

RUNDLE & CO LTD
HEALTH & SAFETY POLICY

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Health & Safety Policy

SECTION 1 HEALTH & SAFETY POLICY STATEMENT

Rundle & Co is committed to ensuring the health, safety and welfare of its employees; so far, as is reasonably practicable.

It is the intention of Rundle & Co that all its activities are conducted in accordance with relevant statutory legislation. Thus, Rundle & Co will provide such finance, as proves necessary to meet this intention, within the limits of its annual budget, and in accordance with Company strategies and objectives.

Appropriate preventative and protective measures will be implemented following the identification of work-related hazards and assessment of risks related to them.

Each employee will be provided with information, instruction and training to enable the safe performance of work activities. Each individual employee has a legal obligation to take reasonable care for his/her safety, and for the safety of other people whom his or her acts or omissions may affect.

All plant, materials and working methods used by Rundle & Co will be to a prescribed safety standard in accordance with regulations or codes of practice devised either nationally or locally.

Rundle & Co will appoint competent people to assist in meeting our statutory duties and the Board of Directors will designate a senior executive as the 'Company Health and Safety Officer'. The main duties of this Officer will be to provide advice in relation to Health and Safety issues and to evaluate safety practices within the Company.

Rundle & Co fully accepts the principle of joint consultation and undertakes to provide all necessary facilities as required by the 'Regulations for Safety Representatives and Safety Committees'.

This statement of Company Policy will be displayed prominently at all offices and relevant extracts regarding the organisational arrangements for implementing the policy will be available at each office for reference by any employee as required.

This policy will be regularly monitored to ensure that the objectives are achieved. It will be reviewed and, if necessary, revised in the light of legislative or organisational changes.

Signed:



Charlotte Gittins
Director
Date 28 April 2011

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SECTION 2 ORGANISATIONAL ARRANGEMENTS

The Board of Directors will:

Ensure that there is an effective Health and Safety Policy.

Review and assess the Policy on a regular basis.

Delegate responsibility for Health and Safety and appoint a 'Company Health and Safety Officer'.

Form a Health and Safety Committee to discuss pertinent issues.

The Company Health and Safety Officer will:

- Implement Rundle & Co Health and Safety Policy and monitor its effectiveness.
- Act as Safety Officer.
- Carry out such risk assessments as are necessary under the 'Management of Health and Safety at Work Regulations 1992' and any subsequent legislation that may come into effect.
- Develop any relevant action plans and review on a regular basis.
- Provide an interpretation of any new legislation or changes in legislation and highlight actions required in order to fulfil Rundle & Co Ltd's responsibilities as an employer.
- Carry out regular inspections to ensure that the safety programme is being complied with and make recommendations to managers and employees on matters concerning Health and Safety.
- Evaluate all risks in relation to accidents at work, health and safety risks, loss or damage to company property and risks to the public through any company activity.
- Update the Health and Safety Policy as required.
- Maintain accident records and notify reportable occurrences to the appropriate body.
- Investigate and assess accidents, dangerous occurrences and hazards.
- Investigate with at least two other members of the Health and Safety Committee all accidents and damage to Company property and recommend corrective action.
- Appoint and monitor competent persons as Fire Wardens and First Aiders.
- Ensure all employees receive induction training as soon as possible after commencement of employment and any additional training as and when required.
- Ensure all employees observe safety rules and that protective clothing/equipment is worn or used where appropriate.

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- Inspect new work systems for potential hazards.
- Ensure all employees are aware of the Fire Procedure and display this procedure on staff notice boards.
- Carry out fire evacuation practices and ensure fire equipment is regularly inspected and serviced.
- Call meetings of the Health and Safety Committee.

All Managers and Supervisors will:

- Ensure that they are knowledgeable with regards to the Company's Health and Safety Policy and any subsequent modifications.
- Maintain safe practices in their department in order to achieve maximum safety for all employees and the public.
- Ensure that all employees in their department are provided with adequate training, information, instruction and supervision and are made aware of any potential hazards.
- Provide all Enforcement Agents with a company identification badge, which contains both the employee's name and recent photograph along with the company name.
- Ensure that all employees in their section know what to do in the case of fire and know the location of and how to use the fire fighting equipment provided.
- Ensure all employees in their section know the whereabouts of First Aid facilities and the accident reporting procedures.
- Ensure all safety rules are obeyed and that protective equipment and clothing is used where necessary.
- Ensure that all equipment used is suitable for the task and that it is in good working order and it is regularly maintained and serviced.
- Ensure that only authorised employees undertake activities for which there is a need for specific training and qualification.

