



Health and Safety Policy

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This policy denotes Squared's responsibilities for health and safety which relate to all of its site locations and its activities which impact upon its employees and other individuals and organisations that might be affected by its activities.

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1. Health and Safety Statement of Intent

Squared is fully committed to ensuring, so far as is reasonably practicable, the health, safety, and welfare of all our employees, herein referred to as team members, and those other parties that may be affected by our activities.

We will ensure that the health and safety system will be reviewed regularly and that the objectives are clear and that all changes to legislation will be understood and implemented as they apply to the needs of our organisation.

We will strive to provide information, instruction, training, and supervision to all team members as required, and provide competent team members to carry out their duties.

We recognise our responsibilities under the Health and Safety at Work Act 1974 and aim to foster a positive health and safety culture, where team members are empowered to understand their responsibilities, risks are managed, training is provided and team members feel confident in raising concerns.

Team members must ensure they carry out their duties under the Health and Safety at Work etc. Act 1974 and all other relevant legislation and co-operate with Squared to able them carry out their health and safety responsibilities.

Where team members fail to meet their duties under this policy, action may be taken under the organisation's disciplinary procedures.

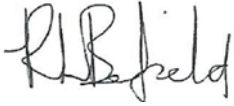
We will endeavour to maintain a safe and healthy working environment at all times on our premises and, as far as reasonably practicable any place where we carry out work activities away from our own premises.

This statement shows our commitment to the health, safety, and welfare of those whom we interact with and should be read in conjunction with our Health and Safety Policy and procedures.

In addition to the Health and Safety Policy, as detailed in our Fairness Policy, Squared opposes all forms of unlawful or unfair discrimination.

<https://www.squared.org.uk/page/fairness-statement>

Signed
Name
Title
Date


Kierson Benfield
Chief Executive Officer
02.03.26

2. Organisation and Responsibilities

2a Hierarchy of Responsibilities

Overall responsibility for health and safety

The Board of Management

The Chair of the Board has overall responsibility for ensuring that health, safety, and welfare matters are managed effectively in relation to the activities of Squared.

This includes:

- approving the Health and Safety Policy.
- ensuring that risks are identified and, so far as is reasonably practicable, controlled.
- ensuring adequate budget is provisioned for by the CEO annually.
- monitoring Squared's compliance through the Leadership Team's regular reporting.
- meeting annually to discuss health, safety, and compliance as an agenda item to support the Chief Executive Officer (CEO) in this area and ensure that day to day specific responsibilities have been delegated to the appropriate team members.

The Chief Executive and Leadership Team

Executive Team

The CEO, with support from the Business Support & Governance Director and Finance Director will:

- ensure that suitable and sufficient resources in terms of time, money and people are made available to satisfactorily carry out the organisation's duty of care to fulfil the organisation's health and safety obligations and strive to promote and maintain a healthy and safe culture and working environment.
- ensure that all health and safety issues are dealt with at the necessary level in the organisation and all issues relating to the matter are brought to their attention where necessary.
- lead on the development, review, and implementation of policy, with support from the appropriate Leadership Team members, managers or organisations deemed necessary to fulfil that duty.
- report health & safety performance to the Board.

Heads of Services

The Head of Property Services is Squared's 'Responsible Person for Health & Safety' (Competent person).

They will:

- advise on legislation and compliance requirements, in collaboration with Squared's Health and Safety Consultants.
- support the development and periodic review of the Health and Safety Policy.
- support Squared's risk assessment processes.
- conduct audits and inspections in accordance with Squared requirements.
- ensure the robust maintenance of Squared's health and safety records and monitoring systems.

Heads of Services effectively lead on Health, Safety and Welfare across their areas of services ensuring support to the CEO and Directors, and in doing so, ensuring a strategic overview of maintaining a positive safety culture across Squared by:

- reviewing consultation and communications processes with all stakeholders and providing feedback.
- reviewing Health and Safety strategy annually, (links in with annual meeting with Board)
- reviewing RIDDOR reports annually and ensuring corrective actions are completed. (links in with annual meeting with Board)
- reviewing policy and procedures relating to health and safety.
- ensure RIDDOR reportable accidents are reported and then investigated.

