

# Health, Safety and Environmental Policy

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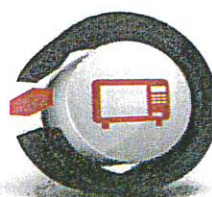
Defining foodservice equipment support



Support



Parts



Equipment

2022

Prepared by:

Name: Tim Povey

Signature: .....

Date: 5-8-22

Position: Health and Safety Co-ordinator

Approved by:

Name: Malcolm Skinner

Signature: .....

Date: 5-8-22

Position: Managing Director

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# Marren Microwave Limited

## HEALTH & SAFETY POLICY STATEMENT

Marren Microwave Limited is committed so far as is reasonably practicable, to ensuring the health, safety and welfare of its employees. Our commitment extends to other persons whose health and safety may be affected by our activities such as members of the public, contractors and staff on the sites where we are working.

To demonstrate the company's commitment to the Health and Safety of its employees and others the company is committed to meeting the requirements of BS ISO 45001: 2018 for its Health and Safety Management system.

We will take steps to ensure our statutory duties are met at all times and will provide adequate resources to do so. Competent people will be appointed to assist us in meeting our duties including, where appropriate, specialists from outside the Company.

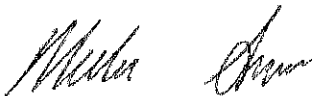
Every new employee will be given health and safety induction when they join the company along with refresher information, instruction and training as necessary. If employees have health and safety concerns they will be able to raise these directly with the company. In return we expect each employee to take reasonable care of his or her own health and safety and for the safety of others who may be affected by his or her acts or omissions.

It should be stressed that successful implementation of this policy requires total commitment and co-operation from all levels of management and employees within the company.

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**To fulfil its policy objectives, the company shall so far as is reasonably practicable, provide:**

- safe plant, equipment and systems of work;
- adequate information, instruction and training and supervision;
- a safe and healthy working environment and conditions for the prevention of work related injury and ill health including facilities for the welfare of staff;
- maintain a safe workplace and safe means of access to and egress from it;
- means to ensure the safe use, handling, storage and transport of articles and substances; and consult with employees and encourage their participation on matters relating to health and safety;
- means for the elimination of hazards and reduction of Health and Safety risks
- continual improvement of the Health and Safety Management system.
- review and revise this policy at least annually

Signed: 

Date: 4<sup>th</sup> August 2022

**Malcolm Skinner (Managing Director)**

## ENVIRONMENTAL POLICY STATEMENT

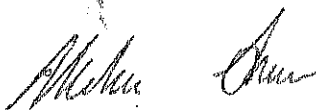
Marren Microwave Limited recognises the importance of maintaining its operations to ensure the safety of the environment.

The company recognises that effective management of our environment makes good business sense and will be a fundamental and integral part of our business strategy. To ensure we achieve these standards, the company is committed to meeting the requirements of BS ISO 14001: 2015 for Environmental Management.

To ensure we achieve these standards, the company is committed to the following policies.

- Ensuring that as a company we are aware of how our activities impact upon the environment and seeking to minimise adverse effects by means of the best available techniques, not entailing excessive cost.
- Complying with our legal responsibilities.
- Conserving the use of resources, particularly those which are scarce or non renewable, by avoiding waste and re-using and recycling.
- Avoiding as far as possible, air, land and water pollution, e.g. toxic chemical sprays, motor exhaust etc. through procurement of environmentally friendly products wherever possible, regular vehicle maintenance, effective route planning etc.
- Being sensitive to the environmental concerns of our neighbours and the communities through which we operate and responding to them.
- Adopting environmental objectives to continually improve our environmental performance and monitoring progress of their achievement.
- Requiring our suppliers and contractors to have a proper regard for our Environmental Policy for the goods and services they provide for us.
- Disposing of waste materials as required by the requirements of current legislation and information provided on the Material Safety Data Sheets provided by the supplier.
- Communicating this policy to our staff, suppliers and customers and seeking their help to implement it.
- This policy will be reviewed on an annual basis.

