


Nationwide Services Group Limited		
Health & Safety Policy		
 Approved: Managing Director	Page 1 of 34	Issue: 20 <hr/> Date: 1 st June 2021

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1.0 Introduction

The Health & Safety system (the policy) is divided into two sections:

- Policy
- Arrangements

The **policy** section contains the company's policy statement together with the Health & Safety organisation and the responsibilities allocated to individuals.

The arrangements for putting the goals of the policy statement into practice are contained in more specific form in the **arrangements** section, which includes assessment and documentation procedures.

Policy Review and Updates

Nationwide Services will undertake an Annual Safety Review. The review will be attended by at least one member of senior management. The review will involve discussion of the previous year's safety performance, any updates needed for this policy, future training requirements and any other safety or health needs that are relevant.

The policy will be updated at the earliest opportunity after H&S management reviews.

Nationwide Services will stay up to date on matters of Health & Safety with access to Health & Safety advice, as requested.

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Health & Safety Policy Statement

In accordance with its duty under the Health & Safety at Work Act 1974 and in fulfilling its obligations to both employees and the public who may be affected by its activities, the Managing Director of Nationwide Services Group Ltd has produced the following statement in respect of Health & Safety.

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

I therefore undertake to discharge our statutory duties by:

- Identifying hazards in the workplace, assessing the risks related to them and implementing appropriate preventative and protective measures.
- Clear guidance during the coronavirus pandemic and the steps the Company will take to limit the spread of the outbreak supported by separate Coronavirus H&S Policy.
- Providing and maintaining safe work equipment.
- Establishing and enforcing safe methods of work.
- Recruiting and appointing personnel who have the skills, ability 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 competence is maintained through the provision of refresher training where applicable.
- Promoting awareness of Health & Safety and good practice through the effective communications of relevant information.
- Furnishing sufficient funds needed to meet these objectives.

All employees, on their part, are encouraged to contribute actively towards achieving a work environment that is free of accidents and ill health.

Our Health & Safety policy will be reviewed annually to monitor its effectiveness, and to ensure that it reflects changing needs and circumstances.

This statement is to be read in conjunction with the responsibilities and procedures that, together, form the Health & Safety policy of Nationwide Services Group Ltd.

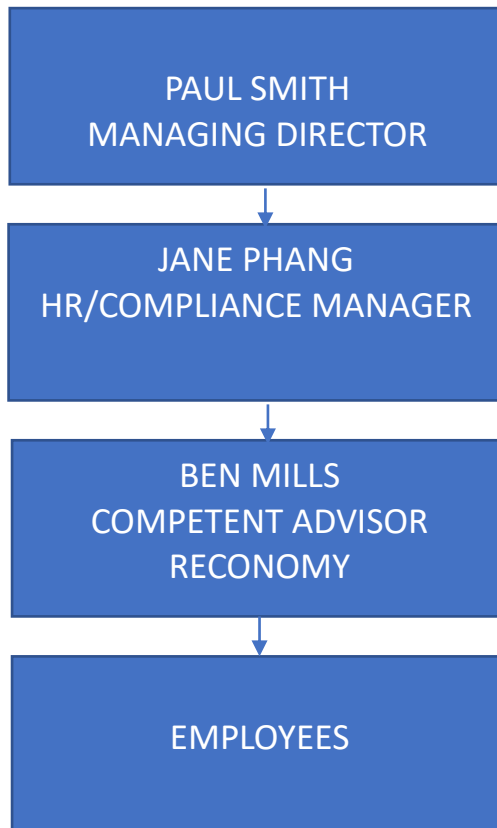
Signed



Paul Smith
Managing Director

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3.0 Management Structure for Health & Safety



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4.0 Key Responsibilities for Health & Safety

Managing Director

The Managing Director's Health & Safety responsibilities are to ensure that:

- The policy is effectively implemented, monitored, developed and communicated to all employees, and that necessary alterations are made to the policy to reflect changes in legislation or company development.
- Suitable and sufficient funds, people and equipment are made available to meet the Health & Safety requirements of the policy.
- The appropriate insurance cover is provided and maintained.
- Procedures are put in place to ensure that all equipment is in good condition, adequately maintained and guarded where applicable, is suitable for the purpose for which it is used and has any certificates of inspection or examination.
- All levels of management and employees understand their responsibilities for Health & Safety placed upon them in this policy.
- An effective training program is established to ensure that all levels of employees are trained and competent to carry out their duties.
- The board recognises its role in providing Health & Safety leadership in the company and to engage the active participation of workers in improving Health & Safety through continuous improvement.
- Procedures are put in place to ensure that planning and control measures are provided to establish safe working methods for situations involving potential hazards.
- Procedures are put in place to ensure that adequate welfare facilities are provided for employees.
- Health & Safety objectives are set and their achievement is measured and reported in management meeting review minutes.

