

Health and Safety Policy

This is the Health and Safety Policy Statement of

DIVAD TRAINING LIMITED

It is the policy of DIVAD Training Limited to conduct its operations in such a manner as to ensure the health, safety and welfare of all its employees, clients, learners, others working on its premises and the general public. The company will ensure, so far as is reasonably practicable, that its equipment and premises provide a healthy and safe working environment for both its staff and for learners.

We are committed to all learners (including vulnerable individuals) learning in a safe and healthy environment. To ensure this, DIVAD Training Limited will carry out health and safety assessments, inspections and audits of our client employer's premises and workplaces and work with our clients to create a Development Action Plan, which will be monitored by appropriate staff of DIVAD Training Limited.

DIVAD Training Limited commits itself to implementing the Health & Safety at Work Act (1974), and any future national or EU Health and Safety legislation.

This policy will be kept under continual review. Formal amendment will be conducted annually or as necessary to reflect changes in company policy or national or EU law.

Our statement of general policy is:

- to provide adequate control of the health and safety risks arising from our work activities;
- to consult with our employees on matters affecting their health and safety;
- to provide and maintain safe plant and equipment;
- to ensure safe handling and use of substances;
- to provide information, instruction and supervision for employees;
- to ensure all employees are competent to do their tasks, and to give them adequate training;
- to prevent accidents and cases of work-related ill health;
- to maintain safe and healthy working conditions; and
- to review and revise this policy as necessary at regular intervals.

Signed

David Joseph

(Director)

23rd November 2018

Health and Safety Policy

Responsibilities

Overall and final responsibility for health and safety is that of:

The Director, David Joseph

Day to day responsibility for ensuring this policy is put into practice is delegated to

Narmadha Shanmugam, Centre Manager

To ensure health and safety standards are maintained/improved, the following people have responsibility in the following areas;

First Aid	Gertrude Lagoose
Initial Assessments	Walter Mungisha
Risk Assessments	David Joseph
Monitoring and Audit	Audrey Soham
Health and Safety Inductions	Paul Shane
Promotion of the Safe Learner Concept	David Joseph

All employees have to:

- Co-operate with supervisors and managers 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 to an appropriate person (as detailed in this policy statement).

Health and Safety Policy

Health and safety risks arising from our work activities

Risk assessments will be undertaken by

DIVAD Training Limited designated personnel/Assessors

The findings of the risk assessments will be reported to

David Joseph

Action required to remove / control risks will be formally authorised by

David Joseph

The person identified in relation to the action required

will be responsible for ensuring the action required is implemented.

David Joseph

will check that the implemented actions have removed / reduced the risks.

Assessments will be reviewed every or when the work activity changes, whichever is sooner,

in accordance with risk banding or when the work activity changes, whichever is sooner.

Health and Safety Policy

Employee Representatives are:

Gertrude Lagoose
Daniel Lamb

Consultation with employees is provided by:

Staff meetings,
IV meetings

MAINTENANCE

- David Joseph.....will be responsible for identifying all equipment/plant needing maintenance.
- Heraldic House Facilities Management Teamwill be responsible for ensuring effective maintenance procedures are drawn up.
- Heraldic House Facilities Management Teamwill be responsible for ensuring that all identified maintenance is implemented.
- Any problems found with plant/equipment should be reported to David Joseph

Health and Safety Policy

- David Josephwill check that new plant and equipment meets health and safety standards before it is purchased.

