

Health & Safety Policy

Policy Statement

Love Success is committed to ensuring, as far as is reasonably practicable, the health and safety and welfare at work of its employees, customers, visitors and anyone else affected by its business activities.

The Company recognises its health and safety duties under the following legislation and all relevant regulations and codes of practice made under them from time to time:

- Health & Safety at Work Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- The Control of Substances Hazardous to Health Regulations 1988.
- The Electricity at Work Regulations 1989.
- Health, Safety & Welfare Regulations 1992.
- The Manual Handling Regulations 1992.
- The Health & Safety (Display Screen Equipment) Regulations 1992.
- The Workplace Regulations 1992.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995.
- The Provision and Use of Work Equipment Regulations 1998.
- The Control of Asbestos at Work Regulations 2006.

Through the co-operation of all employees we will provide such information, training and supervision as they need for this purpose. The allocation of duties for safety matters and the particular arrangements which we will make to implement the policy are set out in this document.

Responsibilities

Company Responsibilities

It is the Company's duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all employees. This requires that regard is paid in particular to:

- Maintaining healthy and safe working environment and premises (including safe access and egress).
- Providing and maintain safe systems at work.
- Providing health and safety information and training.
- Publishing and regularly updating the Company Health & Safety Policy.
- Ensuring safety in the use of articles and substances covered under COSHH.
- Conducting special risk assessment for expectant, new mothers and young persons
- Providing such information, training, instruction and supervision as is necessary to ensure the health and safety at work of all employees.

The Company is also under a duty to ensure that any people not employed by it are not exposed to risk to their health and safety. This includes visitors to the Company's premises.

Staff Responsible for Health & Safety

The Directors are responsible for health and safety by:

- Ensuring that Company Health & Safety Policy is regularly reviewed and updates are published.
- Ensuring that adequate funds and resources are available to maintain health and safety standards.
- Ensuring that the company will work with a competent Health & Safety Adviser to assist in the management of Health and Safety if required.
- Monitoring health and safety legislation, to ensure compliance and to advise management of pending UK/EC health and safety legislation and its potential impact.
- Investigating accidents and dangerous occurrences and taking any internal action necessary.
- Ensuring compliance with Fire Officer/Fire Certificate requirements including the organisation and conduct of fire drills.
- Maintaining statutory and good practice records and documentation including accident reporting.
- Ensuring the maintenance of adequate first aid treatment facilities, first aid cover and accident records and compliance with statutory external reporting duties (RIDDOR).
- Ensuring that any accidents are recorded in the accident book.
- Developing initiatives for maintaining a healthy working environment.

Employees with Supervisory Responsibilities

Staff with supervisory responsibilities will be required to:

- Ensure that staff (and any temporary workers/contractors on site for whom they are responsible) understand and comply with Company Safety Policy, and that infringements are properly documented and handled.
- Report accidents to staff at work (or in connection with work) immediately to one of the Directors. As a statutory duty exists requiring accidents and dangerous occurrences to be reported immediately, it is essential that reporting is prompt.
- Facilitate the training of Fire Wardens.
- Ensure that staff within their area attend relevant health and safety training.
- Ensure that whenever any staff work outside of normal working hours, regular checks on their well-being are carried out.
- Ensure that safety concerns and ideas of subordinates receive timely and considered attention.
- Liaise with the Directors in the investigation of any accident or dangerous occurrence involving staff.
- Inspect the work area each week to ensure that no safety hazards exist.
- Ensure that risk assessment is carried out for young persons employed full time or on work experience in their department.

Employees and Third Parties

It will only be possible for the Company to comply with its legal obligations if its employees understand that they are under a duty to take reasonable care for the health and safety of themselves and of any of their colleagues who may be affected by their acts or omissions. They are also required to co-operate with the Directors to enable the Company to meet its obligations.

In relation to third parties on the Company's premises, they are required to conduct their undertakings in such a way so as not to expose any of the Company's employees to a health and safety risk. For this reason, the Company will control contractors on site through a safe system of work.

