

# QUALITY MANUAL

## Section 1400

# Health and Safety

## Case Communications Ltd

Controlled Document

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**To All Staff**

The following document is the Case Communications Ltd Health & Safety Policy for all employees.

As a new member of staff to Case Communications we welcome you and ask you to comply with our Health & Safety Policy – please take time to read and understand. We value your safety.

The following pages contain all the information you need from First Aid facilities to Fire & Building Evacuation. You should familiarise yourself with the site plan, and make yourself known to your Fire Marshall and First Aider.

A member of the HASWA Committee will see you shortly to check if you have any comments or concerns.

Thank you for your co-operation

Andrew Saoulis  
Health & Safety Officer

Please sign and tear off slip below and return to the H.R Officer

-----

I have read and fully understand the Health and Safety Policy and will comply with all current legislation

Sign.....

Print.....

Date.....

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## 1. STATEMENT OF INTENT

Case Communications Ltd is committed to having an effective policy on the health and safety of its employees. This not only becomes part of our policy of complying with all legislation and regulations. The company also recognises that successful management of health and safety is both a reflection of our being a responsible employer and also of our determination to be an organisation recognised as being committed to total quality management throughout our operation.

The allocation of duties for health and safety matters and our arrangements for ensuring that policy is implemented are set out in this Health and Safety Policy.

The policy will be reviewed regularly by the Health and Safety Committee in consultation with employees. The Company's policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all employees and to provide such information, training and supervision, as they need for this purpose.

Successful health and safety management

- Creates a culture in which every employee is involved in creating a safe working environment for themselves and others;
- Contributes to business performance;
- Ensures a systematic approach to the identification of risks and the allocation of resources to control them;
- Supports quality initiative aimed at continuous improvement.

An excellent company is by definition a safe company. Since we are committed to quality and excellence we should all be aware that minimising risk to people is inseparable from our corporate objectives. The responsibility to ensure we achieve this extends to each and every employee.

Andrew Saoulis

Health and Safety Officer

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## 2. POLICY STATEMENT

### This is the Health and Safety Policy Statement of Case Communications

#### 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.

#### Responsibilities

The Health and Safety at Work Act 1974 states that it shall be the duty of every employer to ensure, as far as is reasonably practicable, the health and safety and welfare at work of all employees.

The duty extends to all employees and exists whilst an employee is in the course of their employment.

The employer must pay particular attention to:

- The provision and maintenance of equipment and systems of work that are safe without risk to health
- Arrangements for ensuring safety and absence of risk to health in connection with the use, handling, storage and transport of articles and substances;
- The provision of such information, instruction, training and supervision as is necessary to ensure the health and safety at work of the employees;
- The maintenance of any place of work under the employers control in a condition which is safe and without risk to health (including access to and egress from);
- The provision and maintenance of a working environment for employees that is safe, without risk to health and adequate as regards facilities and arrangements for their welfare at work.

We shall conduct our business so as to ensure, as far as is reasonably practicable, that people other than employees (e.g. Employees of contractors, visitors, members of the public) who could be affected are not exposed to health or safety risk.

In order to comply with our obligations this involves:

- Hazard identification – identifying hazards which are the potential cause of accidents
- Risk assessment – assessing the risk which may arise from hazard
- Risk control – deciding on suitable measure to eliminate or control risk
- Implementing and maintaining control measure – implementing standards ensuring they are effective.

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**Health and safety risks arising from our work activities**

Risk assessment will generally be the responsibility of Health and Safety committee, in cooperation with the relevant people employed within the department.

**The findings of the risk assessments will be reported to**

The Health and Safety committee, who are responsible for Health and Safety

**Action required to remove/control risks will be approved by**

The Health and Safety committee, in conjunction with the departmental manager will be responsible for ensuring the action required is implemented.

**Consultation with employees**

Case Communications must consult with our employees on matters relating to health and safety. This will normally be done directly or via the Health and Safety committee,

**Safe plant and equipment**

It is Case Communications responsibility to ensure that all plant and equipment that requires maintenance is identified, that the maintenance is done and that new or second hand plant and equipment meets health and safety standards before we buy it.

**Safe handling and use of substances**

Case Communications must assess the risks from all substances hazardous to health under the Control of Substances Hazardous to Health Regulations 2002 (as amended) (COSHH). These are your COSHH assessments.

**Information, instruction and supervision**

Case Communications must document where we display the Health and Safety Law poster, where people can go for health and safety advice .

**Competency for tasks and training**

All employees must be given health and safety induction training when they start work, which should cover basics such as first aid and fire safety. There should also be job-specific health and safety training. Case Communications also have to provide training if risks change and refresher training when skills are not frequently used.

