



Coverdale K9 Security Services Ltd  
Coverdale  
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CM11 2YL

## Policy on Health, Safety, and the Protection of the Environment

### **Contents**

- Section 1: Statements on Health, Safety and the Protection of the Environment.
- Section 2: The organisation for health and safety and the protection of the environment.
- Section 3: Health and Safety arrangements.

### **Introduction**

This document is written to comply with obligations imposed by section 2(3) of the Health and Safety at Work Act 1974.

Legislation including The Environmental Protection Act, The Management of Health and Safety at Work Regulations, The Noise at Work Regulations, The Control of Vibration at Work Regulations and the work at Height Regulations they will be reviewed and the arrangements and safe working procedures either added or amended as required.

Section 1.

**The general statements**

Contains the Managing Director's statements in 'health, safety and the protection of the environment. These set their aims for the company.

Section 2.

**The organisation**

Defines the responsibilities of everyone involved in the health, safety and environmental protection process.

Section 3.

**The arrangements**

This part of the policy covers the systems and procedures in place for ensuring employees health and safety.

**Health and Safety Policy Statement**

Coverdale K9 Security Services Limited (herein after referred to as COVERDALE K9) recognises and accepts their responsibilities within the Health and Safety at Work Act. 1974 and associated Codes of Practice. In fulfilling its obligations to both employees and others who may be affected by its activities, the Board of Directors have produced the following statement of policy in respect of health and safety.

It is our aim to achieve a working environment which is free of work related accidents and ill health. To this end we will pursue continuing improvements.

We undertake to discharge our statutory duties by:

- Identifying hazards in the workplace assess the risks related to them and implement appropriate preventative and protective measures.
- Providing and maintaining safe plant and work equipment. ☐ Establishing and enforcing safe methods of work.
- Recruiting and appointing personnel who have the skills, abilities, and competence commensurate with their role and level of responsibility.
- Ensuring that tasks given to employees are within their skills, knowledge, and ability to perform.
- Ensuring that technical competence is maintained through the provision of training as deemed appropriate.
- Promoting awareness of health and safety and of good practice through the effective communication of relevant information.
- Furnishing sufficient resources needed to meet these objectives.
- Encouraging employees to contribute actively towards achieving a work environment, which is free of accidents and ill health.

Whilst the overall responsibility for health and safety matters must rest at the highest management level within the company, employees should recognise that they too have duties under The Health and Safety at Work Act etc 1974. These duties include taking reasonable care of their own safety and that of others who may be affected by their act of omissions and to co-operate with the company in its arrangements to comply with statutory safety obligations.

Our health and safety policy will be renewed annually to monitor its effectiveness and to ensure that it reflects changing needs and circumstances.

Signed... 

..... Job Title. Company Secretary. Date 10/09/2020 Version 1

## Environmental Protection Policy Statement

Coverdale K9 recognises that concern for the environment should be an integral and fundamental part of the business.

We are aware of the impact of our normal operations on the environment. Our objective is to balance the need to achieve our business aims with an effort towards sustainable environmental improvement, which can be measured and monitored in a regular basis.

We will undertake to provide the necessary training and support to all employees to ensure that they understand and are able to fulfil the relevant aspects of the policy in their day-to-day work. We are committed to minimising the impact of our operations on the environment by means of continuous improvement and will:

- Conduct our operations to ensure compliance with all relevant legislation.
- Show a continual commitment to the prevention of pollution with operational controls, training and risk assessment.
- Make effective use of local resources, reuse rather than dispose where possible and promote the use of recycled materials.
- Act when anything becomes known that could damage the environment with the aim of firstly preventing damage or secondly reporting the matter to an appropriate person who can mitigate or control the situation.

Our environmental policy will be reviewed annually to monitor its effectiveness and to ensure that it reflects changing needs and circumstances.

Signed..... *S Chapman* ..... Job Title Company Secretary.

