

HEALTH & SAFETY AT WORK POLICY

INTRODUCTION

It is the policy of Nisai Group Limited and its subsidiaries ("the Company") to take all measures which are reasonably practicable to ensure the health, safety and welfare of all persons at work; and protect employees (and self-employed workers), visitors to premises and the public generally against risks to their health and safety at work which may arise from this organisation's activities.

The Health and Safety at Work Act 1974 seeks to protect all "persons at work". The Act is designed to identify, minimise and increase awareness of potential hazards in the workplace. Employees (and self-employed workers) must take responsibility for their own safety and co-operate with the Company to ensure their own and others safety. The whole of the Company team should be actively involved in reviewing the health and safety policy to make it successful.

This Health and Safety Policy has been developed by the Company in conjunction with Citation Ltd to discharge our legal duties and to ensure the well-being and safety of all individuals, who may be affected by our acts or omissions associated with our work activities. We recognise the paramount importance of creating and maintaining a safe and healthy working environment and which meets the requirements of relevant legislation.

We are fully committed to maintaining high standards of health and safety across all our activities. We expect our employees and others who may work on our behalf to uphold this commitment to protect the health, safety and well-being of all those affected by our operations. This Policy will be communicated to our employees and other interested parties.

For us to fulfil our statutory duties, employees are legally required to cooperate with management on all matters pertaining to health, safety, and welfare. We encourage all employees to inform management of any areas of the health and safety policy that they feel are inadequate or misrepresented to ensure that the policy is maintained as a true working document. While Citation Ltd provides advice aligned with health and safety legislative frameworks, ultimate responsibility and accountability rest with Nisai Group Limited. This includes the identification and implementation of risk control measures, reinforcing our commitment to the health, safety, and welfare of our employees and all those affected by our actions.

HEALTH AND SAFETY MANAGEMENT SYSTEM

The law requires that employers have suitable arrangements in place to manage health and safety in their own and every workplace under their control and to support with this, the Company engaged the services of Citation Ltd.

As part of our commitment to good and effective health and safety management in our business we will regularly review our policy with employees and Citation and will make changes and improvements whenever needed.

This health and safety policy has been designed to be integrated with any formal management system that may be in place for the organisation, and we will monitor its effectiveness by following the widely recognised cycle of:

1. **Plan** - Initial inspection and report, and develop a health and safety policy
A Health and Safety Consultant will visit and inspect the premises and provide a written report. The report will identify the current practical, physical and procedural weaknesses in complying with regulations to develop procedures to meet these goals and legal requirement. The policy will be developed and include 'statements of intent' and this will be signed and dated by the person with overall responsibility for health and safety.
2. **Do** - Organise health and safety arrangements and implement plan
The organisational structure will be established along with individual responsibilities with regards to health and safety management within the organisation. Management leading by example is essential to fostering a positive health and safety culture. The health and safety inspection report will assist the organisation in compliance with regulations, and all necessary information, instruction and training will be provided to employees and stakeholders to support this. Implementation of the plan should include: -
 - Establish and prioritise preventative and protective measures to eliminate or reduce risks, and implement.
 - Allocation of sufficient resources (manpower, time, funds and competent advice)
 - Provision and maintenance of the correct tools and equipment to do the job.
 - Consult, train and instruct, to ensure everyone is competent to carry out their work.
 - Supervise to make sure that arrangements are followed.
3. **Check** - Monitor performance
Collect data and monitor incidents, near misses, and other performance indicators to see if the planned controls are working.
Monitoring can also include: -
 - routine inspections of premises, plant and equipment by staff
 - health surveillance to prevent harm to health.
 - monitoring cases of ill health and sickness absence record

Evaluate the collected data to understand the effectiveness of the implemented controls and identify any issues or areas for improvement.
4. **Act** - Review performance, act on lessons learned
Address any identified problems or failures by implementing further controls or revising existing procedures.
Formalise and document any successful changes and new practices.
Use the lessons learned to inform the planning phase for the next iteration of the cycle, ensuring continuous improvement.

More guidance on this and the topics in this policy are available in Atlas, the Citation online platform. The "Useful Documents" area and sustainability hub are good places to start when looking for resources and guidance.

To support the review process, an annual inspection will be carried out by an Health and Safety Consultant if required. On completion, a written report will be forwarded along with any required policy amendments. The outcomes of the review will become the next part of the health and safety plan to continue the loop.

HEALTH AND SAFETY POLICY STATEMENT

Compliance and Commitment

The Company commits to ensuring, as far as reasonably practicable, the health, safety, and welfare of our employees and others affected by our operations. We aim to:

- Control risks from work activities.
- Consult with employees on health and safety matters.
- Provide safe working conditions and equipment.
- Provide necessary training and supervision.
- Prevent accidents and health issues.
- Comply with relevant Health, Safety and Fire legislation.

Chief Executive Officer Responsibilities:

- Implement and adapt the health and safety policy as needed.
- Ensure sufficient resources are allocated to meet safety objectives.

Management Responsibilities:

- Prioritise health and safety to prevent injuries and property damage.
- Protect all persons from foreseeable risks.

Employees duties and consultation:

- Employees are informed of their duties under this policy.
- Regular consultation with employees to integrate their feedback and improve safety practices.

Systematic Safety Management

We have in place arrangements to support the effective implementation of this health and safety policy, and we commit to:

- Identify hazards, assess risks, and determine control measures.
- Ensure all employees understand and follow the necessary safety procedures.
- Prepare emergency procedures, including evacuation in case of fire or other significant incidents, and ensure they are clearly set out and communicated to all staff.

We regard all health and safety legislation as setting a minimum compliance standard which we aim to exceed wherever possible, and we expect management to achieve their targets without compromising health and safety in any way.

Signature: *Dhruv Patel*

Date: 26/09/2025

Position: Chief Executive Officer

Health and Safety Organisation Chart



RESPONSIBILITIES

Tier 1

The Chief Executive Officer will:

- Take ultimate responsibility for health, safety and fire.
- Sign off the health and safety policy.
- Demonstrate visible leadership and a commitment to health, safety and wellbeing, to ensure health and safety is given equal importance as other objectives.
- Set health and safety targets and objectives in line with our values.
- Ensure competent persons are appointed to advise on health and safety aspects including fire safety.
- Communicate health and safety performance to drive continuous improvement.
- Establish, implement and monitor health and safety objectives and procedures.
- Make suitable resources available for health and safety controls, including people, processes and technology.
- Ensure relevant persons are provided with sufficient information, instruction and training.
- Provide competent occupational health services, where necessary.
- Ensure nominated competent persons complete and regularly review risk assessments and maintain records.
- Ensure nominated competent persons complete and regularly review COSHH assessments so that safe handling and use of hazardous substances is practised.
- Distribute and communicate health and safety information.

Tier 2

The Chief Operating Officer will:

- Ensure the business complies with all applicable health, safety and fire legislation.
- Ensure all work activities are included in our health and safety policies and arrangements.
- Establish processes for reviewing the health and safety policy to ensure compliance with health and safety legislation.
- Demonstrate visible leadership and a commitment to health, safety and wellbeing, to ensure health and safety is given equal importance as other objectives.
- Set health and safety targets and objectives in line with our values.
- Implement arrangements to ensure contractors have the necessary competence and resources to carry out work safely.
- Communicate the importance of health and safety.
- Ensure communications are provided so that they can be understood by all relevant persons, considering factors such as language, disability and comprehension.
- Monitor and measure compliance against health and safety standards, including that of third parties.
- Undertake consultation with employees when required.
- Establish, implement and monitor health and safety objectives and procedures.
- Make suitable resources available for health and safety controls, including people, processes and technology.
- Maintain records of accidents and incidents ensuring legal compliance.
- Manage building safety features including emergency exits.
- Ensure maintenance of equipment and facilities is undertaken.
- Ensure suitable first aid provisions are in place e.g. people trained for medical emergencies and first aid supplies.
- Ensure emergency procedures are communicated, practised and followed.
- Distribute and communicate health and safety information.
- Ensure health and safety issues are discussed and escalate suggested improvements.
- Check team members have the necessary knowledge, skills and training to be able to do their job safely.

Tier 3

The Line Managers will:

- Establish, implement and monitor health and safety objectives and procedures.
- Maintain records of accidents and incidents ensuring legal compliance.
- Ensure emergency procedures are communicated, practised and followed.
- Distribute and communicate health and safety information.
- Ensure health and safety issues are discussed and escalate suggested improvements.
- Check team members have the necessary knowledge, skills and training to be able to do their job safely.

Tier 4

The Employees will:

- Take care of their own health and safety and take steps to protect others who may be affected by their actions or failures to act.
- Take action if they see something isn't safe or doesn't look right – contact their line manager to raise potential hazards.
- Cooperate with management and work in accordance with this health and safety policy and any associated training, information or instruction provided.
- Not intentionally or recklessly interfere with or misuse resources and equipment provided for health and safety.
- Only perform duties they have been authorised and assigned to do.
- Report accidents and near misses in line with our reporting procedures.

ACCIDENT AND NEAR-MISS REPORTING

RIDDOR – The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

By law, some accidents, incidents and near misses need to be reported to the Health and Safety Executive (HSE) within legally specified timeframes.

This includes (but isn't limited to):

- work-related incidents that result in fatalities
- work-related incidents causing employees to be absent from work for more than 7 days.
- specified injuries, like amputations
- certain incidents that cause harm to people other than our employees.
- occupational diseases
- specific dangerous occurrences - e.g., the collapse of load-bearing parts of lifting equipment.

We will check if the law requires an incident or near miss to be reported to the HSE, and if so, we will ensure the online reporting form is completed and submitted within the legally specified timeframe. Fatal accidents and major incidents must be reported immediately to the HSE's Incident Contact Centre on **0345 300 9923**.

Where required, we will seek advice and support from Citation's Health & Safety advice line.

ALCOHOL AND DRUG MISUSE

Alcohol and drug misuse can negatively affect the safety and wellbeing of people in the workplace and our operational productivity and effectiveness. That includes using illicit substances and abusing prescription or over-the-counter medication.

Clear guidelines are important to manage these risks effectively, so below we've outlined our commitment and approach to education, testing, and disciplinary measures to protect all employees and our operations.

Medication disclosure

Employees prescribed medication that could impair their work performance must inform management. Everyone must report to work capable of performing their duties safely and effectively.

Confidentiality and support

Disclosures of alcohol or drug misuse will be handled with strict confidentiality, following legal standards and company policies. Employees who are struggling with alcohol or drug misuse will be encouraged to seek assistance through available resources.

Drug and alcohol testing

We reserve the right to perform random drug and alcohol testing to ensure workplace safety. This applies to all employees and anyone undertaking work on our behalf.

Disciplinary action

Where it's identified that an alcohol and/or drug problem has resulted in unacceptable behaviour or performance, it may be dealt with in line with our disciplinary or capability procedures. Depending on the circumstances of the individual case, this may lead to disciplinary action such as dismissal.

We will review and update this policy regularly and as necessary to ensure it remains effective and legally compliant.

ASBESTOS

Asbestos and almost anything containing it presents a hazard to health, so we commit to protecting our employees and others who may be exposed to it on the premises that we work from.

Asbestos management

For any premises where we're responsible for maintenance, we will manage the risks from any asbestos present, including:

Assessment: Carrying out an assessment to identify whether there are, or are likely to be, asbestos-containing materials (ACMs) in the premises. If we think it's unlikely due to the year of construction (e.g. after 2000), we will record that fact.

Survey: If ACMs are likely to be present, we'll identify where on the premises they are and their condition by instructing a competent person to carry out a management survey.

Asbestos register: If asbestos is present (or presumed to be present), we'll maintain an asbestos register for as long as we're responsible for the premises (including a dated plan of the premises, highlighting the details and location of any asbestos identified as well as any areas not inspected/accessed).

Management plan: We will prepare and implement a written management plan detailing how we'll manage the risk, which may include:

- prioritising any actions based on the type of material and how likely it is to be disturbed.
- removing it (using competent, licensed contractors) or making it safe (e.g. by encapsulation or other appropriate techniques).
- monitoring the condition regularly and recording it.
- reviewing the management plan whenever needed and at least once a year as a minimum.

Communication: Communicate this plan to our employees and anyone at risk of disturbing ACMs – e.g. contractors - and the emergency services if needed. We'll keep records of this communication by requesting that they view and sign the asbestos register.

Review: Review asbestos assessments regularly, including whenever there's a significant change in the premises or if the assessment is no longer valid (e.g. if any ACMs are fully removed).

Refurbishment or demolition: Arrange for a full refurbishment and demolition survey if we're planning building, refurbishment or demolition works.

Training: We will provide asbestos awareness and responsibilities training to our asbestos-risk duty-holders and other relevant employees, as appropriate.

Working safely around asbestos

Employees should report any damage to known or suspected ACMs at the earliest opportunity to our asbestos-risk duty holder, and work safely following any training, risk assessments, safe systems of work, or permits to work in place to protect the Health & Safety of them and others. Concerns should be reported to Line manager at the earliest opportunity.

When we're not wholly responsible for maintaining the premises

We will liaise with those who also have duties to ensure that we're suitably informed and aware of whether asbestos is present and how the risks are being managed

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

We will always thoroughly assess hazardous substances through Control of Substances Hazardous to Health (COSHH) assessments. We will consider the nature of substances, the work environment, and specific hazards involved. Our aim isn't just legal compliance; we want to continuously improve how we manage hazardous substances, following the hierarchy of control measures outlined in relevant guidance.

What are hazardous substances?

Hazardous substances include a wide range of materials that could cause harm through ingestion, inhalation, skin contact, or other means. They can be solids, liquids, vapours, gases, asphyxiants, or biological agents.

All hazardous substances we use need to follow legislative labelling practices and be accompanied by up-to-date Safety Data Sheets (SDS). SDS include crucial information and will be important for our hazardous substance risk assessments. If a SDS is not supplied with the product we will not use it, unless or until the supplier provides one.

Risk Assessment

We will complete comprehensive risk assessments to identify and control exposure to hazardous substances to as low as is reasonably practicable. Our approach will focus on the hierarchy of control measures:

- Elimination
- Substitution
- Engineering controls
- Administrative controls
- Personal protective equipment (PPE)

How we will work safely with hazardous substances

- We will make sure all relevant employees complete training on handling hazardous substances to promote safety in the workplace.
- We will make sure that exposure to hazardous substances does not exceed any relevant Workplace Exposure Limit, including regular monitoring.
- We will make sure health surveillance and health monitoring is carried out, where deemed necessary.
- Any equipment provided to control exposure will be suitable for purpose, and inspected and maintained, including thorough examinations where appropriate.
- We will prioritise communication and consultation to make sure stakeholders are actively involved in the risk assessment process, including providing emergency information; regular policy reviews and/or updates; checking that hazardous substance risk assessments align with current legislative requirements and best practices.

DIABETES

In the UK, 1.4 million people are diagnosed with diabetes mellitus. It is likely that more people have the condition but have yet to be formally diagnosed. Diabetes is the leading cause of blindness in the country and can lead to serious complications such as heart disease, kidney failure and stroke.

For each affected employee, the level of treatment will vary greatly from individual to individual and within each individual from day to day. It may therefore be necessary to seek specialist advice.

Symptoms Associated with Diabetes

- Weakness, faintness or hunger
- Palpitations and muscle tremors
- Strange actions or behaviour where the casualty may seem confused or drunk, belligerent or may even be violent.
- Sweating
- Pallor
- Cold clammy skin
- A strong pulse
- Deteriorating level of response
- Shallow breathing

The person may have a warning card (medic – alert) or bracelet, sugar lumps, tablets or an insulin syringe (which may look like a pen) among their possessions.

Furthermore, diabetic employee's responsibilities include: -

- Alerting the employer if their condition is having an adverse effect on their day-to-day ability to work or increase the likelihood of an accident.
- Notifying the employer and the DVLA if they are receiving treatment with insulin and where the job entails driving any type of vehicle.

If the condition is managed by diet or non-insulin medication (or both) there is no obligation to inform the DVLA provided the employee is free from certain diabetes-related complications, listed on the DVLA website, or has not been advised to do so by their GP, specialist or optician.

DISCIPLINARY RULES

We recognise the importance of Health & Safety in our daily operations. To ensure a safe working environment, we have established a set of safety guidelines that are crucial for the wellbeing of all our team members. Following these guidelines is expected and valued, and if after investigation it is determined that there has been a failure to follow our rules, disciplinary action may be taken against our employees, up to and including gross misconduct.

Employer's responsibilities:

We will remind our employees of the importance of following and respecting all established safety rules. It's essential to:

- Properly use and not tamper with any safety equipment, signs, labels, or warning devices provided for protection.
- Follow protocols related to hazardous materials, lifting equipment, and operating machinery to ensure your safety and that of others.
- Act responsibly and avoid behaviours that could lead to accidents or incidents.
- Assist and not hinder any investigations into accidents to help prevent future occurrences.

Employees responsibilities:

We rely on our employees to help maintain a safe environment.

This involves:

- Co-operating with the Employer and conducting themselves in a way that does not create risk of harm to themselves and others.
- Respecting and not misusing anything provided for health, safety, and welfare purposes.
- Promptly reporting any potential hazards or safety concerns.
- Following specific safety guidelines relevant to your role and wearing any provided safety clothing or equipment as required.

Our aim is to create a supportive and safe working atmosphere. We believe that by working together, we can achieve this goal. Your cooperation and commitment to these principles are key to our shared success and safety.

DISPLAY SCREEN EQUIPMENT

We're focused on comprehensive display screen equipment (DSE) assessments that consider the nature of tasks, the work environment, and potential risks. We're committed to following the law and constantly improving how we manage DSE.

Key measures we take:

- **Equipment provision:** We will provide suitable, adjustable DSE to meet the individual needs of identified DSE users.
- **Workstation setup training:** DSE users will receive training on ergonomic principles to help reduce risks of musculoskeletal and visual discomfort.
- **Workstation assessments:** We provide a self-assessment process for users to spot and tackle ergonomic issues.
- **Encouraging breaks and varied posture:** Regular breaks and changes in posture will be encouraged to reduce fatigue and discomfort for DSE users.
- **Reporting and monitoring:** We'll ask users to report any DSE-related discomfort or pain and regularly monitor to find areas for improvement and ensure ergonomic practices are followed.
- **Communication and consultation:** DSE users will be actively involved in DSE management processes, with regular reviews and updates of our policy to keep in step with current laws and best practices.

Our goal is to maintain a work environment that is safe, healthy, and complies with regulations.

DRIVING AT WORK

Work-related road accidents have a significant impact on business safety, with employees involved in road traffic incidents posing a major concern. Our goal is to promote safe driving practices among our employees to minimise these risks.

Hazards in work-related driving

Driving for work involves various risks, including:

- **The driver:** Their experience, health, fitness and wellbeing
- **The vehicle:** its suitability, ergonomic design, and safety features like seat belts.
- **The Journey:** Considerations of route, distance, travel times, and adverse weather

Other risks include vehicle theft, personal injury, and breakdown.

Our commitments

To enhance driving safety, we pledge to:

- Conduct and communicate risk assessments for driving activities.
- Implement and communicate suitable control measures.
- Verify driver competence, licensing and insurance.

- Ensure employees complete relevant training or refresher courses on work-related driving.
- Plan journeys thoughtfully, considering factors like travel time and weather conditions.
- Require correct insurance and valid MOT for privately used vehicles in work-related driving.
- Equip vehicles with emergency aid items.

Mobile device use

The Road Safety Act sets fixed penalty fines and points for using a hand-held phone whilst driving. Penalties also apply for not having proper control of a vehicle - a measure that can also be used where a driver has been distracted by using a hands-free mobile phone. Under no circumstances are employees permitted to use hand-held telephones other than via hands free kits, or similar hand-held devices whilst driving. The prohibition also applies when stationary at traffic lights or other delays that may occur.

Personal Safety – Staying Safe In Your Vehicle

Plan Ahead

- Check your route; keep a map in the vehicle.
- Check if the place you are visiting has parking. If not, try and use a manned, well-lit car park.
- Check you have enough fuel.
- Check basic vehicle maintenance, i.e. oil, water, tyre pressure etc.
- Check vehicle breakdown cover and keep the number with you.
- Check you have something in the vehicle to keep you warm, e.g. coat or blanket, bottle of water, food snack and a torch in the event of unexpected, lengthy delay due to road traffic accident or inclement weather.
- Ensure your office know where you are travelling to, whom you are meeting, and your expected time of return. Inform them if you change your journey plan.
- Take a mobile phone with you and ensure it is fully charged (do not use the phone whilst driving).
- Keep any valuables, including handbags, mobile phones and laptops out of sight. They can easily be snatched when you stop at traffic lights, especially if windows are left open and doors unlocked.
- Do not leave luggage or document on display within your vehicle.
- When returning to your vehicle, immediately lock the doors and drive off promptly.
- Avoid taking unnecessary risks – be aware – if someone is flagging you down it may not be genuine. You may be as much help by reporting the incident by phone to the emergency services.
- Do not get into a vehicle with a stranger or offer a stranger a lift.

In The Event Of A Vehicle Breakdown

- Try to reach the side of the road and contact the vehicle breakdown services. Advise them if you are female and alone.
- Switch on hazard warning lights.
- If someone stops, ring the police and give them the vehicle registration details.
- If the driver approaches, inform him/her you have contacted the police who will be arriving shortly. Avoid opening doors or windows to converse with strangers.
- If you decide to get out of the vehicle and await breakdown assistance (this is dependent on how safe you feel outside the vehicle) ensure you take the ignition key with you. Lock all the doors except for the passenger door. This should be left wide open so you can quickly get back into the vehicle.
- If you breakdown on a motorway hard shoulder it is always advisable to get out of the vehicle and await assistance behind a barrier or away from the roadside.
- When the breakdown vehicle arrives, check they know your name and have your details – especially if the vehicle you were expecting is not clearly identifiable, e.g. AA, RAC.

ELECTRICITY

We will make sure electrical installations and equipment are safely managed in our organisation. Electrical hazards in the workplace include things like contact with live parts, short circuits, equipment overheating, fire, explosion, and contact with overhead lines.

We'll ensure that all portable electrical appliances in our workplace, including personal items, are safely managed and comply with relevant regulations and guidelines.

Associated Hazards:

- Direct or indirect contact with live parts, causing shock, burns, heart fibrillation and tissue damage
- Faults that could cause a fire due to equipment overheating
- Fire or explosion where electrical arcing could be the source of ignition
- Contact with overhead lines

Risk assessment and control measures

We'll risk assess our activities and identify control measures to eliminate, and if not, reduce the risk of harm from electricity as low as reasonably practicable, and communicate these to every relevant person.

Contractors

Depending on the service they're providing, contractors may need to follow safe electrical isolation and lock-off procedures and be issued a permit to work. Where these are needed, we'll verify contractors have the necessary expertise and qualifications for the tasks.

Information, instruction, training and support

We'll provide employees with appropriate information, training, and supervision.

We'll engage qualified, skilled electrical professionals for the design, construction, selection, and installation of our electrical systems and equipment.

We'll ensure employees follow safe work practices based on industry best practices. All employees will be instructed that only those who are trained and authorised to perform electrical tasks are allowed to do so.

Installation work, maintenance and inspection

Detection testing (by qualified, experienced people) is allowed, where essential.

We'll make sure inspections of our installations and equipment are conducted in line with current law, approved codes of practice and industry guidelines.

We will swiftly address any recommendations from these inspections, prioritising issues classified as C1 or C2.

Access to electrical switchgear and fuse boards is prohibited except for authorised persons.

Portable appliance testing will be conducted to identify and mitigate risks such as contact with live parts, short circuits, overheating, and fire hazards at suitable intervals as deemed necessary by a competent person.

When we rent equipment from a reputable supplier, we will treat and manage this equipment with the same level of care and consideration as our own property.

We'll ensure that employees know how to spot and report defective items, including visual indicators like damaged/scorched socket outlets/connections/leads, etc.

Portable Equipment Testing

Definition - Equipment, which is not part of a fixed installation but is able to be connected to a fixed installation, or a generator, by means of a flexible cable via a plug and socket assembly.

This includes equipment that is either hand-held or hand operated while connected to the supply or is intended to be moved while connected to the supply.

Contracted service provider is responsible for ensuring that all portable electrical appliances are maintained in a safe condition and inspected at suitable intervals. Equipment will be marked to identify the date tested. The results of inspections shall be logged and records made available for inspection. Experience of operating the maintenance system over a period, together with information on faults found, should be used to review the frequency of inspection. It should also be used to review whether and how often equipment and associated leads and plugs should receive a combined inspection and test.

Any defective equipment will be removed from use until it can be repaired/replaced, with remedial action being recorded. All items of equipment that cannot be repaired will be withdrawn from use. Under no circumstances will any makeshift or temporary electrical repairs be made on any electrical equipment.

On occasion, we may hire-in equipment from a reputable supplier. This equipment must be treated the same as company equipment and not subjected to abuse or neglect.

Employees Responsibilities

- Co-operating with management arrangements for electrical safety.

EMERGENCY PLANNING

An emergency plan is a set of arrangements designed to protect employees and others in the event of an emergency, like a fire, explosion, chemical spill, serious injury event or natural disaster.

While we will take all reasonably practicable steps to prevent emergencies, emergency plans will help us minimise the risks of potential emergencies, manage those situations effectively, and restore normal conditions.

As part of the emergency plan, we will cover:

- **Risk assessments:** Conduct thorough risk assessments to understand and prepare for potential emergencies and their impact on us, considering current legislation and relevant guidance.
- **Emergency responses and training:** Establish an emergency response team to coordinate emergency actions and train employees and stakeholders. Incorporate regular drills and testing of our emergency procedures to ensure effectiveness and preparedness.
- **Emergency procedures:** ensure the plan includes any necessary evacuation, rescue, shelter and shutdown/lockdown procedures.
- **Roles and assignment:** assign specific roles to team members and make sure they're trained and competent.
- **Communication:** establish a communication strategy to notify employees, stakeholders, and authorities, maintaining a clear chain of command and accessibility.
- **Equipment:** identify and keep ready any necessary equipment and alternative facilities, along with a comprehensive emergency contact list.
- **Review:** Review plans regularly and following any significant changes or incidents.

Further, all reportable incidents will be reported promptly, followed by reviews of incident procedures to continually improve emergency responses.

FIRE

To protect all employees, contractors, visitors, and other relevant persons, we'll make sure that all necessary preventive and protective fire measures are identified and put in place.

Fire risk assessment

We'll conduct a suitable, sufficient fire risk assessment to identify the risks employees and other persons could be exposed to from our undertakings, as well as the general fire precautions needed to comply with the relevant legal requirements and prohibitions.

We'll review the fire risk assessment either:

- annually
- or if the fire risk assessment recommends sooner, or after a fire-related event (whichever is soonest).

We'll make sure a thorough record is made of all the findings and that an action plan is implemented to fix any issues as soon as reasonably possible.

Testing and inspection

We'll complete (and record) all necessary annual, bi-annual, and regular inspections and tests to make sure the protective systems and equipment provided are in a serviceable condition and easily accessed.

Emergency procedures

We'll make sure we produce, implement and communicate suitable emergency procedures, taking into account the size and nature of our undertakings.

Training

We'll provide appropriate information, instruction and training to employees, and other relevant persons so they can safely complete any duties for the management of fire safety and the safe evacuation of premises.

We expect employees to participate in any required training and exercises and to report any damaged or missing preventive/protective measures provided.

We expect that employees will follow training and protocols at all times, especially before and during a fire incident. All employees are expected to engage in fire prevention and to ensure mutual safety in the event of a fire (without compromising their own safety).

Monitoring and Review

We'll monitor the effectiveness of the control measures we've put in place and take steps to further reduce the risk where practical.

FIRE ACTION

If you discover a Fire

- Immediately operate the nearest alarm call point or notify the senior person present.
- Attack the fire (only if trained and if safe to do so) with the appliance provided.
- **Do not take personal risks.**

The Senior Person Present will call the fire service immediately by:

- Using the phone to dial 999
- An operator will answer and ask which emergency service we need, ask for the fire service.

When the fire service reply, give the response distinctly:

- *"We have a fire at Nisai Group Ltd"* and give the operator the telephone number and the full address including post code, from which the call is being made.
- Do not replace the receiver until the fire service has confirmed the details.

Call the fire service immediately to every fire or on suspicion of a fire.

On notification of a Fire

- The Senior Person Present will take charge of the evacuation and ensure that everybody is accounted for.
- As soon as the alarm is heard, all non-essential personnel and visitors will leave the building by the nearest available exit and proceed to the nominated fire assembly point as identified on the fire action notices.
- Remaining personnel will proceed with the phased evacuation of all staff to an area of safety.

Coping with specific emergencies

- If moving or trapped in smoke stay close to the floor where the air is cleaner.
- If a door feels hot, do not open it, as it probably means there is a fire on other side.

The Senior Person Present will liaise with the fire officer in attendance and arrange such assistance as the fire service may require.

Use the nearest available exit. (Do not use lift)

Do not stop to collect personal belongings.

Do not re-enter the building until told to do so by the Senior Fire Officer.

In the event of a fire, the safety of a life shall override all other considerations, such as saving property or extinguishing the fire.

FIRST AID AT WORK

First aid is vital for managing health emergencies at work, making our environment safer and more responsive.

Risk assessment

We regularly check for hazards that might need first aid. These checks follow all relevant rules, helping us stay proactive about health and safety.

First aid provision

Following the law, we've looked at our first aid needs, including mental health first aid. We've got the right equipment, places, and people for first aid, based on what we do, how many of us there are, and the specific risks we've found.

Training and skills

Employees who give first aid are trained and skilled, meeting all legal requirements. We keep training them so they stay good at what they do and know the latest in first aid.

First aid locations

We have enough first aid locations for our work, how many of us work here, and the risks we know about. Everyone can get to these places or kits easily.

Telling everyone what to do

Everyone knows about our first aid steps. We tell them where first aid is, who our first aiders are, and what to do if there's an emergency.

Checking and updating

We often look at our first aid setup to make sure it works well and follows the latest laws and good ideas. We learn from any accidents to make things better.

Emergency steps

We've made clear plans for emergencies to help us react fast and correctly. We've told everyone these plans and check them when things change at work.

People at work can sustain an injury or become ill and it is important that they receive immediate attention and that an ambulance is called for in serious situations. The provision of adequate first aid cover is essential; it can save lives and prevent minor injuries becoming major ones.

Associated Hazards

- Bodily injuries: blows, cuts, impact, crushing, stabs, cuts, grazes, scalds, falls
- Illnesses: asthma, diabetes, epilepsy etc.

Employer's responsibilities:

To reduce the risks of suffering personal injury or delay in getting treatment, employees must

- Co-operate with management arrangements for first aid in the workplace.
- Know the procedure for summoning help.
- Follow any guidance or instruction given, to prevent injury or ill health.
- Report any hazardous or dangerous situations to the employer.

Appointed persons are responsible for:

- Calling for the appropriate medical assistance.
- Ensuring first aid kits are checked regularly and contents are in date and information signs up to date and legible.
- Notifying the designated person if there are any entries recorded on the Health & Safety management Platform (Citation)

First-Aiders are responsible for:

- Undertaking an appropriate training course and, if required, attending refresher courses annually so that their certificates are up to date.
- Assessing the immediate situation where first aid is being applied, acting without placing themselves or others in danger and making the area safe.

Administering first aid as required but within their capabilities. Where there is any doubt, managing the situation while waiting for medical assistance to arrive.

Keeping records

We write down what we check, train, and any accidents that happen. We keep these records safe and ready for officials to see if needed.

GAS SAFETY

Improperly installed or maintained gas appliances and fittings pose significant hazards, resulting in the risk of fire, explosions, gas leaks, and carbon monoxide poisoning. We are committed to making sure gas safety in our workplace is as safe as possible by managing the risks of gas fittings and equipment.

Associated hazards

- Tiredness
- Drowsiness
- Headache
- Nausea
- Chest pains
- Stomach pains

Employer's responsibilities:

- Annual inspections, testing and maintenance
- Only Gas Safe Registered Engineers will install, maintain, and repair gas installations and portable equipment.
- Gas system will be serviced, tested, and inspected annually by a certified Gas Safe Engineer and certificate is provided.

Carbon monoxide safety

- A carbon monoxide detector will be installed near each fixed gas-fired appliance and routinely tested, with replacements made before they expire.

Record keeping

- We will keep comprehensive records of all gas safety-related documents, including certifications, for a minimum of six years.

Emergency preparedness

- If there is an actual or suspected gas escape, we'll take all reasonable steps to clear all persons from the area, shut off the gas supply and notify the gas authorities immediately using the National Gas Emergency Service number appropriate to our location.

Employees responsibilities:

- Co-operate with management arrangements for gas safety in the workplace
- Not carry out repair work to gas appliances unless competent to do so
- Report any hazardous or dangerous situation to the employer.

HAND TOOLS

Simple hand tools, such as hammers, screwdrivers, and chisels, are manually operated devices crucial for many manual tasks in the workplace. Despite their simplicity, incorrect use or poor maintenance can lead to serious injuries.

We recognise the shared responsibility between employer and employees to ensure these tools are used safely.

Implementing safety measures:

- **Conduct risk assessments:** We will assess risks associated with the use of simple hand tools in work activities, implementing control measures to minimise risks as much as reasonably possible.
- **Ensure correct tool selection:** The safety of using simple hand tools hinges on choosing the right tool for the job. Tools must be used only for their intended purposes to prevent injury risks.
- **Restrict use of personal tools:** Only company-provided simple hand tools are allowed for our work activities to ensure regulation and policy coverage; personal tools are strictly banned.
- **Proper tool storage:** All tools must be stored in provided tool bags or toolboxes. Sharp or pointed items must not be carried in pockets to avoid injury. Where necessary, relevant personal protective equipment (PPE) should be worn.
- **Regular inspections and maintenance:** Tools will be inspected before each use and maintained regularly. Damaged or underperforming tools must be reported and replaced.
- **Training and refresher courses:** All employees using simple hand tools will receive training on their use, along with periodic refreshers and toolbox talks, recorded in their training records.

Monitoring and reviewing

The safe use of hand tools will be continuously monitored. We will regularly review relevant risk assessments and procedures to ensure ongoing safety and compliance.

HAZARD REPORTING

A hazard is something that has the potential to cause harm, ill health or injury, the associated risk is the likelihood that a hazard will cause harm during the course of the work activity.

Associated Hazards

- Tripping on trailing wires or loose floor coverings
- Faulty electrical fittings
- Unguarded edges
- Obstructed emergency exit routes.

N.B. This list of hazards is not exhaustive.

Near misses are hazardous incidents with the potential to cause an injury, e.g. employees tripped over a trailing cable, but no injury occurred.

Employer's Responsibilities:

- Conduct a risk assessment to reduce the likelihood of injury or loss by taking all reasonable steps to reduce the risk to an acceptable level.

Employees responsibilities:

- When a hazard has been identified, it must be reported immediately to your Line Manager. It is their duty to assess the situation and introduce the necessary control measures, so far as reasonably practicable, to prevent injury or unsafe conditions.

HOUSEKEEPING

Poor standards of housekeeping are a common cause of injury and damage at work and can create possible fire hazards. Unsatisfactory housekeeping is often the result of poor working practices, lack of direct supervision and/or organisational deficiencies within the workplace.

Associated Hazards

- Fire
- Slipping, tripping/falling over
- Poor cleanliness
- Dirty equipment
- Cluttered pedestrian gangways.

Employer's Responsibilities

- Carry out a risk assessment in relation to housekeeping within the company and introduce control measures as appropriate.
- Take any necessary measures to remedy any risks found as a result of the assessment.
- Implement steps for the maintenance, cleaning and repair of the premises.
- Train employees to be aware of their responsibilities for ensuring that hazards are not created from their work or equipment.
- Inform every employee of the risks which exist.
- Re-assess housekeeping as necessary if work processes change.

Employees Responsibilities:

- Co-operate with management arrangements for good housekeeping in the workplace.
- Follow any guidance and instruction given to prevent injury or ill health.
- Report to the employer any hazardous or dangerous situations.

INFORMATION, INSTRUCTION AND TRAINING

As part of promoting a positive health and safety culture in our organisation, we will provide suitable information, instruction, and training to all employees, including fulltime, part-time, temporary and contract workers, so they can work safely and responsibly.

We will ensure that:

- Employees are provided with resources (time and financial) to receive training to carry out their role.
- Information, instruction and training contain sufficient detail on risks and hazards.
- Training contains detailed instruction on how to mitigate the risks and hazards involved.
- Employees know how to respond to emergency situations.
- Training is provided at suitable timeframes and is repeated at suitable intervals. This will include on induction, or when they are exposed to new or increased risk for example due to a change in responsibilities, equipment, or system of work.
- Information, instruction and training is recorded and documented.
- The information, instruction and training company provide takes into consideration employees vulnerable persons such as disabled workers, young people, pregnant workers etc. or those who do not speak English as their first language.
- Training will be delivered by those who have the necessary skills, knowledge, experience and qualifications – i.e. competence to provide training on the specific topic.
- There is adequate supervision to make sure everyone understands and behaves in accordance with the information and training provided to them.
- We regularly monitor and review the effectiveness of the information, instruction, and training provided to ensure continuous improvement.

Specifically, Approved Training will be provided for employees:

- On recruitment/induction
- When moving persons to another task or promotion
- When the workplace environment, process, equipment or system of work is changed
- If a review of risk assessments, safe systems of work and training needs determines a refresher program is required. Suitable records will be maintained of all information, instruction and training provided.

Employees Responsibilities

- Attend any training courses identified as necessary.
- Follow training, guidance and instruction to prevent injury or ill health.
- Only undertake duties if they have been deemed competent to do so following suitable instruction and training.
- Report to their line manager any hazardous or dangerous situations.

INCLUSIVE WORKPLACE

We're committed to creating a supportive, inclusive, safe and healthy work environment for all employees. Every person has the right to a safe workplace, so the Health & Safety of all employees, including those with additional or different needs, is crucial.

- **Risk assessment:** We will carry out comprehensive risk evaluations, considering all aspects of the work environment, work activities and equipment, as well as the individual needs and capabilities of employees.

- **Reasonable adjustments:** We will undertake reasonable adjustments to mitigate the risks and prevent any form of disadvantage.
- **Review:** Periodically, we will review and update risk assessments to reflect any changes to the workplace and the needs of individuals, monitoring the effectiveness of the control measures and adjusting them as necessary to maintain a safe working environment.
- **Training, support and systems:** We will provide additional support, training, information, supervision and safe systems of work related to each circumstance, as well as taking into account any specific needs concerning safety in the event of an emergency - including clear guidance on evacuation procedures.

We will ensure confidentiality is maintained throughout to respect the privacy of individuals.

LEGIONELLA

We're dedicated to safeguarding our employees and others from the health risks posed by Legionella bacteria in water systems within our controlled premises.

Understanding Legionellosis

Legionellosis is a term for diseases caused by Legionella bacteria, including Legionnaires' disease—a potentially fatal pneumonia. Anyone inhaling contaminated water droplets from systems like showers is at risk of infection.

Risk factors:

- **Bacteria multiplication:** Risk increases in conditions favouring bacterial growth, such as poorly maintained systems and temperatures between 20 – 45°C.
- **Aerosol generation:** Devices creating and spreading aerosols, like showers and cooling towers, heighten exposure risks.
- **Vulnerable groups:** Certain individuals, including those over 45, smokers, and those with weakened immune systems, are at greater risk.

We will perform risk assessments to evaluate the exposure risks from our water systems and activities. Specialists will be engaged for complex systems.

Duty holder responsibilities

As duty holders, we're responsible for:

- Identifying and evaluating risk sources through comprehensive risk assessments.
- Implementing control measures and developing a Written Scheme for foreseeable exposure risks.
- Appointing a Responsible Person for daily operational control in line with the Written Scheme.
- Ensuring water system equipment is designed to minimise Legionella risks and comply with regulations.
- Providing training and information to personnel involved with water systems.
- Designing water systems to eliminate or reduce Legionella risks.
- Regularly maintaining and monitoring water systems, including temperature checks and bacteria levels.
- Keeping detailed records of risk assessments, control measure implementations, and system operations.
- Reducing scalding risks while controlling Legionella.
- Following RIDDOR reporting requirements for any related incidents.

This policy underlines our ongoing commitment to minimising Legionella risks through committed management practices, continuous monitoring, and following Health & Safety regulations.

LIGHTING

Providing adequate lighting levels to enable people to work is a basic necessity. Good lighting that considers physiological and psychological needs of employees will create a work environment that is welcoming, energising and productive.

Associated Hazards

- Eye strain/fatigue
- Bodily injuries
- Slipping/falling over
- Electrical hazards
- Poor housekeeping.

Emergency Lighting

Emergency lighting may be needed to illuminate an escape route in an emergency evacuation (escape lighting), or to allow continued working or help evacuation of areas deficient in natural light, should the normal lighting fail (standby lighting).

Escape lighting will be provided to: –

- Clearly indicate the escape route.
- Allow safe movement along the route and through exits.
- Ensure fire-fighting equipment, call-points and other emergency gear can be readily located and any instructions seen.

Escape lighting should come on within five seconds of the failure of normal lighting and provide at least 1-lux luminance at floor level. While this will seem 'gloomy', it is sufficient for safe movement during an emergency. The aim is to provide a similar level of lighting as moonlight.

The area immediately outside the final exit should be illuminated, to help dispersal of those leaving the premises in a hurry during night-time hours. For most purposes, a back-up lighting duration of between one and three hours should be satisfactory.

Employees responsibilities:

- Report any defective lighting to the employer.
- Report any discomfort experienced as a consequence of lighting in the workplace.
- Co-operate with management arrangements for workplace lighting.

LONE WORKING

Lone workers are employees who perform their duties independently, without immediate supervision.

This can include:

- Individuals working alone in office
- Employees who work from home
- Employees driving alone for a job role

Risk assessment and control measures

- We will conduct risk assessments tailored for lone working, focusing on work nature, environment, and any individual vulnerabilities.
- We will develop and communicate safe work practices for lone tasks.
- We will communicate findings and controls to relevant employees.

Information, instruction and training

- We will give our employees training and instruction for working alone so they can identify and address potential hazards.
- Instructions on emergency procedures will be communicated to ensure lone workers can check in or quickly raise an alert for assistance.

Health, welfare and resources

We will establish procedures for regular health and welfare checks which may include the utilisation of scheduled check-ins, buddy systems, or automated check-in devices.

We will make sure our lone workers are fully equipped with the necessary tools and resources for their safety while working. This may involve supplying them with personal protective equipment (PPE), mobile phones, first aid provisions, and vital emergency contact details.

We encourage immediate reporting to managers of any health concerns that could impact lone working safety.

MANUAL HANDLING

Manual handling injuries can occur wherever people are at work. Manual labour, awkward postures, manual materials handling and previous or existing injury are all risk factors implicated in the development of manual handling injuries. Manual handling is defined as the supporting and transporting of a load by human effort and includes lifting, lowering, pushing, pulling or carrying.

Associated Hazards

- Heavy, unstable or unpredictable loads
- Restrictive working environment
- Uneven or wet floors
- Poor manual handling technique

Employer's responsibilities:

- Manual handling operations that present a risk of injury are identified
- Handling operations which present a risk of injury are avoided, so far as is reasonably practicable, by eliminating the need for the load to be moved or by the introduction of automation or mechanisation.
- Those operations that cannot be avoided are assessed using an ergonomic approach that considers the Task, Individual capacity, Load and Environment (TILE) elements to determine the level of risk. The assessment will be recorded to show that it has taken place and to allow for easy review if circumstances change
 - Measures required to eliminate the risk, or reduce it to the lowest level that is reasonably practicable, are identified from the information in the risk assessment and are used to implement a safe system of work
 - Suitable, fit for purpose equipment including personal protective equipment (PPE) is provided to minimise harm from manual handling tasks
 - Any new work that might involve manual handling operations is assessed and safe systems of work are implemented before the work commences
 - Annual reviews of assessments are made to ensure that they are still valid but re-assessment is carried out immediately if any of the components of the work situation have changed.
 - Incidents that result in musculoskeletal injury to staff are fully investigated and risk assessments and systems of work are reviewed in the light of such incidents
 - Staff recruited to posts involving manual handling are suitable for the work they are required to undertake, that job descriptions sent to applicants for employment include details of manual handling tasks where these are part of the requirement of the post, and that staff in post continue to be suitable for the work

- Suitable information, training and supervision is provided for all employees engaged in manual handling tasks and that such training is recorded, monitored, evaluated and reviewed.
- Premises outside the regular workplace at which employees may have to perform manual handling operations are taken into consideration when undertaking a manual handling assessment
- Any specific arrangements for complying with the Regulations that are introduced are documented and incorporated into the safety policy.

Employees Responsibilities:

Employees involved with manual handling activity should:

- Follow the safe system of work designed and introduced by the employer and should not deviate from this without good reason.
- Not undertake a manual handling activity when a reasonably practicable alternative exists.
- Use any mechanical aids that have been provided for their use and for which they have been trained. Any faults with mechanical aids should be immediately reported to the employer.
- Assist and co-operate with the process of the assessment of risk,
- Assist the employer with the implementation of staff training, attend training sessions as required and should apply the knowledge gained from training to their daily work.
- Report all accidents, injuries and near misses involving handling activities – however trivial,
- Inform the employer if they are unable to undertake their normal manual,
- Not undertake any manual handling operation that they believe is beyond their capability,
- Report any unsafe systems of work to the employer.

MONITORING, INSPECTION AND REVIEW

Health and safety monitoring and review in the workplace are crucial for identifying potential hazards, ensuring legal compliance, and driving continuous improvement in safety practices.

Implementing a management system

- The Company will implement a health and safety management system that includes proactive and reactive monitoring and reporting. It'll incorporate essential health and safety documentation such as our policy, risk assessments, and safe work systems.
- The Company will regularly evaluate these components and make necessary adjustments to maintain a safe working environment.

Risk assessments and work systems

- Conduct thorough risk assessments and establish effective work systems. We'll continually monitor and adapt these systems as needed to minimise risks.
- The competence of subcontractors will also be assessed and monitored to ensure they meet safety standards.

Reviewing health and safety performance

- We will align our health and safety policy with our needs and carry out comprehensive system checks. This includes maintaining a preventive maintenance program for all equipment, following legal and best practice guidelines, and ensuring timely statutory tests and inspections.
- Regular training reviews will be conducted for all employees to ensure ongoing competence and awareness.

Accident analysis and employee wellbeing

- We will analyse accident statistics and trends to prevent recurrence and consistently monitor employee health and wellbeing through surveys, assessments, and regular meetings, taking action where necessary.

Record keeping and employee's engagement

- We will maintain accurate records of all monitoring and inspection activities, retaining them as required by law.
- We will engage employees in the health and safety management system through a consultative process, encouraging their cooperation and prompt hazard reporting.

This policy will be periodically reviewed and updated to ensure it remains effective and complies with legal requirements.

NEW AND EXPECTANT MOTHERS

The Company is dedicated to the safeguarding, wellbeing, and safety of every new and expecting mother. This includes any employees who are pregnant, have given birth in the last six months, or are breastfeeding. "Given birth" covers delivering a living child or a stillborn child after 24 weeks of pregnancy.

Understanding the hazards

Hazards for new and expectant mothers can range from physical (like manual handling tasks or noise), biological (such as infectious diseases), chemical (specific hazardous substances), to working conditions (including workload, lone working, or stress).

Our approach

- **Risk assessment:** Together with the employees, we'll conduct risk assessments specifically for new and expecting mothers, revisiting general risk assessments to make the workplace safe.
- **Early notification:** We urge individuals to inform us as soon as they're pregnant, breastfeeding, or have given birth within the last six months.
- **Regular reviews:** We'll regularly check the risk assessment, especially as risks change during pregnancy or after returning to work, taking into account medical advice from the employees' GP or midwife.
- **Information and support:** We'll provide all necessary information and support to new and expecting mothers.
- **Rest breaks:** We'll arrange regular rest breaks for new or expecting mothers if it necessary.
- **Facilities:** We'll provide available room for expectant others.
- **Adjusting work conditions:** We'll make temporary changes to work conditions or hours to reduce risks if it is necessary.
- **Alternative work arrangements:** If there's still an unacceptable risk despite all efforts, we'll try to find suitable alternative work for the new or expecting mother.

We expect our employees to tell us as soon as they're pregnant, to follow safe working practices advice, to report any hazardous situations or concerns immediately, and to cooperate with our health and safety arrangements, including using all safety equipment provided.

RESPIRATORY INFECTION

Considering challenges like pandemics, the safety and wellbeing of our employees and community are our top priorities. We're dedicated to maintaining a safe and healthy environment for everyone, following relevant health and safety laws and up-to-date official advice.

Our approach to pandemics

We recognise the unique challenges pandemics bring and promise a flexible, proactive strategy to protect our people's health and ensure our operations continue smoothly.

Our commitments include:

- **Conducting comprehensive risk assessments:** we will identify pandemic related risks and put in place effective controls, updating these according to the latest guidance.
- **Following government directives:** we're committed to staying current with and adapting our policies to the latest health directives.
- **Keeping everyone informed:** our team will be kept up-to-date with health and safety changes, engaging in discussions on workplace adaptations for better health practices, including social distancing and visitor policies.
- **Providing protective equipment:** we will supply all necessary personal protective equipment (PPE) and hygiene materials to ensure a safe working environment, even for those working remotely.
- **Offering training and information:** we will equip our team with the knowledge and skills needed to work safely during a pandemic.
- **Supporting flexible working:** to help reduce infection spread, we'll introduce remote work or staggered shifts, where possible
- **Managing pandemic cases:** with clear protocols for suspected or confirmed cases, we'll follow isolation, testing, contact tracing, and reporting procedures as required by law.
- **Promoting wellbeing:** we are focused on supporting our team's mental health, providing access to resources and professional help.

Our pandemic response plan will be continuously improved with new information and best practices.

RISK ASSESSMENT

Risk assessments need to be suitable and sufficient, considering both the nature of the work and specific hazards that may be involved. We will ensure that all hazardous tasks are thoroughly risk assessed by a competent person, including consideration of all applicable legislation, guidance and best practice.

Associated hazards

- Working conditions and process
- Manual handling activities
- Work-related stress
- Workstations and posture
- Other workplace hazards

We aim for legal compliance and continuous improvement in risk management, prioritising the hierarchy of control measures recognised in relevant law and guidance summarised below:

- **Elimination:** removing hazards entirely through process redesign, if necessary.
- **Substitution:** replacing equipment or hazardous substances with articles that reduce risk.

- **Administrative controls:** implementing policies, procedures, and training programs to change work practices.
- **Personal Protective Equipment (PPE):** providing necessary protective equipment as a last resort.

Communication and consultation

Communication and consultation are an important part of our strategy and help make sure stakeholders are actively involved in the risk assessment process. Regular reviews and updates of our policy and risk assessments reflect our commitment to staying up to date with current legislative requirements, best practices and ensuring all our risk assessments are suitable and sufficient.

Risk assessment process

Our risk assessment process includes:

- Identifying hazards
- Determining people at risk
- Evaluating risks
- Reviewing existing controls
- Involving the persons at risk in the assessment process
- Identifying additional controls
- Documenting findings
- Communicating significant findings to all affected parties
- Providing training and awareness programs
- Monitoring control effectiveness

Reviewing assessments at regular intervals, after incidents and updating them, where necessary.

Employees responsibilities:

- Co-operate with management arrangements in respect of workplace risk assessments.
- Follow any training, information, guidance and instruction given by the employer.
- Comply with any control measures laid down within risk assessments.
- Report any hazards or defects to the employer immediately.
- Make full and proper use of any PPE provide.

SAFETY SIGNS

Safety signs play a crucial role in our workplace by pointing out dangers, sharing important information, and helping everyone stay safe. It's key to have simple rules and clear steps to make the most of these signs.

Our commitment

- We'll set aside resources to create, buy, put up, and look after safety signs. A chosen team member will take charge of this, including making plans for spotting hazards, checking them out, and managing them.
- We'll make sure our employees know what different safety signs mean and why they're important. We'll quickly share any changes or new information about these signs.

This will help employees report problems fast and follow the advice these signs give, which helps stop accidents and injuries.

- We'll use various safety signs, like those that say "don't do something", warn of dangers, tell you what you must do, show emergency information, or give helpful details. We'll pick these signs based on the message they need to send. When we decide where to put these signs and

how they look, we'll make sure they're easy to see, read, and understand, thinking about things like light and anything that might block them.

- We'll regularly check and update our safety signs to keep them working well and current, especially when dangers change or we need to do things differently.

Our aim is to make our workplace safer, stop accidents, and look after the health of our employees, contractors, and visitors.

SMOKING IN THE WORKPLACE

We're committed to providing a safe, healthy working environment by creating a smokefree workplace compliant with UK legislation.

Smoking is forbidden in enclosed (or mainly enclosed) working environments, including company vehicles.

Second-hand or passive smoking has now been shown to cause lung cancer and heart disease in non-smokers. In addition, tobacco smoke is a cause of discomfort and irritation to many people, particularly those suffering from respiratory illnesses such as asthma, and may lead to increased absence.

Outdoor smoking areas

We have no obligation to provide an outdoor smoking area but, if we do, it'll be compliant with relevant legislation.

Signage

We will display appropriate 'No Smoking' signs where necessary to remind people of the restrictions. These arrangements are critical to; control the hazards associated with the effects of second-hand smoke on non-smokers; reduce the risks of fire; ensure compliance.

We will monitor and review their effectiveness regularly, including after any significant changes to the environment and legislative changes.

We aim to provide reasonable assistance and support to those who wish to stop smoking through signposting to our Employee Assistance Programme. Employees can use the EAP's dedicated online portal or the 24/7 helpline to access counselling, self-help guides, fact sheets, health trackers and structured programmes designed to help improve their health and wellbeing.

STRESS

It is our policy to address all work-related illnesses and in particular stress to control, reduce or eliminate so far as is reasonably practicable.

We recognise that our personnel are the organisation's most valuable assets and that any problem associated with work-related stress is a management duty.

A certain amount of stress provides high motivation, a positive outlook and good performance. However, it is when these personal levels are exceeded that detrimental health effects may appear. Whilst stress-related problems of short duration often resolve themselves, it is the long-term stresses that the company aim to address.

Through the risk assessment process, Nisai Group will continue to identify hazards and assess all mental and physical risks to health and safety with the objective of reducing them, as far as is reasonably practicable.

The main problem with stress is the self-realisation that we are actively suffering from it! Others affected by our stress symptoms tend to shy away from broaching the subject as it may be construed as interference or just being nosy.

Stress is usually brought about by an accumulation of minor irritations that cannot be resolved in the time scale we wish and/or with the desired outcome. However, there may be one single event or set of circumstances that combine to provide additional stress overload.

Some examples are: -

Possible environmental stressors include noise, temperature, overcrowding and humidity.

Possible work-related stressors include working to tight deadlines, overwork and change to organisation. Other issues that may have an impact include: -

- Under challenged
- Promotion prospects
- Racial or sexist remarks
- Personal relationships with other employees
- Travelling
- Job satisfaction
- Harassment and confrontation

Stress counselling can often have a stigma that it is only for the 'weak' or 'mentally ill', however the reverse is actually true.

It may be difficult to talk to a colleague about the problem face to face, as it might be this relationship that is the cause. It is our policy that all employees can approach management to raise concerns relating to stress. All conversations will be addressed in the strictest confidence and we will try and assist any individuals suffering from stress.

We are committed to offering reasonable assistance and support. This includes signposting to our Employee Assistance Programme (EAP). Employees can use the EAP's dedicated online portal or the 24/7 helpline to access counselling, self-help guides, fact sheets, health trackers and structured programmes designed to help improve their health and wellbeing

VIOLENCE AND AGGRESSION

Work-related violence includes any abuse, threats, or physical assault happening during work. We recognise the challenges in managing violence and aggression in the workplace and are committed to reducing these risks. By keeping track of incidents and offering support, we aim to tackle potential issues effectively.

Recognising vulnerability

Roles that involve direct interaction with the public are especially at risk of facing violence and aggression. This risk extends not only to our employees but also to our clients and students. We are committed to fostering a safe environment by acknowledging this risk and taking proactive steps to prevent and respond to workplace violence.

The impact of violence and aggression

Workplace violence and aggression can lead to:

- Physical harm, possibly causing injury, disability, or death.
- Verbal abuse, including threats, whether in person, online, or by phone. These issues can also cause stress, affect mental health, lower morale, increase staff absences, affect staff retention, and damage our reputation.

Risk assessment

- We'll assess the risk of violence and aggression in all work areas, focusing on prevention and management. This assessment will be done with employees and their representatives, considering training needs, the work environment, and job nature. We'll record the key findings.

Reporting, monitoring, and review

- We will document and look into all incidents related to work violence, aggression, or intimidation, reporting them to the Police and relevant authorities as required by RIDDOR. We will fully support anyone involved in such incidents.
- All incidents should be reported quickly, and everyone must cooperate with our training and strategies for handling violence and aggression.

VISIT BY AN ENFORCEMENT OFFICER

Health and Safety is our top priority. We understand that Enforcement Officers, appointed by the relevant authorities, may drop by our workplace to ensure we're working in line with the law. They're here to help us maintain a safe and healthy environment, and we welcome their advice and support.

Breaches

If they spot minor breaches in the law, they might give us an informal nudge in the right direction, either verbally or in writing. But for more serious breaches, they have the power to issue a notice of contravention, an improvement or prohibition notice, or even prosecute if necessary.

Prosecution

Non-compliance can lead to prosecution, but this is always seen as the last step in the process, except for: –

- Failure to comply with an Improvement or Prohibition Notice
- Breach of the law that has significant potential for harm, regardless of whether it caused an injury
- Reckless disregard for the health and safety of workers or others
- Repeated breaches of legal requirements where it appears that management is neither willing nor structured to deal adequately with Substantial legal contravention, where there has been a serious accident or a case of ill health.

Employer's Responsibilities:

It is imperative that all relevant documentation associated with our business and work activity is maintained and kept up-to-date. Such documentation includes: –

- This health and safety policy
- All relevant risk assessments
- Induction and training records
- Maintenance, test and inspection records
- Health records
- Emergency plans etc

Employees Responsibilities:

- Not obstructing any reasonable request made by an Enforcement Officer.
- Complying and co-operating with requests by the officer.
- Follow instruction and guidance given by your employer.

WASTE DISPOSAL

Our policy is designed to minimise our environmental impact through the prevention, reuse, recycling, or recovery of waste. This approach promotes sustainability and continuous improvement in our waste management practices.

Conducting waste audits

We will perform waste audits to classify the types of waste we generate. This is crucial for:

- Enhancing the effectiveness of our resource usage.

- Choosing products with less packaging or that are reusable.
- Preferring digital formats over printed documents wherever feasible.

Responsible disposal practices

For waste that requires disposal, like confidential, hazardous, clinical, or liquid waste, we will manage it responsibly. This includes using registered waste management companies to transfer waste to licensed disposal facilities, with waste transfer notes kept for accountability.

We will maintain transparency and seek feedback through communication and consultation to ensure our practices align with stakeholder expectations. Training will be provided as necessary.

Safe and secure waste storage

All waste will be stored securely in designated areas, marked with appropriate signage to prevent hazards like trips, fires, or vermin risks.

Waste facilities usage

The facilities will be used exclusively for business-related waste. Anyone can report concerns such as damage, spillage, or overflowing materials to management.

We will regularly review and update our policy to reflect our commitment to current legislative requirements and best practices in waste management. This ensures we remain compliant and proactive in our environmental responsibilities.

WELFARE

We're dedicated to providing welfare provisions for our employees and others who might use our premises occasionally, like clients, visitors, and contractors. We'll consider the overall working environment and surrounding areas in our planning.

Managing workplace hazards

We'll identify workplace hazards to prevent accidents, injuries, and ill health. This involves carrying out thorough risk assessments and putting in place suitable control measures to reduce risks to a safe level, as much as reasonably possible.

Assessing the working environment

We'll check the general working environment and safety needs, covering:

- Ventilation
- Managing indoor temperatures, including the effects of working in hot and cold settings.
- Lighting
- Security
- Providing drinkable water.
- Access to toilets and washing facilities.
- Suitable workstations and seating
- Enough room dimensions and space
- Keeping places clean and managing waste.
- Keeping floors and paths in good condition.
- Making sure doors, windows, gates, and walls, especially those that are clear or see-through, are safe.
- Preventing falls or injuries from falling objects.
- Ensuring the safe use of lifts.

Inspection and maintenance

We'll carry out regular checks and upkeep to spot any safety risks and fix them right away.

Using welfare facilities responsibly

The welfare facilities are there for everyone's benefit. Employees must use them properly, avoiding damage or misuse. Any damage or problems should be reported immediately for repair and maintenance.

WORK EQUIPMENT

Work equipment is essential in various operational aspects of our organisation. Ensuring it's provided and used safely in line with UK legislation is key to protecting our employees and those affected by our work activities.

Risk assessments and control measures

We will complete thorough risk assessments for all work equipment, considering things like the equipment's suitability for the job, maintenance requirements, and potential hazards.

We will only provide equipment that complies with relevant safety standards, is CE or UKCA marked where required and is suitable for the intended use. We will also consider accessibility and ergonomics to reduce the risk of musculoskeletal injuries, and we'll take account of noise and vibration levels, where relevant.

Where necessary, we will make sure we comply with manufacturers' safe operating procedures, and that any safety features are implemented and maintained in line with manufacturer instructions, legal requirements, guidance and industry best practice. This will include, but is not limited to:

- measures (such as guarding) to prevent access to dangerous parts
- appropriate controls, including stop and emergency stop controls
- any appropriate safety markings and warnings
- suitable lighting and stability
- any specific control measures required by legislation

Where appropriate, we will also develop and implement suitable emergency procedures.

Inspection and maintenance

We will establish a preventative maintenance schedule for each piece of equipment to check it remains safe to use at all times. This will include any pre-use checks, specific inspections, testing and/or thorough examinations in line with manufacturer instructions, legal requirements, guidance and industry best practice. Before any repair, maintenance and cleaning tasks, the equipment must be safely isolated.

Information, instruction and training

Employees will receive comprehensive training on the safe use, handling, and storage of work equipment, including understanding potential risks, control measures including guarding, and emergency procedures including how to use emergency stop devices.

Faulty or defective equipment, including equipment where guards or other safety devices have been removed or defeated, must not be used and must be reported immediately.

Specific training will be provided for equipment that requires a higher level of competency or qualification to operate, and we will restrict the use and maintenance of such equipment to those who are trained and authorised. Where necessary, for ensuring safety we will also limit or restrict the use of certain equipment by specific groups of employees, e.g. young workers.

Monitoring and review

We will retain records of work equipment maintenance, including modifications, where necessary. Incidents and near misses involving work equipment will be investigated to identify and implement improvements in our practices.

Health surveillance

Where exposure to risks can't be eliminated - such as vibration, noise, or ergonomic issues – we will organise appropriate health surveillance to detect early signs of work related health effects.

WORKING OVERSEAS

When our employees work abroad, we're committed to their health, safety, and wellbeing. We know health and safety rules, cultural differences, and environmental factors change based on where you are in the world.

Risk assessment before deployment

Before sending employees to work overseas, we'll carefully look at the risks. This includes figuring out dangers like infectious diseases, political unrest, terrorism, and extreme weather. We'll make emergency plans and review them as needed.

Training and support

We'll teach overseas workers about local health and safety rules and give them the resources and support they need to stay safe, including what to do in an emergency.

Health checks and vaccinations

We'll make sure the right health checks and vaccinations are done before leaving and when coming back to the UK if needed.

Following our safety rules

Employees travelling overseas for work must follow our health and safety policies and procedures while abroad. We encourage them to report any problems or dangers they find so we can fix them quickly.

WORK-RELATED ILL HEALTH AND OCCUPATIONAL DISEASES

We will ensure a safe and healthy working environment for all employees, and part of that commitment involves identifying, preventing, and managing work-related ill health and diseases. We recognise workplace stress, sickness, and unsafe practices contribute to absence and injury.

Key areas of focus

Our efforts will centre on preventing and managing such health issues as:

- Musculoskeletal disorders
- Stress, depression and anxiety

Risk management

We'll conduct risk assessments to identify and control health and safety risks from work activities. This includes health surveillance as needed.

Risk assessments will be reviewed annually or upon significant changes to ensure relevance and continuous improvement.

Expectations

We expect employees to:

- Not interfere with safety measures.
- Report Health & Safety concerns promptly or personal health issues that may affect them at work.
- Take care of their own Health & Safety.
- Cooperate with Health & Safety control measures.

Our commitment

We commit to:

- Providing adequate training on health risks and occupational diseases.

- Engaging and consulting with employees on Health & Safety matters.
- Ensuring the safe storage of harmful substances.
- Maintaining safe equipment, machinery, and working conditions.
- Provide health surveillance where workers may be exposed to risks that could result in occupational diseases or conditions
- Protect the confidentiality of employee's health information

We'll align with other business policies, like employee's wellbeing, to enhance workplace safety.

This policy links to	Accident/Incident Reporting Policy
	Eye Test Policy
	Fire Emergency Policy & Procedure
	Home Visiting Policy (Mentors)
	Lone Working Policy
	Mental Health & Wellbeing Policy
	Working at VDUs Policy
Reviewed	September 25
Next Review date	September 26