

Health and Safety Policy



| Title | Policy | Worker responsibilities | Evidence | Legal register | Reviewed |
|--------------------------------------|--|---|--|--|----------|
| 1 Policy statement of intent | <p>This statement of intent should be read in conjunction with our full policy which includes sub-ordinate policies, responsibilities, and arrangements.</p> <p>We recognise we have legal duties and a moral obligation to manage our undertaking in a way that secures the health and safety of workers and other persons who might be affected by our acts or omissions. We also recognise our relationship with other interested parties outside of our organization and therefore commit to an ethic of corporate responsibility.</p> <p>It is our policy to ensure, as far as is reasonably practicable, the health and safety of our employees and others who may be affected by our work activities. This can only be achieved through solid foundations of leadership, worker engagement and participation. We are committed to continually improving our performance and we will produce an annual health and safety plan to facilitate this. We will provide the resources and budget necessary to achieve the objectives of this policy.</p> <p>We aim to establish and maintain a proactive health and safety management system consistent with ISO 45001:2018, integrated in the management of all our activities. We encourage a positive health and safety culture throughout the business.</p> <p>Top management leads by example and supports a positive health and safety culture where everyone meets their responsibilities for the safety and health of themselves and others. We will ensure that all workers have the information, instruction and training they need to meet their individual and collective responsibilities. All our significant work activities will be risk assessed at regular intervals. We will identify our significant hazards and plan for their elimination, reduction, and control.</p> <p>Progress towards these objectives will be monitored and subject to periodic review by management.</p> | See sub-ordinate policies. | A Board Report on HS activity will be tabled on an annual basis. To ensure continuing compliance with legislation and best practice, our Health and Safety Policy will be reviewed and updated annually. The 'Health and Safety Law -What you need to know' poster is displayed. Current Employers Liability Certificate of Insurance is held. | Health and Safety at Work etc Act 1974 | 25/03/23 |
| 2 Managing health and safety risk | <p>We will follow general principles of prevention of risk and use the 'plan, do, check, act' model to ensure that effective arrangements are in place. We will follow the broad principles of the Health and Safety at Work Act etc. 1974 by; providing and maintaining safe plant and equipment; providing safe systems of work; providing a safe place of work and safe access and egress; providing for the safe use, handling, storage and transport of all articles and substances; providing a safe working environment; providing adequate and sufficient information, instruction, training, and supervision. We encourage active worker participation in the formulation and review of risk assessments; they are closest to the risk.</p> <p>We will ensure that risk assessments are produced for all our work activities and the significant findings of the assessments are recorded. We follow HSE 'five steps to risk assessment' guidelines. HSE make it very clear that risk assessment should be part of day-to-day business management. Our risk assessments involve existing business documents, such as: our workplace rules; HS workbooks, manufacturers' instructions; training materials; safe operating procedures, method statements; safety data sheets. Users of risk assessments should always cross-refer to these documents for additional information about control measures. Control measures will be identified and implemented, and safe systems of work formulated. We will review and amend all assessments where necessary.</p> <p>Risks should be reduced to the lowest reasonably practicable level by taking preventative measures, in order of priority below. This is what is meant by a hierarchy of control.</p> <ol style="list-style-type: none"> 1. Elimination - redesign the job or substitute a substance so that the hazard is removed or eliminated. 2. Substitution - replace the material or process with a less hazardous one. 3. Engineering controls - for example use work equipment or other measures to prevent falls where you cannot avoid working at height, install or use additional machinery to control risks from dust or fume or separate the hazard from operators by methods such as enclosing or guarding dangerous items of machinery/equipment. Give priority to measures which protect collectively over individual measures. 4. Administrative Controls - these are all about identifying and implementing the procedures you need to work safely. For example: reducing the time workers are exposed to hazards (e.g. by job rotation); prohibiting use of mobile phones in hazardous areas; increasing safety signage and performing risk assessments. 5. Personal protective equipment - only after all the previous measures have been tried and found ineffective in controlling risks to a reasonably practicable level, must personal protective equipment (PPE) be used. For example, where you cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall (should one occur). If chosen, PPE should be selected and fitted by the person who uses it. Workers must be trained in the function and limitation of each item of PPE. | <p>Assist us in creating and reviewing risk assessments that affect you.</p> <p>Co-operate with management in the implementation of risk assessments.</p> <p>Understand and comply with risk assessments, safe systems of work and other instructions provided to you. Ask your line manager for help if you do not fully understand anything.</p> <p>Do not carry out any activities (including 'out of the norm' activities) without them having been assessed, authorised and a safe system of work developed.</p> | <p>Risk assessments including individual assessments for young persons, new mothers, or pregnant workers, those with physical or mental difficulties and night workers, as and when required.</p> <p>Permit to work system.</p> <p>Method statements.</p> <p>Safe operating procedures/safe systems of work.</p> <p>Visitors management and records.</p> <p>Training programme/matrix.</p> | Management of Health and Safety at Work Regulations 1999 (S.I.1999/3242) | 25/03/23 |

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| 3 Responsibilities | <p>The 'Director Responsible for Safety' has ultimate accountability for occupational health and safety. With the assistance of Deliberio Limited, the Director Responsible for Safety will maintain and monitor this HS Policy. Specific responsibilities for health and safety matters have been assigned – refer to individual job descriptions for further information. General responsibilities are defined below.</p> <p>Responsibilities of top management Health and safety is a standing agenda item at Board meetings. Sufficient professional health and safety competence is available. Effective communication and consultation channels are enabled. Create a culture which positively encourages safe and healthy working practices. Ensure adequate resources are provided to meet health and safety requirements. Health and safety is given prime consideration in all forward planning. The health and safety policy and procedures are actively monitored. The delegated responsibilities of managers are monitored. Appropriate insurance cover is maintained for all aspects of business activity.