Date 10/09/2020 Version 1

## SECTION TWO

### The Organisation for Health, Safety, and the Protection of the Environment.

#### Individual responsibilities

##### 2.1 Introduction

In part one of the policy. The Managing Director say's, in his statements that an organisation will be established defining the responsibilities for controlling these matters. This part of the Policy, Part 2, lists the duties, which are placed on individuals in the organisation, with the object of ensuring that the aims of the Policy are achieved. ii. Persons named in this section of the Policy are expected to provide a lead in the attitude towards health, safety and the protection of the environment with the aim of ensuring that the growth of a strong Company culture in relation to these matters exists.

##### 2.2 The Directorate

- 2.2.1 Managing Director
- 2.2.2 Company Secretary

## **2.3 Operations responsibilities**

### 2.3.1 Managing Director

## **2.4 The Health, Safety and Environmental Protection function**

### 2.4.1 Coverdale K9 Manager responsible for Health, Safety and Environmental Protection

#### **2.2.1 Managing Director**

1. Will be responsible for the promotion of a good culture in every respect of health, Safety and the protection of the environment and to act when she recognises contraventions of the Policy and will cause persons under their control to do likewise.
2. In an effort to monitor the company's activities under their control will receive Information from the Directors and the company Health, Safety and Environmental consultant and will act accordingly.
3. Will cause this Policy to be translated into effective action at all levels within the Company.
4. Will make adequate financial provision for carrying the Policy into effect.
5. Will review this policy on an annual basis and with the assistance of the Coverdale K9 Manager responsible for Health, Safety and Environment, shall draft amendments to it whenever necessary.
6. Will ensure that Director and Company Secretary are aware of their responsibilities as Determined by the Policy, particularly those parts which affect them or those activities in which they are engaged.
7. Will be responsible with the assistance of the Coverdale K9 Manager responsible for Health, Safety and Environment for the formulation and execution of a suitable health and safety, training programme.
8. Will promote an interest in and enthusiasm for, health, safety and the protection of the Environment throughout the company and will set a good personal example.

#### **2.2.2 Company Secretary**

1. Will set the plan in which a good culture for every respect of health, safety and protection of the environment can develop.
2. Will monitor the health, safety, and environmental protection performance on all operations under their control and take such steps as are necessary to improve performance. Monitoring will include the use of site checks.
3. Will ensure with the assistance of the Senior Manager of Health, Safety and Environment that all sub-contractors understand their commitment to health, safety and environmental protection and provide suitable documentation to support this.
4. Will ensure that staff under their immediate control, are familiar with those parts of this policy which affect them or the activities in which they are engaged.

5. Will arrange for all levels of staff under their immediate control to receive, where necessary adequate and appropriate training in health, safety and environmental protection matters.
6. Will with the assistance of the Senior Manager of Health, Safety and Environment ensure that all accidents, dangerous occurrences and significant near misses are fully reported, that all actions have been carried out to report significant incidences to the Managing Director.
7. Will make sufficient and suitable plans for all aspects of the company's activities to have management/supervisory cover throughout all contracts in their charge.
8. Will support the management in their efforts to improve health, safety and environmental protection performance and will make themselves available to consult with staff in a manner, which is appropriate to the business and the needs of the individual.
9. Will promote an interest in and enthusiasm for, health, safety, and the protection of the environment throughout the company and will set a good personal example.

