



Language Services Direct

## Health & Safety Policy





## 1.0 Policy statement

Language Services Direct ('The Company') is committed to providing a safe and healthy working environment for all its employees. So far as is reasonably practicable, it will have systems and procedures in place which will ensure that all equipment, plant and premises are safe and free from hazards affecting staff. This will mean that employees, visitors and others affected by its operations are exposed to the least possible risk.

As a minimum, Language Services Direct will comply with current H&S Legislation, Approved Codes of Practice, Guidance Notes, British & European Standards, and any subsequent legislation enacted under the Health & Safety at Work etc Act 1974.

Employees, sub-contractors, servants and agents (including trainers) have a duty to co-operate with Language Services Direct to ensure that the policy is effective. The Company requires all its employees to take reasonable care for their own health and safety and avoid all actions or inactions which may adversely affect the health, safety and welfare of themselves, visitors and the public in general.

This policy is fully endorsed by the Operations Director and it will be implemented by Directors and Account Managers throughout the Company and brought to the attention of all employees, sub-contractors, servants and agents. The Company will ensure that employees are kept informed of current and future legislation and that management systems are in place to ensure effective communication, information and training in H&S matters.

The company will:

- Ensure adequate risk assessments have been carried out and appropriate control measures are in place to control risks arising from our work activities
- Consult with our employees on matters affecting their health and safety
- Provide sufficient resources and equipment to ensure that the Company can operate to the documented Management System across all business functions that conforms to the requirements and principles of BS-OHSAS 18001:2007.



- Provide information, instruction and supervision for employees
- Ensure all employees are competent to do their tasks, and give them adequate training
- Aim to prevent accidents and cases of work-related ill health;
- Maintain safe and healthy working conditions
- Ensure that any deliberate breach of health and safety rules and procedures lead to disciplinary action; and
- Review and revise this policy annually

The policy also requires that clearly defined standards are publicised and that monitoring and auditing procedures are present to ensure that the Company's operations meet the required H&S standards.

Our Health and Safety Policy is continually monitored and reviewed to ensure that it meets the company's H&S objectives and targets and remains relevant and effective to the changing needs of our business and customers.

The successful implementation of the policy relies on all responsibilities being fulfilled with the general aim of continuous improvement through monitoring and an annual review.

Managing Director: Tony Ryan

**Date:** August 2013

**This policy will be reviewed every 12 months.**

**Next review:** August 2014



## 2.0 Organisation and Responsibilities

The Operations Director (Tony Ryan) has ultimate responsibility for H&S and will ensure that the H&S Policy is fully implemented and disseminated to all staff. The Client Services Manager (Judi Prenton) will act as his deputy. Employees have to:

- Co-operate with the company on health and safety matters;
- Not interfere with anything provided to safeguard their health and safety
- Take reasonable care of their own health and safety; and
- Report all health and safety concerns

In accordance with the Company's Organisational Structure, the Operations Director of Language Services Direct will have direct accountability to the Board of Directors for health, safety and welfare.

Responsibility for the implementation of the policy rests with the Operations Director who act as the Safety Officer. Although the Operations Director may delegate duties to others, they retain overall control and accountability for all health and safety matters.

The Company has a duty to investigate, report and record any accidents, near-accidents and dangerous incidents in accordance with the Company's current instructions.

All employees must be familiar with and follow fire instructions and any other relevant external emergency procedures *on both Company and client premises*. In addition, they must ensure that they have received adequate information, instruction and training in these areas. They should also be alert to any examples of ill health, which may be attributable to working conditions, procedures and/or practices.

Whenever an employee notices a health or safety problem, they must immediately inform The Operations Director or Client Services Manager.



Where significant problems are identified, the Operations Director and Client Services Manager should ensure that these are thoroughly investigated, reported and, so far as is reasonably practicable, measures implemented to remove the cause. Where specific advice is needed to help resolve any particular health and safety issues, all employees have the support and assistance of the Operations Director.

The Directors will meet regularly to monitor the implementation of the policy, review statistics on accidents, near misses, discuss instructions and guidance to staff and offer advice on Health and Safety issues.



### **3.0 Arrangements for Implementing the Health and Safety Policy**

In the Company's property, the environment, welfare facilities and other related factors will meet required or recommended minimum standards. The standard will be that required by the Health and Safety at Work etc Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992. Particular attention will be paid to temperature; ventilation; purity of air and water supply; lighting; storage; sanitary conveniences; noise and overcrowding.

#### **3.1 Communication & Training**

The Company's Health and Safety Policy will be communicated to all the Company's employees, sub-contractors, servants and agents (including all trainers) and to others who may be affected by its activities, including contractors and others working in or visiting the Company's property.

The Company's Health and Safety Manual will be kept up to date and a copy provided to all staff members upon commencement of their employment.

The Company will ensure the competence of its personnel by providing training for all staff.

All new personnel will receive a planned induction which includes the Company's health and safety policy, safe working practices, fire precautions and procedures, first aid arrangements, personal safety instructions and accident reporting procedures. They will also be given a familiarisation tour of their workplace and the emergency escape routes.

#### **3.2 Risk Assessment**

The Company's work activities will be subject to a formal risk assessment. The Operations Director is responsible for undertaking risk assessments. All hazards identified which constitute a significant risk will be documented and appropriate remedial action implemented, including the introduction of safe working systems, to eliminate or reduce the risk to the lowest extent reasonably practicable.



### **3.3 Control of Entry**

It is essential to control and record the number and name of people present in the office at all times.