COSHH ASSESSMENTS

- Gertrude Logosewill be responsible for identifying all substances which need a COSHH assessment.
- Gertrude Logosewill be responsible for undertaking COSHH assessments.
- David Josephwill be responsible for ensuring that all actions identified in the assessments are implemented.
- Gertrude Logosewill be responsible for ensuring that all relevant employees are informed about the COSHH assessments.
- Gertrude Logose will check that new substances can be used safely before they are purchased.
- Assessments will be reviewed every 6 months or when the work activity changes, whichever is soonest

HEALTH & SAFETY INFORMATION

- The Health and Safety Law poster is displayed at/leaflets are issued by Company office.....
- Health and safety advice is available from David Joseph
- Supervision of young workers/trainees will be arranged/undertaken/monitored by Assessors/ Gertrude Logose/David Joseph

Health and Safety Policy

- David Joseph, via assessors, is responsible for ensuring that our employees working at locations under the control of other employers, are given relevant health and safety information.

TRAINING

- Induction training will be provided for all employees by
David Joseph.....
- Job-specific training will be provided by
David Joseph
- Training records are kept at/by the company, at the Head Office in Ilford –
2nd Heraldic House, 160-162 Cranbrook Road, Ilford
London, IG1 4PE.....
- Training will be identified, arranged and monitored by
David Joseph

HEALTH

- The first-aid box(es) is/are kept in the main office
- The appointed person(s)/first aider(s) is name to be Gertrude Logose
- All accidents and cases of work-related ill health are to be recorded in the accident book. The book is kept by Gertrude Logose, Administrator, at DIVAD Training Limited main office
- David Joseph, Director is responsible for reporting accidents, diseases and dangerous occurrences to the HSE/appropriate local authority

MONITORING

Health and Safety Policy

- To check our working conditions, and ensure our safe working practices are being followed, we will carry out regular health and safety audits and produce reports and action plans annually.
- David Joseph is responsible for investigating accidents.
- Walter Mungisha is responsible for investigating work-related causes of sickness absences.
- David Joseph is responsible for acting on investigation findings to prevent a recurrence.

EMERGENCY PROCEDURES – FIRE AND EVACUATION

- David Joseph is responsible for ensuring the fire risk assessment is undertaken and implemented.
- Escape routes are checked by Heraldic House
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- Fire extinguishers are maintained and checked by Shire Properties.
- Alarms are tested by Heraldic House
- Emergency evacuation will be tested every 6 months

Health and Safety Policy

MANAGEMENT OF HEALTH & SAFETY

POLICY COMMITMENT

1. DIVAD Training Limited commits itself to implementing the Health & Safety at Work Act 1974 and will provide the resources, and actively seek the co-operation of all employees, clients, learners, and external education and training personnel, to meet this commitment.

STAFF RESPONSIBILITIES

DIVAD Training Limited's Director and Management Team.

2. The overall responsibility for ensuring that the Company carries out its statutory obligations lies with the nominated Director. The Management Team has the remit to act as the group responsible for Health and Safety actions and issues within the company.
3. In the context of Health & Safety, the terms of reference of the Management Team shall be:
 - (a) To monitor the Health & Safety planning process.
 - (b) To keep under review the company's organisation and procedures in all matters affecting the safety and health of employees, learners and their employers, and other persons who have a lawful entitlement to the company's protection in health and safety matters.
 - (c) To agree and propose such Safety Policy Statements as are necessary, to review these from time to time and propose amendments as required.
 - (d) To receive reports and recommendations on the following:
 - (i) Accident Records
 - (ii) Potential and actual hazards to safety either reported or seen on company premises or on premises to which learners have been directed for purposes of training and work experience. Action taken, or needing to be taken, to eliminate these hazards must be reported in accordance with Company procedures.

Health and Safety Policy

- (iii) The state of safety training for employees and learners
- (iv) The operation of the Company's policies and procedures in the health and safety field both on Company premises and at clients'/learners' place(s) of work.
- (v) To be informed on safety and health matters and to identify safety hazards to which Company employees and learners might be exposed as a consequence of the Company's activities.
- (e) To keep under review the Health and Safety statements in the Company's Employer Agreements and recommend any changes needed.
- (f) To keep under review the content of the Company's H & S documentation used by staff in their evaluation of safety and health standards at work premises and propose amendments as necessary.
- (g) To keep under review the Company's policy on protective clothing and make recommendations as necessary.

