

HEALTH AND SAFETY POLICY

Veezu's Health and Safety policy sets out our approach and commitment, together with the arrangements we have put in place, to manage health, safety and wellbeing in the workplace.

STATEMENT OF INTENT

Veezu Holdings Limited and its subsidiary companies (Veezu) will take all reasonable steps to ensure the health, safety, and wellbeing at work of all colleagues and others who may be affected by its undertaking, in accordance with current legislation.

We will provide necessary information, instruction and training to ensure that all colleagues are aware of their duties and responsibilities under relevant legislation and to ensure the implementation of this policy.

Risks assessments will be undertaken and reviewed on a regular basis to ensure the identification of all significant hazards and corrective action required to reduce the risk to an acceptable level.

Sufficient resources will be provided to meet the requirements of Health and Safety legislation.

Veezu's general intentions are:

- To provide adequate control of the health and safety risks to all colleagues and others arising from our work activities;
- To consult with colleagues on matters affecting their health & safety;
- To provide and maintain safe premises and work equipment;
- To ensure safe handling and use of substances;
- To provide adequate information, instruction, training and/or supervision for all colleagues;
- To conduct regular safety audits to measure performance and identify areas for improvement;
- To maintain safe and healthy working conditions; and
- To review and revise this policy at regular intervals.

RESPONSIBILITIES

EXECUTIVE BOARD RESPONSIBILITIES

- To implement the Health and Safety Policy.
- To provide adequate resources to allow the health & safety policy and risk assessments to be effective.
- To appoint competent persons to meet the requirements of health and safety law, as defined by The Management of Health and Safety at Work Regulations 1999.
- To appoint competent Manager(s) who are responsible for the day-to-day management of health and safety at individual sites.
- To positively promote health and safety in all activities.
- To actively engage in the assessment of risk in work activities being undertaken and to understand, initiate and monitor the effectiveness of the implementation of the control measures.
- To ensure that all proposed changes to equipment or premises are fully assessed for health and safety impact prior to change or purchase.
- To make health and safety information available to colleagues.

- To monitor accidents and near misses, to investigate and implement appropriate and timely control measures and report accidents as applicable.
- Take appropriate action when statutory and / or Veezu standards are breached.

SENIOR OPERATIONAL MANAGEMENT TEAM

- To lead and positively promote health, safety and wellbeing in all activities undertaken.
- To actively engage in the assessment of risk in all workplace activities undertaken and implement identified control measures.
- To maintain responsibility for the health, safety and wellbeing of colleagues and visitors and conduct routine site safety audits.
- To ensure that all colleagues receive adequate information, instruction and training relevant to their role.
- To investigate all health and safety risks, taking appropriate action to rectify unsafe systems or actions.
- To make health, safety, and wellbeing information readily available to colleagues.
- To monitor incidents and near misses within their area of control, investigate and implement appropriate and timely control measures and report incidents onwards.
- To provide suitable safety equipment and PPE.
- To ensure equipment is maintained and conforms to all relevant statutory provisions.
- To ensure that tools and work equipment are suitable for their purpose and comply with all relevant statutory provisions.
- To provide first aid, firefighting and any other relevant emergency equipment and ensure a sufficient number of colleagues are trained to deal with emergencies.
- To liaise with the nominated competent health and safety advisor as required and ensure any suggestions made to improve health, safety and wellbeing are considered and implemented or reported where appropriate.

COLLEAGUE RESPONSIBILITIES

To achieve and maintain high standards of health and safety all colleagues shall, in accordance with sections 7 and 8 of the Health and Safety at Work etc. Act 1974 and Regulation 14 of the Management of Health and Safety at Work 1999:

- Take reasonable care of their own health and safety and that of others, observe fully any safety rules and abide by the health and safety policy at all times.
- Neither intentionally, nor recklessly, interfere with or misuse controls put in place to safeguard health and safety and avoid any improvising that leads to unnecessary risks.
- Not operate work equipment or undertake a task that they are not competent, or authorised, to use and use all safety equipment and protective clothing provided.
- Keep work equipment in good condition.
- Co-operate on all matters of health and safety.
- Report all accidents, incidents, or dangerous occurrences to their Line Manager whether injury sustained or not.