Employees are expected to give all possible assistance to the Company by:

- Working safely and efficiently.
- Complying with all safety instructions and directions issued by the Company and taking reasonable care of their own health and safety and the health and safety of other people who may be affected by their acts or omissions.
- Co-operating in any investigation and report on all accidents or incidents that may cause or lead to injury.
- Reporting any potential health and safety risk (including any perceived risk of serious and imminent danger) to the Directors by reasonable means.
- Reporting any shortcomings in the Company's arrangements for health and safety.
- Attending relevant health and safety training provided by the Company.
- Working in accordance with all instructions given on health and safety matters, to follow safe practices and procedures and to use, wherever necessary, any protective equipment and clothing which is provided to employees free of charge.
- Making visitors to company premises aware of exit routes and procedures in case of an emergency.

Employees are reminded that failure to comply with any aspect of the Company's Health and Safety procedures, rules or duties, whether or not specifically assigned to the employee with regard to health and safety, will be regarded by the Company as misconduct and will, accordingly, be dealt with under the terms of the Company's disciplinary procedure. Employees should be left in no doubt that any serious breach of these provisions will amount to an act of gross misconduct.

Use of Approved Contractors

Prior to the engagement of any contractor, checks must be carried out to ensure they are competent. Where appropriate, Contractors should be asked for confirmation of membership of a professional body, a copy of their health & safety policy, details of their intended safe systems of work and references from established companies. Particular care must be exerted when selecting window cleaners, electricians and gas contractors.

Accident Reporting

RIDDOR

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 requires designated responsible persons to report fatal accidents, major injury accidents/conditions and dangerous occurrences immediately by the quickest practicable means to the relevant enforcing authority. If there is doubt as to whether the incident is reportable, please contact the Directors for advice.

The details of the accident must be recorded in the accident book which is kept in the drawer in the kitchen. If the accident resulted in the breaking of a bone, a stay in hospital for 24 hours or more, a major injury or the death of a person this must be notified to your Local Environmental Health Officer. The person responsible for notifying the accident is one of the Directors.

Potential Health & Safety Hazard / Near Miss Reports

Following a report of a potential hazard or near miss, the Directors will investigate the potential Health & Safety Hazard / Near Miss Report and once investigated will implement changes to resolve / reduce the possible Health & Safety Hazard to ensure it does not lead to an accident as far as practically possible.

Accident Investigations

After an accident has occurred the reason for it occurring must be established and if possible action taken to prevent it happening again. The Directors will be responsible for carrying out the accident investigation. For each accident an Accident Investigation Form must be completed using the form below.

Accident Investigation Report

Name of person carrying out investigation	
Date of investigation	
Names of persons interviewed	
What was the cause of the accident?	
What will prevent a similar accident occurring again?	
Who should take what action to remedy the situation and by what date?	
Have the details been recorded in the accident book?	Yes / No
Have the details of the accident been reported to the relevant bodies (i.e. HSE)	Yes / No
Date remedial work completed and signed off	

Specific Hazards

Electrical Safety

Simple common sense rules will reduce the risk of injury or death from electric shock. All electrical equipment should be treated with respect and checked regularly.

It is every employee's responsibility to carry out a routine visual check of electrical extension leads, plugs, sockets, and portable electrical appliances for obvious damage or deterioration prior to use. If any damage or deterioration is observed then on no account should the equipment be used and it should be reported immediately to one of the Directors who will then take the appropriate corrective action (i.e. repair or replacement).

Items of electrical equipment that are never going to be moved should be supplied through its own permanent cable and have its own switched fuse that allows it to be turned off easily.

All equipment which is small and likely to be moved or carried, can be fixed to socket outlets by flexible cables, industrial type plugs and sockets to BS4343. The use of multiple adapters should be avoided wherever possible.

Where the cable enters the plug, the cable must be gripped by "cord grips". The plug should be fitted with the correct fuse for the appliance. Loose or damaged plugs must be taken out of service immediately and replaced before the appliance is reused.

Flexible cables should be located so that they are not subject to damage from crushing or heat and so that they do not cause a trip hazard. They should be regularly inspected to ensure they are in good condition. If they are faulty, the appliance should immediately be withdrawn from service.

All electrical equipment should be situated as far away from water sources as possible. If it is likely that water will be splashed or sprayed in the area, then watertight electrical equipment should be used.