**Accidents, first aid and work-related ill health**

Employees must receive specialist health surveillance for certain work. Case Communications (Control of Substances Hazardous to Health) COSHH assessments will identify where this specialist health surveillance is needed.

**Monitoring**

Case Communications must be able to show that we are monitoring health and safety. We will monitor health and safety actively, eg by doing spot check visits, or reactively, e.g. by investigating any accidents or ill health. Record your procedures here.

**Emergency procedures – fire and evacuation**

- Escape routes are checked every day by a member of management.
- Fire extinguishers are maintained and checked every year by our Fire extinguisher support organisation – ( TVF (UK) Plc.)
- Alarms are tested every 6 months by the building landlord.
- Emergency evacuation will be tested every 6 months

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### 3. RESPONSIBILITIES FOR CARRYING OUT HEALTH AND SAFETY POLICY

In order for us to comply with the above we have established responsibilities as follows:

#### 3.1 DIRECTORS RESPONSIBILITIES

The company's Board of Directors is ultimately responsible for health and safety, and they shall:

- Take a direct interest in the Health and Safety Policy and support all managers and staff in implementing it;
- Ensure that appropriate staff and resources are made available;
- Periodically appraise the effectiveness of the policy, progress and achievement of health and safety standards taking corrective action where necessary;
- Ensure that responsibility for health and safety is properly assigned;
- Ensure that specific legal requirements are complied with.

#### 3.2 HEALTH AND SAFETY COMMITTEE

The company has a Health and Safety Committee comprising of the following: -

<i>Name</i>	<i>Job Title</i>
Jan Corbett	Office Manager
Martin Bowen	Technical Support Manager
Andrew Saoulis	Network consultant
Paul Hodgson	Sales Manager

The objectives of the Committee are:

- To ensure that the company is aware of its obligations on health and safety matters both under legislation and as a responsible employer;
- To ensure that if necessary, information about health and safety is communicated throughout the organisation;
- To ensure that practical implementation of health and safety regulations is effected and conducts audits and checks accordingly;
- To establish and maintain management control of health and safety matters;
- To promote awareness in the company of the health and safety and co-operate between individuals, so that health and safety becomes a collaborative effort;
- To assist Managers to ensure that competence of employees by providing advise on equipment, training etc;
- To regularly review the Health and Safety Policy.

The committee's role is also that of a centre for the pooling and dissemination of information and advice.

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**It is the responsibility of the company to ensure that the Health and Safety Committee are:**

- Aware of their duties and responsibilities
- Are given sufficient training and information to ensure that they are competent to fulfil their duties
- Are given adequate time to fulfil their duties.

**3.3 DEPARTMENT MANAGERS**

Department Managers are responsible for the health, safety and welfare of those people under his/her control. Consequently it is every Manager’s responsibility to ensure that the Health and Safety Policy is implemented.

This includes:

- Establishing individual responsibilities and accountabilities for health and safety for their employees and other people under their control and ensuring that an assessment of their performance in carrying these out is included in their annual appraisal;
- Arranging for the proper training of their employees and other people under their control to ensure that they are competent to work safely;
- Adopting and maintaining safe systems of work;
- Selecting contractors and suppliers that will meet the standards of health and safety required by the Policy;
- Selecting and inspecting of equipment and operating standards to ensure identification and correction of deficiencies;
- Assessing risk to health and safety compliance with the procedure on Accident Reporting and Investigation;
- Developing initiative and plans for the promotion of health and safety awareness amongst staff.

**3.4 SUPERVISORS/TEAM LEADER**

Supervisors and team leaders are responsible for ensuring that all activities under their control are carried out in accordance with the word and spirit of the Policy. In particular they are responsible for ensuring that:

- Employees and other people under their control are aware of their individual responsibilities, accountabilities, task and targets for health and safety and environmental protection;
- Employees and other people under their control are made aware of any health and safety hazards;
- Employees and other people under their control are aware of the contents of this Health and Safety Policy and any other health and safety matters which may affect them;
- Work under their control is conducted in a safe and responsible manner by appropriately trained and competent persons;
- Management is informed of any unsatisfactory equipment or systems of work of any incident causing or having the potential to cause injury or damage.

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### 3.5 EMPLOYEES

The Health and Safety at Work act 1974 states that it is duty of every employee while at work:

- To take responsible care for the health and safety of himself and other persons who may be affected by his acts or omissions at work; and
- As regards any duty or requirement imposed by his/her employer or any other person by or under any of the relevant statutory provisions, to co-operate with him/her so far as is necessary to enable that duty or requirement to be performed or complied with.