- Attend/ complete training designed to improve health and safety in the workplace.
- Be aware of fire and emergency procedures.
- Work to the highest possible standards of safety.
- Wear personal protective equipment where instructed to do so or in circumstances that require its use.
- Report any defects in work equipment and/ or any obvious health risks immediately.

Non-compliance with our health and safety policy or procedures may result in disciplinary action in line with POL017 Disciplinary Policy.

COMPETENT PERSON

To assist with the ongoing health and safety of colleagues and to ensure compliance with Regulation 7 of The Management of Health and Safety at Work Regulations 1999, Veezu engages the services of an external third-party provider.

They provide the following:

- Assist in formulating the policy and procedures required to comply with the Act
- Assist in identifying risks and hazards associated with our work activities.
- Assist in producing the appropriate risk assessments and safe systems of work.
- Monitor the effectiveness of our health and safety management systems by:
 - Site audits
 - Monitoring accident and incident statistics & investigating accidents and incidents

ARRANGEMENTS FOR IMPLEMENTATION

EMPLOYERS' LIABILITY INSURANCE

Veezu's Chief Executive Officer is responsible for insuring our workplace activities. We will at all times, have a valid employer's liability insurance policy for at least £5million.

Insurance certificates are displayed at each Veezu site and are available electronically to all colleagues via the Safety Cloud system.

SAFETY CLOUD

Safety Cloud is a web-based system that is designed to record and store accident information and to produce, hold and manage risk assessments, hold clear due diligence trails and policy documentation.

Safety Cloud monitors all work equipment and advises of impending checks. All colleague training can be managed through Safety Cloud including the provision of e-learning tutorials.

RISK ASSESSMENTS

In line with the duty placed upon us by the Management of Health and Safety at Work Regulations 1999, we ensure that risk assessments are carried out for all work activities.

Risk assessments are periodically reviewed to ensure that they remain effective and relevant to our work activities and are stored on the Safety Cloud.

Where a risk is unable to be minimised to an acceptable level, the findings will be reported to Veezu Compliance and Veezu Facilities.

ACCIDENT / INJURY REPORTING PROCEDURES

We are committed to preventing accidents and incidents of ill health in the workplace. Although every effort will be made to prevent accidents at work, procedures are in place for the recording, reporting and investigation of any such occurrences.

We are committed to investigating all accidents and incidents.

ALCOHOL AND DRUGS

Consumption of alcohol or non-medically prescribed drugs is not permitted, nor must colleagues be under their influence when reporting for work because of the adverse effects that they can have on conduct and work equipment operation.

Colleagues who have been prescribed drugs or have any other medical condition that may affect their ability to work safely must inform their Line Manager immediately.

Colleagues thought to be under the influence of alcohol or drugs will be removed from the premises and may face disciplinary action in line with POL017 Disciplinary Policy.

ASBESTOS

To meet the requirements of the Control of Asbestos Regulations 2012 and manage the risk from asbestos we will:

- Find out if there is asbestos present in buildings, the amount and condition it is in;
- Presume materials contain asbestos unless there is compelling evidence that they do not;
- Assess the risk from the material;
- Prepare and keep up to date records of the location and condition of the asbestos containing materials;
- Provide information on the location and condition of the material to anyone who is liable to work on it or disturb it.

No installation, maintenance or repair work will be undertaken until it has been established that Asbestos materials are not present.

COMPRESSED AIR EQUIPMENT

Compressed air lines in our garages and workshops are subject to daily visual examination and routine maintenance. The system is thoroughly examined in accordance with its written scheme and serviced periodically.

CONSULTATION

In accordance with the Safety Representative and Safety Committee Regulations 1977 and the Health and Safety (Consultation with Employees) Regulations 1996, colleagues are encouraged to bring to the attention of their Line Manager any issues relating to safety.