They will lead the on-going leadership of the day-to-day implementation and monitoring of the Health and Safety Policy, risk assessments and associated procedures and training, in collaboration with department managers.

Day to day responsibility for ensuring this policy is put into practice

Department managers will:

- ensure team members are given the opportunity for consultation.
- identify and make sure suitable and sufficient risk assessments are in place.
- ensure risk assessments are communicated and shared with employees and ensure that employees understand them.
- identify training requirements as identified by Risk Assessment, ensure they are carried out and all employees are competent.
- ensure resources to undertake work safely are made available as per the risk assessment process.
- ensure the provision of written job instructions, warning notices, and signs where necessary.
- ensure that checks are made for the wellbeing of team members, including anyone working alone.
- ensure personal protective equipment (PPE) is available and used where necessary.
- ensure the accurate reporting and recording all accidents and incidents occurring within their area of control and then investigate to determine the cause, expediting any corrective actions required.
- effectively manage the performance and conduct of team members in relation to health and safety matters. In the situation of persistent breaches or a serious breach of the health and safety policy and procedures, by a team member, instigating and following the disciplinary procedure fairly and consistently.
- provide support to Team Leaders as appropriate, and the Leadership Team as required.

To ensure health and safety standards are maintained/improved, the following people have responsibility in the following areas: -

Team Leaders

Team Leaders will be responsible for the day-to-day health, safety, and environmental compliance to assist department managers in carrying out their duties above.

Team Leaders are the link between management and their teams and will be responsible for:

- the day-to-day health, safety, and environmental compliance to assist management in carrying out their duties above.
- preparing suitable risk assessments for the workplace activities and consulting with teams about the effectiveness of the risk assessments and agreed control measures.
- ensuring all control measures are in place and operational.

All Team Members (including casual workers, student social workers, and volunteers)

Where a person is working under our management and direction they will be treated as a team member for health and safety purposes.

All team members have a duty to:

- take reasonable care for the health and safety of themselves and others whom their actions or omissions may affect.
- read and understand the Health and Safety Policy, risk assessments relevant to their areas of work and associated procedures to maintain the safety of themselves, their colleagues, and customers.
- attend and participate in required health and safety training.
- comply with all risk assessments and items relating to health and safety at all times
- refrain from intentionally or recklessly misusing or interfering with the health, safety, and welfare provisions, at any time.
- co-operate with management and other team members on all matters relating to health and safety and:
 - report all health and safety concerns to an appropriate person (as detailed above).
 - report all accidents, incidents, hazards, near misses and dangerous occurrences.
- assist in audit inspections and investigations relating to health, safety, and welfare, as required.
- where a team member visits a client site, they will be expected to undergo a site induction specific to that site/working environment.

Approved Contractors and Third Parties

The Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999 impose duties to safeguard the health and safety of those who are not in the employment of Squared, but who may be affected by its activities.

These duties also apply to contractors working on our premises in respect of safeguarding our team members and customers from the contractor's activities.

All contractors and sub-contractors will be required to have complied with our Contractors Management Procedures and Approval Documents (refer to separate Pack)

They are expected to demonstrate competence and adequate health and safety management, carrying out their duties in accordance with best practice and all the appropriate health and safety regulations applicable to their work, including providing risk assessments and method statements, and reporting any incidents occurring on our sites.

Competent Advisers

An external team will act as Squared's competent advisers as required. The competent advisers will help Head of Property Services and Head of Homes and the managers fulfil their duties by advice and guidance in the said area and offer help and advice to all our team.

