue / first aid / safe condition	• Doors / exits / location
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33.3 A typical example of a construction site sign is as follows:



34. Use of Passageways, Staircases and Lifts

34.1. Passageways and Staircases.

- The use of passageways and staircases, whether it be internal or external must always be used by employees with extreme caution. There are many hazards associated with this, and it must be appreciated by all employees, particularly those who work on refurbishment and new-build sites, that the age of a building may be unknown, may not be obvious and recent refurbishment works may have taken place to disguise the age.
- Consequently, the age of staircases cannot be determined and at some stage structural damage may have occurred. The surface of passageways or a staircase may be slippery; floor tiles and floor surface may be worn, or even broken.
- Certain situations may involve the potential of contact with others, whether that be human or animal and there may also be circumstances where the access/egress path is deemed unsuitable. In such instances the Team Leader or senior employee present should assess the situation and if there is any risk of harm, the visit should be curtailed and rearranged.
- Passageways and staircases must be kept clear of any rubbish or other material that may cause a slip or trip hazard. ***Under no circumstances are passageways or staircases to be blocked off from use.***

34.2. Use of Lifts.

- It is known by all personnel that there are many hazards associated with the use of lifts, it will never be assumed by personnel that because a lift may be in a commercial property rather than a rundown residential area that these hazards may not still be present.
- Items listed below are common hazards that are known by all personnel and experienced by many personnel.
- Broken glass, bottles, mirrors, human/animal faeces and urine, hypodermic needles behind lift buttons.
- The practice in force within the company is for all personnel to wear the appropriate Personal Protective Equipment; safety boots in which to protect against sharps and faeces, and gloves to protect against contact with hypodermic needles.
- Lifts also present a hazard where they may break down, and it is the policy of the company that lifts will not be used in unoccupied premises; even in occupied buildings, if the use of the lift is deemed to be an extreme hazard, a suitable alternative to the point of works will be found.

35. Display Screen Equipment

35.1 All regular users¹ of Display Screen Equipment (DSE) will undertake DSE ergonomic training at the earliest opportunity after having been provided with their workstation and PC equipment. This includes employees who are classed as 'home workers'. The Company will also repeat the training at regular intervals.

35.2 A complete risk assessment will also be undertaken for each employee issued with DSE to ensure that "so far as is reasonably practicable" appropriate control measures are implemented. Risks will also be reassessed when new equipment or systems are introduced.

35.3 The Company recognises that continual usage of DSE can have a detrimental effect on a user's eyesight and as such will offer eye tests to all such users in accordance with the DSE Regulations.

¹ The DSE Regulations 1992 state - "user" means an employee who habitually uses display screen equipment as a significant part of his normal work.

36. Manual Handling

Throughout works undertaken by employees of Virtua UK Ltd, Manual Handling tasks will often form part of our everyday activities.

All employees will receive Manual Handling training; such tasks will never be carried out by personnel who have not received the correct training.

Manual Handling tasks will be avoided where possible, and where conditions permit the use of mechanical plant will be used, such as a stair walker, a pallet truck, a forklift, a hoist, or

other types of lifting equipment.

Where mechanical plant is used, all employees will be trained in the use of such equipment; all safety checks will be carried out prior to use along with any associated accessories.

All necessary precautions will be always in place when using such equipment, in which to ensure the safety of personnel, the public and any potential damage to property or the environment. All personnel **MUST** wear Gloves when carrying out a manual handling task.

Where mechanical plant cannot be used, manual handling tasks will be undertaken. To prevent injury, it is essential to maintain the natural shape of the spine; to support this, the following will be determined (as remembered by the mnemonic TILEO):

- **T** - The overall task e.g. from where to where.
- **I** - The individual capability/strength of the employee.
- **L** - The weight of the load, its dimensions, and contents.
- **E** - The safe route to avoid potential slip/trip hazards.
- **O** - Further Personal Protective Equipment requirements and other considerations.

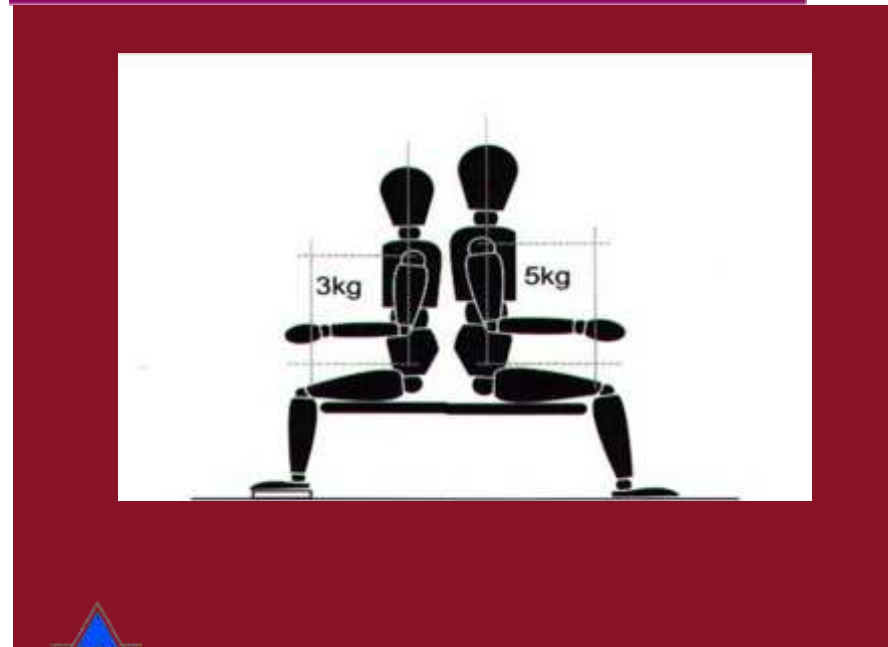
Once the above factors have been determined, the following process will be always followed:

- Assess the load - check it is not dirty / slippery or has any rough / jagged edges.
- Hold the load close (as depicted in Fig1.) to reduce the risk of stress to the lower back and to maximise stability.
- Where the load is unevenly distributed hold the heaviest part to the body.
- When lifting loads from the floor use the leg muscles rather than the back.
- When lifting to a high platform, break the lift into two actions, from the ground to waist level and then waist level to the high platform.