**2.3.1 Coverdale K9 Director responsible for Health, Safety and Environment**

1. Will monitor the health, safety, and environmental protection performance on the Operations under his control and take such steps as are necessary to improve the performance. Monitoring will include the use of site safety audits and ensuring that matters arising from completed audits are 'closed out' in a reasonable time frame.
2. Will ensure with the assistance of the Coverdale K9 Manager responsible for Health, Safety and Environment that all sub-contractors understand their commitment to health, safety and environmental protection and review all documentation to support this.
3. Will undertake a Risk Assessment covering all matters of a general nature such as access, site set up, welfare arrangements etc.
4. Will cause job specific risk assessments linked to method statements to be completed for works undertaken directly by COVERDALE K9 operatives (These include labour only subcontractors).
5. Will cause job specific risk assessments linked to work in the maintenance period to be completed for works undertaken directly by COVERDALE K9 operatives.
6. Will cause relevant persons to be provided with appropriate sections of the risk assessment along with the location of the full Policy and any supporting documents.
7. Will ensure that staff under their immediate control, are familiar with those parts of this policy which affect them or the activities in which they are engaged.
8. Will arrange for all levels of staff under their immediate control to receive where necessary, adequate, and appropriate training in health, safety and environmental protection matters.
9. Will with the assistance of the Manager of Health, Safety and Environment cause all accidents, dangerous occurrences and significant near misses to be thoroughly investigated.

10. Will ensure that sufficient and suitable management/supervisory cover is made available throughout all contracts in their charge.
11. Will support all staff under their immediate control in their efforts to improve health, safety and environmental performance, they will make themselves available to consult with employees in a manner which is appropriate to the business and the needs of individuals.
12. Will promote an interest in and enthusiasm for, health, safety, and the protection of the environment throughout the company and will set a good personal example.
13. Will work to create, at all levels within the company, a positive approach to accident prevention and the health of all employees at work as well as other persons who may be affected by the company's activities.
14. Will initiate and maintain positive measures to raise health, safety, and environmental protection standards at all places of work.
15. Will be responsible for the preparation and implementation of an effective health and safety policy. This will include an annual review, the results of which will be given to the Managing Director.
16. Will provide the Directors with information, which will enable them to make provision for the training necessary to enable each individual to carry out their duties in a safe and efficient manner.
17. Will liaise with inspectors from any of the enforcing authorities.
18. Will ensure full understanding of all legislation affecting the health, safety and welfare of the company's employees and those persons affected by the activities carried out by the company.
19. Will prepare and deliver documents to enable all employees to understand their health, safety, and environmental duties.
20. Will assist supervisors and his/her team to identify the main hazards, which are or maybe present during the contract/job and to prepare detailed method statements for 'high risk activities'.
21. Will ensure that all accidents, incidents and significant near misses are reported and the lessons learned are publicised.
22. Carry out investigations and periodically inspect all site sectors, processes, plant and activities to determine the level of the legal compliance.
23. Take such actions as are appropriate to prevent activities, which involve a risk of serious personal injury from continuing.
24. Will review all Sub Contractor's method statements against the company's method statement review procedure prior to allowing works to proceed.

### **2.3.2 Supervisor**

1. Will not allow work to proceed unless they are satisfied that the workforce is aware of the risks associated with the actual job in hand.

2. Will adhere to the precautions outlined in the method statement/risk assessment and will cause persons working under their control to do likewise.
3. Will, when they observe matters which are either unsafe or could lead to environmental damage, act to remedy the situation.
4. Will, where they cannot bring about a satisfactory solution, stop the work and promptly report the matter to the Construction Manager.
5. Will, co-operate with the Senior Safety Manager on all matters concerning health, safety and the environment.
6. Will provide leadership by promoting an interest in and enthusiasm for health, safety and the protection of the environment and by setting a good personal example.
  - a. Will be responsible for ensuring a site-specific induction for all operatives and visitors together with the site rules.

#### **2.4 Duties of Employees**

An employee is anyone who has a verbal or written contract of employment and works under COVERDALE K9 direct control. This includes Labour only sub contractors.

The Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations and the Environmental Protection Act, place legal obligations on us all while we are at work. These are summarised below.