3. Arrangements for health and safety

3a. Risk Assessments

- All employers are expected to undertake risk assessments and convey findings to those concerned before work commences.
- Risk assessments should be a *suitable and sufficient* assessment of risk to employees and those people not employed by us, but who could be affected their activities and identify control measures necessary to make the activity safe to undertake.
- With five or more employees, we will maintain the significant findings in writing or a recorded form that is easily retrievable.
- These will be reviewed every year or as significant change takes place, such as working practices and changes of team members.
- We will ensure that risk assessments relevant to the team member's role are communicated and shared with them and other concerned parties and to ensure that they are understood.

3b. Training

Information, Instruction, Training and Supervision (IITS)

We will:

- provide an induction session for new starters and contractors and for when employees change roles to include Health and Safety induction training relevant to their roles.
- ensure new team members read and understand the Health and Safety Policy and relevant associated procedures relating to their role.
- provide any necessary information and training for team members in a timely manner
- where a team member visits a site, they will be expected to undergo a site induction specific to that working environment. This will be separate from the induction for employees.
- keep a record of what induction, training is provided, when and to whom.
- use a training matrix to establish training requirements.
- by carrying out risk assessments, we will also identify specific training requirements for job functions.

3c. Consultation

- We will routinely consult with our employees on health and safety matters/issues both as they arise and more formally when health and safety matters are reviewed annually.
- All employees will be consulted regarding health and safety issues involving the activities they undertake. Any problems will be dealt with at source and at the time.
- Consultation and communications regarding health and safety will take place and can include but not limited to:
 - induction process
 - team meetings, toolbox talks, quarterly reviews and
 - any other method deemed necessary to ensure all team members receive information effectively
- We will ensure that risk assessments are communicated and shared with employees and other concerned parties and to ensure that they are understood.
- Relevant information will be shared with contractors and self-employed people who may need this to complete their work safely.

3d. Monitoring, audit, and review

To ensure we are maintaining safe working practices at all times we will monitor health and safety performance through:

- Regular inspections
- Incident analysis
- Reviewing policies, procedures, and practices annually, unless major changes occur
- Discussing any issues/matters regarding health and safety openly
- Reviewing the accident book on a quarterly basis and report findings to the Leadership Team
- Review RIDDOR reports on a quarterly basis and ensure corrective actions completed
- Review the consultation process and providing feedback
- Implementing an Annual Audit

Head of Property Services and Head of Homes will be responsible for investigating accidents including any vehicle accidents together with Squared's health and safety advisers.

Head of Property Services and Head of Homes will be responsible for investigating work-related sickness absences, in liaison with People Excellence team.

CEO will discuss health and safety issues annually as an agenda item at Board level. The Leadership Team will discuss and review health and safety matters at the monthly leadership meeting.

The management meeting will have a fixed agenda item for health and safety to be reviewed and discussed at the monthly operational managers' meeting.

There will be an open forum for discussion and consultation on safety issues.

Site visits will be made by Squared's health and safety advisers, as required, and a report produced for review every six months.

4. Specific Arrangements Including Health Hazards

Accident/Incident Reporting

Under Accidents and Reporting of Injuries, Diseases and Dangerous Occurrences 2013 (RIDDOR), team members are responsible for reporting all near misses, dangerous occurrences, accidents and first aid treatments, no matter how minor, and will record on the online reporting system Employment HERO.

Any accidents requiring the use of the emergency services must be dealt with first. Providing full details of the incident will enable Squared to fully investigate and reduce risk.

We will report certain incidents and accidents sustained by employees, remote workers, volunteers, and members of the public in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) to the relevant enforcing authority and keep records.

The responsibility to inform the enforcing authority regarding reportable incidents and over 7-day absences from work due to accident or illness sustained at work will be undertaken by Head of Property Services and Head of Homes.

Accident investigations will be carried out by a competent person but will be the responsibility of Head of Property Services and Head of Homes.

Alcohol and drugs

We have a responsibility to recognise the potential health and safety risks within the working environment, which may occur as a result of alcohol and drug abuse. Recognition of this will enable us to develop a positive action programme which can contribute to the assistance and treatment for the individual.