</p> <p>Responsibility of managers Ensure that a suitable risk assessment system is operating effectively. Employees are provided with adequate information, instruction, and training. Inform staff of any changes in legislation or information that could affect their work activities. Ensure that only approved contractors are used. Ensure safe systems of work are formulated and monitored and when necessary that a 'permit to work' system is used. Undertake accident investigations where necessary, take prompt action in RIDDOR reporting and take appropriate action to avoid recurrence. Monitor the activities of those under your direct responsibility to ensure that their delegated responsibilities are being carried out effectively.</p> <p>Responsibilities of supervisors Regularly inspect areas of control to ensure that the objectives of the policy are being met. Stop the job in the event of unsafe acts or conditions. Actively lead by example.</p> | <p>Your co-operation and involvement is pivotal in maintaining health and safety in our workplace. You are accountable for your actions which affect both your health and safety and that of others. Do not misuse or interfere with anything provided in the interest of health and safety. Comply with safety signs, markings, and instructions and follow any warnings which may be given. Each section of our Health and Safety Policy explains your responsibilities.</p> | <p>Company Organisational Chart. Employee handbook. Job descriptions. Key performance indicators</p> | <p>Health and Safety at Work etc Act 1974 Management of Health and Safety at Work Regulations 1999 (S.I.1999/3242)</p> | 25/03/23 |
| 4 Asbestos containing materials (ACM) | <p>We will safeguard workers and others who may be exposed to ACM as far as is practicable. We will ascertain if our premises have any ACM within or on them and manage and minimise any potential exposure. We will inform and/or train workers who may encounter ACM whilst carrying out their duties.</p> <p>Where necessary an asbestos survey/assessment will be undertaken, and a register drawn up to show the location of any ACM. These documents will be readily available to interested parties e.g. building contractors. Employees who may be encounter ACM whilst carrying out their duties will receive asbestos awareness training, and this will be refreshed each year. Where needed, a written management plan will be produced, and a procedure will be implemented to address potential accidental exposure to ACM. The condition of any ACM within our control will be actively monitored. Any action required to prevent the release of asbestos fibres into the workplace will be implemented.</p> <p>Any work that may be required on ACM will only be carried out by licensed specialist asbestos contractors or, in the case of works permitted to be carried out by unlicensed persons, only trained competent personnel are permitted to conduct such works. Where our workers are permitted to conduct works with ACM, a safe working procedure will be established before any such works commence. All workers carrying out notifiable non-licensed work must have medical examinations, (repeated every three years if the workers are still carrying out notifiable non-licensed work).</p> | <p>If you suspect that you are working with or near to unidentified ACM - report it. Do not proceed with your duties until the situation has been assessed and the area declared safe. If you have any concerns about suspect materials, inform your line manager or the person in control of the premises. If your job involves maintenance or building works, you may be at risk of exposure to ACM. You will be trained in 'asbestos awareness' where this is required.</p> | <p>Asbestos survey. Asbestos register. ACM suitably labelled. Training records. A register of notifiable non-licensed work for each employee exposed to asbestos. Health records</p> | <p>Control of Asbestos Regulations 2012 (S.I.2012/632)</p> | 25/03/23 |
| 5 Business continuity | <p>Being organised is a vital part of incident recovery. To prepare our business to cope with the effects of an emergency we will define and prioritise the critical functions of the business; analyse the emergency risks to the business; detail the agreed response to an emergency; identify key contacts during an emergency; and set out the tasks needed to restore and resume business.</p> <p>A detailed Business Continuity Plan has been formulated. Our immediate response plan is set out below and based on a major incident such as the destruction of the building. It can be easily adapted for less severe situations; in which case it may not be necessary to complete all the initial tasks below.</p> <p>Immediate response: Alert key members of staff. Agree with key staff the activities needed and implement recovery plan. Advise other staff of when and where to report. Notify key contacts (suppliers/customers). Establish the immediate business needs. Maintain a log of all decisions/events/action taken. Consider working arrangements for staff. Notify our insurers. Alert IT contact.</p> <p>We back up data regularly and store copies off site or cloud securely, including contact details for staff, insurers, clients, and suppliers. Important paper documents, such as contracts, insurance documents and employee information, are protected in fire resistant and waterproof storage containers. We review insurance cover regularly to ensure it keeps pace with any changes in the business. We test the feasibility of the Business Continuity Plan and review it once a year to keep it current. Tasks in the plan are assigned to designated people.</p> | <p>If we have had a major emergency such as fire or flood - keep in contact with your line manager and be prepared to be flexible in your working patterns and duties. Do not take carry out unusual tasks without having conducted a dynamic risk assessment and without discussing the task with decision makers.</p> | <p>Emergency pack held, including business recovery plan, as well as a first aid kit, mobile telephone. Inventory of equipment, materials, products, and any other assets as an overview of the business. Insurance documents. Business continuity plan. Contacts list.</p> | <p>Management of Health and Safety at Work Regulations 1999 (S.I.1999/3242)</p> | 25/03/23 |

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| 6 Consultation, training, and worker participation | <p>We will consult with our workforce on health and safety matters. Where a trade union is recognised, this will be through union health and safety representatives. In non-unionised workplaces, we will consult either directly or through employee representatives. We will provide representatives with information on reportable accidents and allow them to make representations on general health and safety matters, potential hazards, and dangerous occurrences in the workplace. We will ensure that they are adequately trained to fulfil their role. We will meet any reasonable costs associated with such training and allow time off with pay to enable the representative to perform their functions.</p> <p>We provide relevant information, instruction, training, and supervision as necessary. We hold regular HS related meetings. We consult with workers on the introduction of any measure at the workplace which may substantially affect their health and safety, our arrangements for appointing a competent person, the planning and organisation of health and safety training and the consequences of introducing new technology into the workplace. We consult our workforce on risks arising from their work; on proposals to manage and control these risks; and the best ways of providing information and training.</p> <p>The training needs of all workers are assessed. No-one is asked to undertake tasks for which they have not been adequately trained and are not competent. Attention is given to the needs of young, or temporary, or inexperienced or vulnerable employees. New workers are given induction training and are issued with guidance information. Managers, supervisors, and other persons with designated roles receive adequate information, instruction, and training to enable them to fulfil their duties. Training needs are monitored, and refresher training provided periodically to maintain levels of competency.</p> | <p>You are encouraged to submit ideas for improving health, safety, welfare, and efficiency.</p> <p>If you are required to undertake any form of training, you are required to co-operate, attend the courses, and diligently learn new skills.</p> | <p>Agendas of HS meetings</p> <p>Minutes of HS meetings</p> <p>Training records and certificates.</p> <p>Employee handbooks and guidance notes.</p> | <p>Management of Health and Safety at Work Regulations 1999 (S.I.1999/3242)</p> <p>Health and Safety at Work etc Act 1974</p> <p>Health and Safety (Consultation with Employees) Regulations 1996 (S.I.1996/1513)</p> <p>Safety Representatives and Safety Committees Regulations 1977 (S.I.1977/500)</p> | 25/03/23 |