Electrical equipment should not be brought in from employees homes unless approved. If any equipment feels hot or shows signs of smoking, stop using it immediately. A notice must be put on it to stop further use and the matter referred immediately to one of the Directors.

Housekeeping and Premises

Cleanliness

All floors must be kept clean, in good order and free of obstacles. If spillages occur they must be wiped up at once. When floors are slippery a sign drawing attention to the fact should be conspicuously displayed. Care must be taken when vacuuming is in progress to ensure the electrical cable does not pose a trip hazard. Cables should be laid so as to avoid trip hazards. Obstacles must not be left in walkways or where people are likely to trip over them.

Asbestos

Any Property built prior to and including November 1999 is required to have an up to date Asbestos Register and an Asbestos Management Programme in place which is available for inspection upon request by employees, visitors and third parties. In addition a Duty Holder must be appointed to take responsibility for the management of any asbestos remaining on the property in accordance with the Control of Asbestos Regulations 2006. Prior to any maintenance work the Contractor has to sign Documentary Proof confirming that they have accessed the Asbestos Register and that they are aware of, and will take suitable precautions in respect of, any risks involved.

The signed Documentary Proof should be retained in perpetuity as part of the Property Records and as proof of the Employer's Duty of Care.

Fire & Emergency

All Employees, visitors and third parties must observe the evacuation procedures laid down in the event of a fire or any other emergency situation. They must be aware of the location of the emergency exits, assembly points and first aid box. Procedures to be carried out in the event of fire or emergency will be displayed next to the exit door in the main reception area.

Building layout drawings showing fire alarms, the location of extinguishers and escape routes must be clearly displayed.

A fire is potentially the most serious incident that can occur in the premises. It is important that you know how to protect yourself and other people.

On discovering a fire or being informed of an emergency:

1. Raise the alarm by setting off the fire alarm.
2. If it is a small fire and you can tackle it without risk to yourself, you can attempt to extinguish it using the correct fire extinguisher.

All new fire extinguishers are coloured red and just have a small colour coded band. Take care and make sure you know the contents of the red fire extinguishers before using them.



Remember it is very dangerous to use the wrong fire fighting equipment and tackle a blaze that you cannot cope with – when in doubt leave the fire and evacuate.

Fire Safety

When hearing the fire alarm:

1. Keep calm and assist customers and visitors
2. Leave the building immediately
3. Move quickly and quietly, do not run.
4. Where possible close windows and always close doors behind you.
5. Go straight to your assembly point

6. Make sure you are accounted for
7. Do not re-enter the building under the all clear has been given.

Maintenance and Testing of Fire Equipment

The Fire Safety Service and Test Records form should be completed regularly. The Building Landlord is responsible for the maintenance and testing of any fire equipment.

Emergency Evacuation & Fire Alarm Testing

The Building Landlord will be responsible for ensuring a Fire Drill is conducted at least once and preferably twice a year and a record kept of every Drill. Fire evacuation procedures are displayed next to the exit door in the main reception area and at Fire Call Points.

Fire Safety Service & Testing

The Building Landlord is responsible for maintenance and testing of the alarm and emergency lighting systems at least every 12 months and maintaining records of such testing.

Risk Assessment

The Directors will ensure that Risk Assessments are carried out throughout the office in an effort to identify hazards and potential risks and where applicable instigate corrective actions to prevent the potential risks being realised.

Risk Assessments should cover the following;

1. Management of Health & Safety at Work including Fire Precautions (fire risk assessments must be carried out for all premises and reviewed annually).
2. Manual Handling Operations.
3. Health & Safety (Display Screen Equipment) Regulations;
 - a. Display Screen Equipment.
 - b. Work Stations.
4. Personal Protective Equipment (PPE) at Work regulations (where applicable).
5. COSHH - Control of substances Hazardous to Health. (where applicable).
6. New or Expectant Mothers.
7. Employment of Young Persons.

Risk Assessment Guide

Consideration must be given to the key areas outlined in this section.