Squared would be committing a criminal offence by ignoring the principal legislation in the UK for controlling drug and alcohol abuse. There is a legal requirement under Section 2 of the Health and Safety at Work etc. Act 1974 to "ensure as far as is reasonably practicable, the health, safety and welfare at work of all employees". Section 7 of the Act requires "employees to take reasonable care of the health and safety of themselves and others who may be affected by their acts and omissions at work".

In addition, the Transport and Works Act 1992 impose strict regulations regarding the alcohol and drug levels in those team members working in "safety critical" posts, for example driving vehicles and operating machinery.

If we have cause to suspect a team member is under the influence or should a team member have an accident in a company vehicle, we may request you undertake a drug and alcohol test. Please refer to the Drug and Alcohol Testing Policy for further information.

Asbestos

Our approach to managing asbestos is designed to protect, as far as is reasonably practicable, the health, safety, and welfare of all employees and anyone else who may come into contact with asbestos.

We ensure that every known and identified location containing asbestos is fully recorded, and that any such asbestos information is shared with all individuals who need to be aware of it, including employees, contractors, and subcontractors, and customers as relevant.

Procedures will be in place for assessing any works that may involve the risk of encountering asbestos, along with the necessary arrangements and controls to ensure that existing asbestos is managed in full accordance with the Control of Asbestos Regulations 2012.

Team members are expected to undertake annual refresher training and ensure they follow safety procedures to reduce the risk of exposure to asbestos.

Construction Design and Management 2015

The Construction (Design and Management) Regulations are the main set of regulations for managing the health, safety, and welfare of constructions projects. We will ensure that they carry out their duties under CDM 2015 as it applies to the work they undertake.

All suppliers and contractors will be required to comply with CDM when working with us.

Control of substances hazardous to health (COSHH)

Squared aims to protect all team members, customers and visitors from harm caused by hazardous substances such as cleaning products, chemicals, paints, solvents, and biological hazards. The use, transportation and storage of chemicals and other hazardous substances in the workplace is regulated by the Control of Substances Hazardous to Health Regulations 2002 (COSHH).

All products must be assessed under COSHH before use. Please refer to the COSHH assessments available on the Squared Library on SharePoint. We will carry out assessments and review them every two years or as change dictates.

All team members are expected to:

- **Use substances safely:** Always follow the COSHH assessment and the instructions on product labels and Safety Data Sheets. Never mix chemicals or decant them into unlabelled containers.
- **Storage:** Keep hazardous products in their designated, locked storage areas and return them after use. Only keep out what you need for the task.
- **PPE:** Wear the personal protective equipment provided (e.g., gloves, eye protection, masks) whenever required. Report any damaged or missing PPE.
- **Training:** You must complete COSHH training before using hazardous substances and refresh it when required.
- **Exposure and Health:** Report any symptoms, skin problems, or breathing issues that might relate to chemical exposure. Some tasks may require health surveillance.
- **Spills and incidents:** Clean spills safely using the correct materials and report any accidents, exposures, or near misses immediately.
- **Accidents:** In the event of a serious accident involving a chemical, it is helpful to take the data sheet to hospital with you.
- **Remember:** If you are unsure about a substance or how to use it safely, stop and ask your manager or supervisor before continuing.

Display screen equipment (DSE)

The Health and Safety (Display Screen Equipment) Regulations 1992 (Amended 2002) include specific requirements for risk assessment for users of computers, laptops, and liquid crystal display equipment, as well as process control screens, with the exception of screens used predominantly for viewing television or film pictures.

The Health and Safety (Display Screen Equipment) Regulations apply to workers who use DSE daily, for continuous periods of an hour or more. These workers are described as 'DSE users'. The regulations do not apply to workers who use DSE infrequently or only use it for a short time.

The Health and Safety (Display Screen Equipment) Regulations can also apply to workers who:

- work at home on a permanent or long-term basis, or
- routinely split their time between their workplace and home

Where our employees are identified as DSE users, their workstations will be self-assessed by using an online awareness/assessment tool, Cardinus, to identify correct usage, any reasonable adjustments and control measures and implementing these as appropriate. Where employees work from home, we will need a home risk assessment completed and a picture of the work set up which will need to be approved by the manager.