Every employee at work will:

1. Take proper care of their own health and safety and that of others who may be affected by their acts and omissions.
2. Co-operate with the Directors, Managers and Supervisors of the company to ensure that all the Health, Safety and environmental protection laws are complied with. E.g. this co-operation includes abiding by the site rules.
3. Will not damage or interfere with anything provided to safeguard the health and safety of themselves or any person, or welfare facility.
4. Only use machinery, equipment, and hazardous substances in accordance with their supporting guidance, training and instructions.
5. Not carry out any task to which they feel is beyond their own capability.
6. Will not work unless they have received the current site induction and have a full understanding of the risks and precautions put into place.
7. To report all accidents and other health and safety concerns to their line manager or/and the safety team.
8. To understand and follow the company health and safety policy.
9. Not knowingly do anything that will damage the environment, such as allowing unauthorised tipping, or polluting water courses by pouring fuel oil or similar into a surface drain.

### **SECTION THREE**

#### **ARRANGEMENTS**

##### **Contents:**

- 3.1 Policy Review and records
- 3.2 Risk Assessments
- 3.3 Method Statements
- 3.4 Personal Protective Equipment (PPE)
- 3.5 Control of substances hazardous to health (COSHH)
- 3.6 Welfare provision
- 3.7 Noise at work
- 3.8 Training
- 3.9 Display screen equipment (DSE)
- 3.10 Driving at/for work



- 3.11 Manual handling
- 3.12 Emergency procedures
- 3.13 Accidents and reporting
- 3.14 Sub-contracted works
- 3.15 Working at height
- 3.16 Work equipment
- 3.17 Work environment
- 3.18 Working in occupied premises
- 3.19 Employee consultation
- 3.20 Monitoring procedures for the effectiveness of health and safety policy
- 3.21 Health and safety advice
- 3.22 Visitors
- 3.23 Shared premises
- 3.24 Complaints

### **3.1 Policy Review and Records**

To keep in date with any company changes and amendments to legislation the Policy in its entirety will be subjected to an annual review. The Policy Statement will be signed as a record that this procedure has been carried out. Any significant amendments to the policy or procedures will be notified to all persons concerned. All records will be kept for analytical purposes and put on file for the required legal duration.

### **3.2 Risk Assessments**

The directors and senior management recognise and accept the principles of risk assessment as required by the Management of Health and Safety at Work Regulations. Sufficient resources will be allowed for the preparation and implementation of safe systems of work for all known risks. A generic risk assessment document is attached to this policy. It has been prepared to cover the core tasks carried out. It is intended that each project be reviewed for compliance against these assessments and the responsible person's name be added in the appropriate column.

The specific risk assessment form will be used when necessary before any work is carried out by the company's operatives or sub-contractors. They will be made aware of the risks, the agreed control measures and the person responsible for ensuring they are carried out.

### **3.3 Method Statements**

On agreement of a safe method of work, a safety related Method Statement, will be produced. Once written all operatives involved in the work will attend a briefing and will be expected to formalise the procedure by signing the front cover or specific acceptance form.

### **3.4 Personal Protective Equipment (PPE)**

It is the company's policy that the wearing of safety helmets, high visibility vest/jacket and suitable boots be mandatory.

Where identified in a risk assessment and where other circumstances occur then, additional items of appropriate PPE will be worn. COVERDALE K9 recognises its obligation to supply free of charge suitable PPE to its own staff and labour supplied by agencies.

- Eyes - Goggles, standard or UV rated glasses/spectacles or 'full face' shields
- Hands - Gloves suitable for task
- Ears - Ear defenders, ear caps or disposable plugs
- Whole Body - Protective clothing. (Stab vests)

It is the duty of the Management team to ensure that suitable PPE is provided, properly worn, maintained, and replaced, as necessary.

Employee's duties under the PPE regulations require them to take care of and wear any item of PPE provided for their protection. These requirements will be presented during site inductions and subsequent training.

### **3.5 Control of Substances Hazardous to Health (COSHH)**

Occupational health hazards are unlike safety hazards in that their effects may not always be obvious in the short term. Health effects or diseases may not become apparent for many years and tend to be the result of small, but frequent and repeated exposures over a prolonged period of time. Many substances in the construction cause hazards to the health of those exposed either directly or indirectly and can generally be classified into:

- Chemical (dusts, fumes, gases, vapours, liquids)
- Biological (bacterial, fungal, viral, pathological)

The Control of Substances Hazardous to Health Regulations, are the main legal requirement covering hazardous substances.