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All Employees will:

- Ensure they are familiar with the Company's Health and Safety Policy and that they comply with the relevant procedures.
- Take reasonable care for their own health and safety and consider the safety of other persons who may be affected by their acts or omissions.
- Use safety equipment where appropriate and wear any safety clothing provided for their protection.
- Refrain from intentionally misusing or recklessly interfering with anything that has been provided for health and safety reasons.
- Report any health and safety situation in which there is a serious and immediate danger to themselves or others in the first instance to their manager and the Company Health and Safety Officer.
- Report to their manager and the Company Health and Safety Officer of all accidents and damage to people and equipment.
- Suggest safer methods of working.
- Ensure that all contractors working at company premises or visitors are made aware of relevant Health and Safety issues (e.g. fire evacuation procedures, location of first aid facilities, location of toilets etc.).

All Contractors and Visitors will:

- Abide by Rundle & Co's Health and Safety procedures at all times.

SECTION 3 HEALTH AND SAFETY COMMITTEE

The Health and Safety Committee will convene on a regular basis to discuss relevant issues. The Health and Safety Committee comprises of:

Chairman: Representative from the Board of Directors

Secretary: Health and Safety Officer.

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Representatives from various departments:

Accounts representative
Print and post room representative
Marketing and sales representative
Bailiff representative

The objectives of these meetings are to:

- Inform all representatives of the relevant procedures and legislation
- Discuss hazards and problems
- Review the existing procedures
- Implement new policies and procedures

The minutes of the health and safety meetings will be retained as part of the Health and Safety Policy Manual.

SECTION 4 INDUCTION TRAINING

The Company Health and Safety Officer will ensure that all new employees receive Health and Safety training within their general induction to the company.

The induction training will include:

- The responsibilities of the employer in relation to Health and Safety and the responsibilities of all employees.
- The procedures to follow in the event of a fire or bomb incident.
- The location of fire exits and first aid facilities.
- If relevant the procedures to follow when using chemical substances.
- Accident reporting and notification of potential hazards.
- Issuing of the Employee Health and Safety Guide.

The line manager or supervisor of the new employee will complete an induction checklist form, which is passed to the Company Health and Safety Officer. This form is kept in the personnel and health and safety files, to keep a record of the induction and to highlight any future areas where further health and safety training may be needed.

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SECTION 5 WELFARE FACILITIES & FIRST AID PROVISION

In accordance with the Workplace (Health, Safety and Welfare) Regulations 1992, the Company Health and Safety officer will ensure that all offices have the following facilities in order to provide a safe environment to all employees and visitors.

General Conditions:

- Floors, passages and stairs will be kept free from obstruction and properly maintained.
- Effective measures will be taken to ensure that files and boxes used every day are not stored in a hazardous place.
- All windows and glass areas in doors, cabinets, and walls will be made of safety material and suitably protected.
- Working Space:
 - Sufficient space will be provided in each office taking into account furniture, fittings and equipment.
 - Suitable workstations will be provided for each employee according to the nature of their duties
 - Temperature and Ventilation.
 - All offices will be maintained at a minimum of 16°C and will be suitably ventilated with fresh air, or purified air if this is not possible. The air conditioning and heating systems will be regularly serviced.

Lighting:

- Suitable lighting will be provided, and where possible this will be natural light. Blinds will also be provided where necessary.
- Toilets and Washing Facilities:
 - Clean and tidy toilets will be provided with hot and cold running water, soap and towels (or other means of drying).

Drinking Water:

- Fresh drinking water will be provided at all offices.

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First Aid Provision

The Company Health and Safety Officer will identify suitable persons for training as First Aiders and ensure that they have adequate First Aiders available within areas for the activities taking place.

First Aiders will be suitably qualified persons who have received training and passed an examination in accordance with the Health and Safety Executive requirements. Incorporated into this will be refresher training at regular intervals and an examination to ensure that skills are maintained.

The Company Health and Safety Officer will ensure that all employees are familiar with the location of First Aid facilities, and are made aware of the procedures for reporting and recording accidents, as part of their induction training.

Employees will ensure that any contractors working on the premises are made aware of the location of First Aid facilities.