Managing Director

4. The Managing Director has responsibility for maintaining the required standards of Health, Safety and Welfare. The responsibility encompasses ensuring consistent operation of the health and safety management system, to lower overall risk and a consequent reduction in injuries and ill health and the key elements of the key management system elements of:

- policy;
- organising;
- planning and implementation;
- measuring performance; and
- audit and review

This is exercised by ensuring that all staff and learners are aware of their personal responsibilities and that they are given the necessary information and training for carrying them out. These responsibilities extend to anyone affected by the Company's activities including contractors, members of the public, visitors etc. They are to implement the policy by:

- (a) Having adequate knowledge and observing the requirements of the Health and Safety at Work Act 1974, relevant regulations, Approved Codes of Practice and all other relevant legislation.
- (b) Ensuring adequate resources are made available to provide safe systems of work as a matter of priority.

Health and Safety Policy

- (c) Promoting greater Health and Safety awareness amongst subordinates by example and by ensuring that only experienced staff supervise training activities.
- (d) Insisting that all staff observe safe working practices with particular reference to safety instructions.
- (e) Monitoring Health and Safety standards during routine visits to employer's workplaces (and those of DIVAD Training Limited) and reviewing health & safety reports.

Training Staff

5. Training Staff (i.e. Assessors, Verifiers and Tutors) are responsible for the Health and Safety and the implementation of this policy throughout their areas of responsibility. They achieve this by:
- (a) Having adequate knowledge of the requirements of the Health and Safety at Work Act 1974, relevant regulations, Approved Codes of Practice and any other legislation applicable to their areas of responsibility.
 - (b) Carrying out safety inspections of their areas of responsibility. For instance, for assessors this will include appropriate Health & Safety checks of learners' workplaces (see Company Procedures) or for course tutors the inspection of training rooms to ensure that they are safe and fit for purpose.
 - (c) Carrying out Risk Assessments of their areas of responsibility.
 - (d) Dealing promptly with any Health and Safety matters and reporting those which they cannot resolve themselves.
 - (e) Reporting any injuries, accidents or dangerous occurrences requiring action under RIDDOR to the relevant Health and Safety Adviser for further investigation and collation of evidence.
 - (f) Ensuring that all equipment in their areas of responsibility is in a good safe working condition, removing from use any equipment that is not, and reporting suspected defects to the Managing Director. Recording of periodic equipment checks is the responsibility of the Director.
 - (g) Monitoring working practices and ensuring that they, and their learners, are fully aware of any hazards related to work in hand.
 - (h) Ensuring that all learners, visitors and contractors in the area of responsibility are aware of, and abide by, DIVAD Training Limited

Health and Safety Policy

Health and Safety Policy and are made aware of likely hazards in their area of work.

- (i) Ensuring that visitors and contractors in their areas of responsibility are supervised and advised as appropriate.

6. The Managing Director is responsible for:

- (a) Ensuring consistent operation of the health and safety management system, and specifically the key management system elements of :

- policy;
- organising;
- planning and implementation;
- measuring performance; and
- audit and review.

- (b) Advising the Management Team and all staff of good practices, training requirements and the standards required, to manage the implementation of Health and Safety efficiently.

- (c) Liaising closely with all appropriate authorities to implement and maintain Health and Safety requirements.

- (d) Investigating reportable injuries and incidents and advising on lessons to be learnt while liaising with authorities such as the Skills Funding Agency and the HSE.

- (e) Ensuring that COSHH and risk assessments are reviewed regularly and monitoring the effectiveness of safety management.

- (f) Conducting safety inspections of company premises according to risk category.

- (g) Advising staff, learners and their employers, and visitors as to the appropriate action to be taken to comply with the relevant regulations including:

Dust and Fume Control, Manual Handling, Good Housekeeping, Electricity at Work, Fire Prevention, First Aid at Work, Display Screen Equipment (DSE), Environmental (Working Conditions), Accident Reporting in Accordance with RIDDOR, CoSHH Assessment and Risk Assessment as appropriate.