| 7 Contractors and suppliers | <p>We will ensure that only those contractors who are deemed competent to undertake work will be engaged to do so. They will be required to comply with our policies and procedures. We will ensure CDM Regulations 2015 are complied with, as applicable. Contractors will only be able to subcontract any part of the works to a third party with our express permission and will need to ensure that all such sub-contractors are suitably competent. Continuous improvement in the management of contractors on our site will be achieved by reviewing the performance of each contractor at the end of the job and ensuring that poor practice is eliminated, and good practice repeated.</p> <p>All contractors will be assessed to PAS 91 specification to ensure that they can allocate sufficient resources to ensure that all works are completed safely. All contractors are provided with a clear brief on the work required, information about the area in which they will be working and a clear point of contact throughout the works. All contractors must ensure that their employees are provided with induction training on first arrival at our sites and are adequately supervised throughout the duration of the contract.</p> <p>An 'Approved Contractors' list will be compiled. Contractor performance will be monitored during the project and then reviewed at the end of the project. Non-compliance with agreed standards will result in suspension of the work and may result in removal from the approved contractor list.</p> <p>Risk assessments and method statements (RAMS) will be required from the contractor prior to work commencing. We will share our risk assessments where necessary. A Permit to Work will be required for safety critical activities e.g. work at height, live electrical work, confined space entry, hot works.</p> | <p>You are authorised to stop contractors from working in a dangerous manner until a management intervention is made.</p> | <p>Permits to work.</p> <p>Approved Contractors List.</p> <p>RAMS.</p> <p>HS Plans.</p> <p>Contractor pre-qualification questionnaires.</p> <p>PAS 91:2013 + A1:2017</p> | <p>Management of Health and Safety at Work Regulations 1999 (S.I.1999/3242)</p> <p>Health and Safety at Work etc Act 1974</p> | 25/03/23 |
| 8 Display screen equipment (DSE) | <p>We aim to provide a comfortable working environment with comfortable office equipment. DSE users will be identified, and workstations assessed to ensure that they meet the requirements of the DSE Regulations. Provision will be made for information, eye and eyesight tests and glasses specifically for working on display screen equipment.</p> <p>Assessments of each workstation are carried out on an annual basis or whenever there are significant changes to the workplace layout. Action is taken to correct any problems identified. Work routines are examined to minimise intensive periods of DSE activity. We ensure suitable DSE equipment and office furniture is purchased for the task. Employees using DSE are informed of their entitlement to eye and eyesight tests (and glasses if required). The cost and mechanism of contribution is set out in the Employee Handbook and reviewed periodically. DSE users are given information, instruction, and training on how to set up and use DSE. All users are encouraged to take regular breaks away from DSE.</p> | <p>Adjust your workstation to an ergonomically comfortable position.</p> <p>Have regular eye tests.</p> <p>Report any health problems associated with your workstation promptly.</p> | <p>Display screen equipment assessments</p> <p>Workplace inspections</p> <p>eLearning module on DSE</p> | <p>Health and Safety (Display Screen Equipment) Regulations 1992 (S.I.1992/2792)</p> | 25/03/23 |
| 9 Drug and alcohol abuse | <p>We take a zero-tolerance stance to the misuse of alcohol and drugs at work. No workers are allowed to consume alcohol or substances of misuse while working or to turn up for work under the influence of alcohol or substances of misuse. This will be treated as a disciplinary offence and referred to HR for appropriate action. However, each case will be assessed and support will be given to employees who are struggling with drug and alcohol issues and signposted to external expert services. Alcohol and drug awareness training and information will be given to managers as appropriate.</p> <p>We reserve the right to test for drugs and alcohol although we will seek consent collectively and from the individual. The extent to which we do this will depend on the prevailing situation amongst the work force. Testing might include pre-employment screening, testing at induction, random testing, testing on suspicion or behavioural concerns, and in the event of a serious incident. Refusal to co-operate will also be considered as a disciplinary offence.</p> <p>Anyone testing positive or non-negative will be removed immediately from the workplace with suitable arrangements to travel home and will remain suspended pending investigation. Contractors' will be subject to their own company's processes and procedures but will no longer be accepted by us for work.</p> | <p>Do not consume alcohol or substances of misuse at work.</p> <p>Do not come to work under the influence of drink or substances of misuse.</p> <p>Periodically you may require medication for illness (off the shelf or prescribed). This is permissible if side-effects do not interfere with your ability to carry out your job safely. Always read the side-effects leaflet for your medication.</p> <p>Do not operate machinery, vehicles or carry out safety-critical tasks (e.g. work at height) if the medication leaflet advises not to (e.g. dizziness).</p> <p>If in doubt, refer to an appropriate manager.</p> | <p>Codes of conduct and behaviour, disciplinary proceedings and grievance procedures are set out in the Employee handbook.</p> <p>Confidential investigation reports.</p> | <p>Management of Health and Safety at Work Regulations 1999 (S.I.1999/3242)</p> <p>Health and Safety at Work etc Act 1974</p> | 25/03/23 |