Signed:



Date: 4<sup>th</sup> August 2022

**Malcolm Skinner (Managing Director)**

## **ORGANISATION FOR MANAGEMENT OF HEALTH AND SAFETY**

Everyone within the company has a general duty to comply with the health and safety policy but to ensure that everyone understands their specific roles and responsibilities, these are detailed below:

### **DIRECTOR WITH OVERALL RESPONSIBILITY FOR HEALTH AND SAFETY**

The director with overall responsibility for health and safety is the Managing Director Malcolm Skinner. He will primarily ensure that resources (financial or otherwise) are made available to meet the stated policy objectives. In addition, he will ensure that:

- the significant risks arising from the company's work activities are properly assessed
- work is planned in such a way that it takes into account health & safety issues
- staff at all levels receive appropriate training to fulfil their duties
- health and safety performance is monitored and reviewed
- the company policy for health and safety is readily available for employees and that it is reviewed at least annually

### **HEALTH AND SAFETY CO-ORDINATION**

The company has appointed an external Health and Safety Advisor and internal Health and Safety Co-ordinator, who have the following responsibilities:

- maintenance of the company's risk assessment register
- to act as a single point of contact for the company for health and safety issues
- ensuring the recording of all accidents is carried out correctly
- ensuring the company's compliance with reporting requirements under RIDDOR
- co-ordinating accident investigations
- ensuring that employee health and safety training records are maintained and made available

### **HEALTH AND SAFETY ADVISOR**

The Management of Health and Safety at Work Regulations 1999 require that employers have available to them, such health and safety assistance that is necessary to ensure that they comply with then law. In order to fulfil this requirement the company has employed an external Health and Safety Advisor Lee Scroxton-TechIOSH who is also NEBOSH qualified

## RESPONSIBILITIES OF MANAGERS / SUPERVISORS

The company has assigned responsibility for putting this policy into practice to managers and supervisors. This involves ensuring that health and safety standards are established, maintained and improved. The management responsibility for the respective areas of the business is shown below:

Name	Position	Responsibility
Malcolm Skinner	Managing Director	Overall responsibility for Health and Safety
Lee Scroxtton	External Health and Safety Advisor	
Tim Povey	Health and Safety Co-ordinator	
Julian Davies	Manager	Parts and Procurement Warehouse and Stores
Kane Needs	Technical Director	Field Service Engineers Workshop & Training Office administrative support
All Supervisors		Health and safety training for their teams

## SPECIFIC RESPONSIBILITIES OF SUPERVISORS

Supervisors are the first line of management for service engineers. As such they are the first point of contact for any service engineer who has a health and safety concern. In the event that a supervisor is unavailable or unable to deal with such a matter, then a Manager should be contacted. Responsibilities of supervisors are:

- carrying out health and safety checks (as designated by management) on the work of service engineers
- reporting (by telephone ) any incident / accidents (of which they have been made aware), to the Health and Safety Co-ordinator on 01933 665313 as soon as is practicable
- investigation of incidents / accidents (involving members of their team) as soon afterwards as is practicable
- "buddying" of new service engineers after their initial training
- health and safety training / briefing to their teams at regular intervals (i.e. team meetings)

## EMPLOYEES

In accordance with Section 7 of the Health and Safety at Work etc. Act 1974 all employees are expected to:

- take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work, and
- co-operate with the company in order that it may fulfil its legal obligation in respect of health and safety

This means in practice that all employees are responsible for their own and other's safety and must therefore work safely at all times. In addition they must follow the company's safety rules and procedures. In particular they should therefore:

- read and understand the company's health and safety policy and procedures relating to their area of work
- use any tools, equipment or PPE (personal protective equipment) that is required for their work, in accordance with the training provided
- report any defects in work equipment immediately to their manager
- report to their manager, any incidents which have led or might lead to injury or damage
- cooperate with any accident/incident investigation, which may be undertaken with the objective of preventing recurrence of incidents

## **COMMUNICATION/CONSULTATION**

In order to comply with the requirements of the Health and Safety at Work etc. Act 1974, and the Health and Safety (Consultation with Employees) Regulations 1996, the company will communicate and consult with all employees on the following issues:

- the content of the health and safety policy
- safety rules and procedures relating to work activities
- changes in legislation that affect working practice
- the planning of health and safety training
- the introduction or alteration of new work equipment or technology

This communication and consultation will take place directly with the employees via regular team meetings, tool-box talks, e-mails and memo's posted to staff or on the staff notice board. All employees should raise any concerns relating to health and safety in the first instance with their supervisor. If necessary, such matters should also be discussed with the Health and Safety Manager

## **HEALTH & SAFETY ARRANGEMENTS**

### **RISK ASSESSMENTS**

The Health and Safety Co-ordinator will ensure that formal risk assessments are conducted for all work activities. A register of all of the company's risk assessments will be maintained to ensure that risk assessments are reviewed, or new additions made, in a timely manner.