The duty is imposed on all employees at all levels including managers. The more senior the employee the more important the duty will prove to be.

Whilst the above duties are fairly general, the following are more specific:

- Every employee shall use any machinery, plant equipment, substance, transport equipment, means of production or safety device provided to him/her by their employer in accordance both with any training in the use of equipment concerned which has been received by him/her, and the instruction respecting that use which have been provided to him/her by the said employer in compliance with requirements and prohibitions imposed on that employers by or under the relevant statutory provisions.
- Every employees shall inform his employer (either his/her manager or the Health and Safety Committee):

Of any work situation which represents a serious and immediate danger to health and safety; and

Of any matter which represents a shortcoming in the employer arrangements for health and safety, insofar as that situation or matter either affects the health and safety of that employee or arises out of or in connection with his/her own activities at work and has not previously been reported to his/her employer or any other employee in accordance with this paragraph.

Every employee shall co-operate fully in implementing this Health and Safety Policy and shall take care of the health and safety of themselves and others.

**To summarise:**

- Employees have a duty to take reasonable care for their own health and safety and that of other who may be affected by their acts or omissions.
- Employers should use correctly all work items provided by their employer in accordance with their training and the instruction they receive to enable them to use the items safety.
- Employees must not intentionally or recklessly interface with or misuse anything provided in the interests of health and safety.
- Employees must co-operate with their employer to enable the employer to comply with statutory duties for health and safety.
- Employees must inform their Health and Safety Committee without delay of any work situation, which might present a serious and imminent danger.

The danger could be to the employee concerned or, if it results from the employees work, to others. Employees should also notify any shortcoming in the health and safety arrangements even when no immediate danger exists so that employers can take such remedial action as may be needed.

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#### **4 HEALTH AND SAFETY ARRANGEMENTS AND IMPLEMENTATION**

The Health and Safety Policy includes procedures which, in addition to the general responsibilities defined above, defines responsibilities in particular circumstances and sets out how the company intends to comply with health and safety matters.

In particular the company has established policies and procedures in respect of:

- |  |                                   |
|--|-----------------------------------|
| <b>1</b> Accidents (Reporting and Investigation) | <b>5</b> Use of VDU's             |
| <b>2</b> First Aid                               | <b>6</b> Contractors and Visitors |
| <b>3</b> Fire and Bomb Evacuation                | <b>7</b> Health and Safety        |
| <b>4</b> Manual Handling                         |                                   |

These are set out in the remainder of this Policy

This Manual, as with other company procedures manuals, is available from the administration Manager.

#### **5 ACCIDENTS AND WORK RELATED DISEASES**

##### **5.1 MINOR ILLNESS/INJURY**

All minor injuries will be attended to by qualified First Aider.

##### **5.2 SERIOUS ILLNESS/INJURY**

The sick/injured person will be attended to in the first instance by a qualified First Aider and should NOT be moved unless absolutely necessary. If the condition is serious an ambulance will be called immediately.

##### **5.3 REPORTING ACCIDENT AND SERIOUS INCIDENTS**

All accidents must be entered in the accident book by either the Health and Safety Officer or the qualified First Aider. In the event of a fatality or major injury a Company Director, the Health and Safety Officer and the Administration Manager must be informed, together with the local authority Environmental Health Officer. Any dangerous occurrence must be reported to the Health and Safety Officer who will ensure that the necessary actions are taken to notify the Health and Safety Committee as appropriate.

All work related diseases diagnosed in writing by a doctor must be reported to the employee's manager.

#### **6 FIRST AID**

The company have qualified First Aider's whose names will be displayed on prominent notice boards.

Case Communications has first aid boxes with statutory contents.

All company vehicles will be equipped with travelling first aid kits

#### **7 FIRE AND BOMB EVACUATION**

All locations have fire alarm points in each area.

Fire marshals are appointed at each location. Their names will be displayed on the notice boards together with specified assembly points in the event of a fire.

All employees should make themselves aware of the nearest escape route and assembly points in the event of a fire.

- NOT use the lifts
- NOT stop to collect belongings
- NOT re-enter the building until notified that it is safe to do so.

All employees should report any details of a bomb threat immediately to their Manager or Fire Marshall who will decide on the appropriate action which needs to be taken.

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## 8 MANUAL HANDLING

Formal risk assessments of task involving manual handling will be carried out by the Manager or Health and Safety Officer (using the accepted handling of loads assessment checklist) to ensure that no employee runs any unnecessary risk.

If an employee is involved in Manual Handling then they should know their own capabilities and should never attempt to exceed them. If in doubt GET HELP.