Where Team Members are unable to evidence a safe working environment at home, then they will be required to work from a Squared site.

We will also provide information, training, eye/eyesight tests, and spectacles specifically for DSE use where needed.

DSE users will be identified at induction or on any change of job role that requires the use of DSE by their role. The line manager will ensure that a suitable and sufficient assessment of their role and environment is carried out and then every two years using the original assessment. All assessment records will be retained.

Team members are responsible for following the DSE user guidance and reporting any workstation set up issues so that they can be rectified.

Electricity

We will ensure that any electrical system, fixed machine, and portable appliances are inspected, tested, and maintained by a competent person. Any defective equipment will not be used until it is repaired or replaced. Records will be kept of the checks made.

Portable Appliance Testing (PAT)

- The frequency for testing portable and transportable equipment shall be determined by risk assessment and the guidance published by the HSE (HSG107).
- Use of electrical equipment brought in from uncontrolled sources (team members bringing personal electrical equipment) should be actively discouraged and not used unless adequately tested.
- For CDM sites/site work, all portable appliances will be tested every three months and denoted safe by an in date 'Pass' sticker being displayed.

Mains electrical testing (Electrical Installation Condition Reports – EICR) (100%) will be carried out on a five yearly basis for our fixed commercial premises.

All team members are responsible for carrying out visual checks of electrical equipment before use and should you spot any damage etc you must remove the piece of equipment from use and report immediately.

Environmental Impact and Waste Removal

We recognise our responsibility in ensuring that our activities, wherever possible, eliminate or minimise the release of any pollutant that might cause damage to the air, water or earth and its inhabitants.

We encourage all team members to take positive action to reduce environmental impact. Please see our Environmental Policy for more information.

Fire, explosion and evacuation

It is the responsibility of the Board supported by the Leadership Team, to ensure that a suitable and sufficient fire risk assessment has been completed for all its premises at regular intervals with a suggestion that this should be on an annual basis or as major changes dictate.

Written procedures are established for fire and evacuation and will be communicated to appointed Fire Wardens and team members as appropriate.

We will undertake *at least two fire drills a year* at each fixed site to ensure familiarity with the emergency evacuation procedures.

When identified and if required, personal evacuation plans will be developed for team members and customers who may require additional assistance to evacuate the buildings or to aid in the assistance of others who may have difficulties evacuating, such as sight or mobility challenges etc.

Escape routes will be checked on a regular basis by the line managers/person in charge of the building or by a nominated competent person.

Fire alarms, emergency and security lighting and fire doors will be checked at monthly intervals and these checks recorded.

Fire alarms, emergency and security lighting and fire extinguishers will be serviced and maintained annually by the nominated company(s).

The fire alarm is to be raised immediately in accordance with local systems in operation.

All team members should be familiar with the fire evacuation procedures for the site they are working at and be clear of their responsibilities. We ask all team members to practice good general housekeeping to reduce the risk of fire. Team members must also complete the annual Fire Awareness refresher training

First aid

The Health and Safety (First Aid) Regulations 1981

- Our team members will be trained in the use of first aid to an agreed level by the risk assessment process and in accordance with The Health and Safety (First Aid) Regulations 1981.
- Squared will provide adequate first aid facilities including - as a minimum - suitably stocked first aid boxes and person(s) who will take charge of the first aid arrangements.
- The Team Members responsible for first aid arrangements are the nominated first aiders in their areas of responsibility.
- First aid equipment is located at all sites and in all company vehicles.
- Responsibility for replenishment of first aid kits will be that of the appointed person for the site or the driver of the vehicle.
- All first aid kits should be checked monthly by an appointed person.
- We will also provide relevant information for employees.

Hand arm vibration syndrome

We will check which activities will involve equipment that produce vibration and from information from the manufacturer or supplier determine the vibration exposure to

employees using the equipment. Wherever possible we will choose low vibration tools and equipment.