The primary responsibility for conducting risk assessments rests with the managers of departments. In addition, informal risk assessments should be carried out by employees on every job. Where problems are identified, these should be remedied through an appropriate course of action. Work must not proceed if the employee considers it unsafe to do so and in such circumstances he must contact his supervisor immediately for guidance.

All employees will be issued with relevant health and safety information based upon the risk assessments for their type of work.

### **TRAINING**

All employees will be given training appropriate to their responsibilities in accordance with the Management of Health and Safety at Work Regulations 1999. Training will be provided for the following situations:

- induction training for new employees (general health and safety awareness, company procedures etc.)
- the introduction or modification of new/existing equipment, machinery, technology or work procedures
- a change in employee position/work activity or responsibility.

Training is also specifically provided for work with hazardous substances, use of PPE and manual handling. Any training provided by the company will be formally recorded with a hard copy kept in the employee's personnel file.

Refresher training will periodically be undertaken to keep employees up to date with legislation and industry best practice.

### **EMERGENCIES**

It is the Company's policy to take account of fire hazards in the workplace. All employees have a duty to conduct their operations in such a way as to minimize the risk of fire. This involves compliance with the company's no smoking policy, keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials. All Managers, Team Leaders and Supervisors are responsible for ensuring that standards of housekeeping are established and maintained.



## **ACTION TO BE TAKEN IN THE EVENT OF A FIRE IN COMPANY PREMISES**

- if you discover the fire then activate the nearest fire alarm call point to alert everyone else
- only tackle the fire yourself if you are trained to do so
- leave the building by the nearest fire exit and proceed to the assembly point
- do not re-enter the building for any purpose until the all clear has been given

## **ACTION TO BE TAKEN IN THE EVENT OF FIRE IN A CUSTOMER'S PREMISES**

All staff are expected to familiarise themselves with the fire emergency arrangements at the various customer premises that they visit. Their action in the event of a fire should be in harmony with local procedures.

## **STAFF WELFARE**

Adequate welfare facilities are provided and maintained on the company's permanent sites. However, it is impossible to provide such facilities for service engineers when they are on the road and thus they will have to avail themselves of customer's facilities. In addition, the company will provide antiseptic hand wipes disposable gloves, face masks, (in compliance with current COVID 19 guidelines and precautions), to be carried on service engineer vehicles.

## **WORK EQUIPMENT**

All work equipment (including electrical equipment) used at work, as part of the Company's undertaking will comply with the Provision and Use of Work Equipment Regulations (PUWER).

Before any new equipment is introduced into the working environment, an assessment will be made in order to ascertain that the equipment is suitable for its intended use. At the date of this policy document the person responsible for such checks is Malcolm Skinner.

Where necessary (i.e. if employees have no experience in the type of work equipment or if specific risks exist), appropriate training in the use of such equipment will be provided. Employees must use any work equipment in accordance with their training and any guidance provided by the manufacturer.

No employee will knowingly misuse work equipment or interfere with any safety devices (e.g. interlocks, guards).

All work equipment will be maintained and inspected at suitable intervals either internally by a competent person or by specialist external companies. The frequency of work equipment maintenance or inspection will be based on manufacturer's guidance and HSE guidance / industry best practice. Any maintenance / inspections undertaken on company equipment will be formally recorded with a hard copy left on file.

If any faults or damage are found on any equipment, stop using the work equipment and report the fault to your supervisor.

## **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

Where a risk assessment identifies the need for personal protective equipment (PPE), this will be issued to employees. Employees have a legal duty to wear PPE as specified in relevant site rules, risk assessments and method statements.

