

Make I.T. Good

HEALTH AND SAFETY POLICY

STATEMENT OF GENERAL POLICY

1. Make I.T. Good fully accepts the obligations placed upon it by the various Acts of Parliament covering health and safety. The Company requires its director to ensure that the following policy is implemented and to report annually on its effectiveness.

MANAGEMENT ORGANISATION AND ARRANGEMENTS

2. The business is committed to providing a healthy and safe environment to work in for its staff, suppliers and subcontractors. It makes continuous improvements in regards to health and safety for its staff, staying up-to-date with Government guidelines
3. These aims are achieved by the following;
4. Having in place an effective management structure with clearly defined organisational duties for health, safety and welfare;
5. Maintaining a safe and healthy workplace together with safe access and egress;
6. Ensuring the likelihood of accidents and cases of work-related ill health are kept to an absolute minimum and provide adequate control of health and safety risks arising from our work activities;
7. Making arrangements for minimising risks to health in connection with the use of the handling, storage and transportation of articles and substances;
8. Ensuring the provision of information, instruction, training and supervision to enable all persons to avoid hazards and contribute positively to their own health and safety and to ensure they have access to safety equipment and safety training when required;
9. Formulating effective procedures for use in case of accidents, emergencies and the reporting of incidents, dangerous occurrences and defects;
10. Providing and maintaining adequate welfare facilities;
11. Providing and maintaining plant, equipment and machinery, and ensuring safe storage/use of substances;
12. Regularly reviewing health and safety documentation, procedures and training.
13. Reviewing health and safety with employees and subcontractors to ensure staff feel safe and to address any arising issues.

MANAGEMENT RESPONSIBILITIES

Partners

The partners and founders of Make I.T. Good have overall responsibility for the implementation of the company's policy. This includes ensuring that any changes are communicated to everyone in the team.

Safety Officer

14. The Safety Officer is a nominated manager responsible for co-ordinating effective health and safety policies and controls across the organisation.
15. The Safety Officer is responsible for:
 - the production and maintenance of the company's policy and ensuring that department guidelines are consistent with policy;
 - its application;
 - monitoring and reporting on the effectiveness of the policy;
 - the provision of general advice about the implication of the law;

- the identification of health and safety training needs. The safety officer also acts on behalf of the director, as the company's link with the Health and Safety Executive, Environmental Health Departments and other external agencies;
- the production and maintenance of any health and safety documents or codes of practice as necessary for any relevant area of the Company services where this is required.

Responsibilities for Specific Workplaces (complete as appropriate)

WORKPLACE	SENIOR MANAGER	ACCOUNTABLE TO THE SENIOR MANAGER FOR HEALTH AND SAFETY IN THEIR DEPARTMENTS
Make I.T. Good -	Tushare - Director of Make I.T. Good	All senior staff members are accountable to the director of Make I.T. Good for their respective areas

HEALTH AND SAFETY MANAGEMENT PROCESS

16. Make I.T. Good believes that consideration of the health, safety and welfare of staff is an integral part of the management process. The provision of the Health and Safety at Work etc Act, associated Codes of Practice and other relevant directives will be adopted as required standards within the company. Responsibility for health and safety matters shall be explicitly stated in management job descriptions.
17. Make I.T. Good need its team leaders to approach health and safety in a systematic way, by identifying hazards and problems, planning improvements, taking executive action and monitoring results, so that the majority of health and safety needs will be met. This includes assessing new risks when needed and putting measures in place to prevent those risks.
18. If unpredictable health and safety issues arise during the year, the director must assess the degree of risk, in deciding the necessary resources and actions to commit to addressing these issues.

HEALTH, SAFETY AND WELFARE GUIDELINES

19. It is the policy of Make I.T. Good to require departmental managers to produce appropriate departmental health and safety policies or guidelines. These should embody the minimum standards for health and safety for the department and the work organised within it.
20. It shall be the responsibility of the manager to bring to the attention of all members of his or her staff, the provisions of the guidelines, and to consult with appropriate health and safety representatives about updating these guidelines. Content guidelines include:
 - a clear statement of the role of the department;
 - regulations governing the work of the department;
 - clear reference to safe methods of working, for example nursing procedures, manufacturers' manuals;
 - information about immediate matters of health and safety concern, such as fire drills, fire exits, first aid;
 - training standards;
 - the role and identity of the health and safety representative;
 - names of specialist advisers who can be approached about the work of the department;
 - the manager responsible for organisation and control of work;
 - accident reporting procedures;
 - departmental safety rules;
 - fire procedures;
 - policies agreed by Make I.T. Good.