Heating Systems

We will ensure that any oil or gas heating system is suitably maintained and checked annually by a suitably qualified and competent person. Any defects found will be corrected immediately and we will keep records will be kept of the checks and remedials made.

Health surveillance

The Head of Property Services and the Head of Homes will identify from risk assessments whether or not health surveillance may be required to ensure safe working. Such surveillance may be assessments such as:

- Hearing tests
- Dermatitis monitoring
- Lung function tests

These assessments will be undertaken and appropriate intervals by a competent occupational health professional as required.

Legionella

Under general health and safety law, we must consider the risks from legionella that may affect our team members, service users, or members of the public and take suitable precautions.

All work regarding Legionella will be managed in accordance with the Approved Code of Practice L8. As an employer or person in control of a premises we will:

- identify and assess sources of risk
- prepare a scheme (or course of action) for preventing or controlling the risk
- implement and manage the scheme – appointing a person to be managerially responsible, who will be the 'responsible person'
- keep records and check that what has been done is effective

Team members are responsible for completing annual refresher training and following all safety precautions in relation to legionella.

Lifting equipment

Thorough examinations:

- passenger lifts must have a thorough examination at least every 6 months.
- this examination must be carried out by a "competent person".
- the examination ensures the lift is safe to use and checks for any deterioration or defects.

We occasionally use lifting equipment such as mobile elevated work platforms (MEWPS), forklift trucks, lifts, hoists etc. and their associated lifting accessories such as chains, slings, eyebolts etc.

All such lifting equipment and lifting activities shall conform to The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

We will ensure that the lifting equipment has pertinent thorough examination and inspection certificates and that there is a person competent in lifting available to plan and manage the lift. Forklifts will only be driven by competent trained personnel on the specific equipment in use.

We are responsible for ensuring that all identified maintenance is implemented and that new plant and equipment meets health and safety standards before it is purchased or hired.

Lone working and working at home

We will ensure that lone workers are not exposed to additional risks by virtue of their working alone and identify a process to ensure that the hazards and risks are assessed and control measures are put in place. This will be identified by a risk assessment process. Please also refer to the Lone Working Policy.

Team members who lone work will be provided with access to a lone working device (either a handheld device or mobile phone app) and are expected to follow all lone working procedures to minimise risk.

Manual handling

The Manual Handling Regulations 1992 (amended 2002) cover all aspects of load handling in the workplace.

Risk assessments carried out in accordance with this policy should identify operations that include manual handling and where the activity is unavoidable, identification of control measures required.

All team members must follow safe manual handling guidance and should report any health issues which may impact their ability to carry out manual handling tasks.

Mobile Phone Use

It is an offence to use a handheld mobile phone or similar device whilst driving or in certain other circumstances. This applies when employees are driving for work purposes (including travelling to meetings and properties for cleaning and maintenance etc.) Please refer to driving guidelines.

New and expectant mothers

New and expectant mothers are a key area identified in the Management Regulation Updates of 1999 and require a specific risk assessment to ensure that both the mother and unborn child are not placed at risk.

We will undertake the risk assessment with the expectant mother as soon as we are made aware of the pregnancy and implement suitable control measures as appropriate.

Noise

We will check which of our activities will involve noisy equipment/environments and assess how much noise from this work may affect employees working at the site or client sites including the effects noise may have on members of the public.

Information will be requested from manufacturers and suppliers of equipment to ascertain the likely sound levels. Wherever possible we shall choose low noise tools and equipment.

If working in noisy environments or using noisy equipment, all team members must ensure they wear the appropriate PPE to minimise risk as identified by the risk assessment.

Procurement of equipment

Our purchasing rules are not discussed in this document but must be adhered to at all times. However, all equipment purchased must conform to the relevant safety standards as dictated at the time of purchase for that equipment.

The appropriate manager for the area of work concerned, will be responsible for ensuring

that equipment conforms to required standards.

All employees should be given sufficient instruction, training, and supervision in the use of equipment to ensure their safety, so far as is reasonably practicable.

