

POLICY STATEMENT

GENERAL STATEMENT OF INTENT

Peak Collections Ltd is committed to ensuring the safety of its employees, customers, members of the public and anyone else who are affected by our operations.

The company commits to operating in accordance with the Health and Safety at Work (etc) Act, The Management of Health & Safety Regulations and all other applicable regulations and codes of practice, so far as is reasonably practicable.

The management will ensure that significant risks are assessed, and suitable and sufficient measures are adopted to allow each employee/contractor to carry out his/her duties safely and without risk to health. Suitable equipment will be provided and maintained in a safe condition, and safe systems of work will be devised.

The company shall strive to achieve continuous improvement in Health & Safety performance.

Peak Collections Ltd Management will provide all necessary resources including time to ensure that all Health and Safety matters are adequately funded. This includes, training, personal protective equipment, adequate equipment/tools, maintenance for this equipment, external advice where necessary and any other resource necessary to ensure the Health and Safety of our staff

Each employee/contractor will be made aware of his/her responsibility for his/her own health and safety and that of others. All employees/contractors will be given the opportunity to consult with the management on matters relating to Health & Safety, or to appoint a representative to do so.

Where necessary the company will arrange or provide suitable training for both management and operatives, in particular where new work practices or equipment are introduced.

The company will seek external advice as necessary to keep its health & safety policy, working practices and equipment up to date and in accordance with current legislation.

Ultimate responsibility in all areas of safety rests with the Managing Director/Health & Safety officer. This duty is of no less importance than any of the responsibilities attached to that position.

Reviews of Health and Safety Policy will be carried out annually no later than annual ISO audits. The monitoring of all issues relating to this policy is the responsibility of the Managing Director/Health & Safety officer

Signed.....

Date.....

Simon Shuttleworth
Managing Director
Peak Collections Ltd

ORGANISATION AND MANAGERIAL RESPONSIBILITIES

The company is owned and managed by **Simon Shuttleworth MD** who is directly responsible for Health and Safety matters within the company. The responsible person will seek external assistance where necessary to ensure that the company meets both its statutory obligations and the objectives laid down in this Health & Safety Policy.

The organisation of the workforce is the responsibility of **Robert Plant**, who holds the position of **Health & Safety Officer** and who is responsible for ensuring that the company's Health & Safety Policy and associated procedures are implemented by all employees/contractors

Day to day management of the company's operations is the responsibility of Simon **Shuttleworth** who may be supported by managers and staff, for the direct supervision of the company operatives.

1.0 EMPLOYEE / CONTRACTOR RESPONSIBILITIES

Each and every employee / contractor has a statutory duty to take reasonable care in relation to his/her own health & safety, and the health and safety of any other person who may be affected by his / her acts or omissions.

Therefore, it shall be the duty of all employees / contractors whilst at work:

1. To take reasonable care for the Health & Safety of themselves and others, who may be affected by their acts or omissions at work
2. To co-operate with the employer to ensure compliance with all the company Health & Safety policies and procedures
3. To refrain from intentional or reckless interference with equipment and /or systems provided in the interest of Health, Safety and the Environment
4. To co-operate with management when required on such things as accident prevention and all procedures with regard to Health, Safety and the Environment as set out in the Health & Safety at Work etc. Act and all associated Regulations and ACOPs
5. To maintain good standards of housekeeping within company premises
6. To report any accident or incident including near misses (whether or not personal injury results) to the office
7. To report any defects in equipment/vehicles without delay to their immediate Supervisor and not to attempt repairs which they have not been authorised and specifically trained to undertake
8. To use and if applicable wear any item of Personal Protective Equipment. It is a requirement of law that any equipment supplied for safety **must** be used, and when not in use it is properly cleaned, stored and maintained.
9. To undergo any Health, Safety, training deemed necessary by the company

2.0 STAFF CONSULTATION

If an employee / contractor becomes aware of any potential breaches of health & safety law, or unsafe working practices he / she must notify the Managing Director or the Health & Safety officer.

If an employee / contractor feels that health & safety procedures may be improved, for example by use of alternative equipment, he / she will be encouraged to discuss any suggestions with the management.

SAFETY FUNCTIONS AND RESPONSIBLE PERSONS

The company has identified the following safety functions and has designated those persons named below as responsible for carrying out those functions.

1.	Risk Assessments	Robert Plant
2.	Manual Handling Assessments	Robert Plant
3.	COSHH Assessments	Robert Plant
4.	Fire Risk Assessments	Robert Plant
5.	First Aid Arrangements	Simon Shuttleworth
6.	Emergency Procedures	Simon Shuttleworth
7.	Accident Reporting and Investigation	Robert Plant
8.	Welfare	Emma Naden
9.	Display Screen Equipment Assessments	Robert Plant
10.	Method statements	Robert Plant

Where any of the above-named personnel are unable to carry out their duties, for any reason, responsibility will pass to Craig Millward to ensure that suitable provision is made to ensure the discharge of each function.