<p>STEP ONE</p> <p>Remember to consider:</p> <ul style="list-style-type: none"> • Non-routine operations. • Young and inexperienced workers. • Visitors. • Cleaning staff. • Security. • People working alone. 	<p>Look only for hazards which you could reasonably expect to result in significant harm under the conditions in your workplace. Use the following examples as a guide:</p> <ul style="list-style-type: none"> • Slipping, tripping hazards. • Fire (from flammable materials). • Chemicals (cleaning fluids). • Electricity (poor wiring). • Manual handling. • Poor lighting. • Trailing wires.
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STEP TWO Complete column 2 of the Risk Assessment Form.	Record all hazards identified on the risk assessment form with relevant details of the location.
STEP THREE Assess the potential risks identified from the hazards.	A risk is the likelihood of a hazard becoming an accident (e.g. someone tripping over trailing wires resulting in injury).
STEP FOUR Complete column 3 of the Risk Assessment Form.	Identify the potential risks and check if existing precautions in place are adequate. If so, then the risks are adequately controlled, but you need to indicate the precautions you have in place.
STEP FIVE Record on column 5 of the Risk Assessment Form any corrective action needed. If no action is necessary then state this on the form.	State priority for corrective action (in column 4 of the Risk Assessment Form: a) = high risk, immediate attention b) = medium risk, to be addressed within 3 months c) = low risk, to be addressed within 6 months
STEP SIX Complete column 6 of the Risk Assessment Form	Sign and date the form when completed.

Risk Assessment Form

This document should be used in conjunction with the risk assessment guide above.

Location:		
Assessor:	Date:	Page no of

	Column 1	Column 2	Column 3	Column 4	Column 5
No	Hazard	Potential Risk	Priority	Preventative Action Taken	Signature & Date

- A – Immediate Action; quite a high risk of injury
- B – Medium Risk; to be addressed within the next 3 months
- C – Low Risk; to be addressed within the next 6 months

Examples of Potential Hazards / Risks

Hazard	Check for Potential Risks
Trailing electrical cables	Trip, fall, electric shock
Use / condition of electrical equipment	Electric shock
Electric shock from fixed wiring circuit	Condition of electrical equipment
Use of dishwasher	Broken glass, chemicals, slippery floor
Manual handling	Moving of heavy objects (e.g. water bottles for water cooler etc)
Removal or rubbish	Cuts from broken glass
Condition of flooring (e.g. loose carpet tiles, wet surfaces etc)	Slips, trips and falls due to wet floors, obstructions in doorways, poor lighting etc
Encountering aggressive behaviour	Risk of being subjected to abusive behaviour from public or staff
Over stacked shelves	Injury from falling items
Location of PC / workstation	Restriction on escape route in an emergency situation
Location of photocopier	Blocking pathway during maintenance causing trip or fall risks
Untidy floor	Trip or fall risk
Poor lighting	Trip or fall risk
Filing cabinets with drawers left open	Trip or fall risk

The above list is only intended to act as a guide. Obviously the layout, the number of employees, the location of the office etc., contribute to the potential hazards and risks.

PPE (Personal Protective Equipment)

As an employer we have a duty to eliminate or control risk as far as is reasonably practicable before resorting to personal protective equipment which will be provided and available to all employees free of charge.

New and Expectant Mothers

Love Success has a duty to make a risk assessment of workplace risks to new and expectant mothers. These are defined as women who are pregnant, breast feeding, or within 6 months of giving birth. This must be done as soon as a woman of childbearing age is employed and this information must be made available to all such women and not simply those who are pregnant or have recently given birth.

The assessment will take into consideration any hazards which may result in:

- Physical impact
- Biological infection
- Chemical infection
- High stress levels resulting in high blood pressure
- Abortion

Attention should be given to:

- Change of job where there is a risk of ill health
- Training of mothers regarding hazards and controls
- Change of job if manual handling involved
- Provision of rest facilities (chair) and sufficient space
- Tolerance regarding longer breaks.

Employment of Young Persons

Love Success has a duty to make a risk assessment of the workplace risks to young persons before they start work taking into account the following:

- The inexperience, lack of awareness of risks and immaturity of young persons.
- The fitting out and layout of the workplace and workstation.
- The nature, degree and duration of exposure to physical, biological, chemical agents.
- The form, range and use of work equipment and the way it is handled.
- The organisation of processes and activities.
- The extent of health and safety training provided or to be provided to young person.