COVERDALE K9 recognises its responsibilities to protect its employees and others who may be affected by its activities. COVERDALE K9 will expect it, sub-contractors to use less hazardous and environmentally friendly chemicals wherever possible and where not, to provide in advance of any use COSHH data sheets and a COSHH risk assessment, for analysis by the Health and Safety department.

It is the duty of the Senior Coverdale Manager to ensure that a suitable COSHH risk assessment has been carried out based on information given to him by the product user. These procedures are carried out to minimise exposure to people and the environment.

During health and safety pre-contract meetings the use of, hazardous substances will be discussed, and all sub contractors will be expected to provide a full COSHH assessment.

### **3.6 Welfare Provision**

Each project will be looked at and provided with suitable and clean welfare facilities.

These will include:

- Segregated male/female toilets provided with hand basins connected with hot/cold running water.
- Dependent upon site numbers the welfare unit may only provide a facility for heating food and water and not full catering. Where catering is to be provided then the current food regulations will be implemented.
- The welfare will be regularly maintained and kept in a clean, hygienic order.
- Fresh drinking water will be made available.

### **3.7 Noise at Work**

#### **a Aims**

The COVERDALE K9 objective is to achieve a companywide understanding of the harmful conditions that can be caused by over exposure to noise.

To achieve this objective, we are constantly reviewing alternative working methods.

#### **b General introduction**

- i Noise levels will be gained from principle contractor, if noise levels are above current action levels a risk assessment shall be completed by the principle contractor. This will enable accurate individual, collective and environmental protection to be made.

#### **c. Environmental noise**

- i The effects of construction noise on a neighbourhood can vary and may result in interference with speech communication, disturbance of work or leisure, disturbance of sleep, general annoyance, and possible effects on mental and physical health. Some individuals are more sensitive to noise than others. It is therefore important to establish and maintain good relations throughout the duration of the site operations by keeping people in the surrounding area informed. All complaints must be taken seriously and dealt with quickly.
- ii When site activities are adjacent to residential housing, hospitals, schools, or other public establishments then it may be necessary to carry out and record an environmental noise survey, to see if any and what actions are required.

### 3.8 Training

- i All employees will be assessed for their expertise and knowledge against the company's expectations, wherever training needs are recognised as necessary they will be provided, both for new skills and reinforcing existing knowledge.
- ii It is the intension of COVERDALE K9 to carry out occupational awareness training for all employees.
- iii A variety of training providers will be used.
  - CITB skills training courses
  - On site assessment training by external training providers
  - In house training i.e. On-site induction training
- iv. The training will be delivered in the most efficient way available for the individual and not to impede the safe running of the workplace.

### 3.9 Display screen equipment (DSE)

1. Users of computers and other display screen equipment will be assessed at their workstation in accordance with the DSE regulations. The assessment will commence with a self-assessment followed up where necessary by a formal assessment by a competent person.

2. Definition of 'user'

The Guidance to the DSE Regulations defines a user as someone who uses a computer for "continuous spells of an hour or more at a time" on a "more or less daily" basis. Taking this into consideration, we have decided that the following job roles will qualify as users under these regulations.

- Directors
- Managers
- Surveyors

Personnel in the above list will be treated the same whether they are site based or in our offices. This list will be reviewed upon request of any member of staff.

3. Every effort will be made to design the workstation around the individual. Where an assessment identifies that alterations to the workstation or equipment are required these will be carried out.

### 3.10 Driving at/for work

We recognise our legal duties under the Health and Safety at Work Act 1974 to take steps as far as is reasonably practicable, to ensure the health and safety of those who need to drive as part of their normal duties. (This does not include driving to and from an employee's normal place of work in a privately owned vehicle).