Ultimately final responsibility for the control of people in the office shall rest with the Operations Director. The Account Managers and Trainers will be responsible for ensuring that the attendance of all students is registered at the beginning of the lesson. The Operations Director is responsible for ensuring that all other visitors to the office are recorded.

On arrival at LSD offices all visitors will be required to read a health and safety induction form detailing the procedure in the event of fire. Visitors will be required to sign a form showing they have read the health and Safety Induction and understand the fire evacuation procedures.

### **3.4 Accidents**

The first aid box is located above the wall unit in the kitchen area. First aid facilities will meet the standards required in the current First Aid Regulations. We aim to have sufficient trained First Aiders and/or Appointed Persons and the procedures will follow the Approved Code of Practice to the First Aid at Work Regulations 1981.

Hannah Pearson and Sarah Ventham are trained and qualified first-aiders. Sarah Ventham is responsible for the first aid box. She is also responsible for reporting incidents.

All accidents, 'near-misses' and dangerous occurrences must be reported. These will be investigated to determine the cause and, where appropriate, remedial action introduced to prevent a recurrence. Reports will be completed in the accident record book which is kept with the first aid box in the kitchen area.

All employees who have an accident, either on Language Services Direct's premises, or their clients' premises must notify Sarah Howarth who will record the accident in the accident record book.



Information on reported accidents, 'near-misses' and dangerous occurrences will be made available to all relevant parties, i.e. Senior Management, the Directors, employees, clients and the Health and Safety Executive (HSE).

### **3.5 General Fire Safety**

In the Company's property, the Operations Director will act as the appointed Fire Officer (FO). Escape routes will be checked by the FO on a weekly basis.

Fire Extinguishers are checked by the FO on a monthly basis. The maintenance company for the fire extinguishers is:

TSF (Triple Star Fire)

Bencewell Business Centre

Oakley Road

Bromley

Kent BR2 8HG

Tel 0845 890 9098

### **3.6 Evacuation in the event of fire**

In the event of fire, employees, students and visitors to the office must be evacuated in a safe and orderly manner

It is the Operation's Director's responsibility to ensure that that all employees and visitors are evacuated safely to the muster point in the event of fire. The Client Services Manager will act as his deputy. The teachers are responsible for ensuring that all students in their class are safely evacuated to the muster point.





### 3.6.1 Procedure

- 1) In the event of fire the person who first notices the fire will activate the fire alarm and will then inform the Operations Director
- 2) The Operations Director will inform all employees and visitors to the office of the fire and ask them to leave the building.
- 3) If the Operations Director is unavailable the Client Services Manager will inform all employees and visitors of the fire.
- 4) The teachers will escort all students to the fire exit and escort them to the muster point.
- 5) Teachers will bring the attendance register/sign-off sheet for the class they are teaching and verify that all students are present
- 6) The Operations Director is responsible for ensuring that all other employees and visitors to the office are evacuated from the building.
- 7) The Operations Director will bring the visitors list and verify that all other visitors and employees are present.
- 8) The Operations Director will check that all rooms are empty starting from the office areas, the toilets in the stairwell, the kitchen area, the disabled toilet and finally the training rooms.
- 9) At the muster point the Operations Director will verify that all employees, students and visitors to the office are present
- 10) In the event that the main staircase is blocked the students, employees and visitors will be escorted to fire exit staircase next to training room 1 and the evacuation will proceed.

### **Other Emergencies**

Suitable procedures will be devised by the Directors to deal with other emergencies such as the possibility of personal injury; loss of light or power, flooding or other major events.

### **Monitoring Policy Effectiveness**

The Operations Director is required to monitor the health, safety and welfare arrangements and, periodically, carry out audits to check the effectiveness of the



safety policy. The reports of the safety audits, including action taken to address problems identified, are to be made available to all interested parties. In particular, the reports will include reviews of existing risk assessments carried out under specific pieces of legislation, e.g. Management of Health and Safety at Work Regulations 1999, the Health and Safety (Display Screen Equipment) Regulations 1992 and the Manual Handling Operations Regulations 1992.

### **Hazardous Substances**

The requirements of the Control of Substances Hazardous to Health Regulations 1999 and other related legislation will be satisfied at the Company's premises. All necessary precautions will be taken with the use, storage, handling and transportation of materials and substances. In order to minimise risks, the least hazardous type of material or substance available will be used or purchased and, furthermore, there will be regular assessments and monitoring to ensure that this is achieved.

### **Health and Safety on Client Premises**

Trainers working at client premises are required to familiarise themselves with the health and safety procedures of their working environment. Where requested, trainers must attend client Health & Safety induction programmes.

If the company has been provided with the client's Health and Safety Policy prior to training course commencement, so far as is reasonably practicable, a copy will be issued to the trainer.

## **4.0 Hazards**

### **Housekeeping & Premises**

All exits and passageways in the premises will be kept clear at all times. Waste such as cardboard boxes, papers, etc. that may be considered a fire hazard will be removed from the premises on a weekly basis by the Operations Director.

### **Electrical Equipment**

All plugs and electrical cables (including computer cables) will be visually inspected



for loose connections and faults by the Client Services Manager on the last day of each month.

Extension leads may only be used with the permission of the Client Services Manager and must not run across passageways, corridors or other work areas without the use of cable curbs.

Sockets, lights and other permanent electrical fittings will be inspected by a qualified electrician every two years.

Review Date - Continuous review by the management team

Renewal – 1st August 2014

Signed by Managing Director: Tony Ryan

Date of Review: **01/08/2013**

Date of Next Review: **01/08/2014**