All users should be provided with the relevant PPE as required and identified by risk assessment. Any defects or failures to equipment or PPE should be reported immediately to the site contact.

Smoking in the Workplace

From 1st July 2007, all public places and workplaces became smoke-free in England, with the exception of a limited number of exemptions under the Smoke-free (Premises and Enforcement) Regulations 2006. Please refer to Team Member Handbook, section 6.37.

Team members must only smoke in the designated smoking areas outside our sites, and must make sure they put out their cigarettes safely to minimise risk of fire

Smoking in vehicles

Smoking is not allowed in any work vehicle that more than one person uses, for example:

- taxis and buses
- vans and goods vehicles used by more than one driver
- company cars used by more than one employee

A No Smoking sign will be clearly affixed to/on the front dash so all passengers can see (or other prominent areas where passengers may sit).

Stress

The HSE define work related stress as “the adverse reaction people have to excessive pressures or other types of demand placed on them.” However, a degree of pressure and challenge may well be beneficial and aid people in their work.

We will undertake to identify by risk assessment, areas that are likely to have a high degree of stress associated with them. We will endeavour to understand by consultation, areas that may evoke high stress levels.

We encourage all team members to discuss with their line manager or People Excellence team should they feel stressed at work. This enables us to work with the individual to look at ways in which we might be able to support. Squared provides a number of support services for team members to access including Employee Assistance Programmes which offer confidential counselling and support. Please refer to our benefits site for more information on our EAP offering.

Vehicles and Driving

- All road vehicles must comply with the Road Traffic Act, and each driver is responsible for that vehicle at the time of use. Each vehicle will carry the required insurance for work purposes, road tax and, where necessary a current MOT and be road worthy. This also applies to employees using their own vehicles for work purposes.
- Company vehicles older than three years shall be subject to an annual test for road worthiness and safety (an ‘MOT’), unless other periods are required by law.
- Company vehicles will be serviced at intervals in line with the recommendations of each manufacturer’s guidelines.
- Team members must be authorised licensed drivers to operate a company vehicle.

- Team members must not allow unauthorised persons to operate or ride in a company vehicle.
- Prior to operation of a company vehicle team members will receive instruction on the appropriate steps to take if they are involved in a road traffic collision/accident to include obtaining the details of anyone involved in the incident, record how the incident happened and to take names and address of witnesses.

Driver Responsibilities

- Vehicle checks should be carried out by drivers before using the vehicle
Checks to include:
 - lights, mirrors, tyres, and any damage to vehicle
- The site contact should be informed immediately if there are any concerns over the safety or roadworthiness of the vehicle. If they are not available, drivers should not drive a potentially defective vehicle.
- Drivers are expected to operate the vehicle in accordance with all the necessary regulations and as a minimum in accordance with the Highway Code. They should never put themselves or others at risk.
- We do not expect drivers to exceed prescribed speed limits at any time and any offences committed by drivers whilst on company business will be treated seriously and could result in disciplinary action.
- The driver will be responsible for the payment of any fines for traffic violations, parking etc.

Drivers must ensure:

- A suitable and current licence for the vehicle in use by them is held by them and copies taken by the employer for file will be from originals only.
- Line managers should be informed of any changes to their driving licence within 48 hours.
- Report all road/vehicle related incidents/accidents to their line manager as soon as possible but always within 48 hours.
- Always ensure the insurance company is informed in accordance with their terms and conditions.
- Always ensure the vehicle is used for its intended purpose.
- They do not drive under the influence of drugs or alcohol, where prescription drugs are used check with the label or your GP before driving.
- Medical conditions that affect driving are brought to our attention as soon as they are known about.

Violence and Aggression

The Health and Safety at Work etc. Act 1974, and the Management of Health and Safety at Work Regulations 1999 impose duties on us that include assessing the risk of violence, such as assault or verbal abuse, and protecting team members from those risks as far as reasonably practicable.