First Aid Box

There is no mandatory list of items that should be included in a first-aid container and the decision on what to include in the first aid container is obtained from the information gathered during the risk assessment process.

As a guide where no special risk arises, we recognise that a minimum stock of first aid items would be normally be:

Suggested First Aid Box Contents	
Guidance card	1
Individually wrapped sterile adhesive dressings (assorted sizes and appropriate to work.	20
Sterile eye pads	2
Individually wrapped triangular bandages (preferable sterile)	4
Safety Pins	6
Medium sized individually wrapped sterile un-medicated wound dressings (approx 12cm x 12cm)	6
Large sterile individually wrapped un-medicated wound dressings (approx 18cm x 18cm)	2
Disposable gloves	1

The Directors are responsible for ensuring that the contents of the first aid box are regularly checked and are constantly sufficient. The first Aid Box should never contain tablets and medication. All items in the First Aid Box must not be kept beyond their expiry date.

The First Aid Box is located in the cupboard in the kitchen.

First Aid

Should any employee, visitor or third party feel unwell or be involved in or need to report an accident they should contact one of the Directors. In case of serious illness or injury, the Directors will arrange for them to attend the nearest hospital.

Drug Misuse, Alcohol & Smoking Policy

Drug Misuse

Employees may under no circumstances be affected by any type of drug misuse during working hours, either in the office or in other working situations where they act as representatives of Love Success.

Love Success' policy relating to drug misuse is designed to eliminate or reduce to a minimum the possible effects of drug abuse on the user, other employees, and possibly members of the public.

- No drugs shall be brought onto work premises unless specifically prescribed by a medical practitioner.
- Trafficking or possession of illegal drugs will be reported immediately to the Police.
- Any employee with a drug-related problem will have the same rights to confidentiality and support as those with a medical or psychological problem.

Employees should inform one of the Directors if they are taking any drugs which may affect their performance at work, in order that action can be taken to minimise the risk of injury or accidents.

Alcohol

The effects of alcohol can lead to accidents at work. Even slight intoxication can lead to loss of concentration and affect judgement, and physical co-ordination.

The Directors may allow alcoholic beverages to be served during certain occasions. At all times where alcohol is available employees must maintain professional behaviour.

Anyone who is found unfit to work due to alcohol consumption will be sent home. In the event of such action the employee will not receive pay for any appropriate period of absence.

Disciplinary Action Relating to Drugs & Alcohol

The circumstances in which disciplinary action may be taken:

- Any employee taking non-prescribed drugs in such a way as to impair the ability to carry out work or causes conduct of any kind which endangers the health and safety of others.
- Acts of violence, drunkenness including physical assault.
- Any conduct tending to bring the Company or the Employee into disrepute or which results in the loss of custom of a client, temporary worker or applicant or a loss of business.

Smoking

It is the Company policy that all our workplaces are smoke-free, and all employees have a right to work in a smoke-free environment. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace. This includes company vehicles. This policy applies to all employees, consultants, contractors, customers and visitors.

Display Screen Equipment

To secure the health and safety of all staff, so far as is reasonably practicable, Love Success will:

- Assess the risks arising from their use of display screen workstations.
- Take all necessary measure to minimise any risks found as a result of the assessment so far as is reasonably practicable.
- Plan display screen work to include regular breaks or changes of activity in order to prevent spells of intensive display screen work.
- Provide appropriate health and safety training and information for users of display screens.
- Monitor the effectiveness of this policy.

When a problem arises in the use of display screen equipment the employee must:

- Inform their line manager.
- In the case of an adverse health or medical condition, one of the Directors should also be informed and will arrange an examination by a local doctor.