IDENTIFICATION OF HEALTH AND SAFETY HAZARDS ANNUAL AUDIT AND REGULAR RISK ASSESSMENTS

21. It is the policy of Make I.T. Good to require a thorough examination of health and safety performance against established standards in each department, **at least** annually. The technique to be adopted for such examinations will be the 'Safety Audit'. The audit requires a review of:
- standards laid down in the policy;
 - departmental guidelines;
 - relevant regulations;
 - environmental factors;
 - staff attitudes;
 - staff instructions;
 - methods of work;
 - contingency plans;
 - recording and provision of information about accidents and hazards and the assessment of risk.
22. The information obtained by the audit will be used to form the basis of the plan for the department for the following year.
23. The responsibility for ensuring that audit activity is carried out as part of this policy rests with the director and will be carried out by the Safety Officer. Although the audit remains a management responsibility, managers are required as part of this policy to seek the involvement of the appropriate health and safety representative in the conduct of the audit.
24. It is the management's responsibility to ensure that any deficiencies highlighted in the audit are dealt with as speedily as possible.
25. In addition to carrying out safety audits, it is the responsibility of the department manager to have checked, at least quarterly, all portable equipment, including electrical appliances, in their area, and to ensure that all problems are immediately dealt with.
26. Managers have a continual responsibility for the elimination of hazards in order to maintain a safe working environment and will also be expected to carry out regular **risk assessments** in line with the health and safety executive guidelines; that is follow the 5 steps:
1. Identify the hazards
 2. Decide who might be harmed and how
 3. Evaluate the risks and decide on precautions
 4. Record the findings and implement the precautions
 5. Review the assessment and update when necessary
27. Managers, when required, will discuss specific health and safety issues with the relevant head of department. They may also formally report hazardous or unsafe circumstances to the head of department and will be formally notified of the remedial action taken or be given a reason why the action cannot be taken.

TRAINING

28. Health and safety training shall be incorporated within annual training programmes, as part of the development of a systematic training plan. Health and safety training needs will, therefore, be identified and planned for in the same manner as other training needs.

29. Four areas of need shall be given special priority:

- training for managers, to equip them with an understanding of the manager's responsibilities under this policy, and the role and purpose of safety representatives;
- training for safety representatives to enable them to discharge their function;
- training for all members of staff to acquaint them with the main provisions of the law and its practical implication, the main features of this policy and key safety rules;
- induction and in-service training for staff at all levels to acquaint them fully with new requirements and hazards.

RECORDS, STATISTICS AND MONITORING

30. Make I.T. Good will have a system in place for recording, providing analysis and presentation of information about accidents, hazardous situations and untoward occurrences. Advice on systems will be provided by the safety officer, in conjunction, where appropriate with specialist advisory bodies, such as local Environmental Health Departments; the responsibility for the operation of these systems rests with managers. Information obtained from the analysis of accident statistics must be acted on and, where necessary, bids for additional costs made to the director.

REPORTS TO THE HEALTH AND SAFETY EXECUTIVE

31. The responsibility for meeting the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985 (RIDDOR) to the Health and Safety Executive, shall rest with the director and business partners.

SPECIALIST ADVISORY BODIES

32. There may be an incident outside of the manager or director's expertise. If further specialist advice is required, this may be obtained from expert individuals or bodies outside the company.

THE OCCUPATIONAL HEALTH SERVICE

33. It is the policy of the Make I.T. Good to obtain independent occupational health advice when required. Such services can include counselling on health and associated matters, investigation of hazards and accidents, environment studies, health interviews and employment medicals.

FIRST AID

34. It is the policy of the company to make provision for First Aid and the training of 'First Aiders' in accordance with the First Aid Regulations (1982). The Safety Officer is responsible for ensuring the Regulations are implemented and for identifying training needs.

FIRE

The director is responsible for ensuring that the staff receive adequate fire training, and that nominated fire officers are designated in all Make I.T. Good premises.

35. In addition, Make I.T. Good will nominate a fire officer (this may be the Safety Officer or someone external to the Company) who will:

- report and advise on the standard of fire safety of the business premises and the standard of fire training of its staff;
- undertake overall responsibility for fire training;
- assist in the investigation of all fires in the company's premises and to submit reports of such incidents.

CONDEMNATION AND DISPOSAL OF EQUIPMENT

36. Procedures for the, condemnation and disposal of equipment are determined by the director. Managers introducing new equipment should have such equipment checked initially by the Safety Officer.

LIFTING AND HANDLING

37. Managers are responsible for informing staff of safe lifting techniques and when manually handling IT equipment and any other tools needed to do a job. The Safety Officer will identify specific training needs and ensure training in lifting and handling is provided to staff who require it.