Health and Safety Policy

7. The Managing Director is responsible for ensuring that periodic Health and Safety related tasks are undertaken in a timely manner, and are recorded as having been completed. The tasks themselves, which will include regular inspections of premises; file audits; annual updates of policy; fire drill; maintenance of fire extinguishers and testing of portable electrical equipment, will be undertaken by a variety of staff according to the experience level required.

Non-training Staff

8. All other staff have the following responsibilities:
 - (a) Reading and complying with the Company's Health and Safety Policy.
 - (b) Using the correct aids and materials for the job in hand, making full use of safety equipment, devices or procedures.
 - (c) Reporting to David Joseph any defects in machines, equipment or fittings.
 - (d) Not attempting to repair any equipment, especially mechanical or electrical, themselves.
 - (e) Developing a personal concern for Health and Safety of themselves, or for others, in their acts or omissions.
 - (c) Informing their line manager if they have any doubt about their ability to carry out any work without unnecessary risk.
 - (d) Conforming to all Health and Safety Regulations and seeking advice if the Regulations are not known to them.
 - (i) Reporting all accidents, dangerous occurrences or near misses to their line manager immediately after first aid, if required, has been administered.

Learners

9. DIVAD Training Limited learners are to help implement the Company's Health and Safety Policy by:
 - (a) Reading and complying with the written Policy and any other Company procedures, e.g. Fire and First Aid instruction.
 - (b) Complying with routine Health and Safety instructions given by their supervisor or instructor, in verbal or written form.

Health and Safety Policy

- (c) Working in a safe manner and avoiding placing themselves or others at unnecessary risk by only operating plant or equipment for which they have received adequate training.
 - (d) Using the correct tool and equipment for the job in hand, and using the safety equipment and clothing supplied as directed by their supervisor, avoiding improvisation.
 - (e) Reporting to their supervisor suspected failings in tools, safety equipment or instruction.
 - (f) Knowing the location of the nearest first-aider and the actions to be taken in the event of injury, fire or security alerts.
10. The Company will take all reasonable steps to ensure the Health and Safety of all learners.
11. To this end DIVAD Training Limited commits itself to the following:
- (a) No learner shall be signed up until the company's representative is satisfied that the safety arrangements at their place of work conform to reasonable Health and Safety at Work Standards. H & S Checklists to determine this standard shall be used by the Company's representative.
 - (b) If any doubt exists as to whether or not the required safety standards are being met the Managing Director shall be consulted for guidance.
 - (c) No learner shall be placed with an employer until the Company's Employer Agreement has been signed.
 - (d) Confirmation that the employer has Public Liability insurance in place.

Accident Investigation

12. DIVAD Training Limited shall ensure that accidents and occupational diseases suffered by learners will be investigated. Any non-accidental occurrence resulting in an injury to a learner should also be investigated and appropriate procedures implemented and followed.

Accident Reporting

13. Reporting to the appropriate enforcing authority shall be in accordance with the statutory "Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995" or any regulations dealing with notification of accidents or diseases which may replace or supplement these regulations. The

Health and Safety Policy

Company shall inform the appropriate authority (such as the Skills Funding Agency) as follows:

- (i) **Immediately:** - of any death or injury to, or disease of, a learner on a training initiative, if the death, injury, or disease, falls within the scope of the statutory 'Notification' regulations above.
- (ii) **As soon as possible:-** of any other accident resulting in a learner suffering an over 3 day injury (inclusive of weekend days), or which results in any loss of physical or mental faculty, including disfigurement. In addition, of any occupational disease (whether or not a prescribed industrial disease) contracted by the learner whilst participating in the scheme.