Under the Health & Safety (Display Screen Equipment) Regulations 1992, employers must assess the risks associated with the use of display screen equipment:

- Personnel within the Company have been trained as internal workstation assessors and they will undertake individual workstation assessments for the Company.
- All display screen equipment users will be assessed long term.
- Workstation assessments need to be reviewed or repeated whenever there is a significant change to the workstation or the user's tasks, or if reports from users indicate that they may be experiencing problems.
- All assessment forms will be passed to the Directors who will take the necessary information from the forms and ensure that remedial action is taken including provision of items such as footrests, document holders, etc.
- A record will be made of the assessment even when no problems have been identified. A copy of the completed assessment form will be made available to the user and a copy retained by the Directors.

Posture

The health aspects arising from the use of computers in the workplace are becoming increasingly evident, specifically in relation to where groups of muscles are subjected to a constant and lengthy period of unnatural strain. This strain can cause inflammation and if nothing is done to remove this strain, the inflammation continues causing possible permanent damage to muscles. Situations often occur where keyboard use, normally only part of a person's workload, suddenly peaks and they are under pressure to complete the workload as soon as possible. Constant keyboard use over a long period of time with few, if any breaks, can cause great strain on the back, arms, wrists and hands. Prevention is better than the cure, so checks are to be made on the working environment to ensure that the sitting position and posture are correct.

Under the Management of Health & Safety Regulations, it is a requirement that annual Health & Safety Risk Assessments are carried out. If there is a significant change to your workstation or tasks, or if you experience any problems with your workstation, please contact one of the Director who will arrange a repeat Workstation Assessment and implement remedial action where necessary.

Considerations for seating & posture for typical office tasks:

- Seat backs are to be correctly adjusted and provide good lumbar support.
- Seat heights are to be correctly adjusted.
- No excess pressure on underside of thighs and backs of knees.
- Foot support to be provided if required.
- Space to be available for postural change with no obstacles under the desk.
- Forearms should be approximately horizontal.
- Extension, flexion or deviation of wrists should be kept to a minimum.
- Screen height and angle should allow comfortable head position.
- Space in front of keyboard to support hands/wrists during pauses in keying.
- Document holder to be provided if required.

Manual Handling Procedures

Information & Training

Should a member of staff be required to be involved with manual handling tasks, they will be offered Kinetic Handling Training. They will also receive the HSE leaflet "Lighten the Load" - A Guide for Employees. To secure Health and Safety of staff as far as is reasonably practicable, Love Success will:

- Avoid hazardous manual handling operations so far as is reasonably practicable.
- Assess the risks arising from any operations that cannot be avoided.
- Reduce any risks of injury so far as is reasonably practicable.
- Ensure wherever possible that loads are marked with sufficient information to facilitate safe handling.
- Provide training on the principles of manual handling for all employees engaged in such activity and outline the risks to health and how they may be avoided.
- Monitor the effectiveness of this policy.

Procedures for Dealing with Health & Safety Issues Relating to Manual Handling

Where a problem arises relating to a manual handling operation staff must inform one of the Directors immediately. In the case of an adverse health or medical condition the Directors should also be informed.

Procedures for Carrying Out Manual Handling Assessments

Where hazardous manual handling operations cannot be avoided a Health & Safety Consultant has been retained to assess and take steps to reduce the risks of injury to the lowest extent reasonably practicable. The following details the procedure that Love Success will adopt to fulfil this obligation:

- **Assessors**
A qualified external assessor will undertake assessments. Assessments will be undertaken of all the jobs which involve a significant risk of injury.
- **Staff to be Assessed**
All staff involved with manual handling operations. Where tasks are similar these can be assessed generically.
- **Reviewing and Repeating Assessments**
Assessments need to be reviewed or repeated whenever there is a significant change to the manual handling operation, if an injury occurs or if any staff indicate that they may be experiencing problems.

- **Implementing Remedial Actions**

All assessment forms will be sent to the Directors who will implement the necessary remedial action.

- **Records of Assessments**

A record will be made of the assessment even when no problems have been identified. A copy of the completed assessment form will be made available to the employees and a copy retained by the Directors.

Control of Substances Hazardous to Health (COSHH)

COSHH is the law that requires employers to control substances that are hazardous to health. Love Success will reduce exposure to hazardous substances by:

- Finding out what the health hazards are;
- Deciding how to prevent harm to health;
- Providing control measures to reduce harm to health;
- Making sure any identified control measures are used ;
- Keeping all control measures in good working order;
- Providing information, instruction and training for employees and others;
- Providing monitoring and health surveillance in appropriate cases;
- Planning for emergencies.