As required by the management of Health and Safety at Work Regulations 1999 we will carry out a suitable and sufficient risk assessment. We will take steps to set up a safe system of work and consult with those employees who may be affected.

The procedure will include:

- Risk Assessment
- Control measures to reduce risk
- Individual Responsibilities
- Training
- Keeping records and review

### 3.11 Manual Handling

Manual Handling is described in the 'Manual Handling Operations Regulations 1992 as amended 2002', as any transporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force, including supporting a load in a static posture and using other parts of the body such as the shoulder. Also included are the intentional throwing and dropping of a load.

The Manual Handling Operations Regulations 1992 require employers and the self employed to:

- Avoid hazardous manual operations, so far as is reasonably practicable.
- Where this is not reasonably practicable, to assess such operations and take steps to reduce the risk of injury to the lowest level.
- Provide information on the weight and distribution of the load.

The procedure will include the following elements:

- Manual handling assessment
- Risk Assessment
- Procurement of materials
- Employees duties
- Information and training
- Keeping records and review

### 3.12 Emergency procedures

An emergency plan will be prepared, and all operatives informed of its details, this is to include: ☑ Fire Plan:

How to minimise/prevent a fire occurring i.e. Smoking policy, hot works permits etc.

What is and how to raise the alarm

The location and safe use of firefighting equipment

Keeping access/egress routes clear of rubbish, materials etc. The name of the responsible persons

- The identification of high-risk activities such as crane lifts and plant movements.
- First Aid:
  - The name/s of the responsible personnel
  - Location of first aid kit
  - Poster giving details of nearest accident and emergency hospital

### 3.13 Accidents and reporting

COVERDALE K9 are aware that accidents, incidents and near misses may occur, to be fully aware of the extent of the current situation, all such incidents will be recorded, analysed and where lessons can be learnt the information will be shared with all security teams and others.

General Procedure:

- The company will ensure sufficient first aid arrangements are in place during all site works.
- The first aider will not attempt to undertake any course of action to which he has not been trained, if considered necessary they will either call for an ambulance or advise the injured person to seek further medical advice.
- It is always the responsibility of the first aider to maintain a suitably stocked first aid kit .

If an accident, incident or near miss occurs the Coverdale K9 Manager responsible for Health, Safety and Environment must ensure that the 'Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013' (RIDDOR) are adhered to:

- That all necessary first aid is carried out.
- Cordon off the area.
- An exact account of the accident or dangerous occurrence must be recorded as follows:
- Take witness statements.
- Take photographs of the area.
- Ensure that the accident book has been completed.
- Complete the company's 'accident report' procedure forms.
- Report all instances of an accident or dangerous occurrence to the immediate manager of the principle contractor (where appropriate) then follow their instructions. Where the injury results in an ambulance being called, then a director of the company must also be informed.

### **3.14 Sub-Contracted work**

Where work is to be sub-contracted the sub-contractor/s will be selected on their ability to carry out the works in a safe and professional manner.

The COVERDALE K9 procedure includes:

- Completion of 'The Sub-contractor Health and Safety Questionnaire'.
- Obtain evidence to support this document.
- Review this evidence to ensure compliance.
- COVERDALE K9 requires specific risk assessments and method statements prior to the commencement of any work.
- Sub-contractors will be expected to comply with all COVERDALE K9 safe systems and current legislation.

To assist in the completion of this process sufficient professional advice and management will be employed.

### **3.15 Work equipment**

The primary objective of the Provision and Use of Work Equipment Regulations 1998 (PUWER) is to ensure that work equipment should not result in health and safety risks, regardless of age, condition, or origin.

Definitions.

*Work equipment* means any machinery, appliance, apparatus, tool, or installation for use at work. *Use* refers to any activity involving work equipment, including starting, stopping, programming, setting, transporting, repairing, modifying, maintaining, servicing, and cleaning.

COVERDALE k9 will ensure that the most suitable work equipment will be selected and used in the way and for the purpose for which it was intended. Other factors that will be considered when selecting work equipment.