Visitors

15. Visitors to the Company should implement the policy by:

- (a) Complying with Health and Safety instructions given by their escort or displayed on the premises.
- (b) Using safety equipment and clothing provided for their protection.
- (c) Behaving in such a manner so as to avoid placing themselves or others at unnecessary risk.
- (d) Ensuring that they are aware of all first aid, fire or security procedures within the Company.

Job Descriptions

16. Responsibility for Health and Safety is written into all job descriptions.

Company Insurance

17. The Company will maintain an appropriate level of Employer Liability and Public Liability insurance to its current business activities. In addition, insurance policies to cover Property Damage, Professional Liability and Product Liability and other policies as considered necessary will be maintained.

Health and Safety Policy

SAFETY POLICIES AND RISK ASSESSMENTS

Employer's Health and Safety Policy

18. The work place Health and Safety Policy should be made available to learners and a copy supplied as required.

Risk Assessments

19. In accordance with the Management of Health and Safety at Work Regulations 1999 and the Young Persons (Health and Safety) Regulations 1997 DIVAD Training Limited staff will undertake Risk Assessments of the workplace taking into account the work activities and working environment. The assessment should identify particular groups at risk, and take specific account of the risks to learners who come within the definition of 'Vulnerable Adults'¹ and those with special training needs. DIVAD Training Limited will safeguard and actively promote the welfare of vulnerable adults and specifically, ensure that arrangements are in place to minimize risks and to take all appropriate actions to address concerns, – actively promoting the concept of the 'safe learner'². All Risk Assessments are recorded in writing and maintained by the administrative section and the Company's Head Office.
20. The Managing Director will ensure that a review of Risk Assessments is undertaken annually or before if required. Where there is a change of circumstances, i.e. change in working activity, identification of a new hazard, a further assessment is undertaken and records amended.
21. All employers are required to have undertaken a Risk Assessment, where there are more than 5 employees a written assessment is required. DIVAD Training Limited representative will record on the HASPS Form whether or not this has been undertaken. The effective management of Health and Safety at the Employer's premises is assessed by the Company's representative through the use of the HASPS Form and discussed with the appropriate person.

Protective Clothing

22. The Company issues protective clothing to employees, learners and invited visitors as appropriate in their particular circumstances. The scope and nature of these issues are kept under review by the Risk Assessment.
23. The Company ensures that suitable Personal Protective Equipment (PPE) is issued free of charge to each participant who may be exposed to any risk at work, provided it is required in accordance with legislation or good

¹ a person who is 18 years of age or over, and who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself, or unable to protect him/herself against significant harm or serious exploitation'

² See DTL Protection Policy.

Health and Safety Policy

working practice. Where an Employer provides special equipment for their employees the Company's representative will confirm that this has also been issued to the learner. The learner should ensure that full use is made of the PPE provided and report to their supervisor any loss or defect to the equipment.

STAFF COMPETENCIES

24. To ensure that there is the broadest possible awareness of good health and safety practice throughout the Company, all staff should hold an in-date certificate in Basic Health and Safety at Work. For new members of staff, booking of the course is incorporated into the Company's staff induction system.
25. Those members of staff who undertake first aid duties will hold a First Aid at Work certificate or an Emergency aid in the Workplace certificate. All certificates will be renewed every 3 years.
26. Employers must nominate a competent person to ensure the Health, Safety and Welfare of individual learners. Company representatives will record the name of the Employer's designated H & S person on the HASPS Form.

THE WORKING ENVIRONMENT

Ventilation

27. The Company will ensure that adequate ventilation is provided in all workplaces. Where extraction equipment is installed it must be maintained in a serviceable condition and records maintained. Company representatives must ensure that the Employer has adequate ventilation in the workplace.