DISPLAY SCREEN EQUIPMENT

We will assess and control health risks from exposure to display screen equipment in accordance with the Health and Safety (Display Screen Equipment) Regulations 1992.

Colleagues identified as DSE users, are provided with training and instruction regarding ergonomics and safe working practices via the Safety Cloud e-learning module. Any issues raised via the DSE self-assessment will be automatically raised to the line manager and Veezu Compliance.

Habitual display screen equipment users are entitled to free eye tests and corrective lenses where these are needed for working with display screen equipment.

DRIVING WHILST ON BUSINESS

Driving is restricted to colleagues with a valid current driving licence for the category of vehicle to be driven. Validity of colleague driving licences may be checked on a periodic basis.

Colleagues are responsible for conducting daily vehicle pre-use safety checks and ensuring that any vehicle used for work purposes is taxed, appropriately insured, serviced and maintained in a road worthy condition.

Colleagues are advised to report any health-related issues that would affect their ability to drive and an assessment will be made into the effect on job role and driving for business as appropriate.

ELECTRICAL SAFETY

We will comply with the Electricity at Work Regulations 1989, with regard to electric shock, socket outlets and plug tops, switches, conduits and cables etc.

Any portable appliances which are not double insulated shall be maintained and tested on a regular basis and a sticker affixed. The fixed electrical installation will be checked on a 5 yearly interval.

Colleagues must complete a visual inspection of electrical equipment before use and not attempt to repair or modify any electrical item. Where faults occur, they shall be reported for action to be taken.

Private/personal electrical equipment, including mobile phone chargers, should only be brought to the workplace if there is a specific work-related justification for its use in the workplace and with line manager permission.

Colleagues may be charged for the testing or repair of personal equipment that has been permitted and must ensure that it is in a safe and suitable condition and only used for the purpose intended and device that it came with.

COLLEAGUES AT SPECIAL RISK

We recognise that some colleagues may from time to time be at increased risk of injury or ill-health resulting from work activities. Colleagues must advise their Line Manager if they become aware of any change in their personal circumstances which could result in them being at increased risk; this could include medical conditions, permanent or temporary disability, taking medication and pregnancy.

As an equal opportunity employer, we will ensure that reasonable adjustments of their employment arrangements or premises are made in order not to place disabled people at a substantial disadvantage compared with non-disabled people.

ENVIRONMENTAL

Veezu aims to help protect the environment in which we operate and seek, as far as is reasonably practicable, to minimise our effect on the environment by:

- Taking environmental issues into account when planning and conducting business activities.
- Complying with regulatory requirements and working with regulatory bodies.
- Providing environmentally friendly products where possible
- Seeking to control and reduce energy consumption, water usage, waste, noise, dust, light emissions and colleague traffic movement.
- Seeking to continually improve our performance in the above areas.

FIRE SAFETY

We will assess and control the risks from fire in accordance with the Regulatory Reform (Fire Safety) Order 2005.

Premises are equipped with appropriate firefighting equipment, fire detection and fire warning systems that are suitable and sufficient for the features of the premises, the activity carried out and the hazards present. Emergency routes and exits are maintained in good working order and unobstructed.

Line Managers are responsible for checking fire safety hardware during monthly site safety audits.

Emergency plans are in place to follow in the event of fire or sounding of the alarm at any of our premises.

Line Managers are responsible for giving new colleagues a basic fire safety induction and further mandatory training on fire awareness is via the e-learning module on Safety Cloud.

EMERGENCY EVACUATION PROCEDURE

In the event of fire or sounding of the alarm, or in any other emergency situation (such as a bomb threat), all colleagues should stop what they are doing and walk to the nearest safe exit in a calm manner and assemble at the designated assembly point.

Practice fire drills will be conducted on a frequent basis to ensure colleague familiarity with emergency evacuation procedures.