Training will be provided for employees on the safe use, storage and maintenance of the relevant equipment before issue. Where employees are provided with a personal issue of PPE which, in practice, will be most cases, they will be expected to acknowledge its issue by signing a record (which will be kept in their personnel file). All employees are expected to take reasonable care of any PPE that is made available to them and to report any defects or malfunction of PPE to Tim Povey Health and Safety Co-ordinator.

## **FIRST AID AND ACCIDENT REPORTING**

The head office site will maintain at all times at least one qualified first aider during working hours. In addition, an appropriately stocked first aid kit will be provided and maintained in each workplace. The location of each first aid box shall be suitably marked and be easily accessible to all employees at all times when they are at work. A designated first aider should regularly check the contents of the kits and replenish any used items as necessary.

Field Service Engineers will be provided with suitably stocked first aid kits to carry on their vehicles. Engineers are responsible for ensuring that items are replenished i.e. that the kit is maintained in accordance with its recommended contents. Reimbursement for any items purchased can be obtained through the normal expenses claim procedure.

Whether at the Head Office site, Scottish Office site or off site (i.e. service engineers), the use of any item from a first aid kit should be followed up with a completed accident report.

### **The qualified first aiders at Head Office are:-**

Sharon Powis: Desk Phone Ext 1223

Nicole Hunt: Mobile 07725 262522

Ollie Marlow: Mobile 07748 320541

Stuart Jones: Mobile 07411 791219

### **The qualified First Aiders at Scottish Office are:**

Susan Sinclair Desk Phone Ext 1320

Mobile 07725 260305

Heather Moffatt Desk Phone Ext 1323

Mobile 07748 230551

All accidents **MUST** be reported to your supervisor who will ensure that details are recorded in the online accident book. The person(s) responsible for maintenance of the accident book is the supervisors who will, in turn, refer all accidents to the Health and Safety Co-ordinator. Serious accidents where hospital treatment is required must be reported to the Health and Safety Co-ordinator as soon as possible after the incident.

# **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2015 (RIDDOR)**

## Types of reportable incidents

### **Deaths and injuries**

If someone has died or has been injured because of a work-related accident this may have to be reported. Not all accidents need to be reported, other than for certain gas incidents, a RIDDOR report is required only when:

- the accident is work-related
- if results in an injury of a type which is reportable

### **Types of reportable injury**

The death of any person

All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.

### **Specified injuries to workers**

The list of 'specified injuries' in RIDDOR 2015 replaces the previous list of 'major injuries' in RIDDOR 1995. Specified injuries are (regulation 4):

- fractures, other than to fingers, thumbs and toes
- amputations
- any injury likely to lead to permanent loss of sight or reduction in sight
- any crush injury to the head or torso causing damage to the brain or internal organs
- serious burns (including scalding) which:
  - covers more than 10% of the body
  - causes significant damage to the eyes, respiratory system or other vital organs
- any scalping requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space which:
  - leads to hypothermia or heat-induced illness
  - requires resuscitation or admittance to hospital for more than 24 hours

## **Over-seven-day incapacitation of a worker**

Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 15 days of the accident.

## **Over-three-day incapacitation**

Accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record will be enough.

## **Non fatal accidents to non-workers (e.g. members of the public)**

Accidents to members of the public or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.

There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

If the accident occurred at a hospital, the report only needs to be made if the injury is a 'specified injury' (see above).

- **Occupational diseases**

Employers and self-employed people must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work: These diseases include (regulations 8 and 9):

- 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.

### **Specific guidance is also available for:**

- occupational cancers
- diseases associated with biological agents

### **Dangerous occurrences**

Dangerous occurrences are certain, specified near-miss events. Not all such events require reporting. There are 27 categories of dangerous occurrences that are relevant to most workplaces, for example:

- the collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- plant or equipment coming into contact with overhead power lines;
- the accidental release of any substance which could cause injury to any person.

Additional categories of dangerous occurrences apply to mines, quarries, offshore workplaces link to external website and relevant transport systems (railways link to external website etc.).

### **Gas incidents**

Distributors, fillers, importers & suppliers of flammable gas must report incidents where someone has died, lost consciousness, or been taken to hospital for treatment to an injury arising in connection with that gas. Such incidents should be reported using the online form.