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SECTION 6 FIRE & EMERGENCY PRECAUTIONS

Fire precautions shall be provided and maintained in accordance with the requirements of any relevant legislation.

Fire extinguishers will be provided and located at strategic points throughout all company premises. Employees will be instructed in the use of fire extinguishers in order that they may use them safely and effectively.

Rundle & Co will enter into a contract service and inspection arrangement to ensure that all extinguishers are inspected and maintained.

The names of essential personnel, locations and actions to take in the event of an emergency will be posted at strategic positions throughout the work place.

The Operations Manager and Fire Warden will undertake duties to meet the above requirements and will specifically:

- Instigate procedures for the safe evacuation of the office in the event of an emergency.
- Summon the emergency services when an incident is reported.
- Ensure that all emergency exits are checked daily.
- Check fire alarms weekly and record the results.
- Ensure access and egresses are kept free of obstruction.
- Ensure fire extinguishers undergo periodic testing and inspection.

In case of fire

- On discovering a fire, raise the alarm by operating the nearest alarm point and dialling 999 (for an outside line dial 9 - where appropriate). Inform the Fire Brigade of the location and nature of the fire.
- Only tackle the fire with the appropriate extinguisher if it is safe to do so. **Do Not take any personal risks.**
- Inform the Fire Wardens, who will then co-ordinate the evacuation.
- Assemble at the nearest fire assembly point, where the Fire Wardens will take a roll call of their area.
- Do not return to the building for any reason until the Operations Manager or other authorised person has received assurance from the Fire Brigade that it is safe to do so.

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On hearing the fire alarm

- Leave by the nearest fire exit closing all doors behind you.
- Go directly to the appointed fire assembly point.
- Do not stop to collect personal belongings, or to switch off computer terminals or other equipment.
- Do not shout or run as this may cause panic.
- Ensure all visitors are escorted out of the building.
- Assemble at the nearest fire assembly point, where the Fire Wardens will take a roll call of their area.
- Do not return to the building for any reason until the Operations Manager or Fire Warden has received assurance from the Fire Brigade that it is safe to do so.

Roll Call

The Fire Warden for each department will take the roll call.

The Fire Warden should quickly report to the Operations Manager (or another member of management) that everyone is accounted for or advise if anyone is missing.

The receptionist will roll call all visitors and also report to the Operations Manager (or another member of management) if everyone is accounted for or if there is somebody missing.

When the building is safe, the Operations Manager or Fire Warden will authorise the return to work.

Bomb Procedures

Any person discovering a suspect device or package must immediately contact the Police and sound the fire alarm, so that an orderly evacuation takes place.

If a bomb warning is received over the telephone, the individual should attempt to:

- Listen to the message without interruption.
- Note down the time of call.
- Attempt to write down the message and repeat it back to the caller to confirm specific details, such as:
 - Where the bomb is located.
 - What time is it set to explode.

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- When was it placed.
- Why was it placed.

Once the call is finished, the fire alarm must be operated so that an orderly evacuation takes place and the Police must be notified immediately.

SECTION 7 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS (COSHH)

The COSHH regulations require all employers to assess all work activities, which may expose employees to hazardous substances.

The Company Health and Safety Officer has implemented the following procedure to ensure that we comply with the relevant legislation:

Data sheets will be obtained from the manufacturer for all substances used. This will ensure that any hazards associated with the substance are fully understood and any necessary precautions are taken.

All line managers/supervisors will on a regular basis carry out a COSHH assessment of all substances used in the area under their management and document this on the COSHH assessment form. Points to be recorded when conducting an assessment:

- What substances are present and in what form?
- Where and how substances are used, handled and how frequently?
- What are the possible harmful effects - refer to the manufacturer's data sheets and the label on the container. Which employees are likely to be affected, to what extent and for how long?

This form will then be passed to the Company Health and Safety Officer who will assess the risks and any precautions required when using the substances detailed on the form.

If the assessment indicates that there is no likelihood of risk to health, the assessment is complete and no further precautions are needed.

If the assessment highlights a risk to health then further actions will be implemented to protect the health of affected employees.

The Health and Safety Officer will seek professional advice and ensure all safety arrangements have control measures within them. These control measures will signal if the hazardous substances are being controlled effectively or if further measures are needed to control them.

All employees working with potential hazardous substances will be trained and instructed to work in a safe manner, and the risks and precautions to take when handling the substance will be highlighted.