NON-SMOKING ON COMPANY PREMISES

38. Make I.T. Good policy is that there will be no smoking in its buildings. The overall aim is to reduce smoking and so save life, reduce risk of fire, prevent unnecessary illness and chronic disability. The rules relating to smoking on Company premises are available from Head Office. These rules also extend to e-cigarettes / vaping.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

39. The Control of Substances Hazardous to Health Regulations (COSHH) require the Company to identify those substances which are in use and which are hazardous to health (as legally defined) and to assess the risk of those substances. The Company must also provide and use controls to prevent exposure to substances hazardous to health; maintain controls by monitoring exposure, or by health surveillance of employees; and provide information, instruction and training for employees on all these matters. The Safety Officer is responsible for implementing these Regulations.

COMPUTER INSTALLATIONS AND VISUAL DISPLAY UNITS

40. All new computer installations must adhere to the British Standard Specifications and comply with the Health and Safety (Display Screen Equipment) Regulations 1992. All new employees operating such equipment are expected to read the Health and Safety Executive guidance entitled 'Working with Display Screen Equipment'. New employees who regularly use VDUs will be required to undergo sight screening.

CONTROL OF WORKING TIME

41. Make I.T. Good is committed to the principles of the Working Time Regulations. No member of staff is expected to work more than 48 hours per week (including overtime) unless there are exceptional circumstances. Similarly, all other requirements of the regulations e.g. in relation to breaks, night workers etc. will be complied with.

HEALTH AND SAFETY AND THE INDIVIDUAL EMPLOYEE

42. The Health and Safety at Work Act requires each employee 'to take reasonable care for the Health and Safety of himself and of other persons who may be affected by their acts and omissions' and co-operate with management to enable management to carry out their responsibilities under the Act. Employees have equal responsibility with the Company for Health and Safety at Work.
43. The refusal of any employee to meet their obligations will be regarded as a matter to be dealt with under the Disciplinary Procedure. In normal circumstances counselling of the employee should be sufficient. With a continuing problem, or where an employee leaves themselves or other employees open to risk or injury, it may be necessary to implement the formal stages of the Disciplinary Procedure.

PEOPLE WORKING ON COMPANY PREMISES NOT EMPLOYED BY THE COMPANY

44. Persons working in Make I.T. Good premises who are employed by other organisations are expected to follow Company Health and Safety Policies with regard to the safety of Company employees, their own personal safety (and that of other parties such as the general public if appropriate) and their method of work. This responsibility will be included in contracts or working arrangements.

VISITORS AND MEMBERS OF THE PUBLIC

45. The company wishes to ensure that as far as is reasonably practicable, the Health, Safety and Welfare of visitors to company establishments will be of the highest standard.

Any member of staff who notices persons acting in a way which would endanger other staff, should normally inform their Head of Department. If the danger is immediate, common sense must be used to give warning, call for assistance or give aid as necessary.

CONTRACTORS

46. The Company wishes to ensure that as far as is reasonably practicable, the Health, Safety and Welfare of Contractors working in the company's establishments will be of the highest standards. In addition, contractors and their employees have an obligation so far as is reasonably practicable to ensure all equipment, materials and premises under their control are safe and without risks to health.
47. Contractors must also observe the Company's Fire Safety Procedures. These obligations will be drawn to the attention of the contractors in the contract document issued to them. In addition, a manager will be identified in the contract as having authority to stop the work of Contractors who are placing themselves, other staff, or visitors at risk. Any member of staff who judges there is a risk where contractors are working, should inform their manager immediately.
48. In tendering, contractors will be asked to confirm they have a written Health, Safety and Welfare Policy. The company's manager letting the contract will be responsible for monitoring the Health and Safety performance of the contractor and the contractor's performance will be a factor in deciding whether or not to invite the contractor to tender again.

3.30 Work Equipment

The definition of work equipment is broad and ranges from simple tools to machinery and vehicles.

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

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

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

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

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

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

Work equipment will be inspected to ensure it can be operated, adjusted and maintained safely and that

any deterioration can be detected at an early stage and remedied in good time.

Results of inspection will be recorded by a competent employee and kept until the next inspection is

undertaken, Copies will be kept in the main health and safety file.

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

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

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

Before equipment is purchased, hired or contracted for use (whether new or second hand) it must be

ascertained that it complies with the requirements of UK legislation including the Provision and Use of Work Equipment Regulations (PUWER). This should be included in the specification details of the supply

contract and a 'Declaration of Conformity' should be supplied with the equipment.

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

Where Make I.T. Good staff are required to use or operate work equipment owned by or leased from a third party

or another employer, it shall be the duty of their line manager to ensure that the work equipment is safe for use and complies with the general requirements of this policy.

3.31 Working at Height

Make I.T. Good recognises the importance of managing work at heights with the same degree of expertise and to the same high standards as other core business activities.

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

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

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

All employees who work at height be it by working from a stepladder, ladder, trestle or working platform

must have been trained in its use, the safe system of work and the emergency rescue procedure.