Lighting

28. The Company will ensure that there is suitable and sufficient lighting to enable people to work, move from place to place safely, and not experience eyestrain. Staff are responsible for reporting defective lighting and ensuring that it is rectified as soon as possible. Emergency lighting should be serviced annually. Company representatives must ensure that Employers have adequate lighting in their workplaces to ensure safe movement and work of clients. The H & S Checklist will be used to record the information

Heating

29. The Company will endeavour to maintain a temperature of at least 16 degrees Celsius at all its inside workplaces. Company representatives should identify the arrangements that Employers make to ensure that the

Health and Safety Policy

premises are suitably heated for the type of work to be undertaken by learners. When a reasonable temperature cannot be maintained suitable PPE will be made available by the employer.

Washing and Sanitary Facilities

30. The Company will provide sufficient washing and sanitary facilities as required by the Workplace (Health, Safety and Welfare) Regulation 1992. They will be cleaned daily and contain soap, towels or other suitable means of drying, and toilet paper. Company representatives will inspect Employers washing and sanitary facilities to ensure they are adequate for the number of people employed and ensure they are clean and hygienic.

Rectification of defects

31. Defects of premises, plant or equipment must be reported to the Managing Director immediately. Priority will be given to the rectification of serious hazardous defects to Company plant or premises.

Smoking

32. Smoking is not permitted inside company premises or vehicles.

EQUIPMENT, MATERIALS AND SAFETY SYSTEMS OF WORK

33. Staff are responsible for ensuring that all tools and/or equipment used in their areas of responsibility are in a safe condition. All portable electrical equipment is to be tested annually and records kept by the administration section. All hand tools are to be inspected weekly. All other plant and equipment is inspected monthly or as required if necessary.
34. Company representatives should identify that an employer's procedures will ensure that tools and equipment to be used by learners are in a safe condition and that a system for maintenance is in place. The HASPS Form will be used to record the information.
35. All employees are responsible for ensuring that all materials are stored in a safe manner and in accordance with any codes of practice or guidance notes available. Company representatives should observe the storage facilities and methods used by learner's employers. These observations will be communicated to and discussed with the employer.

TRAINING FOR LEARNERS

36. All training programmes run by DIVAD Training Limited are to contain a health and safety element. Assessors are responsible for ensuring that, where

Health and Safety Policy

appropriate, this training is also being provided and recorded by employers. Training Manager is responsible for ensuring that details of all training materials to be issued by the Company to the learner meets the standard required by the Company. A copy of such material is to be kept on file.

37 All learners joining a training programme will receive a period of induction training. Each will be issued with initial induction information and instruction to include:

- (a) Learner Information & Induction Guide
- (b) Booklet "Be Safe"

38 The induction training to be recorded on the Learner Information & Induction Guide Checklist.

39 The learner will receive information and instruction, which will provide a broad base and specific occupational awareness of their Health and Safety responsibilities.

ACCIDENT REPORTING AND INVESTIGATION

40. All accidents occurring on Company premises will be recorded in the accident book. Should the accident/occurrence be considered reportable under RIDDOR 1995, the Programmes Co-ordinator will complete the Company accident report form and report the incident to the Director and the appropriate authorities.

41. Accidents to participants on training or work placement programmes contracted with the Skills Funding Agency which are reportable under RIDDOR must be reported to the relevant organisation and the Health and Safety Executive by the Programmes Co-ordinator.

42. Employers should record all accidents to Learners in their own accident book. Should the accident/occurrence be considered reportable the employer will be responsible for:

- (a) notifying the enforcing authorities, i.e. H.S.E. or local authority
- (b) notifying the appropriate Co-ordinator immediately of the accident

The Managing Director will investigate the incident and report to the nominated Director.

EMERGENCY PROCEDURES

Fire Evacuation

43. It is the responsibility of all members of staff to familiarise themselves with the Fire and Emergency Evacuation Procedure (FEPP). Instructions regarding evacuation drill in the event of fire are posted prominently in

Health and Safety Policy

Company offices. Verbal instructions on the drill are to be given at the commencement of each training course. The procedure for the emergency evacuation of people with disabilities is also detailed in the FEEP. The Fire Certificate and all relevant records are kept by the Programmes Co-ordinator.