Before an employee commences to move any load they should ensure that possible hazards are either moved or rectified and check the load itself to ensure that it can be moved without danger to themselves or others.

Employees should ensure that if it is necessary, the appropriate protective clothing is worn

## 9 VISUAL DISPLAY EQUIPMENT

All VDU equipment used by Case Communications Ltd will meet the required Health and Safety requirements and all workstations will be assessed.

## 10 PERSONAL PROTECTIVE CLOTHING AND EQUIPMENT

- The Company will provide appropriate clothing and equipment where required.
- Such equipment will be examined and tested as deemed necessary.

Employees will be trained in the use of protective clothing and should ensure that it is always used where it has been deemed necessary.

## 11 CONTRACTORS AND VISITORS

Case Communications Ltd. recognises its legal responsibility to anyone who has recourse to its premises, including contractors undertaking any work. The manager organising the work will be responsible for ensuring that all contractors are issued with any relevant company Health and Safety procedures, and that they are also made aware of all Company rules that they are expected to adhere to.

## 12 HEALTH AND SAFETY TRAINING

Appropriate Training will be provided for the Case Communications Health and Safety Committee Representatives

All employees, where necessary, will receive adequate training to ensure their job functions can be carried out safely. This may be organised inside Case Communications offices or externally. Where specialist activities such as ‘climbing communications Towers’ are undertaken, external agencies with the correct qualifications and certification will be used to train employees.

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## APPENDIX A – Case Communications Incident reporting form

**Filling in this form**  
This form must be filled in by an employer or other responsible person.

### Part A

**About you**

1 What is your full name?

2 What is your job title?

3 What is your telephone number?

**About your organisation**

4 What is the name of your organisation?

5 What is its address and postcode?

6 What type of work does the organisation do?

### Part B

**About the incident**

1 On what date did the incident happen?

2 At what time did the incident happen?  
(Please use the 24-hour clock eg 0000)

3 Did the incident happen at the above address?  
Yes  Go to question 4  
No  Where did the incident happen?  
 elsewhere in your organisation – give the name, address and postcode  
 at someone else's premises – give the name, address and postcode  
 in a public place – give details of where it happened

If you do not know the postcode, what is the name of the local authority?

4 In which department, or where on the premises, did the incident happen?

### Part C

**About the injured person**  
If you are reporting a dangerous occurrence, go to Part F. If more than one person was injured in the same incident, please attach the details asked for in Part C and Part D for each injured person.

1 What is their full name?

2 What is their home address and postcode?

3 What is their home phone number?

4 How old are they?

5 Are they  
 male?  
 female?

6 What is their job title?

7 Was the injured person (tick only one box)  
 one of your employees?  
 on a training scheme? Give details:  
  
 on work experience?  
 employed by someone else? Give details of the employer:  
  
 self-employed and at work?  
 a member of the public?

### Part D

**About the injury**

1 What was the injury? (eg fracture, laceration)

2 What part of the body was injured?

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- 3 Was the injury (tick the one box that applies)
- a fatality?
  - a major injury or condition? (see accompanying notes)
  - an injury to an employee or self-employed person which prevented them doing their normal work for more than 3 days?
  - an injury to a member of the public which meant they had to be taken from the scene of the accident to a hospital for treatment?

- 4 Did the injured person (tick all the boxes that apply)
- become unconscious?
  - need resuscitation?
  - remain in hospital for more than 24 hours?
  - none of the above.

## Part E

### About the kind of accident

Please tick the one box that best describes what happened, then go to Part G.

- Contact with moving machinery or material being machined
  - Hit by a moving, flying or falling object
  - Hit by a moving vehicle
  - Hit something fixed or stationary
- 
- Injured while handling, lifting or carrying
  - Slipped, tripped or fell on the same level
  - Fell from a height
- How high was the fall?
- metres
- 
- Trapped by something collapsing
- 
- Drowned or asphyxiated
  - Exposed to, or in contact with, a harmful substance
  - Exposed to fire
  - Exposed to an explosion
- 
- Contact with electricity or an electrical discharge
  - Injured by an animal
  - Physically assaulted by a person
- 
- Another kind of accident (describe it in Part G)

## Part F

### Dangerous occurrences

Enter the number of the dangerous occurrence you are reporting. (The numbers are given in the Regulations and in the [notes which accompany this form](#))

## Part G

### Describing what happened

Give as much detail as you can. For instance

- the name of any substance involved
- the name and type of any machine involved
- the events that led to the incident
- the part played by any people.

If it was a personal injury, give details of what the person was doing. Describe any action that has since been taken to prevent a similar incident. Use a separate piece of paper if you need to.



## Part H

### Your signature

Signature

Date

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