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| 10 Fire safety | <p>Fire precautions will be taken to prevent fires starting in the first place, and from spreading and causing serious and imminent danger. The threat to life will be evaluated in a written fire risk assessment, identifying persons who might be especially at risk and any structural features which might compromise fire safety. We will provide relevant information, instruction, and training about the fire precautions in our workplace and train specific employees to undertake fire safety roles. We will produce an emergency plan and communicate this to persons on the premises.</p> <p>A fire risk assessment is conducted for the premises, considering combustion sources, ignition sources, structural features and means of control. Sources of ignition are controlled effectively, and combustible waste is removed frequently using suitable waste containers. A suitable system is in place to detect and warn people that there is a fire, and the system is tested and maintained. Serviceable fire extinguishers are distributed around the premises. There is an effective system in place for contacting the emergency services. Fire escape routes are kept clear of obstructions, lit with serviceable emergency lighting and fire doors are maintained. Fire drills are undertaken on a regular basis. Dangerous substances are controlled and considered in a DSEAR assessment where necessary.</p> <p>Workers are instructed on fire prevention and what to do in the event of a fire. Visitors and contractors to the premises are made aware of our fire rules and procedures and asked for information on how they intend to control any fire hazards associated with their work.</p> | <p>Raise the alarm on discovering a fire. Know what to do and where to go in the event of a fire. Know where fire safety equipment is and how and when to use it. Report a discharge of any fire extinguisher or damage or improper use of fire safety equipment. Keep fire exits clear of all obstructions. Report any suspected fire hazards. Know who your Fire Marshals are. Do not smoke in unauthorised areas. Do not re-enter a building after a fire until permitted to do so.</p> | <p>Weekly, monthly, and annual inspections. Written records are kept of all tests, inspections, and drills (fire logbook). Fire risk assessment. Service documents. Training matrix.</p> | Regulatory Reform (Fire Safety) Order 2005 (SI2005/1541) | 25/03/23 |
| 11 Food preparation | <p>We ensure the safe storage, preparation, labelling, service, supply, manufacture, processing of safe, wholesome and quality food by ensuring high standards of hygiene and food safety at our premises. We realise the importance of implementing a robust, documented Food Safety Management System.</p> <p>All procedures and processes will be monitored against the requirements of current legislation, government guidelines and the standards set out in the HACCP plans /Better Food, Better Business plans, which will be reviewed and updated as necessary. We will strive to meet and exceed compliance by promoting good practice, ensuring food handlers are properly trained. To reduce the risk of infestation, a robust pest control programme shall be implemented.</p> <p>Schedules for the cleaning, disinfection and decontamination of work areas and equipment will be instigated, monitored and recorded. There are suitable procedures for handling waste, including the segregation, handling, packaging, labelling, storage and transport on-site and off-site. Facilities for the preparation of drinks and meals is maintained in a hygienic state and suitable for food storage and handling. Persons involved in food preparation are trained to be able to handle food in a safe and hygienic manner and work to high standards in accordance with their roles and responsibilities.</p> <p>Where necessary, outbreaks of ill-health will be monitored and investigated, and health surveillance measures undertaken. Working with our pest control contractors we aim to control infestations; maintaining good housekeeping to prevent harbourage of pests and to allow for early detection; denying pests access to food; and ensuring hygienic storage and disposal of waste.</p> | <p>Know how to prevent false alarms.</p> | <p>Daily temperature checks of fridges and freezers with records being maintained. Daily, weekly, monthly and annual cleaning schedule and records maintained. HACCP/Better Food Better Business documentation.</p> | The Food Safety Act 1990 (as amended). Food Information Regulations 2014. | 25/03/23 |
| 12 Hazardous substances | <p>A COSHH assessment is conducted for the safe use, storage, handling, and transport of all hazardous substances, including those we create. Health risks from airborne exposure to dusts, fumes, vapours etc. are identified. Before a new substance is purchased, the person responsible for purchasing must ask 'is the use of this substance justified and is there no suitable safer alternative?'. A Safety Data Sheet (or suitable alternative information) must accompany the purchase. Suitable and sufficient control measures are in place and workers are informed of the precautions they should take. Emergency plans will be produced where required. Monitoring of control measures, and health screening/surveillance is conducted.</p> <p>An inventory of all hazardous substances used, handled, stored, or disposed of is compiled. This inventory includes purchased products and hazardous substances created by the work we do e.g. dusts and fumes. The results of the COSHH assessments, appropriate control measures and safe systems of work identified are communicated to the staff in a comprehensible manner including information, instruction and training in the safe use, handling, storage, and disposal of substances.</p> <p>Wherever possible the use of hazardous substances is eliminated, where this is not possible every effort is made to find a less hazardous suitable alternative or to control the risk by engineering means. Engineering controls are examined, tested and adequately maintained to ensure that they function effectively. Chemicals are contained within properly labelled original containers. The use of personal protective equipment (PPE) is reserved as a 'last resort' for controlling exposure to a residual risk. Safe working procedures are monitored to ensure that they remain effective. Health surveillance is carried out when required. Contractors are required to provide assessments for the substances they use, handle, transport or dispose of.</p> | <p>Follow guidance given in the COSHH assessments provided. Always read the product label and follow the instructions for use. Never mix products without authorisation. Mixing products may cause a hazardous chemical reaction. Never put products into an unmarked container, or into bottles or containers with other uses, i.e. water or drink bottles. Know where to find Safety Data Sheets and take relevant data sheet to hospital along with any casualty. Store chemicals correctly and keep away from vulnerable people. Return unused substances to their correct and safe storage area. Always report any faulty equipment, spills, or damaged containers to your supervisor. Wash your hands after using chemicals, and before eating, drinking, or smoking and before and after using the toilet. Wear all necessary PPE correctly and report any faults in the PPE. Remove PPE before eating, drinking, or smoking and before using the toilet. Do not eat or drink in any area where dust, dirt or fumes are present. Keep all lids on substances between applications and when not in use. Use local extraction ventilation correctly. Report all faults with extraction.</p> | <p>Inventory of substances. Safety Data Sheets. COSHH assessments. General chemical hygiene rules.</p> | Control of Substances Hazardous to Health Regulations 2002 (S.I. 2002/2677) Dangerous Substances and Explosive Atmospheres Regulations 2002 (S.I. 2002/2776) | 25/03/23 |