FIRST AID ARRANGEMENTS

We acknowledge that first aid can save lives and prevent minor injuries becoming major ones. As a minimum all sites have the provision of a stocked first aid kit and an appointed person to take charge of first aid arrangements. Where a first aid needs assessment determines it as necessary, this will be supplemented by additional provisions.

Information is provided to all colleagues on the first aid arrangements at their location.

Line Managers are responsible for informing colleagues about accident reporting procedures, introducing them to first aiders and advising them on the location of first aid kits / eye wash stations during their initial induction.

GAS SAFETY

Gas boilers and all associated flues and fittings are subject to an annual service by a GAS SAFE registered engineer. Colleagues are not permitted to interfere with gas supplies or associated attachments under any circumstance.

HAZARDOUS SUBSTANCES

We will assess and control health risks from exposure to hazardous substances in accordance with the Control of Substances Hazardous to Health Regulations (COSHH) 2002.

Colleagues exposed to such substances will be instructed in their appropriate use and advised to follow safe usage instructions. Personal protective equipment appropriate to the hazardous substance will be provided and managers will ensure usage on a day-to-day basis.

Colleagues required to use certain substances / chemicals will be required to comply with the following procedures:

- To use substances / chemicals in accordance with the manufacturer's instructions. If in doubt, they should check before use with their Line Manager.
- To use protective clothing / footwear / gloves / masks / eye protection as appropriate.
- To clean any spillage / soiling of such substances in an appropriate manner.
- To report any accidents / incidents or injuries to their Line Manager.

HOT WORK

Oxyacetylene and Mig welding may present a risk of fire, explosion, asphyxiation (welding fume) and arc eye, if not conducted following safe working procedures. As such welding is only performed by trained and authorised colleagues.

Welding fume is dispersed by natural ventilation and appropriate PPE is worn for the task.

Colleagues are not permitted to weld or cut fuel tanks or other containers which may have held a flammable substance or wheels to which a tyre is fitted. Welding areas are kept free from combustibles and fire extinguishers are available.

Welding equipment e.g., hoses, nozzles etc. are routinely checked for damage, dirt, grease and oil.

HOUSEKEEPING

We will ensure that standards of cleanliness are maintained in all areas. All floors and traffic routes will be maintained in good repair so as to reduce the health and safety risk to colleagues and visitors. Traffic routes and fire escapes will be kept clear of obstructions.

It is the responsibility of all colleagues to ensure the following:

- Materials and equipment must be stored safely and tidily at all times
- Walkways, walking areas and exits must be kept clear and free from obstructions at all times
- If water is spilt on the floor it should be wiped immediately to avoid slipping
- Trailing cables should not be left in any walking area
- Where objects are stored in or around a walking area, care must be taken to ensure that no long or sharp edges jut out into the walking area

INFORMATION, INSTRUCTION, TRAINING AND SUPERVISION

We provide colleagues with adequate information, instruction, training and/or supervision to enable them to undertake their duties safely.

Written records of training are maintained, with all new starters given induction training relevant to their duties.

LIFTING EQUIPMENT

Lifting equipment is maintained in accordance with manufacturer's recommendations. It receives periodic servicing and thorough examinations in accordance with the Lifting Operations and Lifting Equipment Regulations 1998.

Colleagues are only permitted to use the lifting equipment where they have been trained and authorised to do so.

LONE WORKING

Lone working should only be undertaken if absolutely necessary and in accordance with POL068 Lone Working Policy.

LIQUID PETROLEUM GAS (LPG)

LPG cylinder storage on site is in accordance with the LPG Association Code of Practice no. 7. LPG cylinders are stored externally in a compound / cage, away from combustibles, lift truck / vehicle movements, open drains, openings to buildings and in a well-ventilated area.

LEGIONELLA

Where necessary additional controls may be implemented to ensure compliance with the latest guidance related to legionella.

MANAGING CONTRACTORS

The competency of contractors is checked before services engaged. This includes qualifications, insurance, membership of professional bodies and previous experience.