We accept that facing aggressive behaviour is not part of a team members job role, and the reporting of such incidents will not reflect badly on team members and as such team members should not face adverse repercussions

We will assess the risks to all our team members and introduce reasonable steps to eliminate or reduce the likelihood, and control the risk of violence, verbal abuse, or intimidating behaviour in the workplace.

If a team member encounters a customer who becomes violent or aggressively threatening, we encourage them to prioritise their own safety:

- Stay calm, avoid arguing or raising your voice, and keep a safe distance.
- Do not attempt to restrain or physically intervene.
- If possible, remove yourself from the situation and alert a colleague or manager immediately.
- Follow the organisation's lone-working and incident-reporting procedures and contact the police if you believe there is an immediate risk of harm.
- Always report any incident of aggression or violence so appropriate support and follow-up action can be taken.

Front-line team members are also provided with access to a lone working safety device to use in emergency situations

Working at Height

We will endeavour to eliminate, where practicable, working at height and, where this is not possible, will consider what is the safest method of access for the work at hand. So far as is reasonably practicable, safe means of access and egress shall be provided and maintained to every place of work.

Team members must avoid working at height wherever possible and only do so when it is the safest and most practical option. Anyone carrying out work at height must use the correct equipment, such as approved ladders or access platforms, and ensure it is checked before use.

Team members must follow training and safe-working procedures. Any defects, unsafe conditions, or concerns must be reported immediately. If a task cannot be completed safely, team members must stop work and seek guidance from their manager.

Work Equipment

All equipment used or purchased must be 'fit for purpose' and comply with all relevant regulations relating to the task/activity for which it is to be used. This affects all pieces of equipment for use at work, and these are covered by the Provision and Use of Workplace Equipment Regulations 1998 (PUWER).

There are a number of other regulations which also relate to equipment used at work, including electrical safety, UK Conformity Assessed (UKCA) mark CE marking, machine guarding, The Pressure Equipment (Safety) Regulations 2016, Pressure Systems Safety Regulations 2000 (PSSR), and the Road Traffic Act.

Existing equipment

All existing equipment must comply with Provision and Use of Workplace Equipment Regulations 1998 (PUWER), and any guards identified must be fitted before its use commences. It is the responsibility of the site contact to ensure that this takes place.

All team members must ensure that the equipment in use is safe and report all defects or failures to the site contact.

Testing equipment

A competent person will develop the scheme for inspection and testing of equipment in the workplace. A competent body will carry out the inspections in accordance with the scheme.

Personal Protective Equipment

Under the Personal Protective Equipment (PPE) Regulations 2002, PPE means all equipment (including clothing to protect against weather) designed to be worn or held by a

person at work to protect against one or more risks. The use of PPE will be identified by the risk assessment process and will be provided where appropriate.

We undertake to provide PPE where necessary, free of charge as required by law. The need for provision of equipment will be assessed by undertaking a risk assessment. PPE to be provided may include, but not limited to:

- Wet/cold weather protection
- Hi viz vests
- Gloves
- Protective footwear
- Hard hats
- For certain sites such as those under CDM, the specific requirements will need to be complied with plus the requirements of the risk assessment.

All team members are expected to use the PPE provided and identified as appropriate for the task.

Team members must:

- make sure their PPE fits properly and is in good condition.
- report any damaged, lost, or unsuitable PPE so it can be replaced.
- look after their PPE, keep it clean, and store it in the designated place when not in use.
- not share their PPE unless it is designed for multiple users and can be cleaned safely between uses.
- complete training on when and how to use PPE correctly.
- Ask their manager if they are unsure about anything.

PPE is the last line of defence. Always follow control measures and safe systems of work first. PPE only works effectively when used alongside other safety measures.

If you are ever unsure what PPE you need, stop work, and ask your manager or supervisor

Young Persons at Work

The law at present requires employers to assess risks to all employees, including young workers, and to do what is reasonably practicable to control those risks.

Under this Regulation young workers are defined as those aged sixteen to eighteen years. No employee in this age range will work without a full risk assessment having been undertaken and discussed with them.