Figure 1 - Manual Handling Technique

36.1 Recommended Lifting Capabilities.



37. Use Of Ladders And Stepladders

When deciding whether to use a ladder or stepladder the HSE lists a hierarchy of controls that must be considered as follows:

- Avoid working at height wherever possible.
- Where working at height cannot be avoided, use work equipment or other measures to prevent falls.
- Where the risk of a fall cannot be eliminated, work equipment or other measures (fall arrest) must be used to minimise the distance and consequences of a fall.

Where work at height is necessary the Company will justify whether a ladder or stepladder is the most suitable access equipment compared to other access equipment options; this will be conducted by means of a risk assessment and the hierarchy of controls.

In addition to the restrictions which may be placed on the company employees when working on-site etc. rules pertaining to the **correct** use of ladders are as follows:

- Ladders will only be used for light work of short duration.
- Only Industrial Duty (Class 1) ladders will be used by personnel.
- Ladders are to be checked for any visible defects prior to use.
- Any surface that a ladder rests upon will be stable, and of sufficient strength.
- A ladder shall be so positioned as to ensure its stability during use.
- A ladder used for access shall be long enough to protrude (3 rungs) above the place of landing to which it provides access.
- The top 3 rungs are not to be used.
- Leaning ladders shall be placed at the correct angle i.e. 75° or a ratio 4:1.
- Personnel will always face the ladder whilst climbing or dismounting.
- Only one person will climb or work from a ladder.
- 3 points of contact must be always maintained.
- Heavy loads must not be carried either ascending or descending ladders.
- Ladders will be stored correctly.

37.1. The following procedures are always prohibited:

- Movement of ladders whilst standing on the rungs/steps.

- Support them by the rungs or steps at the base.
- Slide down the stiles.
- Stand them on moveable objects e.g. pallets, bricks, lift trucks, tower scaffolds, excavator buckets, vans, or mobile elevating work platforms.
- Extend a ladder while standing on the rungs.

38. Use of Hand Tools

The main hazards associated with the use of non-vibrating hand tools arise from flying splinters. This is particularly applicable where hammers, files, chisels, spanners, screw drivers etc. are not used correctly. Cuts and bruises may also be sustained from slipping or defective equipment.

Unsafe practices such as throwing hand tools from one person to another; the carrying of tools in pockets can also lead to cuts and bruises whilst trips and falls have occurred because of unsafe housekeeping.

The following precautions are to be implemented.

- Only competent and, where necessary, qualified employees are to use any hand tools.
- Only reliable and suitable equipment will be used for the work to be carried out and this is to be considered when purchasing or selecting tools.
- Equipment must always be checked for defects prior to use. Equipment with broken handles, loose heads, dull cutting edges or other defects should not be used.
- Equipment shall be used and handled correctly and in a safe manner. Equipment or implements are not to be thrown to another person.
- When drilling/cutting it is mandatory for all personnel to wear correct PPE Gloves (4343 Gloves as a minimum).

Even though the likelihood of use and associated risk is minimal the Company recognises that employees may suffer from vibration related problems when there is excessive use of power tools e.g. hammer drills etc. and as such the Company shall, so far as is reasonably practicable, adopt a purchasing policy whereby only tools designed to reduce the risk of vibration shall be purchased and PPE shall be issued. Employees shall be trained to use them safely and maintain them.

39. Working with Asbestos

Given the nature of our work and our ever-changing working environments, there is a possibility that company personnel may encounter Asbestos Coated Materials; to reduce any associated risk, the company will ensure all employees have undergone an Asbestos Awareness Course and understands that there is the possibility of contact with Asbestos Coated Materials throughout their operations.

Prior to any works taking place on site, the possible presence of Asbestos Coated Materials will be determined and, where applicable, an Asbestos register will be made available to all personnel; each employee will be aware of the locations identified.

Throughout operations, all personnel will remain alert to the possible presence of Asbestos Coated Materials which may have not been previously identified.

When a situation occurs where the presence of Asbestos Coated Materials has been identified or suspected, all works in that area will cease until a further investigation is carried out. This will be classified as an incident and reported to both the Project Manager and QHSE Department; the incident will be recorded on the company's Health & Safety Management system by the QHSE Department and followed through until completion.

Further guidance and responsibilities within the company relating to Asbestos is contained within our Management of Asbestos Policy; a copy of which is to be always held within the engineers Health and Safety pack within their company vehicles.

40. Hot Work

All hot work - welding, grinding, burning and any other work giving rise to a source of ignition - must be assessed for the risk of fire creation and spread. A suitable fire extinguisher should be kept adjacent to the work site, (see section 24.0 Emergency Procedures).

For anything other than very low risks a fire inspection should be made at regular intervals after the cessation of hot work to ensure no smouldering sparks stay alight.

Hot work ejecting sparks or radiation should be suitably screened from the surrounding area.

Where practical, hot works must be completed externally away from combustible materials however if hot works need to be undertaken inside a building, reasonable measures must be taken to prevent false alarming of existing fire detection systems.

The Company Hot Work Permit 'PWT005 Permit to Work - Hot Works' must be completed if an assessment determines that the hot work undertaken creates a significant risk of materials combusting and a fire being started.

41. Stop Work Authorisation (SWA) Procedure

The purpose of this procedure is to empower all employees, contractors, and visitors to stop or refuse work activities when unsafe conditions, acts, or behaviors are identified, ensuring the safety and health of everyone in the workplace.