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| 13 Hygiene in the workplace | <p>We have an intent to reduce the transmission of infectious disease at our workplace by following 'universal precautions' i.e. via risk assessment, aseptic technique, isolation, staff health programmes, waste disposal, dealing with spillages, environmental cleaning, handwashing, personal protective equipment, and preventing sharps injuries. We will also follow robust food hygiene and pest control measures. We ensure the safe storage, preparation of food by ensuring high standards of hygiene and food safety at our premises.</p> <p>Schedules for the cleaning, disinfection and decontamination of work areas and equipment will be instigated, monitored and recorded. There are suitable procedures for handling waste, including the segregation, handling, packaging, labelling, storage and transport on-site and off-site.</p> <p>Facilities for the preparation of drinks and meals is maintained in a hygienic state and suitable for food storage and handling</p> <p>Where necessary, outbreaks of ill-health will be monitored and investigated, and health surveillance measures undertaken.</p> <p>Working with our pest control contractors we aim to control infestations; maintaining good housekeeping to prevent harbourage of pests and to allow for early detection; denying pests access to food; and ensuring hygienic storage and disposal of waste.</p> <p>Staying COVID-19 Secure</p> <p>We have carried out a COVID-19 risk assessment and shared the results with the people who work here. We have cleaning, handwashing and hygiene procedures in line with guidance.</p> <p>We have taken all reasonable steps to help people work from home.</p> <p>We have taken all reasonable steps to maintain a 2m distance in the workplace.</p> <p>Where people cannot be 2m apart, we have done everything practical to manage transmission risk. We will educate and train our staff in infection control issues, handwashing, hygiene and the use of personal protective equipment.</p> | <p>Always wash your hands before and after handling food.</p> <p>Follow the hygiene safety rules as laid down in our procedures and government guidelines.</p> <p>Make sure your personal hygiene, habits and cleanliness are beyond reproach.</p> <p>Protect food from the risk of contamination.</p> <p>Report any signs of pests.</p> <p>Report any illness or food poisoning symptoms to your manager.</p> | <p>Daily temperature checks of fridges and freezers.</p> <p>Daily, weekly, monthly and annual cleaning schedule and records maintained.</p> <p>COVID-19 risk assessment, gap analysis and audit.</p> | <p>Coronavirus Act 2020.</p> <p>Workplace (Health, Safety and Welfare) Regulations 1992 (S.I.1992/3004)</p> | 25/03/23 |
| 14 Incident management | <p>We will provide adequate first aid facilities for the treatment of any injuries and ill-health sustained by any of our workers. We maintain procedures to enable relevant reporting and recording of injuries, diseases, and dangerous occurrences (to the Incident Contact Centre when necessary). All accidents and near misses are investigated to determine their root cause and decide action to prevent reoccurrence.</p> <p>We provide sufficient numbers of qualified first aiders and appointed persons and suitably stocked first aid kits are readily available. A procedure is in place to enable the prompt and efficient reporting and recording and investigation of all injuries, disease, dangerous occurrences or near miss incidents. Accident/near miss statistics are collated to identify trends. Corrective action is taken after immediate, underlying and root causes have been identified.</p> | <p>Report all accidents, incidents and near-misses regardless of any lack of damage or injury.</p> <p>Report any dangerous behaviours or conditions.</p> <p>Ensure that any injury you sustain at work, even minor, is recorded in the accident book at the earliest opportunity.</p> <p>Know who the first aiders are and where the first aid equipment is located.</p> <p>Do not use first aid equipment without authorisation.</p> | <p>Accident book BI510 – records held confidentially in HR file.</p> <p>Accident report forms, accident investigation records.</p> <p>RIDDOR reports.</p> <p>Accident statistics.</p> | <p>Management of Health and Safety at Work Regulations 1999 (S.I.1999/3242)</p> <p>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (S.I.2013/1471)</p> <p>The Social Security (Claims and Payments) Regulations 1979</p> <p>Employers' Liability (Compulsory Insurance) Regulations 1998 (SI1998/2573)</p> | 25/03/23 |
| 15 Legionella | <p>We will identify and assess sources of risk from legionella bacteria and, where appropriate we will prepare a scheme for preventing or controlling such risks. We will appoint 'the Responsible Person' for the implementation of this policy.</p> <p>Arrangements are in place to identify and assess sources of risk. Where appropriate, a scheme has been prepared for preventing or controlling the risk. This scheme includes a plan of the system; details of the safe and correct operation of the system; the precautions to be taken; the checks to be carried out and their frequency; remedial action to be taken if the scheme is not effective. We manage, monitor, and keep records of the precautions taken.</p> | <p>Report any problems with water temperatures, hot or cold.</p> <p>If you are concerned about the condition of our water services speak to your line manager or safety representative.</p> | <p>Written scheme of work.</p> <p>Legionella risk assessment.</p> <p>Temperature records.</p> <p>Records of sampling and dosing.</p> | <p>Control of Substances Hazardous to Health Regulations 2002 (S.I. 2002/2677)</p> | 25/03/23 |
| 16 Lone working | <p>We will assess the potential hazards from lone working and ensure that adequate control measures are in place to reduce risk. We will not permit lone working where risks cannot be controlled to an acceptable level. We will provide lone workers with adequate instruction on the risks involved. Procedures will be put in place to monitor lone workers to see they remain safe.</p> <p>All employees likely to work alone are identified. Lone working activities are identified, and hazards risk assessed. Activities requiring special arrangements to monitor the safety of lone workers are identified. Checks are made to ensure that any lone workers are medically fit for the tasks. Lone workers receive appropriate training and have the necessary experience before being allowed to work alone.</p> | <p>All lone workers should be aware of the following: emergency contact numbers; accident/incident reporting procedure; restrictions on lone working; specific precautions and arrangements considered necessary for lone working activities.</p> | <p>Phoning-in procedure.</p> <p>ICE contacts.</p> <p>Locking-up procedures.</p> | <p>Management of Health and Safety at Work Regulations 1999 (S.I. 1999/3242)</p> | 25/03/23 |
| 17 Manual handling | <p>As far as is reasonably practicable we will avoid the need for hazardous manual handling, by eliminating the tasks, or by automation or mechanisation. We will assess the risk of injury from any hazardous manual handling that can't be avoided and reduce the risk of injury from hazardous manual handling. To help reduce the risk of manual handling injuries we will encourage early reporting of symptoms; ensure any cases of manual handling injury are managed effectively; consult and involve the workforce and their representatives who know the risks and can offer solutions to control them.</p> <p>Where it is not possible to avoid a manual handling operation, we will assess any risks of injury to workers. To enable assessment to be concentrated where it is most needed, we will adopt simple filters which assume that handling is infrequent, symmetrical and takes place in favourable working conditions. We will produce a generic assessment as an efficient way of assessing risks common to several broadly similar operations, to individuals rotating between similar tasks or to groups of workers carrying out similar jobs.</p> <p>Where handling tasks exceed the filter parameters a more detailed assessment will be carried out. We consider persons who are at an increased risk from manual handling operations, e.g. new and expectant mothers, and those with relevant medical conditions. Risks are reduced by using safe systems of work for those tasks which cannot be completed without manual handling. We will ensure that all employees who carry out manual handling operations are provided with information on the findings of the assessments and are trained in safe lifting and handling techniques and the use of lifting aids. We carry out manual handling training and refresher training every two years.</p> | <p>Lift and handle as you have been trained.</p> <p>Take time to find the correct manual handling aid or seek help.</p> <p>Work within your capacity and within the manual handling guidelines and instruction you have been given.</p> | <p>Generic manual handling assessments.</p> <p>Specific manual handling assessments.</p> <p>Training records.</p> | <p>Manual Handling Operations Regulations 1992 (S.I. 1992/2793).</p> | 25/03/23 |