3.0 ARRANGEMENTS FOR CARRYING OUT DUTIES

3.1 Risk Assessments

The Managing Director or his nominated representative will prepare a generic risk assessment covering the common risks encountered in the company's normal business. If necessary, external assistance will be sought to carry out the generic risk assessments. The significant findings of the risk assessments will be relayed to all staff. Copies of the risk assessments are appended to this health & safety policy.

3.2 Serious or Imminent Danger

These procedures are in line with Regulation 8 of the Management of Health & Safety at Work Regulations

It is a policy of the company that no employee or sub-contractor will be made to work in dangerous conditions without due regard to health and safety and all employees should be aware that there are regulations and procedures regarding serious or imminent danger

Managers, supervisors and employees are reminded that they must not under any circumstances undertake work or instruct others to undertake work where there is a risk of imminent danger without the correct levels of personal protective equipment, training and safety procedures being in place

The business authorises any employee to remove himself / herself to a relative place of safety when he/she has reason to believe he / she is at serious risk or in imminent danger. Work will not resume in that area until the problem has been neutralised

Some emergency events can occur and develop rapidly, thus requiring employees to act without waiting for further guidance, for example, in a fire. Employees must, on arrival at new sites, make themselves familiar with the emergency procedures, escape routes and location of fire fighting equipment etc prior to starting work

Under no circumstances will work activities take priority over safety considerations

3.3 Working at Height

It is the policy of the company to comply with the Work at Height Regulations. Work at height will be avoided wherever possible, where work at height can not be avoided; the site foreman is responsible for carrying out a risk assessment and selecting appropriate work equipment to access height and ensuring the appropriate safety measures to prevent falls are implemented.

Only trained and competent staff will be allowed to work at height and apprentices will be closely supervised.

Where the risk of a fall cannot be eliminated the foreman will put in place measures and equipment to minimise the distance and consequences of a fall should one occur.

3.4 Work Instructions (Method Statements)

Work Instructions (Method Statements) will be developed for all the company's operations, information from site specific risk assessments will be used to formulate these documents which will be related to members of staff carrying out the works. Instructions for generic tasks will be reviewed and updated either periodically or when something significant changes.

3.5 Manual Handling Assessments

The Managing Director or his nominated representative will carry out specific manual handling assessments for any necessary operation which has been highlighted as requiring a detailed assessment by the general risk assessment. Manual handling assessments will consider the load to be handled, e.g. tools, equipment etc, its size and weight, the individual, the task and the environment in which the task takes place. The assessment will also consider the possibility of utilising mechanical means to minimise the risks arising from manual handling.

3.6 COSHH Assessments

For all materials or substances utilised which may be hazardous to health, a formal COSHH Assessment will be carried out by the Managing Director or his nominated representative. A register of hazardous substances shall be kept at the head office along with all relevant Safety Data Sheets. Significant findings of the assessments will be communicated to the relevant operatives, together with Risk Assessment and Method Statement and instructions for use.

3.8 Display Screen Equipment (DSE)

Working with Display Screen Equipment is recognised as being a major cause of injury and ill health, the company will carry out risk assessments and provide information instruction and training to its entire DSE user staff. Employees must carry out the recommendations of the risk assessment and must report instances of injury or ill health suspected of being caused by DSE work to the person responsible for Health & Safety at their earliest convenience

3.9 Young Workers

Risk Assessments must be carried out in compliance with The Management of Health & Safety at Work Regulations.

Explanatory Note

Current regulations do not specifically identify young persons, but an employer must give consideration.

Young workers are seen as being particularly at risk because of their possible lack of awareness of existing or potential risks, immaturity and inexperience

The responsible person will therefore:

- Assess risks to young workers

4.1 Fire Safety

Means of Escape

In the event of fire occurring, it is vital that staff and other persons are able to evacuate the premises.

All existing doors through which a person may have to pass to get out of the premises must be capable of being easily and immediately opened from the inside. Peak Collections Ltd staff will not block or otherwise obstruct exits provided for emergency evacuation.

Access routes must always be maintained unobstructed to exit doors (internal and final exits) sufficient to allow easy access by the number of persons likely to use those routes, (750mm minimum width) and employees must observe any line markers to indicate areas which must be kept clear.

Stairways in buildings must be free from any risk of fire or spread of fire eg unauthorised portable heater, combustible material etc.

Under no circumstances should fire doors be wedged open unless they are retained by automatic magnetic release systems or similar which are connected to the fire alarm system.

Housekeeping

Good housekeeping is most important. Waste or packing materials should not be allowed to accumulate in any building. No combustible materials should be kept in rooms and stairwells should be kept clear of combustible materials at all times.