Employee Training – Roles and Responsibilities

- All employees shall receive training on their **rights and responsibilities** regarding Stop Work Authorisation.
- Training will cover:
 - How to identify unsafe acts and conditions.
 - How to stop work safely without creating additional hazards.
 - The process for reporting concerns to supervisors or the Safety Department.
 - The shared responsibility of all employees to protect themselves and others.
- Refresher training will be conducted annually and whenever significant operational changes occur.

Anti-Retaliation Measures

- No employee will face retaliation, discrimination, or disciplinary action for invoking Stop Work Authorisation in good faith.
- Management shall foster a culture of trust and transparency to encourage reporting.
- Any reports of retaliation will be investigated promptly and corrective action taken if required.
- **Action:** All supervisors and managers are responsible for enforcing this policy and ensuring employees feel safe to exercise their right to stop work.

Notification of Unsafe Conditions

- When unsafe acts or conditions are identified, employees must immediately notify:
 - Their direct supervisor, and
 - Any other employees potentially affected by the hazard.
- Supervisors are responsible for escalating reports to the Safety Department.
- The Safety Department will document the hazard, communicate findings, and track corrective actions until resolution.
- Action: Notifications will be communicated verbally at the time of identification and documented using the company's incident/hazard reporting system

Suspension of Work / Right to Refuse Work

- Employees have the **right to refuse work** or to stop work activities until the unsafe condition is corrected.
- Work will only resume once:
 - The hazard has been corrected, and
 - The area or task has been reassessed and deemed safe by the supervisor and Safety Department.
- If disagreement arises, the work remains suspended until final resolution by senior management and Safety leadership.

Action: Supervisors must ensure no work restarts without documented hazard correction and safety confirmation.

42. Control of Substances Hazardous To Health (COSHH)

The Company understands that it has a duty of care to its employees and other persons that may be exposed to hazardous substances arising out of our work activities. Despite there being few products used by the Company which fall within the COSHH Regulations (e.g. DENSO tape) control measures will be always in place.

At all times, where these products are in use on our premises (or when additional COSHH materials are purchased) they will carry the relevant Material Safety Data Sheet (MSDS).

Outside of the products that are in use, it is understood by all employees that other substances hazardous to health are in the workplace and may come from dust, fumes or other residues.

Risk Assessments will be carried out prior to the undertaking of any work involving

hazardous substances and our employees will always adhere to the following associated rules:

- Follow safe working practices as detailed in both the Method Statement, Risk Assessments, and manufacturer's guidance.
- Avoid contact with the skin and eyes.
- Avoid breathing fumes, vapours, and dust.
- Wear the correct PPE as detailed in the Risk Assessment e.g. overalls, gloves, eye and head protection.
- Report any ill effects immediately to a First Aider and subsequently to the company QHSE Department.
- Follow all relevant codes of practice when using hazardous substances and other specialist chemicals e.g. pesticides.
- Check all application equipment prior to use for signs of damage, wear, and tear etc. All application equipment is to be cleaned thoroughly after use.
- Initiate and observe good hygiene practices. PPE is to be removed before entering any area associated with eating, drinking, or smoking. PPE must also be removed before using any shared sanitary facilities.
- The Company has a strict policy of no smoking, drinking, or eating whilst using or in the location of, hazardous substances.
- All chemicals are to be sealed in their original labelled containers and stored in a secure place, the key for which must be controlled on a "needs only" basis. If it is believed that the container may not be marked correctly, do not use it.
- All used containers are to be disposed of in a safe, secure, and environmentally friendly manner.

42.1. COSHH Symbols.

Since 2009 Old COSHH symbols have gradually been replaced by new International symbols.

41.1.1 Old COSHH symbols and their meaning are as follows:

Symbol	Meaning
	Corrosive.
	Harmful.

	Irritant.
	Toxic.
	Very toxic.
	Explosive.
	Highly flammable.
	Extremely flammable.
	Oxidising
	Harmful to the environment.

41.5.2 New COSHH symbols and their meaning are as follows:

Symbol	Meaning
	Danger to the environment.
	Toxic.
	Gas under pressure.

	Corrosive.
	Explosive.
	Flammable.
	Caution - used for less serious health hazards like skin irritation.
	Oxidising.
	Longer term health hazards such as carcinogenicity and respiratory sensitisation.

43. Working with Electrical Equipment

The use of electricity is a requirement and necessary part of everyday life; however, misuse of electricity and electrical goods can kill or severely injure people and cause damage to property. Electricity cannot be seen or smelt, and it is the policy of Virtua UK Ltd that only competent and trained personnel are to work on electrical equipment, particularly when testing the equipment.

Associated hazards of working with electricity include:

- Electrical shock.
- Electrical burns.
- Loss of muscle control.
- Thermal burns.

The Electricity at Work (EAW) Regulations 1989 requires that any electrical equipment with the potential to cause injury is maintained in a safe condition. The Company's responsibilities in meeting this regulation and reducing the risks associated with working with electricity include:

- All electrical equipment is PAT tested.

- Ensuring that any equipment found to be faulty is stored in a safe location until repaired or replaced.
- Act on any faults found whether it be repair of the equipment or, if reasonably practicable, replace the faulty item.
- Allocated equipment is fit for the purpose for which it is intended.

Although there is no legal requirement in the EAW Regulations to keep maintenance logs for portable and transportable electrical equipment, Virtua UK Ltd will maintain such records on the company's Fuse system as they will assist in the monitoring process and the effectiveness of a maintenance scheme. The records will also be used as an inventory for electrical equipment.