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SECTION 8 ACCIDENT & DANGEROUS OCCURRENCES PROCEDURE

The reporting of all accidents and dangerous occurrences is a requirement of law. Failure to comply may lead to prosecution by the HSE.

In the instance of an accident or a dangerous occurrence:

- It is the responsibility of all employees to inform their manager or supervisor immediately; regardless of how trivial the accident or hazard appears to be.
- The manager or supervisor will document the accident or dangerous occurrence fully, on the accident report form and take down all witness statements.
- The reporting of all accidents also applies to members of the public and visitors.
- The Health and Safety Officer must be notified by telephone or fax immediately (within 24 hours) to enable the notification of the relevant enforcing body if appropriate.
- If the injury is classified as reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), the Company Health and Safety Officer will inform the Environmental Health Officer.
- In the event of a fatal accident, the appropriate people should be notified immediately, and activities in the accident area should cease and the area should be sealed off for investigation by the authorities.
- The Health and Safety Officer and two members of the Health and Safety Committee will investigate the accident and the results and conclusion of this investigation will be recorded on an investigation form.
- After investigation of the incident the Health and Safety Committee will initiate remedial action in accordance with legal requirements.
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- All accidents will also be recorded in the accident book and a copy of the accident form placed in the employee's file and in the relevant section in the Health and Safety manual.

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Accident / Incident Report

Name of injured person:.....

Date of accident:.....

Location of accident:.....

Delete / Complete following as appropriate:

Male / Female Age..... Employee/Visitor/Third Party

Nature of Injury:.....

Description of Accident / Incident:

For Office Use Only:

Above information to be recorded in Accident Record Book by:

Signature:

Date:

In the event of a major incident or injury, your local Environmental Health Office (EHO) must be informed immediately by telephone and in writing within ten days.

Accident/Incident reported to EHO by (if applicable):

Signature:

Date:

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SECTION 9 NOISE

Exposure to high levels of noise can cause incurable damage to hearing. Rundle & Co recognises that it has a legal duty under current Noise at Work Regulations, to minimise and prevent hearing damage to its personnel.

The Company Health and Safety Officer, in conjunction with Line managers/supervisors, will carry out regular noise assessments to establish levels and frequencies of noise.

The assessment will determine whether noise exposure is likely to reach the action levels set by the current regulations.

If the assessment highlights any hazard all personnel will be informed and appropriate measures to reduce noise levels will be implemented.

Where necessary, Rundle & Co will also provide hearing Protection equipment for all employees affected.

SECTION 10 MANUAL HANDLING

Instructions on performing handling operations are given in the Employees Guide and on Rundle & Co's Health and Safety notice board. An assessment must be carried out before a handling operation to ensure that the lifting or handling of the load is carried out safely. For employees regularly lifting loads, Rundle & Co will provide training and mechanical aid if required.

Guidelines for lifting or handling objects are extracted from the 'Manual Handling Operations Regulations 1992' and are detailed below:

Plan the lift

Where is the load going to be placed?

Do you need any help with the load?

Do you need any protective equipment?

Remove any obstructions and check that your route is clear. Check that the load does not have sharp edges, and that it does not contain dangerous or fragile items.

Place the feet

Place your feet apart, giving a balanced and stable base for lifting. Put leading leg as far forward as is comfortable.

Adopt a good posture

Bend your knees so that your hands, when grasping the load are as level with your waist as possible. Do not kneel or over flex your knees; keep your back straight (tucking in your chin helps).

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Lean forwards a little over the load if necessary to get a good grip. Keep your shoulders level and facing the same way as your hips.

Get a firm grip

Try to keep your arms in the boundary framed by your legs and ensure grip is secure.

Do not jerk

Carry out lifting smoothly.

Move feet

Do not twist your trunk when turning to the side.

Keep close to the load

Keep heaviest side of load nearest to your body.

Put down then adjust

If precise positioning of the load is necessary, put it down first then slide in to desired position.

SECTION 11 USE OF EQUIPMENT

Rundle & Co will provide display screen equipment (DSE) in accordance with the Health and Safety (Display Screen Equipment) Regulations 1992.