Registered gas engineers (under the Gas Safe Register), must provide details of any gas appliances or fittings that they consider to be dangerous, to such an extent that people could die, lose consciousness or require hospital treatment. The danger could be due to the design, construction, installation, modification or servicing of that appliance or fitting, which could cause:

- an accidental leakage of gas;
- incomplete combustion of gas or;
- inadequate removal of products of the combustion of gas.

Unsafe gas appliances and fittings should be reported using the online form.

## ACCIDENT INVESTIGATION

All accidents / incidents will be investigated by the line manager and/or the Health and Safety

Co-ordinator with the following objectives:

- To determine the cause(s) with a view to preventing a recurrence
- To gather information for use in any criminal or civil proceedings
- To confirm or refute a claim for industrial injury benefit
- To prepare notification to be made to the Health and Safety Executive

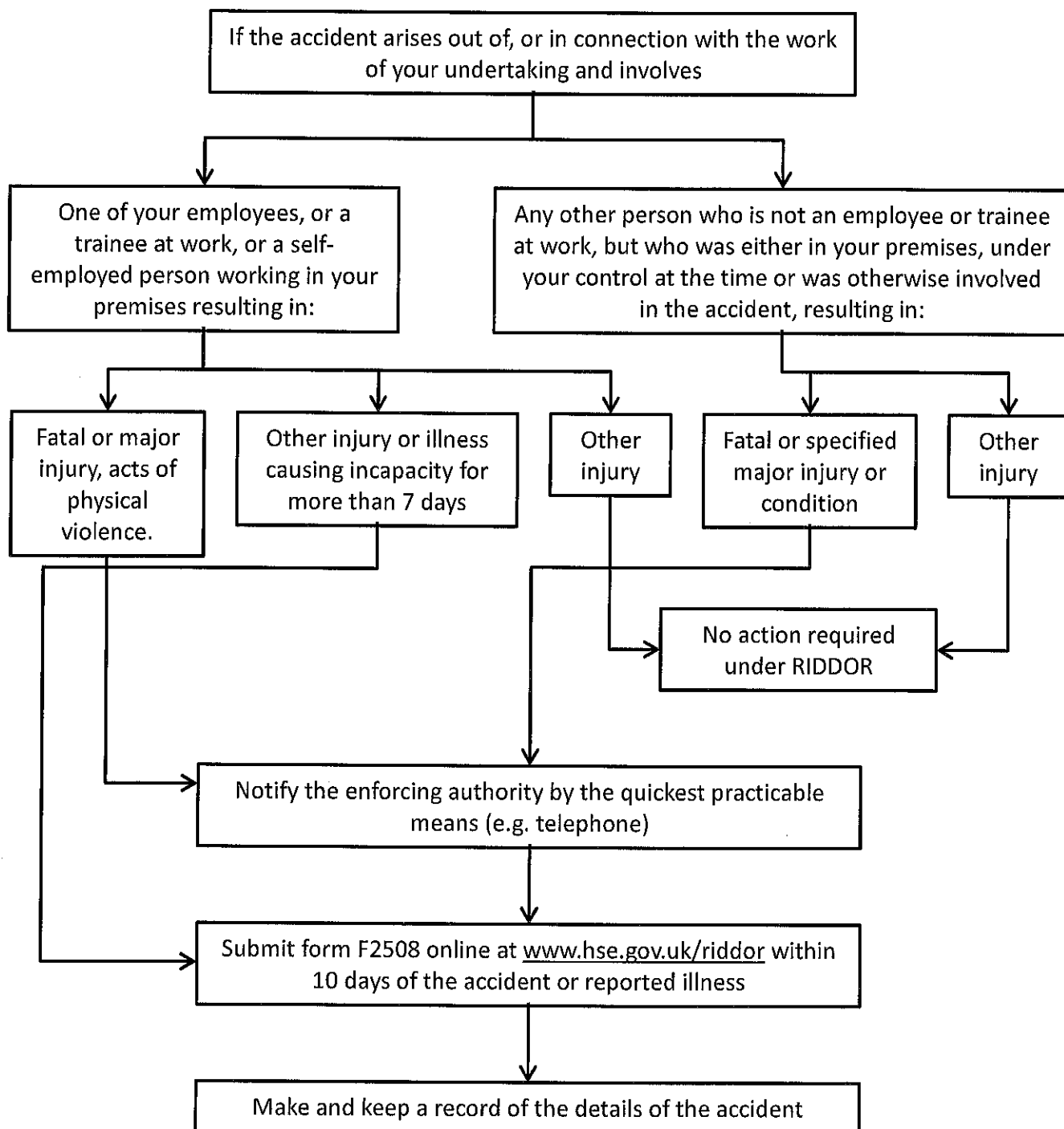
The degree of investigation will be dependent on the seriousness of the accident or the potential seriousness of any near miss. The aim of the investigation will be to seek to answer the following questions;