| Title | Policy | Worker responsibilities | Evidence | Legal register | Reviewed |
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| 18 Mechanical handling equipment (MHE) | <p>We will ensure that MHE is procured with due diligence, selected for the right job and fit for purpose. MHE will be maintained, serviced and examined to schedule. Only competent, authorised workers will be permitted to use the equipment. Operators of MHE will be trained in the safe operation of MHE and assessed periodically. Refresher training will be given when assessment dictates.</p> <p>See 'Work Equipment' policy for full details. MHE is subject to the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER). All lifting equipment is thoroughly examined every 12 months. All lifting accessories such as chains or any lifting equipment used for lifting persons, are thoroughly examined every 6 months. Lifting equipment and accessories are inspected at suitable intervals between thorough examinations. Lifting equipment is of adequate strength and stability for each load being lifted. Every part of a load and anything attached to it and used in lifting is also of adequate strength. All equipment and accessories used for lifting loads are clearly marked to indicate their safe working load. All lifting operations are properly planned by a competent person, supervised as appropriate and conducted in such a way that is without risk of injury to personnel, or damage to equipment. All operatives receive training for the equipment they may be required to use, and a record of training kept.</p> | <p>Report any defective or damaged equipment which you become aware of. Any defective plant and equipment to be taken out of service immediately awaiting repair/replacement.</p> <p>All MHE to be used only for the job it was designed and manufactured for.</p> <p>Do not operate MHE unless you are trained and authorised to do so.</p> <p>Do not knowingly allow any person to operate MHE for which you are responsible unless they are authorised to do so.</p> <p>Do not operate any work equipment whilst taking medication which make you drowsy or affect your judgement or co-ordination.</p> <p>Operate mobile MHE in accordance with training and instruction. Wear seatbelts where supplied. Do not speed or operate mobile MHE dangerously.</p> | <p>Pre-shift visual checks.</p> <p>Inspection checklists.</p> <p>Service reports.</p> <p>Reports of Thorough Examination.</p> <p>Training records.</p> <p>Lifting plans.</p> | <p>Provision and Use of Work Equipment Regulations 1998 (S.I. 1998/2306)</p> | 25/03/23 |
| 19 Occupational health | <p>We aim to minimise the impact of work on the health of our employees. The potential health hazards we create are identified, assessed, and controlled. Where required occupational health services will be provided. We encourage employees to take personal responsibility for maintaining and improving their own health. We make reasonable adjustments for people with disabilities to support them in their employment.</p> <p>Through our risk assessment process, we identify potential health risks to our employees. We utilise a health screening questionnaire during employment to assist in managing good health in the workplace and to help identify at-risk persons. Where necessary, the screening might necessitate further occupational health intervention and we will seek competent external assistance. Where our employees are exposed to health risks where statutory health surveillance is required, this will be provided. Written permission will be sought from our employee where it is necessary to seek information from the employee's General Practitioner or Consultant. Long term sickness absences are monitored, and employees are given support prior and upon return to the workplace.</p> | <p>Inform us of any medical condition you have which may affect your safety, or the safety of others.</p> <p>Inform us of any prescribed medication you are taking that might affect your ability to work safely.</p> <p>Wear sun protection factor 50 when working outdoors in sunshine.</p> | <p>Employee handbook.</p> <p>In-house health check</p> <p>Confidential results of health screening and health surveillance.</p> <p>Sickness absence records.</p> <p>Back to work interviews.</p> | <p>Management of Health and Safety at Work Regulations 1999 (S.I.1999/3242).</p> <p>Control of Substances Hazardous to Health Regulations 2002 (S.I.2002/2677).</p> <p>Control of Noise at Work Regulations 2005 (S.I.2005/1643).</p> <p>Working Time Regulations 1998 (S.I.1998/1833).</p> <p>Control of Vibration at Work Regulations 2005 (S.I.2005/1093).</p> | 25/03/23 |
| 20 Personal protective equipment (PPE) | <p>Through our risk assessment process, we will identify the type of PPE workers are required to wear. PPE will be provided if the risk to our workers cannot be adequately controlled by more effective means (i.e. the hierarchy of control measures: elimination, reduction or substitution, isolation, engineering controls). We consult with our workforce on the types of PPE to be used and ensure it is fit for purpose. Where PPE is necessary for a work task or activity, we acknowledge that it is our duty to provide such PPE free of charge to workers.</p> <p>We determine all the PPE required by our workers. When PPE is provided, it is fit for the purpose and the environment it is to be used in. We show the individual how to wear it correctly. All workers required to wear PPE are given instruction and guidance on the use and maintenance of such equipment. Adequate stocks of PPE are available to replace any damaged or worn equipment. Facilities are provided to store any PPE whilst not in use and for changing and storing normal clothing.</p> | <p>Always wear your PPE in the way you were shown when carrying out tasks that require it.</p> <p>Look after your PPE and inform the company of any loss or damage so that it can be replaced.</p> | <p>PPE issue register.</p> <p>Risk assessments.</p> <p>Induction checklist.</p> | <p>Personal Protective Equipment at Work Regulations 1992 (S.I. 1992/2966)</p> | 25/03/23 |
