



## **GENERAL HEALTH & SAFETY POLICY**

Our policy is to establish safe and healthy conditions in the work environment and to provide health checks and essential treatment to promote the health of all staff. Your co-operation is essential to the achievement of this objective, and to meet the requirements of relevant legislation.

The Managing Director has overall responsibility for our health and safety policy.

You must observe the health and safety requirements and procedures and do all that is reasonably predictable to ensure that you, your colleagues, visitors and people working on SmartWork.com or customer premises are not put at risk.

Pregnant, disabled staff or visitors may face special hazards. Where predictable, we will make arrangements to suit their needs by consulting with appropriate specialised advisers. We assess risks which may affect pregnant or nursing mothers, taking action where required. We may also need to visit staff who work at customer's site and/or use SmartWork.com equipment at other premises, to ensure health and safety.

### **Health & Safety Procedures**

In accordance with the Health and Safety at Work Act 1974, The Trade Union Reform and Employment Rights Act 1993 and our requirements, you should:

- take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions at work
- co-operate with SmartWork.com and customers to ensure that it can comply with its statutory duties
- not intentionally or recklessly interfere with or misuse any machinery, equipment, fittings, furniture etc, whether provided in the interest of health and safety or for any other

You must observe the following rules:

- keep all stairs, corridors and passages clear of obstructions
- keep fire exits and fire notices clear of obstructions at all times
- close doors to unoccupied offices to contain the possible spread of fire

- follow normal safety rules in the use of electrical equipment and appliances, e.g., switching off at sockets when not in use, not covering vent grilles on fan heaters and other appliances (all electrical appliances are tested for safety each year)
- tape or otherwise secure trailing cables to reduce the risk of people tripping over them or of an electrical hazard
- keep offices and the areas around photocopiers tidy and free from waste etc which may constitute a fire hazard or an obstruction
- close fire resistant and smoke retarding doors
- extinguish and carefully dispose of matches, cigarettes etc to ensure they are not in any circumstances left smouldering
- not to smoke in the lifts, the canteen, storage areas, staff rest rooms and other commonly used areas of the building
- dispose of food waste promptly and safely
- take action to remove or avoid any hazard or danger as quickly as possible, alerting office services where appropriate

### **Reporting of accidents**

You must report any injury resulting from an accident on our premises to a member of staff, visitor or other person without delay to the SmartWork.com and customer designated officer who will notify the Managing Director or customer Health and Safety officer as appropriate. They will then notify it to the appropriate authority if this is required under the relevant legislation. You must also report accidents to members of staff whilst on our business but off our premises. This includes on customer premises and accidents involving any vehicle which we lease, hire or own, without delay to the SmartWork and customer designated officer. The designated officer keeps records of all accidents for the Managing Director.

### **Machinery and equipment**

Only authorised persons have access to the machinery which operates the lifts and can release anyone trapped as a result of an electrical or other failures. Anyone trapped in a lift should use the telephone to seek assistance and sound the alarm.

Machinery and equipment should be installed and operated in accordance with the manufacturer's instructions. You will be trained in its safe operation where appropriate. You must observe the following rules:

- only operate machinery and equipment provided with guards (eg, electric staplers, guillotines) with the guards in place
- report faulty machinery and equipment immediately to the Managing Director
- switch off machinery and equipment at the mains sockets at the end of work each day
- if you work continuously on VDUs take a ten-minute break from using the screen each hour (see below for information on eyesight testing, spectacles and reimbursement)

## **Bicycles**

You must not leave bicycles in corridors or stairwells or take them into offices, as they are a health and safety hazard.

## **Smoking policy**

You should not smoke in any areas except where this is specifically allowed. Smoking is not allowed in meeting rooms, in lifts, or in offices or storage areas. If you fail to observe these requirements you may be subject to disciplinary proceedings.

## **Visual Display Unit (VDU) users**

If you work with VDUs you can, with the approval of your line manager, take time off to have an eyesight test. The test is sometimes provided free, but you can claim reimbursement if a charge is made for it. Please refer to the SmartWork Expenses Handbook.

## **Treatment**

If you need advice, treatment, or a support for your back in the course of your work we will also arrange this for you.

## **Disability**

Please contact us if you have any disability which may require adjustments in your workplace so we can make arrangements for you.

Pregnant and disabled staff or visitors may face hazards. Where predictable, we will make arrangements to suit your/their needs by consulting the appropriate specialised advisers. We assess risks which may affect pregnant or nursing mothers, taking action where required. We may also need to visit staff that work at customer's sites and/or use SmartWork.com equipment at other premises, to ensure health and safety.

## **Fire Alarm Procedures**

### **Fire instruction**

Fire instructions are displayed on notice boards throughout SmartWork's and customer's premises. You should familiarise yourself with them carefully and promptly when necessary.

Each premises should have an evacuation plan, designated fire evacuation point and designated person to whom you should report. On hearing the fire alarm you should:

- Leave as quickly as possible (Do not try to collect personal belongings)
- Leave through the designated exits (sign-posted)
- Go down the stairs (DO NOT TAKE THE LIFTS)
- Exit the building
- Meet up outside the designated fire evacuation point
- Report to your designated person that you are out of the building
- Await the "All Clear" from your designated person

The designated person should:

- Check no one remains in any offices
- Close all doors and windows
- Check Ladies/Gents toilets on the floor
- Report “All Clear” to the building management

## **Bomb Alarm Procedures**

### **Bomb alarm instruction**

Bomb alarm instructions are displayed on notice boards throughout SmartWork’s and customer’s premises. You should familiarise yourself with them carefully and promptly when necessary.

Each premises should have an evacuation plan, designated bomb evacuation point and designated person to whom you should report.

Please note that the designated bomb evacuation point may differ from the designated fire evacuation point. On hearing the bomb alarm employees should;

- Stay seated and await instructions from the designated person
- The designated person should
- Check rear fire escape
- Close all doors and windows
- Check lift lobby and hose reel cupboard if there is one on the floor
- Check kitchen on the floor
- Check toilets on the floor
- Report “All Clear” to building management
- Await further instructions or “All Clear” from building management

### **Evacuation procedure**

- Building management will inform designated person of the designated bomb evacuation point
- Designated person should make staff aware of evacuation point
- Staff should leave through the designated exits (sign-posted)
- Go down the stairs (DO NOT TAKE THE LIFTS)
- Exit the building
- Meet up at designated bomb evacuation point
- Report to your designated person that you are out of the building

Await the “All Clear” from your designated fire warden.

If you have any queries about any of the content in this document or require further guidance, please contact your Business Manager

## Useful Contacts

**Freephone: 0800 434 6446**

**Tel: 0117 311 9800**

[Enquiries@SmartWork.com](mailto:Enquiries@SmartWork.com) - For information on our services.

[Invoicing@SmartWork.com](mailto:Invoicing@SmartWork.com) - To submit timesheets/expenses.

[Contracts@SmartWork.com](mailto:Contracts@SmartWork.com) - To submit contracts, schedules, and other legal documentation.

[Holidays@SmartWork.com](mailto:Holidays@SmartWork.com) - To make a holiday request.

[Pensions@SmartWork.com](mailto:Pensions@SmartWork.com) - To find out more about our automatic enrolment scheme through The People's Pension