Employees have a duty to ensure that any portable electrical equipment they use does not pose a threat to both them and those assigned to their care. This can be implemented by use of the following practices:

- The cable sheath of electrical equipment has not been damaged.
- The plug has not been damaged e.g. the casing is not cracked and pins are not bent.
- Loose, disconnected live wires.
- The outer sheath of the cable is not secured effectively where it enters the plug.
- The equipment is not showing signs of corrosion or that it may have been subjected to conditions for which it is not suitable i.e. wet.
- Wires that may just have tape on the end of them.

Wherever possible and is reasonably practicable, portable electric tools will not exceed 110v whilst working outside, and always, a circuit breaker will be in place when using 240v tools internally. A Residual Current Device will also be built into the main switchboard.

43.1. Live work procedures.

- Work on or near live conductors should rarely be permitted (regulation 14). Many accidents to electricians, technicians and electrical engineers occur when they are working on equipment that could have been isolated. In most cases, adequate planning and work programming will allow such jobs to be carried out as the Regulations require i.e. with the equipment dead.
- Regulation 14 requires that three conditions are met for live working to be permitted where danger may arise. It is stressed that if just one of those conditions cannot be met, live working cannot be permitted and dead working is necessary. The conditions are:
 - It is unreasonable in all the circumstances for the conductor to be dead.
 - It is reasonable in all the circumstances for the person to be at work on or near that conductor while it is live.
 - Suitable precautions (including, where necessary, the provision of personal protective equipment) have been taken to prevent injury.
- Employees must, always, refer to the company's high-risk policy for further guidance.

44. Lone Working

The nature of the Company's business requires certain employees to deploy as Lone Workers and it recognises that The Health and Safety at Work Act 1974: Section 2 sets out a duty of care on employers to ensure the health, safety, and welfare of their employees whilst they are at work.

In addition to the procedures laid out in this policy, the Company has deemed lone working to be a high-risk activity and have created a separate policy document that must be carried and adhered to at all times.

Associated hazards of lone working include:

- Becoming separated or out of sight of colleagues whilst at work.
- Attending client premises.
- Visiting certain locations, for example poor or run down council estates.
- Dealing with unknown people and situations involving domestic violence or drug abuse.
- Being the victim of aggressive or threatening behaviour.
- Travelling on remote country roads and in unknown areas.
- Dangerous vehicle recovery locations e.g. side of Motorways and Dual Carriageways.
- Becoming lost whilst travelling.
- Working and travelling at night.

The Company's responsibilities in reducing the risks prevented by lone working include:

- Provision of a full Generic Risk Assessment of the common hazards associated with lone working visits or working late on our premises.
- Guidance as to how to conduct a Dynamic Risk Assessment appropriate for lone working situation.
- So far as is reasonably practicable, the provision of a lone worker protective alarm, self-defence training and guidance on defusing conflict situations.
- Use of the Stay Safe App
- The establishment of a Check In/Check Out procedure and Buddy/Buddy system.
- So far as is reasonably practicable the provision of 24/7 communications. Normally this will be the allocation of a mobile phone, however it is appreciated that network coverage can vary between areas and an alternative means of contact will be confirmed prior to any visit.

- Ensuring provision is made to ensure no employee is left to work on their own on our premises without suitable and adequate means to summon help should the need arise.

Employees must ensure:

- They do not place their own lives in danger.
- Adhere to location reporting policies.
- Attend lone worker training as and when required.
- They are aware of the procedures for summoning help should the need arise.

45. Driving At Work

It has been estimated that up to a third of all road traffic accidents involve somebody who is at work at the time, making work-related road crashes the biggest single safety issue for most UK businesses.

The Company recognises that promoting sound health and safety driving practices and a good safety culture at work may well spill over into private driving and could reduce the chances of employees being injured in a crash whilst away from work. Such is the nature of the company's activities that we consider driving whilst at work to be a high-risk activity and as such have created a stand-alone policy which, in addition to the direction contained in this section, be always adhered to.

Associated hazards are known to be as follows:

- The Driver – competency, training, fitness and health and fatigue and stress.
- The Vehicle – suitability, condition, safety equipment e.g. seat belts and ergonomic considerations.
- The Journey – routes, scheduling, time, distance and weather conditions.

45.1. Responsibilities.

Responsibilities in relation to driving are as follows:

45.1.1. Manager's Responsibilities:

- Managers must not set schedules and plans for their staff that will encourage, require, or pressure drivers to break traffic laws and/or drive unsafely.
- Managers must expect that drivers will need to take breaks from driving and cater and allow for overnight stops where necessary.
- Managers must provide sufficient resources to reduce the likelihood that their staff may drive while suffering from fatigue or stress.
- Managers must not require or pressure drivers to drive if they are unwell and unfit to drive.

- Managers must not encourage the use of mobile phones while driving, even when using hands free.
- Managers must not encourage activities while driving which will distract the vehicle driver.
- Managers must not encourage their staff to enter complex discussions whilst they are driving.
- Managers must ensure that company drivers are aware of any load or weight restrictions relevant to the vehicle they will be driving.
- In the event of inclement weather Managers have a responsibility to wherever possible and reasonably practicable, reschedule planned journeys.
- Managers must ensure that adequate training is provided on matters pertaining to vehicle maintenance, pre-journey inspections and correct posture.
- Managers must make available a method of route selection and guidance e.g. AA Route Finder.
- In the event of an accident, Managers must not proportion blame and take punitive action without first having established the facts and influencing factors e.g. inclement weather.