| 21 Power services | <p>All fixed and portable electrical equipment, gas appliances and compressed air plant will be maintained in a safe condition and inspected and tested regularly. All work on power systems will be carried out by competent contractors.</p> <p>The fixed mains installation is inspected and tested periodically by a competent person in accordance with the IET Wiring Regulations 18th Edition. Routine combined inspection and testing of portable appliances is undertaken periodically. Suitable means for isolating electrical equipment, including the identification of individual circuits are provided and maintained. Work on electrical systems is only carried out by competent persons following safe systems of work. Live working will be subject to a Permit to Work system. Users of portable electrical equipment are instructed in safe systems of work and to carry out simple checks of equipment. Contractors using electrical equipment in our workplace provide evidence of its safety prior to commencement of work.</p> <p>Gas appliances and equipment will be inspected on an annual basis by a Gas-Safe engineer. Compressed air plant will be inspected, examined, and tested to schedule.</p> | <p>Visually inspect portable electrical equipment for signs of misuse, damage, or wear prior to use. Do not use damaged equipment until it has been repaired.</p> <p>Unplug/switch off electrical equipment when not in use.</p> <p>Do not bring personal electrical equipment to work unless permitted.</p> <p>Do not use 240-volt equipment outside or in wet environments without a local RCD device.</p> <p>Do not repair, modify, or maintain any power equipment without express permission and only if you are competent to do so.</p> <p>Do not overload sockets or adaptors.</p> <p>Do not cover electrical equipment which may get hot.</p> <p>Do not use fuses higher than the recommended rating.</p> <p>Never misuse electrical equipment.</p> | <p>Users carry out pre-use visual checks and report damaged or defective equipment which is removed from service immediately.</p> <p>Portable appliance test records.</p> <p>Electrical installation condition report.</p> <p>Certificate of gas safety inspection.</p> <p>Certificate of thorough examination of pressure vessels.</p> | <p>Pressure Systems Safety Regulations 2000 (S.I. 2000/128).</p> <p>Electricity at Work Regulations 1989 (S.I.1989/635).</p> <p>Gas Safety (Installation and Use) Regulations 1998 (S.I.1998/2451).</p> | 25/03/23 |
| 22 Premises and welfare in the workplace | <p>We ensure that high standards of housekeeping are maintained. We provide welfare facilities in accordance with the requirements of the Workplace (Health, Safety and Welfare) Regulations. Hygienic facilities are in place for changing, for eating and drinking, rest breaks and for toileting. Workstations are provided with appropriate furniture. Workplaces have suitable heating and ventilation systems. We ensure that floors and traffic routes are in good repair, clear of spills and free of obstructions. Work areas are sufficiently lit and there is adequate space to enable workers to move around freely and easily. Waste materials are not allowed to accumulate and waste is disposed of promptly. Materials and tools have designated storage areas. Service cables are routed to eliminate tripping hazards and damage.</p> | <p>Keep your workplace clean and tidy.</p> <p>Mop up or report spillages.</p> <p>Do not leave equipment in a position or a condition where it may later injure someone.</p> <p>Do not leave toilets, washbasins or eating areas in an unclean, untidy or dirty condition.</p> <p>Do not leave trailing cables which may be tripped over.</p> | <p>Workplace inspections.</p> | <p>Workplace (Health, Safety and Welfare) Regulations 1992 (S.I. 1992/3004)</p> | 25/03/23 |
| 23 Storage and stowage | <p>We will follow the broad principles within the Health and Safety at Work Act etc. 1974 by; providing a safe place of work and safe access and egress; providing for the safe handling, storage and transport of all articles and substances.</p> <p>We will ensure that adequate space and storage areas are allocated for the types of materials we store. Storage systems will be robust and of adequate strength, proportionate to the nature and weight of the materials being stored. Access equipment and systems will be provided to eliminate the need for climbing, over-reaching, overstretching, and awkward handling. The storage systems will be adequately maintained and monitored with records kept.</p> <p>Where goods and materials are transported by vehicle, suitable systems will be used to allow for safe loading, the safety and securing of loads in transit, and for safe unloading.</p> <p>Where goods and materials are stacked free-standing, correct standards for stability of the stacks will be met.</p> <p>Loading and unloading areas will be segregated from other plant and people that are not involved in loading or unloading; and clearly marked.</p> | <p>Do not climb or step up on racking.</p> <p>Do not over-load storage systems, and work within their rated capacity.</p> <p>Report faults or defects in any storage systems</p> <p>Report unstable materials so they can be restacked.</p> <p>When working in, on or near vehicles that are being loaded or unloaded, maintain your distance from materials that could move or drop. Do not climb or clamber on vehicles without the use of fall prevention equipment.</p> <p>Spread loads evenly and secure them from movement before leaving them unattended.</p> | <p>Racking inspections.</p> <p>Pallet inspections.</p> <p>Workplace inspection records.</p> | <p>Workplace (Health, Safety and Welfare) Regulations 1992 (S.I. 1992/3004)</p> | 25/03/23 |

| Title | Policy | Worker responsibilities | Evidence | Legal register | Reviewed |
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| 24 | <p>Stress and mental health</p> <p>We recognise that work can cause psychosocial risk. We aim to foster good working relationships amongst our workers based on openness, honesty, and trust. We encourage managers to support their staff and we recognise that they too might need support from time to time. All workers are encouraged to discuss stress and mental health related matters. This may be their line manager, HR manager or someone else they feel comfortable with. We examine ways of improving workloads and the work environment to alleviate and minimise effects. We will make reasonable adjustments for workers with recognised mental health difficulties. We promote resilience to stress via advice on fitness, nutrition, restful sleep, and mindfulness.</p> <p>We recognise a set of management standards that reflect a high level of health well-being and organisational performance as follows: Demands – this includes issues such as workload, work patterns and the work environment; Control – how much say the person has in the way they do their work; Support – this includes the encouragement, sponsorship and resources provided by the organization, line management and colleagues; Relationships – this includes promoting positive working to avoid conflict and dealing with unacceptable behaviour; Role – whether people understand their role within the organization and whether the organization ensures that they do not have conflicting roles; Change – how organisational change is managed and communicated in the organization. Training and guidance is provided to all managers in good management practice. Training and guidance is offered to all workers on recognising signs and symptoms of mental ill-health, what to do about it and where to seek help. Reasonable adjustments might include a change in shift patterns, flexible working hours and time off-work to seek professional support where necessary.</p> | <p>Be aware of the procedure for reporting workplace stressors and mental health issues. Be mindful of you co-worker's circumstances and be supportive to them during periods of ill-health.</p> | <p>Employee handbook. Confidential assessments. Back to work interviews. Stress survey. Campaign posters.</p> | <p>'ISO 45003:2021: Occupational health and safety management - Psychological health and safety at work - guidelines for managing psychosocial risks.</p> | 25/03/23 |