Prior to appointment, contractors undertaking high risk work (e.g., work at height, steel erection, demolition) will be requested to provide a method statement for any work they intend to undertake at the premises. This should include information on:

- Hazards involved in the work.
- Assessment of the risks arising from the hazards identified.
- How the risks will be controlled.

It is the responsibility of the supervisor to ensure that work is carried out in accordance with the method statement.

Colleagues and contractors will be advised of risks they may be exposed to (e.g., asbestos, live electrics etc.) and all site rules they must follow prior to commencing work.

Veezu will undertake regular checks on the contractor's mode of operation and stop any work suspected to pose a risk to either our staff or the contractor.

MANAGING VISITORS

To assist in the security of offices and personal safety of colleagues the following will be applicable to visitors.

- Visitors are expected to sign in on arrival and supervised when on site by the colleague they are visiting.
- Visitors are given information on fire procedures and any applicable health and safety measures to follow on site at the time of their visit.

MANUAL HANDLING AND LIFTING

We will take all reasonable steps to reduce and avoid hazardous manual handling activities. If this is not possible we are committed to undertaking a suitable risk assessment to identify practical controls that will reduce the risk of injury.

Where colleagues are required to undertake manual handling duties, training will be provided to cover:

- The principles of good lifting and handling.
- Understanding of how to assess the risks posed by manual handling.
- How to use any mechanical aids provided.

MONITORING AND INSPECTION

We will undertake regular inspections and checks to monitor health and safety standards and ensure a healthy and safe workplace.

Responsibility for carrying out monthly Health and Safety inspections will be delegated to the designated Manager(s) at each site and will be updated on the Safety Cloud system. Managers and/ or other senior members of the management team will also complete occasional health and safety spot checks.

This policy will be reviewed to reflect changes in best practice guidance, techniques and legislation as required and as a minimum once every two years.

NEW AND EXPECTANT MOTHERS

Once we have been informed in writing that a colleague is pregnant, a risk assessment will be carried out which will consider the type of work normally undertaken and the working environment. Pregnant colleagues / nursing mothers will not be allowed to come into contact with hazardous substances or processes that could affect the health of the child.

NOISE

Where it is suspected that the noise level emitted from machinery, averaged over the course of the working day or working week, exceeds the lower or higher action value levels (80dBA or 85dBA) a noise assessment will be undertaken and any necessary protective measures put in place to reduce the risk of hearing damage.

Hearing protection is provided for those at risk and hearing protection zones defined with signage.

Workers will be instructed in the risks of noise exposure, the controls in place, hearing protection provided and safe working practices.

PRESSURE SYSTEMS

All boilers and pressure systems shall be regularly maintained with a periodic inspection and test undertaken in accordance with the insurance schedule and relevant regulations.

Written schemes of examination and records of inspection shall be maintained.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE includes safety equipment such as protective footwear, gloves, high visibility vests / jackets and hard hats. Veezu will:

- Assess the risks and the PPE to be issued to ensure it is suitable.
- Maintain, clean and replace PPE as required.
- Provide storage for PPE when it is not being used.
- Give training and instruction to colleagues on its use and how to look after it.
- Monitor use and condition of PPE.

PROVISION AND USE OF WORK EQUIPMENT

We will comply with the law as set out in the Provision and Use of Work Equipment Regulations 1998 and endeavour to ensure that all equipment used in the workplace is safe and suitable for the purpose for which it is used.

Colleagues will be provided with adequate information and training to enable them to use work equipment specific to their job role safely.

No device or equipment should be used outside of the manufacturer's guidance.

All work equipment will be clearly marked with health and safety warnings where appropriate.

All devices and equipment must be properly and safely stored when not in use.

Veezu Facilities shall be the point of reference for queries regarding equipment maintenance and testing. It is the responsibility of the delegated Line Managers to ensure that appropriate servicing/maintenance of equipment is carried out, to record the maintenance checks and inform the Chief Executive Officer of the findings.