- The working conditions
- Identifying hazards present when the equipment is to be used
- Identifying hazards that third parties may have introduced
- Changing weather conditions
- Operative training requirements

### **3.16 Work environment**

An employee's work environment includes staircases, floors, access/egress and washrooms. COVERDALE K9 will endeavour to maintain these to a high standard to eliminate or reduce to a level 'so far as is reasonably practical'.

### **3.17 Working in occupied premises**

1. Where COVERDALE K9 are to work in occupied premises, employees will attend the premises safety induction to familiarise themselves with risks that may be present and emergency procedures.

2. COVERDALE K9 will follow any specific safety rules.

### **3.18 Employee consultation**

1. Health and safety consultation with employees will be carried out under the guidance of the COVERDALE K9 Manager responsible for Health, Safety and Environment Health and Safety.

### **3.19 Monitor process for the effectiveness of health and safety procedures**

1. To ensure that the company is complying with this policy and that safe working practices are being followed, the COVERDALE K9 Manager responsible for Health, Safety and Environment management will carry out regular site visits. The relevant company directors will review completed visits. They will take an interest in the completion of any identified actions.

### **3.20 Health and safety advice**

1. The Company accepts that there will be occasion where expert health and safety advice is needed for dealing with matters outside the company's normal scope of work on such occasions competent health and safety advice is obtainable from the Health and Safety consultant.
2. The Company allow for this further advice and training as required to enable it to remain at the forefront of current legislation and procedures.
3. All employees have the availability of health and safety advice as required.
4. Supportive documentation will be sourced from the Health and Safety Executive (HSE) web site.

### **3.21 Visitors**

1. Visitors to any of the company's sites will initially be registered into the attendance register and when an assessment has been carried out to determine their site access requirements, they will either be escorted throughout their visit or will attend the recognised site induction.
2. Visitors to any of the company's offices will enter their details into the visitor's book. COVERDALE K9 staff will be responsible for the general safety of their visitor/s.

### **3.22 Electricity**

Unlike most other hazards, which can be seen, felt or heard, there is no advance warning of danger from electricity.

1. The principle legislation is **The Electricity at Work Regulations 1989**; these regulations apply to all situations involving electricity, at any place of work and place legal obligations on both employers and employees. The main points of the regulations are.
  - All systems shall be of such constructions so as to prevent, so far as is reasonably practicable, any danger.
  - All work activity on or near a system, including operation, use or maintenance, shall be carried out, so far as is reasonably practicable, so as not to give rise to any danger.
  - Any equipment provided to protect people while they are at work or near any electrical equipment shall be suitable for use and properly maintained.

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### **3.23 Working in occupied premises**

1. Where Coverdale K9 are to work in occupied premises, employees will attend the premises safety induction to familiarise themselves with risks that may be present and emergency procedures.
2. Coverdale K9 will follow any specific safety rules.

### 3.24 Complaints

The following sets out our general principles and practice that underpin our approach to handling complaints:

- I. Resolving complaints is an essential part of our openness and accountability. The Effectiveness of the procedure will be monitored and evaluated.
- II. Resolving complaints will help us to identify mistakes and lessons to be learned. Complaints will be taken seriously, investigated thoroughly, and answered as promptly as possible. They will be handled in a way that any observer would find reasonable in all circumstances.
- III. Where complaints cannot be resolved at the point of origin, then a director of the Company will take overall charge of the procedure and not let it rest until a full resolution has been made.
- IV. If any complaint concerns a sub or package contractor to COVERDALE K9, they will be informed and fully involved in the process.
- V. Complaints may be dealt with orally if its nature is inconsequential.
- VI. Complaints made in writing will be dealt with in a formal manner, a timetable will be set for its conclusion.

Privacy and confidentiality will be assured for all complaints, unless disclosure is necessary to progress the matter, in which case the complainant will be notified of the intended disclosure.

Name: Suzanne Chappell

Date: 10/9/20

Version 2