45.1.2. Drivers Responsibilities:

- All drivers must hold a full and current driving licence.
- All drivers must ensure that any person to whom they give permission to drive their vehicle holds a full current driving licence appropriate to the vehicle being driven.
- Drivers must not be under the influence of drink or drugs, including over the counter or prescription drugs that may impair driving ability e.g. antihistamines.
- The drivers and all passengers, including rear seat passengers, must wear seat belts and it is the responsibility of the driver to ensure all passengers have complied before driving off.
- Drivers should never drive when feeling unwell or exceptionally tired.
- When driving for long periods drivers must take a break every 2 hours.
- Drivers must ensure their vehicle seat is adjusted correctly to reduce the risk of back injury.
- Road traffic regulations and the Highway Code must be always adhered to.
- Drivers must conform to on-site speed limits, directions and signage and the Company stand-alone driving policy whilst driving on any premise.
- Drivers must ensure they are aware of the route to be taken prior to commencing any journey.

- All motor vehicle accidents, whilst on Company business, must be reported to the QHSE Department.
- Drivers must inform their Line Manager and company QHSE Department immediately of any change in circumstances that may affect the insurance of the vehicle or the driver's legal ability to drive.
- Driving whilst otherwise distracted is not encouraged e.g. lighting a cigarette, eating, checking diaries, writing notes etc.
- Giving lifts to hitchhikers is **not permitted** whilst driving on Company business or whilst using a Company's car.
- In urban areas drivers should consider driving with doors always locked to prevent the chance of physical assault or theft.
- The use of handheld phones whilst driving is **not permitted**.
- Therefore, the use of mobile phones is only permitted whilst the vehicle is parked or in extreme circumstances, whilst using approved hands-free equipment.
- Any employee who drives for Virtua UK Ltd must, in the event of being arrested or convicted for a driving offence outside of normal working hours, immediately inform their Project/Line Manager and QHSE Department.

46. The Vehicle.

- Vehicles must be suitable for the task and/or load to be carried. Vehicles must not be overloaded as defined within the vehicle handbook.
- Vehicles must carry all legally required safety equipment as required by the country in which they are being driven e.g. warning triangle, spare light bulbs, spare tyre, first aid kit, fire extinguisher etc.
- All vehicles used on company business must have a valid insurance for their use; this includes all private vehicles used on company business.
- All vehicles used on company business must have a current MOT certificate and excise licence; this includes all private vehicles used on company business.
- All vehicles must be maintained and serviced to ensure they are in good, safe working order and roadworthy e.g. tyres must meet legal requirements, lights must be fully functional, and all mechanical aspects of the car must be safe.
- The following must be checked prior to daily first use of any vehicle, (private or otherwise) used on company business:
 - Oil.
 - Engine Coolant.
 - Screen wash.
 - Tyre pressure.
 - All lights.

- Windscreen wipers.
- Fuel level.
- Any damage to a company vehicle must be reported to the QHSE Department immediately; if the safety and integrity of the vehicle is affected in any way, it must not be driven.

44.1.1 Vehicle loading and unloading.

- Loading and unloading of company vehicles will only take place in a suitable area and with the permission of the site provider where on private property.
- The area is to be manned where necessary and cordoned off if deemed appropriate, and Personal Protective Equipment will be always worn. Special attention will always be given to other road users and pedestrians in the vicinity.

47. Working In Confined Spaces

Throughout company operations, there may be a requirement to access certain areas which would be defined by the HSE as a confined space; this will include such areas as ceiling voids and basement levels and the access and egress into these areas will be restricted.

Following the requirements and guidelines set out within The Confined Spaces Regulations 1997, and in which to always ensure the Health and Safety of our employees, the following measures will be in force, prior to, and during any such activity taking place within a confined space.

- The task itself will be assessed considering the time and resource that will be required to carry out the operation; all other alternative options and available control measures will be taken into account with the final decision being whether the task can be undertaken at an acceptable risk.
- Consideration will also be given to the materials and tools required to complete the work in a safe manner as such items could also an increased hazard; factors to consider include the weight, size, ease of transportation in, around and out of the confined space and whether they are free of sharps or sparks.
- The suitability of personnel entering the confined space will also be considered including their size, agility, fitness, and mental well-being i.e. whether they suffer from claustrophobia.
- After these key areas have been identified and all known hazards have been reduced, the arrangements for an emergency rescue must be in place.

During any confined space work, employees will have with them a suitable means of communications i.e. radio and there will also be a buddy-buddy system in place. Communication will be continuous, whereby, for personnel within the confined area, there will be personnel outside of the confined area and communication will be continuously made.

A first aid kit and fire extinguisher will be always in place, located with the personnel outside of the confined space. There will also be a means for contacting the emergency services if required.

Certain confined spaces may require additional training and it is the policy of the company

that no such work will be undertaken unless all members of the team have undergone the required training and training certificates are in-date.

Reference HS028 Working in confined Spaces.

48. Use of A Mobile Elevated Working Platform (MEWP)

Throughout company operations there will be occasion where there is a need to use a MEWP.

The company will generally utilise one of three options as follows:

- A vehicle mounted access platforms provided to us by an external company, along with the operative who will be fully trained and competent in the set up and operation of the vehicle and who will also hold accreditation to the IPAF Standard as a mandatory requirement.
- A vehicle mounted access platform provided to us by an external company but operated by our own personnel who have been trained and certificated to the necessary standard.
- Where these vehicles are not required the company will use a self-operated machine; all our personnel have experience and the correct training in which to operate these machines in a safe manner and will hold accreditation to the IPAF Standard as a mandatory requirement.

Prior to any activity taking place with the use of a MEWP, a site-specific Risk Assessment will be undertaken by the most senior member of the engineering team. This will ensure that the machines have been fully inspected to the requirements of LOLER and PUWER and that they are safe for use.

Fall Protection PPE will be worn by personnel at times whilst using the MEWP, this will include a full body harness and fall restraint lanyard.

At all times, a safe working area “drop zone” will be in place; this will prevent unplanned interaction with other personnel, contractors, members of the public and vehicles on site.

The following factors will always be taken into consideration prior to the use of the MEWP and will assist personnel in the completion of the site-specific Risk Assessment.