- **what** caused the accident? – both immediate and any underlying causes
- **who** was involved?
- **when** did it occur?
- **why** did it occur?
- **how** could it have been prevented?
- **how** can a recurrence be prevented?

The significant findings of an accident investigation should be recorded in a written report which should be kept in the individual employee's personnel file for a minimum of three years from the date of the accident.

Figure 1 shows in flow chart form, the action to be taken in the event of an accident at work.

**Figure 1: What to do in the event of an accident**



## **HAZARDOUS SUBSTANCES (COSHH)**

Before any hazardous substances are used during a work process, a material safety data sheet (MSDS) will be requested from the supplier and an appropriate assessment made of the risks from that substance. This is required in order to comply with the requirements of Control of Substances Hazardous to Health Regulations 2002 (COSHH). The risk assessment will be undertaken by the Health and Safety Co-ordinator in conjunction with the safety officer responsible for the work area and/or the company's health and safety advisor in line with the requirements of COSHH Regs. Alternative less harmful substances will be used wherever possible.

Assessments will consider storage, handling, and aspects of use, exposure, PPE requirements, workers health, and emergency actions. Supervisors will brief staff on any hazard or substance precautions, with written information records being made available to all staff affected.

An inventory of all substances and materials hazardous to health will be maintained at head office.

## **MANUAL HANDLING**

Manual handling operations will be risk assessed to determine suitable control measures for the management of risk and the company will endeavour to eliminate manual handling operations where practicable with any remaining risks being controlled by:

- reducing weights
- reducing the frequency of manual handling
- the use of additional manpower
- through the provision of suitable equipment to assist in the operation
- the selection of persons to carry out manual handling or lifting tasks will be based on the training given, age, physique, health etc.

## **WORKING AT HEIGHT**

Since appliances are normally operated from ground level it is not anticipated that service engineers would routinely carry out any work at height (i.e. involving the use of ladders or steps). Should service engineers encounter a situation where it is not possible to repair an appliance at ground level they should use a company issued step ladder, first completing a recorded pre-use safety check.

Employees working from Head Office shall use company issued ladders, steps or step stools to gain access to equipment etc. that are out of reach, first completing a pre-use safety check.



## **Display Screen Equipment**

Any employee who is required to use a computer at work for a significant amount of time (e.g. daily continuous use of more than one hour) is defined under the Health and Safety (Display Screen Equipment) Regulations (DSE Regs.) as a computer user. Under these regulations, temporary workers (i.e. agency staff) or self-employed sub-contractors are classified as computer operators. The regulations require that an assessment of the workstations of both groups be carried out at appropriate intervals, i.e.

- before or as soon as practicable after starting a new job
- when a significant change to the workstation occurs (e.g. relocation, lighting changes)
- if an user/operator is suffering ill health effects from their work
- at predetermined (i.e. regular) intervals

To achieve this requirement, all employees will be issued with the HSE Guidance Booklet INDG36 "Working with VDUs" and a self-assessment form to complete. This should be returned to the office manager as soon as practicable after its completion who will arrange for any problems to be addressed as far and as soon as is reasonably practicable.

In order to comply with the DSE Regs. the company will provide upon request for any user an eyesight test to determine if that person requires spectacles for DSE use.

## **ELECTRICITY IN THE WORKPLACE**

In accordance with the Electricity at Work Regulations 1989 all electrical equipment used at work needs to be inspected, tested and maintained at regular intervals. Any employee who wishes to use personally owned (230v or 110v only) portable electric tools must ensure that these are tested in accordance with the company's policy. The frequency of such checks will be determined by means of risk assessment, with the details being maintained by Tim Povey the Health and Safety Co-ordinator.