The Company Health and Safety Officer will:

- Ensure that a risk assessment of DSE within Rundle & Co is carried out and any associated hazards are identified.
- Ensure that measures are in place to reduce any hazards.
- Ensure that adequate breaks are provided to personnel to avoid the occurrence of fatigue.
- Ensure that all personnel receive information and training with regards to DSE.
- Provide on request an eyesight test free of charge and any special corrective spectacles prescribed by a competent person for use with DSE.
- Ensure that work stations are laid out according to instructions in the regulations.
- Encourage users of DSE to observe the following guidelines to minimise the effects to their Health and Safety.

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New Machinery

Rundle & Co will:

- Provide the right kind of safe equipment for use at work;
- Ensure that it can be used correctly; and
- Keep it maintained in a safe condition.
- Check that the equipment complies with all relevant supply laws.

Sitting

- Try not to slouch, keep the curve in your lower back.
- Adjust the backrest to support the lower back.
- Sit right back in the chair to gain proper support.
- Remove obstructions that prevent upright postures.
- Organise the workstation to allow upright postures

Upper Body

- Adjust the seat height until forearms are horizontal with the desk.
- Work with straight wrists.
- Use a footrest if the seat height is too high.
- Adjust the screen angle to suit the sitting height.

Vision

- Place paperwork in a document holder close to the display.
- Adjust display height to minimise head and neck movements.
- Vary your viewing distance over the working day.
- Adjust your screen to avoid reflections and if possible sit sideways to the window.
- Adjust brightness control throughout the day especially if light levels change.
- Get your eyes tested at regular intervals and especially if you suffer from visual fatigue.

Ensure that the possible effects on health from the use of DSE are distributed to all personnel that are users. General guidance relating to this is detailed in the employee handbook that is given to all personnel on induction.

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Encourage personnel to seek advice from their manager or supervisor if they feel that the use of DSE is adversely affecting their health.

SECTION 12 ELECTRICITY AT WORK

Rundle & Co fully complies with the current legislation governing electricity at work. The Company Health and Safety Officer ensures that all electrical equipment is regularly tested and marked with the date of the test and when the next test is due. In addition, no employee will carry out any electrical repair work unless he or she is suitably qualified.

SECTION 13 FIELD ACTIVITIES

The Company Health and Safety Officer regularly assesses the activities of Rundle & Co's field personnel to ensure that relevant health and safety issues are considered.

The following procedure is currently in operation to ensure that our bailiffs and field operatives conduct their duties with care for their own health and safety.

Rundle & Co field officers and bailiffs are situated nationwide, and call instructions are distributed to them via their hand-held computers or to their home addresses using a courier.

The call instructions are distributed in postcode order and personnel are advised to notify the bailiff / field officer manager of their day to day plan of actioning these instructions.

All field personnel receive a mobile telephone and log in and out at the beginning and end of each working day with a telephone call to the office.

Field personnel will also call the office throughout the working day with regular updates of progress and any problems.

All field personnel are provided with comprehensive training, which helps them to identify potentially hazardous situations.

In the event of a violent or hazardous situation, personnel are advised to:

- Withdraw immediately from the premises if they believe there is a risk to their personal safety.
- Remain calm and collected and do not attempt to reason with the individual threatening attack or violence.
- Inform the office as soon as possible and, in the event of actual violence, contact the police immediately.

In all cases of attack or violence, a full report is issued to the Client and the case file on the system is immediately updated.

All field personnel are also encouraged to attend communication workshops, which Rundle & Co runs on a regular basis. These workshops encourage personnel to be confident negotiators and enable them to keep their composure and disarm potentially dangerous situations.

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SECTION 14 MONITORING OF HEALTH AND SAFETY

We aim to provide a professional service maintaining quality standards, which are applied to all areas of the service from initial staff training to operational procedures. We have developed an effective Quality Assurance Program that is BS EN ISO 9001:2008 accredited. The operation of the quality system, which applies to our whole organisation, is a constantly evolving operational tool designed to improve the service we provide. Health and Safety is a permanent agenda item at our quarterly review meeting, where any issues are monitored, reviewed and suitable corrective actions taken where required. Information from the Quality Review Meeting is cascaded down to staff through a series of frontline meetings to ensure that all employees are aware of current and future requirements and responsibilities.

An employee's progress within the company will be monitored and regular reviewed at dates agreed. Regular reviews form part of an employees personal development plan. Health and Safety issues are discussed and information provided on updates to legislation and relevance to an employees work.

Within our workplaces a qualified electrician carefully checks all our electrical appliances annually. All gas / oil appliances / boilers and pollution issues are checked using a suitably qualified company and we also inspect all fire safety equipment weekly