| 25 | <p>Violence at work</p> <p>We take a zero-tolerance stance to any form of violence and aggression. We will anticipate those situations which may expose our workers to violence and identify those persons who may be at greater risk of such circumstances, taking corrective action. Action will be taken immediately should a report of violence be reported. We aim to foster good working relationships amongst our workers.</p> <p>Employees are given information and instruction via our Employee Handbook. Codes of conduct and behaviour, disciplinary proceedings and grievance procedures are set out in the handbook. Managers remain vigilant to situations which may expose persons to violence at work and will decide upon appropriate interventions. Physical controls and systems of work are in place to ensure the security of premises. Procedures are in place for lone workers or persons unsupervised for significant periods of time. Support or counselling is offered to any employee who becomes a victim of violence in the workplace.</p> | <p>Be aware of the procedure for reporting violent or potentially violent incidents.</p> | <p>Employee handbook. Confidential investigation reports.</p> | <p>Management of Health and Safety at Work Regulations 1999 (S.I. 1999/3242).</p> | 25/03/23 |
| 26 | <p>Work equipment</p> <p>We will ensure that work equipment is procured with due diligence, installed correctly, selected for the right job, and fit for purpose. We will take measures to prevent or adequately control exposure to hazards associated with the use of work equipment. Only competent, authorised workers will be permitted to use work equipment. Operators of work equipment will be trained in safe operating procedures and assessed periodically. Refresher training will be given when assessment dictates. We will ensure that all work equipment is maintained in good working order. Work equipment will be inspected, serviced and examined to schedule. Only competent persons are authorised to repair, modify, maintain and service work equipment. Information, instruction, and training will be provided for all employees who either use or manage the use of work equipment.</p> <p>All work equipment is installed correctly and is inspected at suitable intervals to ensure it remains safe. Equipment is UKCA marked (or CE marked). Access to dangerous parts of machinery is prevented by the provision of suitable guards or protective devices that are of good construction, sound material, adequate strength and effectively maintained. All work equipment is provided with suitable controls and control systems for starting, stopping and changing operating conditions, including those for use in an emergency. Equipment can be stopped before a danger zone can be accessed and where required the work equipment is fitted with one or more emergency stop controls. Where appropriate, work equipment is stable, clearly marked for reasons of health and safety and incorporates appropriate warnings or warning devices. Emergency stop actuators are correctly identified and operational. It is possible to isolate the work equipment from all its energy sources. Lockout procedures are adopted for the energy isolation of the machine during maintenance operations. There are safe operating procedures in place. Lighting provided is suitable for normal operation. All operatives receive training for any plant and equipment they may be required to use, and a record of training kept. All plant and equipment is serviced, maintained and statutorily examined in line with manufacturers recommendations, PUWER, LOLER and PSSR as and when necessary. Safe and suitable access is supplied for adjustments and maintenance operations. All electrical equipment is inspected for electrical integrity and compliance.</p> | <p>Report any defective or damaged equipment which you become aware of. Any defective plant and equipment to be taken out of service immediately awaiting repair/replacement.</p> <p>All work equipment to be used only for the job it was designed and manufactured for.</p> <p>Do not knowingly allow any person to operate work equipment for which you are responsible unless they are authorised to do so.</p> <p>Do not remove guards, operate, clean, modify, maintain, or repair any work equipment unless you are competent and authorised to do so.</p> <p>Do not wear gloves, loose clothing, long hair, rings, or necklaces which may become entangled when using machinery.</p> <p>Only use tools which are in sound condition and suitable for the task.</p> <p>Do not operate any work equipment whilst taking medication which make you drowsy or affect your judgement or co-ordination.</p> <p>Do not use work equipment without wearing appropriate personal protective equipment.</p> | <p>Maintenance logs. Risk assessments. Pre-shift visual checks. Service reports. Reports of Thorough Examination. Training records.</p> | <p>Provision and Use of Work Equipment Regulations 1998 (S.I. 1998/2306). Lifting Operations and Lifting Equipment Regulations 1998 (S.I. 1998/2307).</p> | 25/03/23 |
| 27 | <p>Working at height</p> <p>As far as we can we avoid the need to work at heights by effective planning and design. Where it is not possible to avoid working at height, we will carry out risk assessments of the tasks and select the most suitable work methods and work equipment All work at height will be properly planned and supervised and carried out by competent workers.</p> <p>In the first instance, we risk assess the task and examine whether the need to work at height can be avoided. Levels of competence required for the task are determined and workers trained to the required standard. Access equipment is selected for the task considering the risk of use, installation and removal of such equipment. Ladders or step ladders will be used as a means of access only, or where the task is of short duration, or site conditions dictate. We will ensure that all equipment provided for working at height is properly inspected/maintained and pre-use checks are made before the equipment is used. Measures are taken to prevent falling objects. Loads and equipment are stored correctly so they do not collapse or fall. Where appropriate, the risk assessment considers weather conditions and includes a rescue plan. We will consult with third parties who may be affected by the task. For work requiring access to fragile surfaces, measures to prevent or reduce the distance of falls are put in place.</p> | <p>Conduct a pre-use check of equipment for wear and disrepair.</p> <p>Do not work at height without being authorised to do so.</p> <p>Do not work at height without safe access equipment.</p> <p>Do not climb on structures e.g. racking and storage shelves.</p> <p>Do not use chairs or tables to gain access at height.</p> <p>Wear sensible flat soled footwear with a good grip when working at height.</p> | <p>Ladder register. Training records. Records of maintenance. Risk assessments and method statements.</p> | <p>Work at Height Regulations 2005 (S.I. 2005/735).</p> | 25/03/23 |
| 28 | <p>Environment</p> <p>We recognise the social and economic importance of protecting the environment. It is our policy to integrate environmental considerations into the business decision making process and to consult with all interested parties including customers, suppliers and workers and encourage their active involvement in environmental issues. We aim to achieve good environmental standards in all activities including the reduction, re-use, recycling, and disposal of waste.</p> <p>We monitor business operations to prevent pollution.</p> <p>We make economic use of energy, water, and other materials to reduce waste in all aspects of the business function. Where possible, waste is reused or recycled with residual waste being properly disposed.</p> <p>Assess in advance the environmental impact of any significant new development.</p> <p>We operate and maintain vehicles in a responsible manner.</p> <p>We respect any wildlife on the premises.</p> | | <p>Audits and inspections. Energy bills. Records of raw material and energy usage, wastes and emissions.</p> | <p>Environment Act 2021. Environmental Protection Act 1990</p> | 25/03/23 |