Love Success uses some substances or products that are mixtures of substances that could cause harm to employees, contractors and other people. Sometimes substances are easily recognised as harmful, however common substances such as paint, bleach or dust from natural materials may also be harmful.

Health & Safety data sheets must be provided by the supplier of all substances used. Love Success will then carry out a COSHH assessment identifying hazards and appropriate precautions. The health and safety data sheets along with the company's COSHH sheets must be available at all times and staff must be warned about all dangers and precautions associated with the substance.

COSHH substances can take many forms and include:

- Chemicals
- Products containing chemicals
- Fumes
- Dusts
- Vapours
- Mists
- Nanotechnology
- Gases and asphyxiating gases and
- Biological agents

If the packaging has any of the hazard symbols on it is classed as a hazardous substance.

To avoid potential confusion the Directors will provide a schedule of allowable substances (all of which will have a documented COSHH assessment and list of precautions). When a requirement is identified for a substance which does not appear on the schedule, a request to purchase must be processed through one of the Directors. On no account may any employee introduce a substance onto Company premises other than with knowledge and permission of the Directors.

Line managers are responsible for ensuring that their schedule includes all substances currently in use and that no new substance is introduced without obtaining the relevant Health & Safety data sheet and ensuring that a COSHH assessment has been carried out and the substance is approved for addition to their schedule of allowable substances by the Directors.

Line managers must ensure that all their staff fully understand these arrangements and that all new staff are fully briefed on COSHH.

Actions required by all staff:

- Never use a substance at work that does not appear on the schedule of allowable substances.
- Do not purchase or bring in for use at work substances not on the list.
- Ask to see COSHH sheets and familiarise yourself with the precautions to be taken for the substances approved and with the general rules for all chemical handling attached to the schedule.

Lone Workers Policy

Under Section 2 of the Health and Safety at Work Act 1974, it is an employer's duty to ensure that employees are given sufficient information, instruction, training and supervision as is necessary to work with minimum of risk to Health and Safety.

Love Success recognises that Lone Workers may be at greater risk and takes particular care to ensure an appropriate safety system has been devised and that those involved understand the relevant safety arrangements. The Company will:

- Take steps to reduce risks to the lowest extent reasonably possible.
- Issue written instructions for the task, including contingency measures for foreseeable problems and the employee's duty to follow procedures.
- The steps to be taken when a problem occurs and there is nobody to ask.
- Emergency arrangements for illness or injury, including the location of the nearest first aid box.
- The contact number for immediate supervisor or some other responsible person who understand the work processes.
- Keep record of training covering – name of employee, date, course details, details of trainer and review date.

Mobile Workers Policy

From 1 December 2003 it is illegal to drive whilst using a mobile phone. Even though the law does not extend to the hands-free use of equipment or a cradle, it is the Company's Policy to prohibit the use of hand-held or hands-free phones whilst driving.

Any employee who agrees to use their own car for work related activities must be insured for business purposes.

Information and Training

In accordance with Regulation 11 of the Management of Health & Safety at Work Regulations, Health and Safety requirements will be identified for all jobs and will be incorporated into induction training, job training, for any changes in working practices to ensure that staff are able to do their jobs safely and without risk to health.

All induction training will cover introduction to the Health & Safety Policy, accident prevention and reporting, first aid arrangements and general fire safety.

A number of courses have been identified to meet our health and safety training requirements including:

- Introduction to Health & Safety Legislation
- Introduction to Love success Health & Safety Policy
- Work Station Assessment & Correct Posture
- Use of Display Screens
- Risk Assessment & Reporting
- Fire Prevention & Awareness

Employers' Duties

Without prejudice to the generality of an employer's duty under the preceding sub-section, the matters to which that duty extends include the provision of such information, instruction, training and supervision as is necessary to ensure so far as is reasonably practicable, the health and safety at work of his/her employees including conducting Annual Risk Assessments.

Monitor and Review

The Company Health and Safety Policy will be continuously monitored and updated, particularly where the scale and nature of operations change or there is a change to legislation.