- The SWL (Safe Working Load) of the basket must never be exceeded.
- The inspection certificates must be in date.
- The Operatives IPAF accreditation must be in date.
- Access and egress restrictions.
- Type of surface to be operated from.
- Overhead and underground obstacles and hazards.
- Guard rails and toe boards in place always.

- Wind speeds are not excessive for the platform in use. (Wind speeds are normally annotated on the MEWP and the company also provides anemometers for measuring wind speed.)

For any Working at Height activity the Hierarchy of Controls listed at 33.1 must always be adhered to.

Reference: HS021 MEWP Policy

49. Working On or Near Roof Tops

Prior to accessing any roof top area, it is Company policy for all personnel to have received suitable and sufficient training in which to allow them to work in such conditions.

At all times the golden rule of 2 metres will be in force; this method will be always adhered to by all personnel and where site operations predict otherwise, this rule shall be in force at all times.



Where suitable edge protection is not available and the 2-metre rule cannot be adhered to, personnel will use a method of fall arrest and work restraint prior to undertaking any activity.

At all times, personnel will be aware of the following (as instructed on during tool box talks and roof top training):

- Along with unprotected roof edges, the following roof areas are known to each operative and due care and attention will be always in place when accessing the roof top area:
- Fragile roofs, sloping roofs, and roofs with skylights and hatches that although common on all roof areas, have been painted with dark colours in which to exclude light from within; or covered with small areas of wood or sheeting.

Fragile roof areas are classed by the matter of materials in which they are made. Examples of these include corrugated sheeting, either steel, or Asbestos Coated Material, Asbestos Cement, plastic sheeting, straw board slabs. It should also be understood by employees that this list is non-exhaustive as there may be materials placed on top of them i.e. slabs, bricks or tiles. Such materials can collapse or shatter without any warning, even after bearing an individual's weight.

It is imperative for all personnel to appreciate that if there is a designated access/egress area marked out on a roof top then it is to be always used; however, caution should still be exercised.

50. Working In RF And Exclusion Zones

The Company will recognise its responsibilities under the Control of Electromagnetic Fields at Work Regulations 2016; more detail relating to this is contained in the company's RF Policy.

Radio frequency transmissions from the type of equipment our company personnel work with are non-ionising. This means that it is incapable of causing changes to the molecular structure of living tissue. Therefore, this does not cause the damage, or changes in cell function that is associated with ionising radiation, such as X-Ray machines or radioactive material.

At all times and as the minimum standard, all company personnel will adhere to the operator's exclusion zone where there are operational sector antennae.

If this is the first visit to a working at height area with operational antennae, and there are no means of access/egress without entering this zone, works are to be abandoned until such a time that the system can be switched off to enable safe access/egress.

Prior to access/egress being granted on the broadcast towers, the area in which personnel will work will be swept with a radio frequency monitor; these monitors will remain switched on and always attached to personnel in line with their current training techniques.

Operational antennae systems can be switched off by the request for a permit to work with the respective operator; once granted, the system must be powered down and is to remain down until all site works are complete and all personnel, tools and equipment are outside of the exclusion zone prior to the system being powered up.

51. Working With Blood Borne Viruses (BBV)

The Company recognises that employees may have a risk of encountering BBV such as hepatitis and HIV, particularly those involved with prison installations. To reduce the risks posed by these viruses we will assess the potential for exposure and introduce controls to reduce the risk.

Associated hazards include:

- Direct contact with infected blood or saliva.
- Contact with clinical dressings.
- Needlestick injuries.

Virtua UK Ltd.'s responsibilities to their employees include:

- Completing a risk assessment to identify the potential for contact with BBVs.
- Taking all suitable precautions to secure the safety of employees who have been diagnosed with a BBV and all employees working in close contact with the affected person.
- Treat any information that has been given by an employee in respect of a BBV condition

in complete confidence.

When visiting certain establishments with an increased risk of BBVs, employees should observe the following precautions:

- Avoid eating, drinking, and smoking in any working area where there is a risk of contamination.
- Cover any breaks in exposed skin by using waterproof dressings and suitable gloves.
- Use good basic hygiene practices i.e. hand washing.