4.2 Smoking

There is a general ban on smoking in all enclosed workplaces and company vehicles in compliance with the Health and Safety at Work Act.

Smoking is prohibited throughout and Smoking is not allowed in company vehicles. This policy applies to Everyone.

4.3 Health & Safety Training

The business will provide as much training and re-training as is necessary to ensure, so far as is reasonably practicable, the health and safety of all staff. During staff induction and upon any job transfer, safety training will be provided to ensure that staff are trained in Health & Safety matters to a level appropriate to their responsibilities.

Induction Training

Every new employee will receive a safety induction on day one of his/her employment. The training will consist of fire safety, manual handling, and display screen equipment use (where necessary), and general safety. New employees will also be given instruction and safety training on the equipment they will be required to use whilst discharging their duties. A training record will be maintained at the company offices for each employee.

4.4 Communication with workers

The company uses a variety of methods to communicate information with employees and sub contractors. A quarterly informal meeting is held to discuss any issue, including safety. We will also pass information to employees with pay slips as required. A notice board in the head office is also kept up to date.

Communication with employees whose first language is not English will be carried out using one or more of the following methods;

- Ensure adequate time to consult with employees where language and/or literacy may be issues so they can absorb the information and respond to you.
- Use an interpreter; this may be a trained work colleague.
- Get information translated and check that this has been done clearly and accurately by testing it with native speakers.
- Use pictorial information and internationally understood pictorial signs where appropriate.
- Where information has to be in English, use clear and simple materials, and allow more time to communicate issues.

4.5 Pregnant Workers

The company recognise that pregnant workers are more vulnerable to injury and as such will carry out specific risk assessments where a worker notifies them of a pregnancy, such assessments will consider the workers duties, working conditions and hours, where it is deemed that a risk to the mother or baby is present, suitable controls will be introduced.

4.6 First Aid Arrangements

The Managing Director or his nominated representative will ensure that as a minimum the organisation has an appointed person for first aid. The appointed person will be responsible for maintaining the first aid kit and taking charge after an accident, this includes calling for a person qualified in first aid or ambulance if necessary. Where visits are carried out to other premises, the person responsible for Health & Safety will ascertain the first aid procedures to be followed, and details will be provided to all organisation employees/contractors required to work in or on such premises.

4.7 Emergency Procedures

Where work is carried out at the customer's property, the Managing Director or his nominated representative will ascertain the procedures to be followed in case of emergency, e.g. lone worker injury etc. and details will be provided to all company employees/contractors required to work in or on such premises.

4.8 Lone working

All employees/Contractors who are required to carry out lone working will be given information, instruction and training on the specific hazards of lone working, the Managing director or his nominated representative will ensure all lone workers carry mobile phones to ensure they are able to be contacted, the Managing Director or his nominated representative will put in place any such measures he deems necessary to ensure lone workers can contact help in the event of an accident or an emergency, such measures will include training, pre arranged call in times, etc.

4.9 Transport Safety

It is the policy of the company to only employ drivers who are competent.

Driver approval and competence

A person may only operate Peak Collections Ltd vehicles if he or she;

- a) Has held a full UK license for a minimum of 2 years
- b) Has not been disqualified from driving for drink and/or drug offences in the last 5 years nor has any prosecution pending
- c) Holds the correct license for the type of vehicle being operated

Drivers must inform the company of **any** circumstances that may lead a driver to being unfit for driving duties.

Drivers must inform the office immediately they become aware of any pending prosecution for any driving offence.

All drivers will be asked to present their licenses record annually to the office. These will be photocopied and returned.

5.0 Accident Reporting and Investigation

It is the policy of Peak Collections Ltd that **all** accidents, incidents and near misses are reported to the office and recorded into the company's accident record book which is kept online in our health & safety management system.

The main objective of accident, incidents, near misses reporting and investigation is to reduce incidents and prevent future accidents.

It will be the responsibility of Simon Shuttleworth or his nominated representative to notify the Health & Safety Executive in respect of any accident or occurrence for which notification is required by the:

Current - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

The following must be reported:

- Deaths
- Specified injuries to members of the public on our premises and taken to hospital.
- Over 7-day injuries – where an employee or self-employed person is injured at work and away from work or unable to perform their normal work duties for more than 7 consecutive days. This must be reported to the HSE using appropriate forms within 15 days of the accident.
- Some work-related diseases as per RIDDOR
- A dangerous occurrence – where something happens that does not result in an injury but could have done.
- Gas Safe registered gas fitters must also report dangerous gas fittings they find, and gas conveyors / suppliers must report some flammable gas incidents.

Any accident resulting in more than minor injuries or incident which might have resulted in serious injury will be investigated by the Managing Director or his nominated representative.