SAFETY SIGNS

Where required, suitable and sufficient safety signs shall be posted in accordance with The Health and Safety (Safety Signs and Signals) Regulations 1996.

All safety signs shall be maintained in a clean and clearly visibly condition.

SELF-EMPLOYED LICENSED DRIVER PARTNERS

Veezu do not employ licensed drivers directly and the Health Safety and welfare of licensed drivers is outside of the responsibility of Veezu Holdings Limited.

Veezu ensures that all engaged driver partners are appropriately licensed and where using their own vehicles, these are appropriately maintained.

SITE TRAFFIC MANAGEMENT

Veezu takes all reasonable steps to segregate the risk of vehicle – pedestrian collision. Control measures in place are detailed in the 'workplace transport' risk assessment.

SMOKING / VAPING

Smoking or vaping is not permitted anywhere inside Veezu buildings or Veezu owned vehicles. Smoking is only permitted in the designated smoking areas.

VIBRATION

The use of certain handheld tools poses a risk of hand-arm vibration (HAV) related diseases. The risk is reduced by using vibrating tools for a limited period of time, wearing warm clothing to increase circulation and completing annual health surveillance questionnaires to detect early signs of vibration related diseases (e.g. - white finger).

VIOLENCE AND AGGRESSION

Colleagues working face to face with members of the public and handling cash are at greatest risk from violence and aggression. We will provide training and support to colleagues who may be at a specific and high risk from threats or violence.

Colleagues who feel that they may be at risk from verbal abuse, threats or actual violence should report this to their Line Manager immediately.

CCTV

CCTV Systems are installed, which cover relevant areas of our premises.

WORKSHOP EQUIPMENT

Colleagues are required to use machinery correctly / in accordance with their training and to report any faults to management for rectification.

Appropriate guards on machines and push sticks are provided in order to make all operations as safe as possible.

Colleagues must NEVER:

- Remove, make inoperative or reduce the effectiveness of any equipment or machinery guard.
- Attempt to operate any machinery or equipment without the guards or other required safety devices in place.
- Operate any equipment when it is functioning improperly or at any time when it would be hazardous. Such equipment will be repaired at once or taken out of use.

Line Managers are responsible for visually checking the safety features of machinery during monthly site safety audits.

WORKING AT HEIGHT

The Work at Height Regulations 2005 require:

- Work at height to be avoided as far as reasonably practicable.

- Where work at height cannot be avoided, provide suitable and sufficient measures to prevent persons falling a distance liable to cause injury.
- Where a risk of falls remains, use work equipment and other measures to minimise the distance and consequences of a fall.

Colleagues are responsible for using work equipment provided for working at height in the correct manner and to report any safety hazard, fault, or deficiency in the equipment promptly to their Line Manager.

LADDERS

All work at height is risk assessed, including the routine use of ladders.

Ladders and stepladders are regularly inspected to ensure they are in good repair and safe condition.

WORKING HOURS

We comply with the EU Working Time Directive by keeping a record of hours worked by colleagues.

WORKPLACE FACILITIES AND WELFARE

In line with the Workplace (Health, Safety and Welfare) Regulations 1992 we are committed to providing a workplace conducive to productivity and the wellbeing of all colleagues.

STRESS

The Health and Safety Executive define stress as the adverse reaction people have to excessive pressure or other types of demand placed on them. We recognise that workplace stress may at times be a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors within our workplace risk assessment.

YOUNG WORKERS

Persons under the age of 18 years may be employed (or placed on work experience) but only after a risk assessment has been carried out. Factors considered within the assessment are physical strength, possible smaller size, any health issues and any physical and learning difficulties. The assessment also considers their inexperience and lack of awareness.

Induction training is provided, and clear instructions on the tasks young people should not be involved in. At all times, a young person will be adequately supervised and will be given the appropriate training before being asked to undertake any given task.

QUERIES & AMENDMENTS

Questions about this policy, or requests for further information, should be directed to Veezu Compliance at compliance@veezu.co.uk.