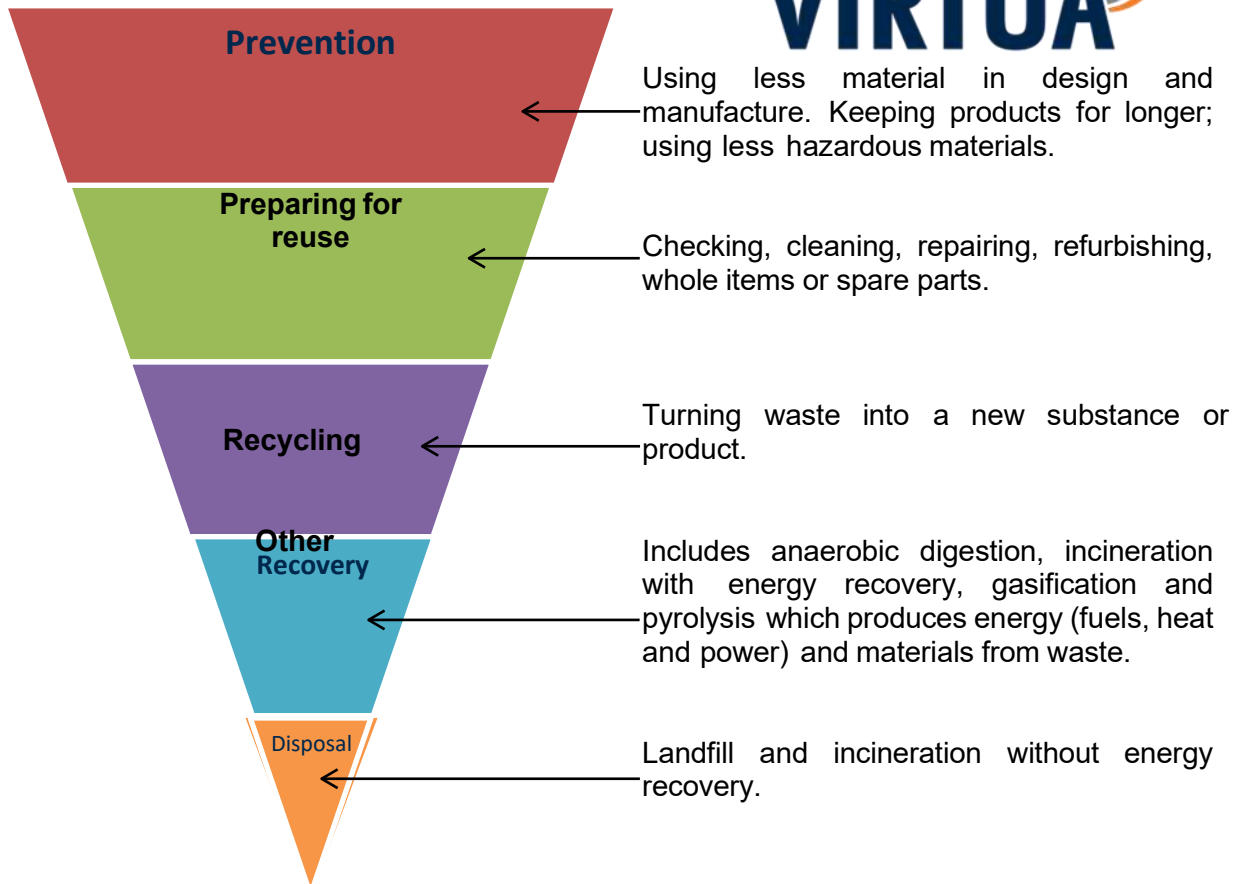
Employees who feel they may have become contaminated should take the following actions without delay:

- Wash any splashes off your skin with soap and running water.
- If your skin has been broken encourage the wound to bleed; do not suck the wound and rinse thoroughly under running water.
- Wash out splashes in your eyes using tap water or an eye wash bottle and also your nose or mouth with plenty of tap water; **do not swallow the water**.
- **Contact the nearest Accident and Emergency department for advice, without delay.**
- Record the source of contamination.
- Report the incident to the company QHSE Department and respective Project Manager.
- Report to Management in confidence, if they become aware that they are a carrier of a BBV, if it is relevant to their employment.

It is important to note that if precautions are adhered to the risk of BBV infection is low. Much depends on the nature of the exposure and not all exposures result in infection.

52. Managing Waste

The Waste Hierarchy ranks waste management options according to what is best for the environment and gives top priority to preventing waste in the first place. Employees should be aware that disposal to landfill is the least preferred option due to the potential damage it can cause to the environment and are encouraged to utilise recycling facilities at every opportunity.



52.1. Site Generated Waste.

- Project Managers are responsible for ensuring adequate waste disposal procedures have been identified prior to the commencement of any package of works and communicated to the field engineering team.
- Potential outlets for site waste disposal include:
 - Local site arrangements (to be confirmed prior to commencing work.)
 - Return of waste to distribution company i.e. ICD, Graham Smith UK Ltd. (Preliminary agreements are in place with both companies; however, PM's are responsible for informing both organisations of expected waste quantities to be returned at the earliest opportunity.)
- Employees are responsible for ensuring that they do not mix waste and where site facilities are available, any associated rules and procedures are strictly adhered to.

52.2. Office Generated Waste.

- Recycle bins are available at the rear of the office and are clearly labelled regarding acceptable contents. Large Biffa provided recyclable bins are located at the rear of the company premises and collected on a fortnightly basis; again, these are clearly labelled regarding acceptable contents and employees are to ensure they do not mix waste.
- Printer cartridges are to be returned to the supplier for recycling.
- Used batteries are to be returned to the QHSE Department who will arrange for their correct disposal.
- Old style light bulbs can be disposed of with general waste; new style light bulbs are to be handed to the QHSE Department for recycling. (Old style light bulbs are not to be disposed of in the glass recycling bin due to their constitution not being 100% glass.)

52.3. Breakages and Spillages.

52.3.1. Light Bulbs.

- Some energy saving light bulbs contain very small amounts of mercury; if broken it's unlikely to cause any health problems however employees are advised to avoid contact with the mercury and take extra care when cleaning it up.
- Traditional tungsten or filament light bulbs don't contain mercury; such bulbs are being phased out and replaced with energy-saving light bulbs. Some energy-saving light bulbs contain a tiny amount of mercury, sealed inside the bulb. In one bulb, there's usually less than 4mg (about enough to cover the tip of a ballpoint pen).
- Fluorescent light strips or tubes, such as those found in office areas (i.e. washrooms) also contain small amounts of mercury. If these bulbs are unbroken, they can usually be recycled at the nearest local recycling centre and should be handed to the QHSE

Department for onward disposal.

- If a bulb is broken, a small amount of liquid mercury may spill out. Liquid mercury can separate into small beads, which can roll some distance away. The mercury may also evaporate into vapour; however, this small amount of mercury is extremely unlikely to cause problems to an employee's health.
- If an employee breaks an energy saving bulb the following steps are to be taken:
 - Ventilate the room by opening the windows and leave the room whilst it's being ventilated, making sure other employees have been informed of the breakage and access to the area is prohibited.
 - Wear rubber or plastic gloves and protective overalls before cleaning up the mercury beads and broken glass.
 - Gather the pieces of glass carefully and put them into a plastic bag or container.
 - Collect the spilled mercury beads using a thin piece of card or a strip of masking tape (do not attempt to use a Hoover to clean the area)
 - Place the card or (masking tape) and the mercury beads into the plastic bag; wipe the area with a damp cloth and then put the cloth in the same bag and seal it.
 - Leave the room to ventilate for at least 24 hours after cleaning the spill.
- The sealed bag should then be handed to the QHSE Department who will arrange for its disposal. Garments used during the clean-up operation should also be disposed of.

52.3.2. Oil Spills.

- Oil spills are most likely to occur whilst using certain items of plant on-site i.e. Mobile Elevated Working Platforms (MEWPs). Left unattended they have the potential to damage the environment and should be cleaned/contained as soon as possible after occurring.
- Spillage kits should be provided with site provided plant, where they are not the lead engineer is to ascertain from the site provider, clean up procedures in the event of a spillage and ensure they are communicated to all members of the team.
- Project Managers are to ensure that, when ordering MEWPs they check with the supplier and ascertain whether a spillage kit will be provided. Where one isn't provided the Project Manager should either request the supplier to provide the kit or source one locally.

53. Further Guidance.

- Note: All breakages and spillages are to be reported to the QHSE Department and recorded on the Trouble Ticket system.

MONITORING, AUDITING & RECORD KEEPING

The Management of Health and Safety at Work Regulations 1999 also requires an organisation to have arrangements for the effective planning, organisation, control, monitoring, and review of the preventative measures in health and safety and, where there are 5 or more employees that these are recorded.

The aim of this section is to detail the monitoring and auditing procedures for Virtua UK Ltd along with procedures for record keeping.

54. Monitoring

Virtua UK Ltd recognises that there are two types of monitoring, Active and Reactive examples of which are listed below.

Active Monitoring

- Compliance with Key Performance Indicators (KPIs) and procedures.
- Achieving annual planned targets e.g. completed DSE assessments, training etc.
- Benchmarking.
- Inspections of equipment and premises.
- Environmental monitoring e.g. noise.
- Sampling the use of control measures e.g. PPE.
- Surveys e.g. asbestos, machinery.
- Work observation.
- Audit.

Reactive Monitoring

- Near misses/incidents and RIDDOR occurrences.
- Accident and sickness absence investigations.
- Accident and ill-health statistics.
- Enforcing Authority intervention.
- Complaints by workforce.
- Civil claims and insurance premiums.

Virtua UK Ltd will conduct regular workplace inspections which are designed to ensure:

- Identification of obvious hazards that have not been controlled with the aim of either eliminating them or implementing the appropriate control measures.
- Identification of hazards that are not always visible e.g. stress, chronic illnesses.
- Unsafe practices e.g. employees taking short cuts, not observing standard procedures that may expose either themselves or the patient in their care to other hazards.
- Good housekeeping policies are being adhered to e.g. disposal of clinical waste.
- Correct PPE being worn as required.
- Implementation of Safety Surveys focusing on specific employee/client care issues.

It is recognised by Virtua UK Ltd that Reactive Monitoring is aligned with organisational failure in terms of unwanted events e.g. complaints by patients, accidents at work etc. By measuring the number of unwanted events Virtua UK Ltd will be able to monitor its performance over a set period and then compare the results to a different time period.

Virtua UK Ltd also recognises the advantages of Benchmarking.

55. Auditing

Auditing is a process that identifies management or organisational failures, and strengths; the end of which is a report that assists in the implementation of corrective action where necessary.

Effective Auditing fulfils the requirements of Regulation 5 of The Management of Health and Safety Work Regulations which state that every employer must have effective means in place for the planning, organising, controlling, monitoring, and reviewing of its protective and preventative measures.

Auditing is designed to ensure that the Company's health and safety system exists, is adequate and is used. Virtua UK Ltd appreciates the need to conduct auditing reviews to meet the requirements of the above regulations.

It is expected that Project Managers/Supervisors will conduct audits on their sites.

In addition to PPE, vehicle, and site auditing (to be recorded on Fuse) Virtua UK Ltd will also conduct Health & Safety System audits using the following steps:

- Setting of Audit Objectives.
- Selection of the Audit Team.
- Notifications and Contact with Auditees.
- Information Gathering.
- Interviews.
- Conclusions.
- Report and Presentation to Virtua UK Ltd Board of Directors.
- Action by Virtua UK Ltd.

The Company will ensure that any recommendations made because of organisational failures are, so far as is reasonably practicable" implemented. The Company will also take steps to ensure its strengths are maintained and the Company itself will continue to endeavour to create and maintain a safe working environment for all its employees and those with whom the Company and its employees either works with or has reason to come into contact with.

56. Record Keeping

56.1. Health Records.

The Company recognises that all employees who require health surveillance should have a health record as they provide vital information concerning the work of an employee that has involved exposure to certain risks and the outcome of previous health surveillance.

Health records will contain the following information:

- Name.
- Gender.
- Date of birth.
- Permanent address.
- Contact address.
- National Insurance Number.
- Date of starting current job.
- A history of jobs that have involved exposure to specific substances or activities that require health surveillance.
- Date and results of any health surveillance

The Company will keep a health surveillance record irrespective of whether an employee is full or part time, permanent or on a temporary contract.

The Company will retain all health records for as long as the individual is in employment of the Company and where legislation requires (e.g. Asbestos) those records shall be kept for 50 years and where specified by COSHH Regulations for a period of 40 years from the date of the last entry.

56.2. Accident Books.

Accident books and accident reports and records shall be retained for a period of 3 years after the date of the last entry. (This includes entries on the company's Health and Safety Management system.)

56.3. Control Systems.

Records of tests and examinations of control systems and protective equipment under the Control of Substances Hazardous to Health Regulations (COSHH) will be retained for a period of 5 years from the date on which the tests were carried out.

56.4. Risk Assessments.

Risk assessments will be updated as stipulated in this policy; a data copy of all preceding risk assessments will be retained for a period of 5 years.