Fixed electrical installations (i.e. wiring circuits in buildings) must be inspected and tested by an approved electrical contractor every five years. The certificate (or a copy) for such inspections will be held in the company health and safety file.

## **SAFETY CHECKS ON ELECTRICAL EQUIPMENT**

On each visit to an appliance, safety checks must be completed before and after repair to confirm

1. the condition of the earth connection (i.e. earth continuity) in the supply cable and plug or switched spur outlet
2. The insulation resistance between conductors in the supply cable.

## **LIVE WORKING**

No Service technician should undertake work on energized (i.e. live) appliance, unless; It is unreasonable in all the circumstances for it to be dead; and, it is reasonable in all the circumstances for the Technician to be at work or near it while it is live; and, suitable precautions are taken to prevent injury. If it is necessary for live parts to be exposed such as with the cabinet removed for testing purposes, suitable barriers/barrier tape must be used to block access to the appliance, suitable PPE worn, and the appliance not left unattended by the Service Technician.

## **DRIVING AT WORK**

Driving is an integral part of the job for many company employees and the risks should be obvious to all. The company will do its part to ensure the safety of all of its drivers, by ensuring that vehicles are fit for purpose, and properly maintained at regular intervals. Because, however, a vehicle is allocated to an individual employee, the major responsibility for ensuring that the vehicle is kept in good order rests with the driver. All company vehicle drivers must therefore ensure that their vehicle remains in a legal and roadworthy condition at all times. This requires that they should:

- carry out regular checks on all safety features e.g. lights, tyres, windscreen condition, windscreen washers etc. and record results via their "Smart Mobile".
- report any problems and record results via their "Smart Mobile", that they cannot rectify themselves, e.g. steering, brakes, in the first instance to their supervisor for a decision on what to do to rectify the problem/s. Under no circumstances should an employee knowingly drive a vehicle that is not in a roadworthy condition.

### **Company drivers when on company business should:**

- comply with road traffic laws
- under no circumstances use a hand held mobile phone (to call or text), while in control of a moving vehicle either on the public road or customer's premises
- use company provided hands-free telephone kits only in exceptional circumstances, and provided that it is safe and legal to do so
- not routinely hold lengthy conversations on the phone while driving
- drive with due care and attention at all times

The company will take disciplinary action against any driver where there is evidence that he/she has disregarded these policies, especially where it is shown that other road users have been placed at risk.

## **Construction Design and Management (CDM) Regulations 2015**

The nature of the work undertaken by Marren Microwave Ltd. (i.e. the repair of commercial cooking equipment) means that there are no reasonably foreseeable circumstances whereby the Company will have specific duties under the CDM Regulations 2015. It is acknowledged, however, that on occasion service engineers may be required to undertake repairs on sites that are at the time operating within the scope of these regulations. If this is the case then our policy is that we will at all times comply with any safety rules and procedures decreed by the Principal Contractor responsible for the site.

## **MONITORING AND SUPERVISION**

Each field service engineer's performance is appraised on a regular basis (twice per annum). This appraisal includes reference not only to the quality of their work but also to safe working practices. As part of the process, random checks on completed work of every field service engineer will be conducted at least annually. These checks will be followed up with an unannounced site visit to a location where the engineer is known to be working to discuss any issues arising. Where serious shortfalls in working practices are identified, then the frequency of these visits may be increased at management's discretion. Records of visits will be kept in the employee's personnel file.

## **CO-OPERATION AND CO-ORDINATION**

Employees will always familiarise themselves with client procedures when first attending site, in particular general site access, emergency procedures and high risk work activities including permit to work systems. Clients site procedures and specific instructions will be followed at all times.

Before commencing work, the site supervisor will attend any site meetings or inform other trades working in the direct vicinity of the activities of the company of the specific risks and requirements of the work being undertaken.

## **POLICY REVIEW**

This policy will be kept up to date, particularly as the business changes in nature and size. To ensure this, the policy and the way in which it is implemented will be reviewed every year. In addition, reviews of risk and COSHH assessments and site safety inspections etc. will take place periodically.