44. Where appropriate all fire alarms are to be tested weekly. In offices, fire drills take place at least twice every year. The fire alarm will be used to evacuate the premises in the case of other emergencies. Fire alarm testing and fire drills are organized by the building management services personnel.

First Aid

45. A First Aid Kit, together with an accident book, are kept at the Company premises. An appointed person shall be nominated at Company site and a record of qualified First Aiders maintained by the Programmes Co-ordinator and will be updated annually or as required. Company representatives will record on the HASPS Form, the first aid and emergency arrangements employers have in place.

CONTRACTUAL CONTROLS

46. No learners will be registered with DIVAD Training Limited until an Employer's Agreement has been signed by the Company, and the employer is fully aware of their legal responsibilities to the learner under the Health and all other applicable legislation.

VETTING AND MONITORING

47. Visiting company representatives are responsible for ensuring that the standard of health and safety agreed with the employer is maintained. All monitoring reports should contain a reference to health and safety. Learners will be monitored at least once every 8 weeks when a review of health, safety and welfare and insurance policies at the employer's premises is to be undertaken.

PROHIBITION

48. DIVAD Training Limited_nominated Director, on being notified, may order the immediate cessation of any activity on Company or employed learner's workplace premises if the activity involves immediate risk of serious injury to DIVAD Training Limited learners and/or staff. The prohibition notice will state the cause of the risk and its potential consequences, possible contravention of specified statutory provisions and recommendations for corrective action. A copy of the notice issued is given to the Director and a copy issued to the person responsible for the work or

Health and Safety Policy

training area. The notice will stay in effect until the Director is satisfied that the corrective action specified has been completed.

DRIVING ON COMPANY BUSINESS

49. Introduction

The majority of staff will at some time or other drive, often in their own private car, on company business. For a number of people, for instance assessors, this time spent driving will form a significant part of their day, for others it might only be an occasional trip a year. Whatever the amount of use, however, it is of vital importance that all staff driving on company business adhere to company procedures in order to abide by current legislation and also to ensure that they, and other road users, are not exposed to unnecessary risk.

50. Documentation

Staff that drive on company business in their own vehicle will need to supply copies of the following documentation to the Finance Manager:

- Vehicle insurance policy
- Road Tax
- MoT certificate (if required)
- Driving Licence.

These details are to be supplied on the 'Vehicles Used For Company Business: Declaration Form'. Staff that drive only company owned vehicles will only need to supply a copy of their driving licence.

Staff should supply copies of new documentation when they are renewed, for instance annual insurance. Staff should also inform the company if penalty points are added to their driving licence. Without valid documentation company mileage allowance will not be paid.

51. Mobile Phones

Unless cars driven on company business are fitted with an installed mobile phone car kit then mobile phones should not be used whilst driving. To make calls staff should stop and park their vehicle safely before using their phone (never park on motorway slip roads or the hard shoulder). In order to take received calls staff should dial their answer phone on reaching their destination and return any outstanding messages.

52. Taking a Break

Health and Safety Policy

Whatever the circumstances, staff should not drive whilst feeling tired. In normal circumstances most staff will not be required to drive for long distances, however, if they do it is most important that they take regular breaks. As a guideline, staff should not drive for more than two hours continuously without taking a break.

53. Work-Related Stress

Stress is the adverse reaction people have to excessive pressure which, in certain circumstances, can lead to mental and physical ill health. It is the responsibility of all Company staff to ensure that neither they, nor any of their colleagues, are made ill by their work through stress. To this end line managers should constantly be alert to work pressures that could cause high and long-lasting levels of stress, who might be harmed by these pressures and also what could be done to prevent the potential harm. Staff are also encouraged to be alert to the symptoms of stress in their colleagues (for instance, changes in a person's mood or behaviour, irritability, indecisiveness or absenteeism) and to discuss this with their line manager.