Depending upon the circumstances of the accident, the Managing Director or his nominated representative may seek the assistance of an external Health & Safety Advisor, both in the investigation and the formulation of preventative procedures to avoid repetition.

A study of the circumstances will help to reduce or remove the causes:

- When the reports are examined over a period of time, it can be seen whether preventative measures have been effective in reducing accidents.
- If these objectives are to be attained, investigation and reporting must be accurate, complete and consistent.
- All accidents and incidents resulting in injury to employees and/or to any other persons or near misses at the sites that Peak Collections Ltd employees are working on must be reported immediately to Peak Collections Ltd Managing Director and or to the H&S Officer and be recorded in the company Accident book and reporting systems.

- Where there is more than one person injured in the accident a separate page should be used for each person.
- All relevant questions must be completed for every accident resulting in personal injury.
- Care should be taken in completing the Accident Report Form and the Peak Collections Ltd H&S Officer wherever possible should ensure that the injured person reads the entries recorded on his behalf.
- Care should also be taken when stating the nature of the injury. Unless a medical certificate has been submitted.

5.1 Equipment Inspections and Records

Each employee/contractor must carry out a daily inspection of any vehicle/equipment prior to its use, and must immediately report any defect, or suspected defect to the Managing Director. The Field Manager will carry out periodic inspections of all company Vehicles/equipment, tools, etc, and will keep a record of such inspections. For the purposes of record keeping.

Where an inspection reveals a defect, it will be the responsibility of the Managing Director/ Field Manager to ensure that the equipment is not used until such time as a suitable repair has been effected by a competent person. If the equipment is beyond repair it must be discarded, whether or not a suitable replacement is available, and any work relying on the use of such equipment must be suspended until a suitable replacement is available.

5.2 Portable Appliance Testing

All portable electrical appliances will be tested in accordance with the regulations, at the recommended intervals, 'as may be necessary to prevent danger'. It will be the responsibility of the office manager to ensure that all equipment provided is suitable for the task, including any provided by a Contractor.

5.3 PPE

Personal Protective Equipment will be specified and provided by the company and the relevant PPE must be worn at all times whilst carrying out work. Details of the correct PPE will be made available to employees. No employee/contractor will be permitted to start work without the correct PPE and the necessary information, instruction and training to enable him to utilise the equipment correctly and without risks to safety and health. It will be the responsibility of each contract manager and his site foreman to monitor the wearing of PPE on sites under their control. Persons found to be persistently breaching PPE rules will be subject to disciplinary procedures including ejection from site.

5.4 GUIDANCE

The company commits to operating to the very highest standards of Health, Safety and Quality and will therefore carry out its operations in accordance with best practice as advised by the Health & Safety Executive and also various trade bodies and associations. This best practice will be reviewed on an annual basis and adopted annually or when evidence that significant improvements can be made by adopting sooner.

5.5 MONITORING HEALTH AND SAFETY PROCEDURES

At regular intervals the Managing Director or his nominated representative will carry out a health & safety audit. The audit will consider the effectiveness of the emergency procedures, safe methods of work etc. identified at the outset, and will identify any corrective action required. Where the Managing Director considers it necessary in order to maintain the desired level of health & safety, they may seek the assistance of an external Health & Safety auditor to assist in identifying corrective actions.

5.6 RECORDS

All records will be kept by the Managing Director, in written form indicated in the various appendices. Such records will include:

- Vehicle/Equipment Inspections
- COSHH Assessments
- Generic Risk Assessments
- Staff Training and Induction Records
- Accident records

In addition to the above general records, the following contract specific records will be maintained for each major contract.

- Contract Start-up information
- Specific Risk assessment
- Method Statements and Safe systems of work.
- Accident Records

5.7 STATEMENT OF POLICY ON ALCOHOL AND CONTROLLED DRUGS

It is categorically forbidden for employees to enter places of work, to drive a vehicle, use or operate plant and equipment, or to assist or supervise in its use, whether on or off company business, in an unfit state due to the influence of alcohol or illegal drugs and other substances, such as glue or unclassified "Highs". Disciplinary action will be taken if you are caught in the possession of illegal drugs on Company or Client property or in Company vehicles. Employees taking medicines or prescribed drugs under the direction of their G.P, Dentist, or Hospital Doctor that may affect their ability to carry out their work duties have a duty of care responsibility and must notify their immediate Manager

5.8 CONCLUSION

The above policy is designed to suit the asset recovery services business to which it relates. Should the nature or size of the business change significantly this policy will be reviewed and up-dated, as appropriate.

Acknowledgement:

I have read and understood the content of this policy.

I am aware of where to find it on the Integrated Management System to ensure I am updated with any amendments to it.

I agree to abide by the content of this policy at all times.

Signature:

Date: