



Health & Safety Policy

Aircon Refrigeration Ltd t/a Aircon Group
Unit 52 Dukesway
Teesside Industrial Estate
Stockton-On-Tees
Cleveland
TS17 9LT

Registered Company Number: 00774257

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1.0 General Statement of Intent

Aircon Refrigeration Ltd t/a Aircon Group, including directors, is committed to ensuring the health and safety of all employees, customers, members of the public and providing a safe environment to any other persons on our premises.

We are committed to maintaining safe and healthy working conditions through control of the health and safety risks arising from our work activities, the provision and maintenance of safe plant and equipment, the safe handling and use of substances, and steps to prevent accidents and cases of work-related ill health. The company commits to operating in accordance with the Health and Safety at Work (etc) Act 1974, The Management of Health & Safety Regulations and all other current applicable regulations and codes of practice, so far as is reasonably practicable.

Employees will be safeguarded through training, provision of appropriate work surroundings, and procedures that ensure protection of health and safety. All work conducted by Aircon Refrigeration Ltd t/a Aircon Group employees will take into account the intent of this policy. No work will be deemed more important than employee health and safety.

This policy applies to all employees, workers, volunteers, agency workers and contractors. It is non-contractual and, for the avoidance of doubt, does not form part of any employee's contract of employment.

In accordance with our health and safety standards & duties, Aircon Refrigeration Ltd t/a Aircon Group subscribes to the following:

1. To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities. Aircon Refrigeration Ltd t/a Aircon Group will assess risks to health and safety and identify ways to overcome them.
2. To provide and maintain a safe and healthy place of work and means of entering and leaving the premises safely, including implementing emergency procedures for evacuation in case of fire or other significant incidents.
3. To provide employees with adequate information, training, instruction and supervision in safe working methods and procedures.
4. To provide and maintain safe plant, equipment and machinery, and to ensure the safe storage / use of substances. All plant, equipment and machinery will have the necessary safety devices installed and appropriate protective clothing will be provided.
5. To comply with all safety and health regulations which apply to the course and scope of operations. This includes providing adequate resources to implement this policy.
6. To promote co-operation between employees to ensure safe and healthy conditions and systems of work through discussion and effective joint consultation [and the establishment of health and safety representatives and accident investigations where applicable].
7. To monitor and review health and safety performance, working environment and conditions to ensure that programme objectives are achieved.
8. To strive to achieve continuous improvement in Health & Safety performance.
9. To seek external advice as necessary to keep its health & safety policy, working practices and equipment up to date and in accordance with current legislation.
10. An annual review of Health and Safety Policy will be made no later than 1 year after the date on this policy. The monitoring of all issues relating to this policy is the responsibility of the Managing Director.

Everyone at Aircon Refrigeration Ltd t/a Aircon Group must be involved and committed to safety. This must be a team effort. Together, we can prevent accidents and injuries. Together, we can keep each other safe and healthy in the work that provides our livelihood. Any health and safety concerns should be reported to the Company health and Safety Manager or your supervisor.

Signed:



25 November 2025

Mr. Steve Farrell
Managing Director

Aircon Refrigeration Ltd t/a Aircon Group

*Please note that this document is current as of Tuesday 25th November 2025 . For the latest version
of this uncontrolled document please consult the author*

2.0 Roles and Responsibilities

Organisation and Managerial Responsibilities;

The company is owned and managed by Mr. Steve Farrell who is directly responsible for Health and Safety matters within the company.

The company Health and Safety Manager, Mr. Ron Agar, is the trained and responsible person who will seek external assistance where necessary to ensure that the company meets both its statutory obligations and the objectives laid down in this Health & Safety Policy.

We use HS Direct Ltd (0114 2444461) as our external H&S Consultant for gaining help and advice with Health & Safety matters where required.

The organisation of the workforce is the responsibility of Mr. Steve Farrell, who holds the position of Managing Director and who is responsible for ensuring that the companies Health & Safety Policy and associated procedures are implemented by all site operatives.

Day to day management of the company's operations is the responsibility of Mr. Keith Quinn (Area Service Manager), Mr. Ben Farrell and Mr James Brailsford (Branch Service Managers), supported by departmental Managers and supervisors, each responsible for business, site & customer premises. Depending on the size and nature of the site, the responsible person may be supported by one or more supervisors responsible for the direct supervision of the company operatives.

Employee/Contractor Responsibilities;

Each and every employee/contractor has a statutory duty to take reasonable care in relation to his/her own health & safety, and the health and safety of any other person who may be affected by his/her acts or omissions. The primary responsibility of the employees of Aircon Refrigeration Ltd t/a Aircon Group is to perform their duties in a safe manner in order to prevent injury to themselves and others. This includes taking reasonable care of their own health and safety and that of others by observing applicable safety rules and following instructions for the use of equipment.

Employees must co-operate with the H&S Manager, department management, supervisors and safety representatives on health and safety matters and comply with any health and safety instructions.

Any health and safety concern, however trivial it might seem, including any potential risk, hazard, near miss or malfunction of equipment, must be reported via personal 'My-Task' portal and to Mr. Ron Agar or your direct supervisor. An incident report form MUST be completed on personal 'My-Task' portal for any incident, accident or near miss.

You must specifically be trained and authorised by your supervisor to operate vehicles and use machinery. Before operating/using any equipment or machinery, visually check that all safeguards are in place and there are no maintenance issues. If you see any issues or have any concerns, contact your supervisor / department Manager immediately. No employee should ever attempt to repair equipment or machinery unless specifically trained and authorised to do so.

You must co-operate in the investigation of any accident or incident that has led, or which we suspect might have led, to injury.

Failure to comply with health and safety rules and instructions or with the requirements of this policy may be treated as misconduct and dealt with under our Disciplinary Procedure.

Staff Consultation;

Aircon Refrigeration Ltd t/a Aircon Group is committed to consulting with employees / contractors regarding arrangements for health and safety management. If an employee/contractor becomes aware of any potential breaches of health & safety law, or unsafe working practices he/she must notify the MD, H&S Manager or Project / Departmental Manager.

If an employee/contractor feels that health & safety procedures may be improved, for example by use of alternative equipment or work procedure, he/she will be encouraged to discuss any suggestions with the management.

Specific Safety Functions and Named Responsibilities;

Safety Function	Person Responsible
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Company H&S Manager	Mr Ron Agar
Accident / Incident Reporting	Contract Managers, Branch Managers, Department Managers, Supervisors, Admin staff, Field staff
Equipment inspection, Calibration, PAT Test	Branch managers, Supervisors, Mr. K. Hilliard
Health & Safety Compliance	All employees
All aspects of H&S Management	Directors - Steve Farrell, James Farrell, Ben Farrell
First Aiders	Ross Cousin, Chloe Turner, Joanne Plater, Tricia Wolf
Risk Assessment	Branch Managers, Contract Managers, Engineer Supervisors, Office Staff, H&S Manager
Fire Safety in buildings	Branch Managers
Training	Area Service Manager, Branch Managers, Contract Managers
Welfare Provision	Steve Farrell, Directors, Branch Managers

3.0 Arrangements

This section defines our company arrangements and policies for dealing with our activities.

3.1 Accident Reporting & Investigation

It is the policy of Aircon Refrigeration Ltd t/a Aircon Group that all accidents, incidents and near misses are reported to the site and recorded into the company's accident record book which is kept online in our Safety First Package.

The main objective of accident, incidents, near misses reporting and investigation is to reduce incidents and prevent future accidents.

It will be the responsibility of Aircon Refrigeration Ltd t/a Aircon Group to notify the Health & Safety Executive in respect of any accident or occurrence for which notification is required by the current - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

The following must be reported:

1. Deaths
2. Specified injuries to members of the public on our premises and taken to hospital.
3. Over 7-day injuries - where an employee or self-employed person is injured at work and away from work or unable to perform their normal work duties for more than 7 consecutive days. This must be reported to the HSE using appropriate forms within 15 days of the accident.
4. Some work-related diseases as per RIDDOR dangerous occurrence - where something happens that does not result in an injury, but could have done, (Including an incident at work that has led to possible or actual exposure to COVID-19).
5. Gas Safe registered gas fitters must also report dangerous gas fittings they find, and gas conveyors / suppliers must report some flammable gas incidents.

Any accident resulting in more than minor injuries or incident which might have resulted in serious injury will be investigated by Aircon Refrigeration Ltd t/a Aircon Group. Depending upon the circumstances of the accident, Aircon Refrigeration Ltd t/a Aircon Group may seek the assistance of an external Health & Safety Advisor, both in the investigation and the formulation of preventative procedures to avoid repetition.

A study of the circumstances will help to reduce or remove the causes.

1. When the reports are examined over a period of time, it can be seen whether preventative measures have been effective in reducing accidents.
2. If these objectives are to be attained, investigation and reporting must be accurate, complete and consistent.
3. All accidents and incidents resulting in injury to employees and/or to any other persons, or near misses on the premises that Aircon Refrigeration Ltd t/a Aircon Group employees are working on must be reported immediately to Aircon Refrigeration Ltd t/a Aircon Group reception and/or owner and be recorded in the company reporting systems.
4. Where there is more than one person injured in the accident a separate page should be used for each person.
5. All relevant questions must be completed for every accident resulting in personal injury.
6. Care should be taken in completing the Accident Report Form and Aircon Refrigeration Ltd t/a Aircon Group Supervisor wherever possible should ensure that the injured person reads the entry recorded on their behalf.
7. Care should also be taken when stating the nature of the injury unless a medical certificate has been submitted.

3.2 Accident and near-miss

We're committed to making every effort to reduce risk and prevent injuries and occurrences of ill-health at work. We will ensure that suitable procedural arrangements are made so that, if an accident or near miss does happen on our premises or in association with our activities, they're suitably recorded, investigated, and reported (where required).

What is an accident?

An accident is an unplanned event that results in personal injury or ill-health, or damage to property, plant or equipment.

What is a near miss?

A near miss is an event that didn't cause harm but could have potentially caused injury or ill health.

What we do in the event of an accident or near miss:

- **Provide first aid/medical attention** - In the event of an accident, immediate first aid and medical attention must be provided.
- **Make the area safe** - When any accident or near miss happens, the area needs to be made safe to prevent further risk of harm and, if appropriate, the scene will be preserved to maintain evidence for investigation.
- **Inform leadership** – Make sure the responsible person is made aware of all accidents and near misses without delay so we can take appropriate action, which could include reporting to the appropriate health and safety authority.
- **Record all accidents** – All accidents, however minor, need to be recorded via personal My-Task portals.

Investigating an accident or near miss:

- Accidents and near misses will be investigated in proportion to the potential consequences and likelihood of recurrence.
- We will review any existing risk assessments, procedures, and safe methods of working, as well as training and competency systems and the safety of equipment.
- Findings of the investigation and any required improvement strategies will be recorded, implemented, and communicated to workers to help prevent or minimise occurrences and reduce the risk of harm in the future.
- Where required, we will seek advice and support from HS Directs Health & Safety advice line.

3.3 Accident and near-miss reporting (RIDDOR)

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 HS Direct's Health & Safety advice line.

3.4 Alcohol and Controlled Drugs

It is categorically forbidden for employees to enter places of work, to drive a vehicle, use or operate equipment, or to assist or supervise in its use, whether on or off company business, in an unfit state due to the influence of alcohol or illegal drugs such as glue and other substances. Disciplinary action will be taken if you are caught in the possession of illegal drugs on Company or Client property or in Company vehicles.

Employees taking medicines or prescribed drugs under the direction of their G.P, Dentist, or Hospital Doctor that may affect their ability to carry out their work duties have a duty of care responsibility and must notify their immediate Manager.

The company has an alcohol and drug testing procedure in place

3.5 Asbestos

Aircon Refrigeration Ltd t/a Aircon Group policy is that we will not generally work with asbestos containing material products.

Field staff will undertake Asbestos Awareness training annually

Asbestos is recognised as being an extremely hazardous substance and as such must be treated with the utmost care. When working on site, staff and contractors will assume any suspicious material is asbestos and stop work unless there is conclusive evidence to the contrary. Any suspicious material shall be reported to the site or building manager immediately.

An Asbestos Management Survey for the premises should always be made available. Its purpose is to locate, as far as reasonably practicable, the presence and extent of any suspected Asbestos Containing Materials (ACMs) in the building which could be damaged or disturbed during normal occupancy, including foreseeable maintenance and installation, and to assess their condition prior to starting work.

Refurbishment and demolition surveys should be made available where refurbishment work or other work involving disturbing the fabric of the building is carried out.

3.6 Behavioural Safety

All Persons regardless of their terms of engagement must adhere to the standards prescribed to them inclusive of health and safety law to ensure the health safety and welfare of themselves and other who may be affected by their acts or omissions.

It is important to note that term 'behavioural safety' refers to the sciences relating to human behaviour and how through studying analytical patterns, that the relationship between management and employee can determine a company's safety 'culture'.

Persons must

- Work to all instruction information and guidelines as provided
- Not wilfully interfere, damage, or make anything ineffective provided to them to ensure their Health and safety inclusive Personnel protective equipment, work and task specific equipment and processes.
- Work to any safe system of work ensuring the controls is followed to ensure theirs and others safety
- Not indulge in reckless behaviour (Horse play) which may result in endangering themselves and others
- Work to site specific rules as prescribed and presented on site inductions
- Report any unsafe working practices and anything of a safety concern which may present an immediate and present danger
- Report to persons who's control they are under any weakness found within current safety guidelines levels of instructions, supervision, and safe systems of work, so an immediate effective, robust suitable and sufficient solution can be found and implemented.
- Give due regard and pay respect to their co workers
- Present themselves for work in a fit able bodied and of sound mind condition.

3.7 CDM Regulations

Aircon Refrigeration Ltd t/a Aircon Group recognises the requirements of these regulations and makes every endeavour to comply.

Briefly - The regulations call for:

Skill, Knowledge and Experience – (Competence of all)

A person must be capable of carrying out duties placed on them and must only accept knowing they are competent to carry out the task.

No person may arrange for a person to carry out works unless they are either,

- Competent
- Under supervision of a competent person

The business selects personnel based on ability and where possible seeks demonstration by certification. A training plan is maintained and personnel are encouraged to take on additional training in order to improve skills. Additional in-house training refresher sessions are provided in order to keep personnel up to date with current regulations.

Co-operation of employees, contractors and others

Every person involved in works must seek the co-operation of any other persons concerned at the same or adjoining site so far as necessary in order to ensure all may carry out works safely.

Similarly, they must co-operate to ensure others may continue with their works safely.

All persons involved must report anything which is likely to endanger the health or safety of themselves or others.

Supervisors have been appointed in order to ensure work is managed such that it may continue safely where multiple trades or activities may be ongoing simultaneously. Liaison with others allows arrangements to be made that enable all to continue.

Co-ordination of activities

All persons must co-ordinate their activities with one another in a manner such that, so far as is reasonably practicable, the health and safety of persons carrying out the work and anyone affected by the construction work will remain safe from harm at all times.

It is recognised that all works may not be able to continue at the same time, therefore Supervisors will discuss and plan such that the project may progress safely.

Prevention of accidents

Every person must ensure general principles of prevention are applied, so far as is reasonably practicable, to ensure the safety of all and works during all stages of a project.

This is a priority in all activities and the business ensures that method statements and risk assessments are produced identifying arrangements for safe working. All personnel are briefed on these to ensure they understand these arrangements and the risks that may be encountered by not following procedures.

Duties of Contractors

All Contractors and Principal Contractors have specific duties placed upon them under these regulations and all must be aware and endeavour to comply.

The regulations spell out these requirements for both Contractors and Principal Contractors.

The business is fully aware and endeavours to comply, so far as is reasonably practicable. All personnel have been made aware of these duties through in-house training.

The current CDM Regulations apply to most common building, civil engineering and engineering construction work including Domestic Projects. In the case of a domestic project, if using more than 1 contractor, a health and safety file must be produced. In any case, the Contractor must produce a Construction Phase Plan suitable for Commercial and Domestic Project.

In the event that a Project falls within the requirements of CDM, then the Principal Contractor must make provision for Welfare facilities as outlined under Schedule 2 of the CDM Regulations.

The appointed Principal Designer will be responsible for carrying out the CDM duties and ensuring the completion of the Project Health & Safety File.

On smaller projects where no PD is appointed, this role will be the responsibility of the Contractor when appointed by the client.

HSE must be notified of the site if the construction work is expected to either: last longer than 30 days and have more than 20 workers simultaneously involved on site at any one time; or exceeds 500 person days of construction work.

If a Project fits into CDM by either of the above factors, then HSE should be notified on-line before construction work starts using form F10.

3.8 COSHH Assessments

For all materials or substances utilised which may be hazardous to health, a formal COSHH Assessment will be carried out by Aircon Refrigeration Ltd t/a Aircon Group.

A register of hazardous substances shall be kept at head office along with all relevant Material Safety Data Sheets.

A copy of relevant COSHH Assessment(s) will be communicated to the operative(s) providing instruction for safe use.

3.9 COVID-19

COVID-19, commonly referred to as the Coronavirus, is an exceptional & ongoing circumstance with ramifications for Aircon Refrigeration Ltd t/a Aircon Group, employees, individuals and clients that may be affected by our work. As the situation continues to develop and change, Aircon Refrigeration Ltd t/a Aircon Group will provide updated advice, resources and guidance in line with current Government guidance to support all employees. Restrictions will be introduced / removed as/when appropriate by the company H&S Manager

3.10 Construction, Design and Management (CDM) Contractor responsibilities

Definitions

A **principal contractor** under the Construction (Design and Management) Regulations (CDM Regulations) is appointed by the client to coordinate work on the construction phase of a project that involves multiple contractors.

A **contractor** under CDM Regulations is anyone who directly employs or engages construction workers or manages construction work, including related work activities, on construction site projects.

Awareness of risks and responsibilities

As contractors directly involved with the work, we recognise there are risks, hazards, and potential for injury or illness associated with construction work. Understanding our responsibilities is key to ensuring a safe working environment for all.

Our key responsibilities and controls

Engage with duty holders: We will consult and engage with project duty holders to ensure Health & Safety matters are effectively addressed, and everyone is informed of their duties, ongoing work, estimated timelines, potential risks and their impact on others (including members of the public).

Planning, managing and monitoring: We will always maintain good communication with other involved parties. As Principal Contractor, we will plan, manage, monitor and coordinate the construction phase plan. As contractors, we will plan, manage and monitor the construction work.

Construction phase plan: As the principal contractor or sole contractor, we will prepare a construction phase plan to manage the Health & Safety of the project before it begins and ensure its followed and kept up to date. As a contractor, we will follow and comply with the construction phase plan during the project.

Risk assessment and control measures: We will assess and minimise, to as low as reasonably practicable, risks and hazards associated with our works by implementing suitable control measures, including emergency arrangements.

Information, instruction and training: We will ensure everyone under our control has the necessary information, training, knowledge and experience to carry out their duties safely and effectively. This includes providing a site-specific induction covering any emergency procedures.

Welfare facilities: We will provide and maintain suitable, sufficient welfare facilities throughout the project.

Site set-up: We will make sure sufficient resources, plant and equipment are available and take reasonable steps to ensure areas of the site under our control are suitably secured and controlled to prevent unauthorised access to the site. Adequate segregation between vehicles and pedestrians will also be ensured.

Supervision and monitoring: We will provide supervision as required, depending on the hazards, risks, training, skills, knowledge and experience needed to carry out the work safely. Regular site monitoring will take place to ensure ongoing compliance.

Record-keeping: We will maintain accurate records relating to Health & Safety, including risk assessments, training records, and incident reports. Regular reviews and updates are crucial. Any Health & Safety file will be updated if the principal designer's appointment ends before the project.

Environmental management: We will manage our environmental responsibilities, including waste management, pollution prevention, and protection of natural habitats throughout the project.

Notifiable projects: We will submit a notification form for the construction project for relevant clients where we're the sole contractor or principal contractor. An up-to-date copy of the notice will be displayed at the construction site.

Continuous review

We will regularly review and update arrangements as needed to maintain safety and compliance throughout the project.

3.11 Consultation & Information

Aircon Refrigeration Ltd t/a Aircon Group is committed to providing information, instruction and supervision on health and safety matters for all employees as well as consulting with them regarding arrangements for health and safety management.

The Company uses a variety of methods to communicate information to employees and sub-contractors. A quarterly formal Health and Safety Meeting is held to discuss any health and safety related issues. We will also pass information to employees via face to face meetings, emails and bulletins posted on office Health and Safety Notice Boards.

Communication with employees whose first language is not English will be carried out using one or more of the following methods;

- Ensure adequate time to consult with employees where language and/or literacy may be issues so they can absorb the information and respond to you.
- Use an interpreter; this may be a trained work colleague.
- Get information translated and check that this has been done clearly and accurately by testing it with native speakers.
- Use pictorial information and internationally understood pictorial signs where appropriate.
- Where information has to be in English, use clear and simple materials, and allow more time to communicate issues.

3.12 Contractors and Sub-Contractors

Aircon Refrigeration Ltd t/a Aircon Group is responsible for assessing and controlling contractors and sub-contractors working for or on behalf of Aircon Refrigeration Ltd t/a Aircon Group

All contractors and sub-contractors who are working for the company must have completed the contractor's competence assessment questionnaire and been approved by the H&S Manager before commencing work.

All contractors and sub-contractors will comply with Aircon Refrigeration Ltd t/a Aircon Group:

- Health & Safety Policy.
- Emergency procedures.
- Hazard/accident reporting procedures.
- All accidents and near misses need to be reported to the relevant Contract Manager utilising the services of the sub-contractor at the time.

A copy of the companies health and safety policy can be found on company notice boards which are situated in the office.

3.13 Control of Substances Hazardous to Health (COSHH)

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:

1. Elimination
2. Substitution
3. Engineering controls
4. Administrative controls
5. Personal protective equipment (PPE)

How we will work safely with hazardous substances

We will make sure all relevant workers 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.

3.14 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 workers, up to and including gross misconduct.

Safety in the workplace

We will remind our workers 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.

Workers collaboration

We rely on our workers to help maintain a safe environment. This involves:

- Being mindful of your own safety and the safety of 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.

3.15 Display Screen Equipment (DSE)

Working with Display Screen Equipment is recognised as being a major cause of injury and ill health. Aircon Refrigeration Ltd t/a Aircon Group will carry out DSE risk assessments as part of the company office work induction procedure and provide information, instruction and training to its entire DSE user staff.

Employees must carry out the recommendations of the risk assessment and must report instances of injury or ill health suspected of being caused by DSE work to the person responsible for Health & Safety in their department at their earliest convenience.

3.16 Driving at work

Work-related road accidents significantly impact business safety, with workers involved in road traffic incidents posing a major concern. Our goal is to foster safe driving practices among our workers 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 breakdowns.

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 workers complete relevant training or refresher courses on work- related driving.
- Plan journeys thoughtfully, considering factors like travel time and weather conditions.
- Train drivers in vehicle safety checks and emergency procedures.
- Maintain vehicle roadworthiness and suitability for tasks.
- Require correct insurance and valid MOT for privately used vehicles in work- related driving.
- Equip vehicles with emergency aid items, as determined by risk assessments.
- Secure transport items, including equipment, chemicals, or medicines, in line with manufacturer recommendations.

Mobile device use

Where required we will provide hands-free kits for mobile device use, forbidding the use of handheld devices unless paired with a hands-free system.

Emergency procedures

In emergencies like vehicle breakdowns or incidents, workers should:

- Move safely to the roadside and contact breakdown services if alone or feeling vulnerable.
- Use hazard lights and avoid opening doors or windows to strangers.
- If outside the vehicle, take the ignition key, lock all doors (except the passenger door for quick access), and stay behind barriers or away from traffic.
- Confirm the identity of breakdown service personnel upon their arrival, ensuring they match your provided details.

3.17 Electricity at Work

All work associated with an electrical system shall be undertaken in strict compliance with the current Electricity at Work Regulations.

Basic electrical training takes place at induction for field staff and only competent and qualified employees who have the technical knowledge and / or experience or be under suitable supervision are permitted to work on electrical equipment and systems including changing of fuses, carrying out tests, repairs or maintenance of HVAC & Refrigeration equipment and installation of accessories.

All electrical work with the exception of live testing and fault finding must be carried out while following the company safe working procedure (Aircon SWP E1 - Electrical Isolation)

3.18 Electricity on site

During work on construction projects, we commit to safely managing electrical supplies, installations, and equipment to protect everyone involved.

All work associated with electrical equipment, if danger may arise from it, will be carried out only by or under the direct supervision of persons with appropriate electrical qualifications.

Overhead power lines and underground services

Work around, or near, overhead power lines and underground services will be thoroughly planned, with site rules followed (including CAT scans, safe isolation, permits to work, personal protective equipment, and warning signage) and workers trained to follow safe working practices. Where necessary, energy providers will be engaged to safely isolate supplies.

Live work

We'll only do live work if it's not reasonably practicable for the electrical supply to be dead. Live work will only be carried out by qualified, competent persons following a thorough risk assessment and communication of safe work practices, including to clients.

Fixed and portable electrical installations and equipment

Fixed and portable electrical installations and equipment will be regularly inspected, marked, and logged. Inspection frequency will be compliant with current regulations, approved codes of practice and applicable industry guidance.

Regular inspections, marking, and logging of all electrical installations and equipment ensure compliance with industry standards and swift handling of defects. We prioritise the use of 110v or battery-operated tools, applying additional protections like Residual Current Devices (RCDs) for 240v equipment, and ensure we consider the safety of generators and alternative systems. All equipment will be included in regular inspection and test regimes.

Training and emergency procedures

Workers have responsibilities like visual equipment checks, compliance with safety rules, reporting defects, and using electrical equipment carefully. Suitable training will be provided including communication of relevant safety procedures. Refresher training will be given, as required.

Our focus is to prevent electrical incidents and ensure a safe working environment on site. We will ensure that suitable first aid provisions are in place or risks associated with this type of work.

3.19 Emergency planning

An emergency plan is a set of arrangements designed to protect workers 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 workers 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 workers, 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.

3.20 Environmental Policy Statement

We are committed to minimising our impact on the environment through our business operations. Our commitment involves continuously enhancing our environmental performance by embracing sustainable development principles and rigorously complying with environmental laws.

It is our policy to:

- **Comply fully with legal standards:** Adhere strictly to all relevant environmental legislation, regulations, and codes of practice.
- **Integrate environmental protection:** Embed environmental protection into our management systems and decision-making processes.
- **Prevent pollution:** Actively prevent pollution in all its forms and implement measures to protect local ecosystems.
- **Use sustainable resources:** Minimise our use of natural resources, including water and energy, and maximise the efficiency of resource use throughout our operations.
- **Reduce waste and Recycle:** Commit to reducing waste generation through efficient practices and systems. We will promote recycling and reuse, ensuring that all waste disposal is conducted safely and legally.
- **Strive for continuous improvement:** Regularly assess and improve our environmental performance through clear, measurable targets and objectives. This will involve conducting audits and environmental impact assessments to monitor progress.
- **Educate and train:** Provide ongoing training for all our workers to enhance their understanding of environmental issues and practices necessary to mitigate environmental impacts. We will also foster environmental awareness through campaigns and information dissemination.
- **Collaborate with suppliers and partners:** Work closely with our suppliers and business partners to encourage mutual adherence to environmentally friendly practices and to influence broader, positive environmental impacts.
- **Engage with our community:** Engage actively with the community to promote environmental conservation and to encourage public involvement in local environmental initiatives.

- **Prepare for emergencies:** Develop and maintain robust emergency procedures to address environmental incidents, ensuring quick and effective responses to minimise impacts.

3.21 Environmental Protection

The company is accredited to ISO14001 UKAS.

Aircon Refrigeration Ltd t/a Aircon Group has a policy to comply with the current Environmental Protection Act, other associated statutory legislation and Approved Codes of Practice (ACOP).

This applies to all those who are employed within the company or who are protected by its undertakings. All employees are given awareness training at induction and are asked to co-operate in the operation of the company Environmental policy and to make a positive contribution to environmental protection by making themselves aware of the business environmental procedures in addition to complying with all control measures in place. Our Environmental Policy statement is on display in branch offices and on field staff notice boards. All interested parties can request a copy of the policy when / if required. Re-cycling and energy management processes are in place and managed by branch managers

3.22 Environmental Waste Management & Pollution Control

Aircon Refrigeration Ltd t/a Aircon Group recognises the importance of meeting their legal requirements and to manage its waste responsibly, reduce the volume of waste sent to landfill and maximise reuse and recycling where possible.

Waste is unwanted materials, substances, equipment arising from commercial or industrial activities and includes:

- Building and demolition materials;
- Refrigeration materials, gases and equipment
- Substances/chemicals (toxic or otherwise);
- Contaminated soil, materials, plant etc.

Aircon Refrigeration Ltd t/a Aircon Group management shall identify the potential waste disposal requirements of a project and make adequate provision to ensure it is suitably managed in accordance with the current Controlled Waste Regulations.

Management shall determine the nature of the waste for disposal and shall ensure that suitable assessment is undertaken; that appropriate safe working procedures are devised and suitable containment of waste arranged. Where undertaking removal of waste materials or products, management shall ensure that they are registered as a carrier in accordance with the Controlled Waste (The Controlled Waste (Registration of Carriers and Seizure of Vehicles (Amendment) Regulations).

Where contract carriers, are to be engaged to remove the waste, management shall confirm those appointed are suitably registered to undertake the business and shall confirm the proposed method and location of disposal.

Aircon Refrigeration Ltd t/a Aircon Group shall:

- Maintain our accreditation to ISO14001:2015
- Ensure that waste management is performed in accordance with all waste legislative requirements, including the duty of care, and to plan for future legislative changes and to mitigate their effects.
- Minimise waste generation at source and facilitate repair, reuse and recycling over the disposal of wastes, where it is cost effective.
- Coordinate each activity within the waste management chain.
- Promote environmental awareness in order to increase and encourage waste minimisation, reuse and recycling.
- Ensure the safe handling and storage of wastes on site.
- Provide appropriate training for staff on waste management issues.

3.23 Equipment Inspections & Records

The equipment user is responsible for carrying out a daily visual inspection of any equipment prior to its use, and must immediately report any defect, or suspected defect to their Supervisor.

The Responsible Person (Mr. Ben Farrell & Mr Jim Brailsford) will ensure periodic inspections (at least annually) of all Aircon Refrigeration Ltd t/a Aircon Group equipment to include ladders, other access to height, PPE, refrigeration tools, machines etc, and will keep a record of such inspections in compliance with PUWER.

Where an inspection reveals a defect, it will be the responsibility of the Responsible Person to ensure that the equipment is quarantined & replaced and not used until such time as a suitable repair has been effected.

If the equipment is beyond repair it must be recorded, discarded, whether or not a suitable replacement is available, and any work relying on the use of such equipment must be suspended until a suitable replacement is available.

3.24 External Health and Safety Consultants

Aircon Refrigeration Ltd t/a Aircon Group use HS Direct Ltd as our external consultant who will:

1. Advise of any new safety legislation or changes in existing legislation.
2. Provide general assistance to Aircon Refrigeration Ltd t/a Aircon Group to aid in the fulfilment of its obligations and duties as set out in statutes.
3. Assist, where required or requested, with the initial implementation of the changes required by changes in safety legislation.

It is the responsibility of Aircon Refrigeration Ltd t/a Aircon Group to ensure that the safety consultants are notified whenever assistance or support is needed.

The contact details are: Tel: 0114 2444461 or email: consultants@hsdirect.co.uk

3.25 Fatigue

Aircon Refrigeration Ltd t/a Aircon Group have a Fatigue, Mental Health & Wellbeing Policy in place. Responsibility of the policy is with all Company Managers.

1. Fatigue is the decline in mental and or physical performance.
2. Fatigue management is a shared responsibility between Aircon Refrigeration Ltd t/a Aircon Group and employee as it may involve factors that occur both in and outside of the workplace.
3. To assist in the management of fatigue Aircon Refrigeration Ltd t/a Aircon Group will comply with current Working Time Regulations.
4. Managers will consult with workers to identify potential risks associated with fatigue

All employees are required to attend work fit to safely perform their duties without risk to themselves or others. If any employee is experiencing fatigue it is important to identify the factors that are contributing to fatigue and employees are encouraged to discuss any issues in confidence with their line manager, Managing Director or their nominated person.

3.26 Fire

- To protect all workers, 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 workers 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
- 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 workers, 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 workers to participate in any required training and exercises and to report any damaged or missing preventive/protective measures provided.

We expect that workers will follow training and protocols at all times, especially before and during a fire incident. All workers 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.

3.27 Fire Safety When Working on External Sites

Aircon Refrigeration Ltd t/a Aircon Group is committed to ensure employees, customers and members of the public safety whilst working on external/customer sites. To maintain this, the following procedures and controls must be adhered to:

Suitable and sufficient fire risk assessment

All job owners / contract managers are responsible for writing suitable R.A.M.S after visiting / discussing with site owners full details of how the work can be done safely. Managing fire safety hazards and control measures identified for emergency arrangements will always be done in conjunction with site owners before any work starts. Aircon also operate a point of work risk assessment called 'Take 2' as part of ensuring all potential safety hazards have been addressed and mitigated. *Identify and controls to be considered include the following:*

- Electrical faults
- Hot Working
- Smoking
- Portable heaters
- Arson
- Fuel Hazards
- Flammable gases
- Waste Materials

Creation of a construction phase plan addressing the fire risk assessment

A detailed plan is to be drawn up that includes suitable and sufficient arrangements that include (but not limited to) the following:

- *Sufficient number of suitable emergency routes and exits that must be kept clear and free from obstruction at all times and, where necessary, provided with emergency lighting so it can be used at any time*
- *Exits routes that are indicated by suitable signs*
- *where necessary, suitable and sufficient fire-fighting equipment and fire detection / alarm systems must be installed*
- *workers instructed in the correct use of fire-fighting equipment*

Site Inductions

These are to be arranged by the contracting / department manager responsible for the work. He will, in conjunction with the site owner arrange a date / time for the induction to take place and are normally valid for a year. Information contained in the induction relates to site H&S policy and procedure, site rules and regulations and emergency response and procedure in the

event of any incident.

Permits to Work

Site always arrange PTW's (work permit, hot work permit, site access etc) once they are in possession of our job / site specific R.A.M.S documents.

The permit lists restrictions on what and where work can be done, safety considerations in particular areas of site, PPE requirements and emergency reporting information. Firefighting equipment is provided to our field staff and kept inside their vans. Fire watch guidance is always reported in our Risk Assessment and Method Statement documents and in hot work permits. No work is ever started until all PTW's are in place, guidance communicated and documents signed / dated by Aircon Group employees at site.

Site Tool Box Talk

These are produced and given on certain sites we visit by site job owners as part of their PTW' issue and general H&S chat with our employees along with other emergency reporting & action procedures. These are always done prior to any work being started. Aircon Group also carry out monthly TBT's with a different H&S topic each month covered.

3.28 Fire Safety, Prevention and Emergency Evacuation

Mr. Ron Agar (H&S Manager) is in charge of conducting a fire risk assessment and implementing fire safety procedures including fire prevention methods. This risk assessment will be reviewed bi-annually, and as circumstances in the workplace change. All employees should familiarise themselves with the instructions about what to do in the event of fire which are displayed on notice boards OR at fire alarm stations. Fire extinguishers are located throughout the building in visible locations, (kitchens, offices, workshops etc.). Also ensure that you are aware of your nearest fire exit and alternative ways of leaving the building in an emergency. You should notify the Company Health and Safety Manager or your supervisor as soon as possible if there is anything (for example, impaired mobility) that might impede your evacuation in the event of a fire.

In the event of a fire at Aircon Refrigeration Ltd t/a Aircon Group premises the designated Responsible Person (RP) - Branch Service Manager or alternatively in their absence their nominated representative will take charge. In their absence the most senior person on site will assume the responsibility.

If you discover a fire you should not attempt to put it out unless you have been trained or feel competent to do so. You should operate the nearest fire alarm and, if you have sufficient time, call 999 and report the location of the fire. On hearing the fire alarm you should remain calm and walk quickly (do not run) and evacuate the building immediately following the instructions of the fire wardens. Do not stop to collect personal possessions, do not use any lifts and do not re-enter the building until you are told that it is safe to do so.

Fire evacuation procedure and recording will be tested at least annually along with building fire alarm testing at bi-monthly intervals. In the event of a suspected fire or fire alarm you must follow evacuation instructions.

Fire fighting equipment will be checked / maintained in accordance with recommended schedules - at least annually

Means of Escape

In the event of fire occurring, it is vital that staff and other persons are able to evacuate the premises.

- All existing doors through which a person may have to pass to get out of the premises must be capable of being easily and immediately opened from the inside. Staff will not block or otherwise obstruct exits provided for emergency evacuation
- Access routes must always be maintained unobstructed to exit doors (internal and final exits) sufficient to allow easy access by the number of persons likely to use those routes, (750 mm minimum width) and employees must observe any line markers to indicate areas which must be kept clear.
- Stairways in buildings must be free from any risk of fire or spread of fire e.g. unauthorised portable heater, combustible material etc.
- Under no circumstances should fire doors be wedged open.
- Report to the designated fire assembly point outside the building and wait for further instructions

3.29 First Aid Arrangements

Aircon Refrigeration Ltd t/a Aircon Group will, where appropriate, carry out a First Aid Risk Assessment to help determine what measures need to be taken to determine adequate first aid arrangements which comply with current Health and Safety (First Aid) Regulations. This will include the provision of a first-aid kit in Aircon Refrigeration Ltd t/a Aircon Group office locations, in Aircon Refrigeration Ltd t/a Aircon Group vehicles and also provision of persons trained in Emergency First Aid where appropriate.

Aircon Refrigeration Ltd t/a Aircon Group will follow all guidelines and requirements of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) when dealing with any accidents or ill health at the workplace

Aircon Refrigeration Ltd t/a Aircon Group First Aider names and contact details will be displayed on the Health and Safety notice board. A nominated trained first aid person will be responsible for maintaining the first aid provision and taking charge after an accident. This includes calling for an ambulance if necessary.

The act of reporting a false injury or accident will be viewed by the Company as an act of misconduct and will result in disciplinary action being taken against you.

Where visits are carried out, Aircon Refrigeration Ltd t/a Aircon Group employees may be subject to that premises or organisation's own emergency arrangements.

Aircon Refrigeration Ltd t/a Aircon Group employees will be advised on individual site emergency arrangements at point of induction including the current trained company first-aiders.

3.30 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. 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

Workers 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.

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.

Extra steps for young people

For schools and nurseries, we follow what local education authorities say about first aid training. Even though it's not a must, our risk checks also think about people who aren't our workers, making sure first aid is there for everyone.

3.31 H&S & Quality Standards Guidance

Aircon Refrigeration Ltd t/a Aircon Group commits to operating to the very highest standards of Health, Safety and Quality and will therefore carry out its operations in accordance with best practice as advised by the Health & Safety Executive and also various trade bodies and associations.

The company will maintain its accreditation to ISO9001:2015 and train our employees to ensure compliance standards are always met

Industry best practice and continuous improvement techniques will be reviewed on an annual basis and adopted or when evidence that significant improvements can be made by adopting sooner.

Guidance documents are available in Company Handbooks given to every employee and kept at head office and will be made available to staff and other interested parties as / when requested.

3.32 Hand Arm Vibration Syndrome (HAV)

Anyone who is regularly and frequently exposed to high levels of vibration can suffer permanent injury.

The construction industry has the second highest incidence of Vibration White Finger (VWF) injury which is one of the more common forms of HAVS.

Aircon Refrigeration Ltd t/a Aircon Group will ensure that staff are not subjected to excessive vibration through extensive use of power tools etc.

The company will endeavour to source low vibration tools, provide any necessary PPE and limit individual exposure to such activities and tools.

The company will also provide adequate information, instruction and training to its staff and contractors on the risks of HAVS.

3.33 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 workers 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 minimize 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 workers 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.

3.34 Hazardous Substances

Aircon Refrigeration Ltd t/a Aircon Group employees have a right to know what chemicals they work with, what the hazards are, and how to handle them safely. If there are any substances hazardous to your health in the workplace, a COSHH risk assessment will be performed. Employees will be informed and trained on steps to eliminate, reduce and control exposures. This COSHH risk assessment will be conducted and reviewed periodically by the company Health and Safety Manager.

Employees working with hazardous substances will receive on-going health surveillance. The following jobs at Aircon Refrigeration Ltd t/a Aircon Group involve working with hazardous substances:

1. Removal of / and replacement of HVAC equipment
2. Service and Maintenance of HVAC equipment.
3. Working with refrigerants

Safety Data Sheets (SDSs) are documents provided by the supplier of a chemical. SDSs detail the chemical contents, associated hazards and general safe handling guidelines.

At Aircon Refrigeration Ltd t/a Aircon Group the SDS collection is located in folder 4 of the Health & Safety folder on the company shared drive. Employees are free to utilise the SDSs as / when needed.

3.35 Health & Safety & Equipment Training

Aircon Refrigeration Ltd t/a Aircon Group is committed to providing health and safety related training, information and communication to all employees at all levels of the company operations.

Aircon Refrigeration Ltd t/a Aircon Group will maintain and support a programme to educate and familiarise employees with health and safety procedures, rules and work practices. The training subjects and materials have been developed using industry best practices criteria and site-specific data. A record of training will be kept and made available as well. All employees must use equipment in accordance with operating instructions, instructions given by managers and any relevant training. Any fault with, damage to or concern about any equipment or its use must immediately be reported to your line manager. Employees must ensure that health and safety equipment is not interfered with and that any damage is immediately reported. No employee should attempt to repair equipment unless trained and authorised to do so. Failure to report damage to or a fault with equipment or failure to use it as directed may result in action under our Disciplinary Procedure.

The HSE Health and Safety Law Poster is display in prominent locations inside our buildings

Induction Training

Every new employee will receive a company induction on day one of his/her employment. The training will consist of:

1. Company introduction and registration
2. H&S & Compliance,
3. Company values / video presentations
4. Departmental introduction
5. Basic electrical and pressure testing
6. Introduction to Freezer & Cold rooms
7. Technical training in VRV and water chillers

An induction training record will be kept for all training given.

In House equipment training

A programme of in-house training is in place which covers all of the basic induction requirements and is always kept up to date.

3.36 Health & Safety Records

All records will be kept by Aircon Refrigeration Ltd t/a Aircon Group in digital & written form indicated in the various appendices.

Such records will include but not limited to:

- HVAC Equipment Inspections & calibrations
- COSHH Assessments
- Risk Assessments / Method Statements
- Staff Training and Induction Records
- Fire evacuation testing
- Accident statistics
- Sub-contractor evaluation & approval
- Vehicle condition checks

3.37 Health Surveillance

All employees of Aircon Refrigeration Ltd t/a Aircon Group are encouraged to carry out personal health checks. Any problems reported will be dealt with in a personal and confidential manner by senior management.

A basic annual Health Surveillance questionnaire is issued to field staff to identify early any potential health risks and actions raised if / when necessary

Should Aircon Refrigeration Ltd t/a Aircon Group have any concerns regarding the wellbeing of any employee they may suggest a referral to a professional occupational health provider or on request of an employee in matters relating to work related ill health issues, Aircon Refrigeration Ltd t/a Aircon Group will pay for conducting relevant medical surveillance where appropriate.

3.38 Inclusive workplace

We're committed to creating a supportive, inclusive, safe and healthy work environment for all workers. Every person has the right to a safe workplace, so the Health & Safety of all workers, 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 workers.

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 particular 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.

3.39 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 workers, including full-time, part-time, temporary and contract workers, so they can work safely and responsibly.

We will ensure that:

- Workers 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
- Workers 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 we provide takes into consideration workers 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.

3.40 Lifting Operations and Lifting Equipment (LOLER)

Lifting operations and the use of lifting equipment can be dangerous - whether the equipment is owned by us or not. So we must take necessary steps to protect the health and safety of our workers and others who could be at risk of injury.

There's a range of possible hazards from using lifting equipment. So, we will complete suitable and sufficient risk assessments for lifting operations and equipment, and create safe systems of work (where applicable). We're committed to carrying out lifting operations in line with relevant, current legislation and regulations.

Planning lifting operations

- All lifting operations will be planned by a competent person.
- Where the lifting operation is complex, a documented plan will be written by persons with adequate training, knowledge, and skills.
- The lifting equipment provided will be fit for purpose and suitable for the task/processes.
- Lifting operations will only be carried out by competent persons who have received suitable training, following lifting plans and safe systems of work.
- An appropriate level of supervision will be applied (in line with the level of risk).
- Lifting operation plans will also include information relating to emergency procedures.
- If the lifting operation cannot be carried out as planned it will not proceed until the risks and safe working procedures have been reviewed.

Examinations and inspections

We will make sure that lifting equipment and accessories undergo thorough examinations following the recommendation of a competent person and in line with current legislation.

We will also ensure that:

- Lifting equipment and accessories are always inspected by a competent person before use
- The good condition of lifting equipment is maintained, with safe working loads clearly displayed

- Suitable documented records are kept confirming training, competency and inspections of equipment
- If defects are identified that may cause danger to people, we will take the equipment out of use, report it to the responsible person, and arrange for remedial works to be carried out by a competent person
- Workers report any hazards/defects identified to the responsible individual
- Workers follow safe systems of work and risk assessments.

3.41 Lone Working

We employ people who may, as part of their duties, have to work alone for all or part of the working period. We identify the risks to which these employees are exposed with the aim of eliminating these risks wherever reasonably practicable and reducing lone working activities to a minimum. Where lone working does take place we identify and implement systems to ensure that safe working and communication exists between the lone worker and their management. Affected workers have been notified of our arrangements for the management of lone working activities and that we require them to notify management of their concerns in this area so that we can improve our ability to make work operations and travel safer for them.

As part of our procedure (SWP-H1 Lone Working), communication and awareness of the working areas where lone working will be carried out is in place with the employer and the customer and periodic mobile phone checks must be carried out between the employee and Management/Team Leader to ensure the safety of the employee.

On completion of work, the employee is to communicate with the client and call Aircon Group management team to confirm cessation of work.

3.42 Machinery Maintenance

To ensure our workplace is maintained in a safe state, all machines including power tools, jet wash equipment, saws, drills etc are subjected to regular inspection by a competent person, who will withdraw damaged or unsuitable equipment from service immediately. We encourage employees to let us know, through their line manager about their concerns for health and safety at work on a regular basis.

A record of the inspection and actions will be made and recorded for ongoing reference.

All machinery will also be subject to maintenance and service as per the manufacturers instruction and maintenance schedule OR at least annually in compliance with PUWER and records held.

3.43 Machinery Operation

All employees/contractors who are required to operate machinery or plant will have the appropriate training and be assessed to determine competency.

Where required, the individual will hold a current licence / certificate to operate such machinery or plant.

It is company policy to take severe disciplinary action against any person found to be operating machinery without the necessary training and / or competence.

3.44 Managing the Threat of Violence

Aircon Refrigeration Ltd t/a Aircon Group Staff must never engage in violent behaviour and should attempt to calm any angry situation.

If threatened with a weapon the assailant should be asked quietly but firmly to put it down. No physical attempt should be made to disarm the person.

Do not encroach on the person's personal space or give an angry or aggressive person more space.

If the situation escalates and control is being lost, call for assistance, withdraw and never turn your back.

If at any point you feel threatened or the situation is beyond your control you must leave the scene and call the appropriate authorities.

All staff are to carry mobile phones at all times.

Any accident or incident must be reported and incident report form completed for all threats of and incidents of physical abuse.

AT ALL TIMES EMPLOYEES MUST REMEMBER THAT THEIR OWN SAFETY IS PARAMOUNT

3.45 Manual Handling Assessments

Aircon Refrigeration Ltd t/a Aircon Group will carry out specific manual handling assessments for any necessary operation which has been highlighted as requiring a detailed assessment by the general risk assessment. Where practical, manual handling should be avoided by utilising mechanical means to minimise the risks arising from manual handling.

Manual handling assessments will consider the load to be handled, e.g. tools, equipment, materials etc, its size and weight, the individual, the task and the environment in which the task takes place.

The assessment will also consider the possibility of kinetic lifting techniques to assist the movement of an object and to minimise the risks arising from manual handling.

3.46 Manual handling

Tasks that involve manual handling, like lifting, carrying, pushing, or pulling loads, can lead to injuries. These risks are heightened when the tasks require awkward movements or if the person has pre-existing injuries. Manual handling-related incidents can happen anywhere in the workplace, no matter the weight of the items being handled.

We're committed to making sure manual handling in our workplace, for all who maybe affected, including workers, contracts and temporary workers, is as safe as possible. We will eliminate or reduce the need for physically demanding tasks as part of our workplace activities where possible, whether on-site or working remotely.

Risk assessment and control measures

We will complete risk assessments in line with current legislation and guidance (if manual handling is necessary and it isn't reasonably practicable for us to avoid it). These assessments will consider the task, individual, load, and environment (TILE).

Where we cannot eliminate manual handling we'll implement control measures to reduce the risk of harm to as low as reasonably practicable, we will:

- Use lifting aids and equipment.,
- Re-design tasks to minimise risk factors, including twisting, bending, and reaching.

Information, instruction, training

We will provide:

- Mandatory manual handling training for all relevant persons
- Where practicable, and required for safety - information regarding the weight and weight distribution of items handled
- Training to cover risks, safe lifting techniques, and use of mechanical aids.
- Refresher training regularly, when new risks are identified and if there is any change to the way the task is done.

Monitoring

We will regularly review our risk assessments and safety arrangements to check they're in line with the latest legislation, formal guidance and best practice.

Inspection, maintenance and servicing of lifting equipment will follow the manufacturer's guidelines and legal requirements.

We shall investigate any accidents or injuries reported to us and related to manual handling tasks. Incidents that result in musculoskeletal injuries will be investigated so that we can review our risk assessments and working methods to prevent future occurrences.

3.47 Mental Health at Work

Mental Health At Work

With over 900,000 workers reporting struggles of mental ill health through stress, anxiety, fatigue and depression during 2021 & 2022, it's crucially important that employers take it seriously.

There are many ways of enabling positive mental health within a workplace and Aircon Refrigeration Ltd t/a Aircon Group is committed to implementing such measures as:

- Produce, implement and communicate a mental health at work plan that encourages and promotes good mental health of all staff and an open organisational culture
- Develop mental health awareness among employees by making information, tools and support accessible
- Encourage open conversations about mental health and the support available when employees are struggling, during the recruitment process and at regular intervals throughout employment, with appropriate workplace adjustments offered to employees who require them
- Provide your employees with good working conditions and ensure they have a healthy work/life balance and opportunities for development
- Promote effective people management to ensure all employees have a regular conversation about their health and wellbeing with their line manager, supervisor or organisational leader and train and support line managers in effective management practices
- Routinely monitor employee mental health and wellbeing by understanding available data, talking to employees, and understanding risk factors
- Implementing a behavioural safety approach where reporting issues is embraced in a confidential and supportive manner, with awareness measures as simple as posters and signage, escalating to Employee Assistance Programmes being made available.

All measures will be relative to results of risk assessments conducted in line with guidance and the working environment and based on the its performance will be regularly reviewed.

3.48 Method Statements (Safe Operating Procedures)

Work Instructions (Safety Method Statements) will be developed for all company operations. Information from the associated risk assessments will be used to formulate the document which will be used in training and given to the relevant members of staff.

All work instructions will be reviewed and updated periodically or when something significant changes.

Risk Assessments & safety method statements (SMS) are written using our Safety First Pack online system and are assigned to the relevant employee and made available to the Client. Compliance to our RAMS procedure is mandatory.

All recipients of method statements and the associated risk assessment must read the documents and sign onto them via personal My-Task portals when supplied digitally. If paper copies are provided then they must be signed onto after reading and accepting the documents before any work starts.

3.49 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

We 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.

We will regularly evaluate these components and make necessary adjustments to maintain a safe working environment.

Risk assessments and work systems

We will conduct thorough risk assessments and establish effective work systems. We will 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 workers 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.

As responsible persons or duty holders, such as landlords or tenants, we will regularly monitor premises, identify hazards, and take appropriate remedial actions to reduce risks to as low as reasonably practicable.

Record keeping and workers engagement

We will maintain accurate records of all monitoring and inspection activities, retaining them as required by law.

We will engage workers 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.

3.50 National Health Alerts

In the event of an epidemic or pandemic alert we will organise our business operations and provide advice on steps to be taken by employees, in accordance with official guidance, to reduce the risk of infection at work as far as possible. Any questions should be referred to your supervisor / line manager.

The spread of COVID-19, commonly referred to as the Coronavirus, is an exceptional circumstance with ongoing ramifications for Aircon Refrigeration Ltd t/a Aircon Group, employees, individuals and clients that may be affected by our work.

As the situation continues to develop and change, Aircon Refrigeration Ltd t/a Aircon Group will provide updated advice, resources and guidance in line with current Government guidance to support our employers. Specific company rules and procedures are in place for employees who may have contracted COVID and must be followed at all times

3.51 Noise

Regular exposure to high noise levels can cause deafness and tinnitus.

Noise assessments will be carried out when ever it is suspected that noise levels may be above 80 db(a), and hearing protection will be provided for all operatives likely to be affected.

Information and advice to use hearing protection will be issued.

Where noise levels are at 85 db (a) or above, where possible, Aircon Refrigeration Ltd t/a Aircon Group will take measures to reduce the exposure of noise to its employees by means other than hearing protection. Where this is not possible, the area may be identified as a Hearing Protection Zone.

The wearing of suitable hearing protection shall also be enforced when necessary and identified in R.A.M.S documents

3.52 Personal Protective Equipment

The need for Personal Protective Equipment will be determined through risk assessment and will be provided by Aircon Refrigeration Ltd t/a Aircon Group free of charge. The relevant PPE must be worn at all times whilst carrying out work and in compliance with any mandatory requirements of specific sites.

Details of the correct PPE will be made available to employees within the risk assessments and method statements relevant to the works.

No employee will be permitted to start work without the correct PPE and the necessary information, instruction and training to enable him to utilise the equipment correctly and without risks to safety and health.

Persons found to be breaching PPE rules will be subject to disciplinary procedures and may include exclusion from customer sites.

3.53 Portable Appliance Testing (PAT)

The term 'portable' is used to mean portable, movable or transportable. Portable equipment is not part of a fixed installation but when used is connected to a fixed installation (or a generator), by means of a flexible cable, plug and socket. It includes equipment that is hand held or hand operated while connected to the supply.

All portable electrical appliances will be tested in accordance with the regulations, at the recommended intervals, 'as may be necessary to prevent danger'. It will be the responsibility of the branch service manager to ensure that all equipment provided is suitable for the task, including any provided by a Customer.

Each employee/contractor must carry out a daily inspection of any equipment prior to its use, and must immediately report any defect, or suspected defect to its owner/Branch Manager.

3.54 Pregnant Workers

Aircon Refrigeration Ltd t/a Aircon Group recognises that pregnant workers are more vulnerable to injury and as such will carry out specific risk assessments where a worker notifies them of a pregnancy.

Such assessments will be ongoing throughout the pregnancy and will consider the workers duties, working conditions and working hours.

Where it is deemed that a risk to the mother or baby is present, suitable controls will be introduced to minimise that risk.

3.55 Premises Security

The principle access to the premises for visitors should be via the main entrance to the designated reception area.

All security doors should be kept secure so that access is only via the main entrance to the reception.

No doors leading to the private areas of the building should be left unbolted, unlocked, or propped open (Emergency exit doors must still be able to operate as designed).

Out of Hours, no staff may enter the premises out of hours unless they have secured the prior approval of the director or their nominated manager.

In the aid of security, CCTV has been installed and will be used in all breaches of security.

3.56 Purchase Policy

The Health and Safety at Work Act as amended imposes duties upon Aircon Refrigeration Ltd t/a Aircon Group and those providing goods and services to the company. Health & Safety legislation affects purchasing decisions including the use of sub-contractors or out-sourced activities. This also includes the purchase of new or hired-in equipment, maintenance services and goods; but is not limited to such legislation as The Supply of Machinery (Safety) Regulations as amended; The Provision and Use of Work Equipment Regulations (PUWER) and The Control of Substances Hazardous to Health Regulations.

When purchasing or hiring machinery / equipment Aircon Refrigeration Ltd t/a Aircon Group will make sure it has all the relevant information and instructions on how it works, including the appropriate safety features and certifications of compliance.

All suppliers of services will be competent and trained.

All users of the equipment will receive suitable training and instruction before being allowed to use equipment. The equipment must be safe, meet all relevant UK and EU supply Directives and be CE marked; it will be maintained in line with current legal requirements, and manufacturers / suppliers guidance or ACOPS ruling at the time of use.

3.57 Respiratory - General

Aircon Refrigeration Ltd t/a Aircon Group are aware that exposure to dust and fume concentrations in excess of the stated occupational exposure limit may result in adverse health effects such as lung cancers, mucous membrane and respiratory system irritation and adverse effects on the kidneys, liver and central nervous system. Operatives using the same process may be exposed to different levels of fume. Thus, the risks for each job may, therefore, be assessed individually.

Aircon Refrigeration Ltd t/a Aircon Group will ensure that workers are fit to wear the selected and required RPE.

Some pre-existing medical conditions may restrict or prevent some workers wearing any RPE, or certain types of RPE.

Aircon Refrigeration Ltd t/a Aircon Group will arrange for appropriate face fit testing or medical assessment prior to the use of RPE if required and supply a minimum disposable mask specification to FFP3.

3.58 Respiratory - Welding

Aircon Refrigeration Ltd t/a Aircon Group are aware that exposure to fume concentrations in excess of the stated occupational exposure limit may result in adverse health effects such as lung cancers, mucous membrane and respiratory system irritation and adverse effects on the kidneys, liver and central nervous system.

Aircon Refrigeration Ltd t/a Aircon Group will ensure that workers wear the selected and required PPE.

For many Welding, Gas Cutting and associated hot work processes the fume concentration in the immediate vicinity of the work area is well above its exposure limit. The amount of fume generated is determined primarily by the type of welding or cutting process, consumable and welding procedure. Thus, operatives using the same process may be exposed to different levels of fume. The risks for each job may, therefore, be assessed individually.

3.59 Review of Policy

The Company Health and Safety Manager will ensure that all policy and procedure is reviewed on an annual frequency.

We will continue to review the effectiveness of this policy to ensure it is achieving its stated objectives and for continuous improvement

3.60 Risk Assessments

Aircon Refrigeration Ltd t/a Aircon Group has conducted a 'suitable and sufficient' risk assessment of all workplace hazards, as required by the Health and Safety at Work etc. Act 1974. General workplace risk assessments are carried out when required or as reasonably requested by members of staff or management. The Company Health & Safety Manager is responsible for ensuring that any necessary risk assessments are undertaken and that recommended changes to the workplace and working practices are implemented.

The job owner or their nominated representative will prepare a risk assessment covering the common risks encountered in the company's normal business. If necessary, external assistance will be sought to carry out the risk assessments. The significant findings of the risk assessments will be relayed to all staff. He / She or their nominated representative will also carry out site specific risk assessment for sites where company employees/contractors are obliged to work. Such assessments will consider the health and safety of employees / contractors and the public on site. In particular the company is aware of the number of serious injuries from the incidence of Slips, Trips and Falls. The job owner therefore will pay particular attention to eliminating these hazards from each site.

All Risk Assessments will be produced using our online H&S management tool (Solution Host), assigned to the relevant employees and made available to all clients as / when required.

Employees always have a copy of risk assessment & method statement for the work they carry out and MUST read / sign onto the assessment via the company personal online system (My-Task) before any work is carried out.

We also carry out a point of work risk assessment (Take 2) and monitor compliance to our standard procedure of at least one assessment done per working day.

3.61 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.

We will maintain our legal compliance and strive for 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
- **Engineering controls:** designing physical changes to minimise or isolate hazards
- **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 ensure our 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

The 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.

3.62 Road Safety Transport

Aircon Refrigeration Ltd t/a Aircon Group strives to prevent vehicle accidents and promote safe driving practices and consideration for the environment amongst all company drivers.

Aircon Refrigeration Ltd t/a Aircon Group will only employ drivers who hold relevant driving licences for the class of vehicle used. All vehicles will undergo regular vehicle standard inspection and maintenance in line with legislative and manufacturer requirements.

All company transport is managed in line with the requirements of current legislation and the Highway Code. Only experienced, capable and qualified drivers are allowed to drive on company business and licences are monitored on an ongoing basis. It is a legal requirement that drivers must wear seatbelts at all times and smoking in vehicles is not allowed. Any breach of these requirements will be dealt with by strict disciplinary procedures.

Aircon Refrigeration Ltd t/a Aircon Group endeavours to use the most efficient routing to minimise costs and environmental pollution, taking into account driving hours regulations and other fees/tolls and constraints. In order to ensure that our drivers are kept up to date on legal responsibilities, safety, speed limits, cyclists, breakdown, accidents, alcohol and drugs, mobile phones and fatigue; information is conveyed via frequent tool box talks.

3.63 Safe Systems of Work and Standard Operating Procedures

Safe systems of work (SSOW) and standard operating procedures (SOP) are frameworks that help make sure work tasks, especially high-risk ones, are performed under controlled conditions that minimise health and safety risks. We prioritise safety and wellbeing, and so we'll make sure we reduce risks to "as low as reasonably practicable" through effective risk management.

- **SSOW:** These will be designed to identify potential hazards and mitigate the risks before they escalate. By continuously reviewing and updating our procedures to adapt to changing circumstances and prioritising safety at every step, we will create an environment where accidents are minimised.
- **SOP:** These will provide clear guidelines for how tasks should be performed. They'll serve as a roadmap for success, ensuring consistency and efficiency across all operations.

Through comprehensive training and regular reinforcement, our team members will have the knowledge and skills they need to always follow these procedures.

Key Considerations

- **Risk assessment:** We will assess risks related to health, safety, and welfare, considering foreseeable events and behaviour and identify the need for SOP's and/or SSOW.
- **Document development:** SSOW and SOP's that are clear, concise, and accessible, including steps for safe execution, necessary personal protective equipment (PPE), and emergency procedures.
- **Review:** Regularly review and update SSOW and SOPs to reflect changes in processes, equipment, or legislation.
- **Best practice:** Follow industry standards and good practice guides for risk reduction. Ensure that SSOW and SOPs reflect any individual needs and capabilities.

Commitment and Responsibilities

We will ensure:

- Competent responsible persons are tasked with developing, reviewing, and updating SSOW and SOPs in line with legislative requirements and best practices.
- Workers are trained on and adhere to SSOW and SOPs, and compliance will be continually monitored.

- All those undertaking tasks must follow SSOW and SOPs in place and report any concerns or incidents to their line manager.

3.64 Safety Audits and Monitoring

At regular intervals Aircon Refrigeration Ltd t/a Aircon Group will carry out a health & safety audit. The audit will consider the effectiveness of the welfare facilities; emergency procedures, safe methods of work, fire safety etc. identified at the outset, and will identify any corrective action required.

Sub-contractor evaluation / audit will be carried out periodically but no later than 6-month intervals to ensure compliance to Aircon Refrigeration Ltd t/a Aircon Group working processes & procedures

Where Aircon Refrigeration Ltd t/a Aircon Group considers it necessary in order to maintain the desired level of health & safety, they may seek the assistance of an external Health & Safety Advisor in carrying out audits and identifying corrective actions.

3.65 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 will set aside resources to create, purchase, install and maintain safety signs. A chosen team member will take charge of this, including making plans for spotting hazards, investigating them and managing them.

We will make sure our workers understand what different safety signs mean and why they are important. We will promptly share any changes or new information about these signs with workers. This will help them report problems fast and follow the advice these signs give, which helps stop accidents and injuries.

We will use various safety signs, such as prohibition signs, warning signs, mandatory signs, emergency information signs or fire action signs. 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 will make sure they are easy to see, read, and understand, thinking about things like light and anything that might block them.

We will regularly check and update our safety signs to keep them in good condition 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 workers, contractors, and visitors.

3.66 Scaffolding (activity)

We are dedicated to keeping a safe environment for all our workers and others affected by our scaffolding work. Our policy addresses everything from planning and setting up scaffolding to making changes, taking it down, and using it.

Planning and risk assessment

We will ensure that our scaffolding activities, given that they involve work at height will be planned in advance.

Site-specific risk assessments will be undertaken, considering factors such as the location, design, and environmental conditions.

We will develop a safe system of work (SSOW) for scaffolding activities which will detail the procedures and control measures required to ensure the work is done safely.

Scaffolding will never be erected or dismantled where people might pass underneath.

Instruction, information, and training

Only trained and skilled people will do scaffolding work. Training will follow NASC guidance and current laws. We're committed to ongoing learning through refresher courses and skills checks. We'll share risk assessments and safe work methods with everyone involved.

Fall prevention and protection

Safety and fall prevention are our top priorities. We'll provide personal fall protection equipment (PFPE) as needed, focusing on creating a secure working platform and guardrails according to the 'Scaffolders' Safe Zone' principle.

Equipment and inspection

Scaffolding gear will be checked before use and regularly after that to ensure it's safe. Inspections will follow laws, industry advice, and best practices, and we'll keep records.

Any faulty equipment will be immediately taken out of use. We'll try hard to stop scaffolding damage while it's in use.

We will provide, look after, and replace personal fall protection gear as needed, including training on how to use it properly.

We will use only equipment that meets safety standards for setting up, changing, and taking down scaffolding.

Emergency procedures

We will develop and share emergency plans for scaffolding work, including rescue from height procedures. Any incidents will be reported and investigated right away to help stop them from happening again.

Monitoring and review

We will regularly check our scaffolding work to make sure it follows this policy, laws, and advice. We'll review our policy and procedures every year or after major changes in our work, laws, or guidelines.

By following this policy's guidelines, we commit to keeping the highest safety and health standards in our scaffolding work, in line with UK laws and NASC guidance.

3.67 Serious or Imminent Danger

These procedures are in line with Regulation 8 of the current Management of Health & Safety at Work Regulations.

It is a policy of Aircon Refrigeration Ltd t/a Aircon Group that no employee or sub-contractor will be made to work in dangerous conditions without due regard to health and safety and all employees should be aware that there are regulations and procedures regarding serious or imminent danger.

Managers, supervisors and employees are reminded that they must not under any circumstances undertake work or instruct others to undertake work where there is a risk of imminent danger without adequate controls, safety procedures, training and personal protective equipment being in place to minimise that risk.

Aircon Refrigeration Ltd t/a Aircon Group authorises any employee to remove himself/herself to a relative place of safety when he/she has reason to believe he/she is at serious risk or in imminent danger. Work will not resume in that area until the risk has been minimised or totally removed as far as is reasonably practicable.

Some emergency events can occur and develop rapidly, thus requiring employees to act without waiting for further guidance, for example, in a fire.

Employees must, on arrival at new sites, make themselves familiar with the emergency procedures, escape routes and location of fire fighting equipment etc prior to starting work.

Under no circumstances will work activities take priority over safety considerations.

3.68 Site Security

The security of client's premises and sites on which Aircon Refrigeration Ltd t/a Aircon Group employees work is taken very seriously.

We recognise that risks such as arson, fire, vandalism, theft and general mischief pose a threat not only to health and safety but also to project completion deadlines.

Where appropriate, machinery and equipment will be locked away or immobilised and materials will be stored securely. Materials, tools and equipment are kept to a minimum. Waste materials which could be used for the purposes of arson and other site waste will where practical, be located in a position as not to draw attention & will not be allowed to overflow. Flammable substances are locked away in appropriate storage units.

3.69 Smoking in the workplace

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

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

Outdoor smoking areas

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

Risk assessment

We will complete a risk assessment identifying who's at risk, what the risks are, and what control measures are to be implemented. We'll do this in consultation with workers and their representatives, where appropriate.

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.

3.70 Stress and mental wellbeing

We are dedicated to protecting all of our workers from undue stress and enhancing their mental health and wellbeing, treating everyone with respect.

Risk assessments: Our goal is to constantly make our workplace's stress, mental health environment and culture better. We'll do risk assessments to spot and reduce any work processes, procedures, and behaviours that could cause stress or harm our colleague's mental health.

Work Planning: We aim to minimise the work demands placed on our workers, provide good communication, and where possible, will encourage job rotation to help staff develop and form positive relationships, and support any vulnerable individuals.

Support from Mental Health First Aiders: Where it's a good fit, we'll choose and train Mental Health First Aiders. They'll know how to spot common mental health issues at work and guide our workers to the right support.

Training for early identification: We'll train our workers and managers to notice early signs of stress and encourage all workers to speak up about stress, mental health and wellbeing concerns.

Monitoring: We will continually monitor the work environment for early signs of stress or mental health issues and take appropriate action to protect workers.

Special considerations for night workers: We'll make sure night workers can have a free health check regularly.

Providing support: We're committed to offering or arranging the right support to tackle stress, mental health and wellbeing challenges for all workers.

We urge our workers to get involved with our stress management and mental health processes and to share any worries as soon as they arise.

3.71 Transport & Company Vehicle Safety

It is the policy of Aircon Refrigeration Ltd t/a Aircon Group to only employ drivers who are licensed, trained and competent.

A person may only operate company vehicles if he or she;

1. Has held a full UK licence for a minimum of 2 years
2. Has not been disqualified from driving for drink and/or drug offences in the last 5 years nor has any prosecution pending
3. Holds the correct licence for the type of vehicle being operated
4. Is fit and well when at work

Drivers must inform the company of any circumstances that may lead a driver to being unfit for driving duties. They must inform the office immediately they become aware of any pending prosecution for any driving offence.

All drivers will be asked to provide details of driving licence number, national insurance number and Post Code registered on driving licence in order that annual checks may be made on applicable vehicle licences and any penalty points registered.

3.72 Vibration

Exposure to vibration in the workplace can lead to or worsen various health conditions and injuries, including hand-arm vibration syndrome (HAVS) and whole-body vibration (WBV).

Risk assessment

We'll identify sources of vibration within the workplace, and conduct suitable and sufficient risk assessments to evaluate the level of exposure and associated risk to workers. Based on these assessments, we'll eliminate exposure to vibration at source wherever reasonably practicable, failing which we'll make sure any exposure is below the current legal workplace exposure limit value, and implement control measures to reduce exposure to as low as reasonably practicable where the exposure action value is likely to be exceeded.

Where feasible, we'll implement engineering controls to reduce vibration exposure at the source. This may include equipment modification, vibration isolation, or the use of damping materials to reduce vibration levels.

In cases where engineering controls are not practicable, to manage vibration exposure we'll implement operational control such as job rotation, limiting exposure time, and providing rest breaks to minimise prolonged exposure.

Equipment and maintenance

When acquiring vibrating equipment we'll do what's reasonably practicable to ensure that we choose the type that produces the least vibration and is of a good ergonomic design.

Vibrating equipment will be regularly inspected and maintained to prevent excessive vibration levels.

Information, instruction and training

We'll provide comprehensive training for everyone who could be exposed to vibration, including clear information on the health risks and any measures identified to mitigate this. Training will be conducted regularly and tailored to the specific needs of each workers role.

Health surveillance

We'll implement a health surveillance programme to monitor the health of workers at risk from vibration exposure or exposed above the action value, in line with current legislation, guidance and best-practice guidelines. This will include regular health assessments to detect early signs of vibration-related health conditions and provide appropriate support and intervention.

When signs of these conditions are detected, and at periodic intervals, we'll review the system for controlling exposure to vibration.

3.73 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 involving public interaction are especially at risk of facing violence. This risk also affects our customers, clients,

patients, service users, and students. We're dedicated to protecting everyone's well-being by acknowledging and addressing the possibility of 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 workers and their representatives, considering training needs, the work environment, and job nature. We'll record the key findings.

Instruction and training

We'll offer guidance and training on handling workplace violence and aggression during induction and other training sessions. For high-risk situations, we'll provide specialised training on managing challenging behaviour, understanding the legal and ethical implications of restraint, and using therapeutic interventions to reduce restraint. We'll check to ensure these techniques are correctly used and followed.

Control measures

We might put in place security measures like CCTV, panic alarms, access controls, and systems for those working alone, where needed.

Reporting, monitoring, and review

We'll 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'll 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.

3.74 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.

3.75 Welfare

In most cases company employees / contractors will be able to use toilet / washing facilities within the customer's premises.

It will be the responsibility of Aircon Refrigeration Ltd t/a Aircon Group designated Site Manager to ascertain if this is possible prior to commencement of a contract. Where it is not possible, it will be the responsibility of the Site Manager to establish the location of suitable temporary or public facilities.

Where work is carried out in people's homes we will make a verbal request to use their washing facilities if required.

Suitable arrangements in regard to sanitation, washing, eating, rest and safe environments are in place at Aircon Group offices

3.76 Work at height

Working at height refers to any activity where a person could fall a distance that could cause injury. This applies also to access equipment and any surface (either elevated or ground level) where there's a risk of falling, as well as the risk of objects falling and causing injury while work at height is taking place.

Where we work at height, we will make sure the work is properly planned, supervised and carried out safely by competent persons.

Risk assessment and safe system of work

We will conduct risk assessments of all activities where falls from height could happen - considering visitors and contractors, too - and establish suitable control measures to prevent falls.

We will avoid working at height if it's reasonably practicable for us to avoid it. If working at height can't be avoided, we will prioritise protection methods to minimise the risks and if this isn't possible personal protective equipment (PPE) will be used. If there's still a risk of people falling, we will implement measures to minimise the distance or consequence of the fall.

When working or storing materials at height we'll prevent objects from falling to avoid injuries to people below. If it isn't reasonably practicable to prevent objects from falling, we'll take steps to prevent people being struck.

We will design and implement safe systems of work to ensure that work is properly planned, supervised, carried out by competent people and that there are appropriate emergency and rescue procedures.

Equipment

We will make sure any equipment used to control risks is suitable and fit for purpose, in line with relevant statutory requirements. It'll be regularly checked and inspected - including pre-use checks and necessary statutory inspections by a competent person - with suitable records kept. Defective equipment must be taken out of use and reported.

Information, instruction and training

Workers will be provided with appropriate information, instruction and training so they can avoid working at height where reasonably practicable, or work safely if it isn't. We will ensure training is completed by competent, qualified professionals to ensure our workers are competent in working at height. Where it's possible that they may be exposed to work at height risks, visitors and contractors will also be provided with sufficient information and instruction to keep themselves and others safe on site. Records of this will be kept.

Monitoring and review

Work at height activities will be monitored, including investigation of accidents and near misses. We will review risk assessments, systems of controls, and additional procedures periodically and when required (for example, following incidents or significant changes).

3.77 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 workers and those affected by our work activities.

Managing work equipment risks - 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

Workers 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.

3.78 Working at Height

It is the policy of Aircon Refrigeration Ltd t/a Aircon Group to comply with the current Work at Height Regulations.

Work at height will be avoided wherever possible.

Where work at height can not be avoided, the site supervisor is responsible for carrying out a risk assessment (Take 2) and selecting appropriate work equipment to provide safe access to height and ensuring the appropriate safety measures to prevent falls are implemented. Actions raised from the take 2 must be communicated to the employees line manager immediately.

Only trained and competent staff will be allowed to work at height and apprentices will be closely supervised.

Where the risk of a fall cannot be eliminated the supervisor will put in place measures and equipment to minimise the distance and consequences of a fall should one occur.

3.79 Working overseas

When our workers 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 workers 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

Overseas workers 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.

3.80 Young Workers

Risk Assessments must be carried out in compliance with The Management of Health & Safety at Work Regulations as amended. This includes young persons on job experience working within the business.

There are also special provisions for young people in the Working Time Regulations concerning limits of hours of work, rest from work and annual holidays.

Young workers are seen as being particularly at risk because of their possible lack of awareness of existing or potential risks, immaturity and inexperience. Aircon Refrigeration Ltd t/a Aircon Group will therefore:

- Assess risks to young workers.
- Take into account their inexperience, lack of awareness and immaturity.
- Prohibit certain activities where higher risks are identified.
- Not allow the young person to operate any machinery or equipment without proper supervision and training.
- Provide training to ensure competence before allowing any unsupervised activity to be undertaken.
- Provide suitable supervision at all times.
- Not employ any person under the age of 14 years for any paid or non paid employment.

I have read and understood the contents of this Safety Policy.

Anything I did not understand has been explained to me to my satisfaction.

I agree to follow the Safety Policy and understand that any instructions are provided for my safety and the safety of others.

Print Name

Signed

Date

Ron Agar

Roniger

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