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Health & Safety Advisor

The Health & Safety responsibilities of the Health & Safety Advisor are to ensure that:

- They understand the company's Health & Safety policy and the Health & Safety advisor's responsibilities.
- They advise and assist with the review and implementation of the Health & Safety policy.
- They communicate and consult with the employees in conjunction with Human Resources and company management on issues of Health & Safety concerns, and encourage all employees to report all potential hazards.
- Written instructions are provided where applicable through risk assessment to outline any potential hazards and implementation of suitable risk controls.
- Health & Safety site rules are followed by all.
- All plant/work equipment within the workplace is maintained in a safe condition and has the statutory certificates of inspection or examination where applicable.
- Adequate supervision where applicable is provided to ensure that they are working safely.
- Safety training requirements are identified for all members of staff under their control to ensure that those members of staff are competent to undertake their work in a safe manner.
- They set a good personal example by using appropriate PPE (Personal Protective Equipment) when applicable.
- All reportable injuries, diseases and dangerous occurrences are reported to the relevant enforcing authority.
- All accidents, incidents, ill health, dangerous occurrences and other issues concerning safety raised by anyone at work are recorded and investigated such that effective controls can be implemented to help prevent recurrence.

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HR/Compliance Manager

The Health & Safety responsibilities of the HR/Compliance Manager are to ensure that:

- They understand the company's Health & Safety policy and the HR Manager's responsibilities.
- All new employees in the company are provided with a copy of the policy statement, receive such induction training as may be laid down in procedures, are issued with personal protective equipment as required and their personal responsibilities as set out in this policy.
- Assist the Health & Safety advisor in discharging the company's day to day Health & Safety responsibilities.
- In the absence of the Health & Safety advisor be the point of contact for any Health & Safety matters arising and escalate to the appropriate level within the organisation as appropriate.

HR is a complement to Health & Safety within the company, helping to bridge the crossover between personnel issues and H & S Law:

e.g. Personal employee issues which may affect health and welfare conditions etc. For example, a person returns to work after illness or an operation and may require short or long-term office/workstation changes, or in a similar manner, for pregnancy.

HR and Health & Safety give the employee the reassurance they are being looked after whilst at work.

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Management

The Health & Safety responsibilities of the NWS Management Team are to ensure that:

- They actively lead the implementation of the Health & Safety policy.
- To consult with Human Resources to ensure adequate welfare facilities are provided and maintained for all employees and visitors.
- To actively communicate with all employees to encourage discussion regarding Health & Safety in the workplace.
- To encourage employees to report hazards and Health & Safety concerns to the Compliance Officer.
- Set a good example by using appropriate PPE where applicable.
- Work with the Compliance Officer to ensure that all potential risks within the workplace are identified and control measures are put in place.
- Assist the Compliance Officer with the review and development of the Health & Safety policy on an annual or as required basis.
- All reportable injuries, diseases and dangerous occurrences are reported to the relevant enforcing authority.
- All accidents, incidents, ill health, dangerous occurrences and other issues concerning safety raised by anyone at work are recorded and investigated such that effective controls can be implemented to help prevent recurrence.

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Office Staff

The Health & Safety responsibilities of the Employees are to ensure that they:

- Understand the company's Health & Safety policy, understand their responsibilities and comply with the policy's requirements and procedures.
- Use the correct equipment for the work task in hand.
- Use the PPE provided where applicable.
- Only use equipment that is in good working order/condition.
- Report all defects in equipment or materials or any obvious Health & Safety hazard to the Health & Safety Officer or their Line Manager.
- Take all reasonable steps and precautions not to endanger themselves or other persons through their own actions or omissions at work.
- Avoid improvisation.
- Refrain from horseplay and follow all Health & Safety rules.
- Co-operate with the company on all aspects of health, safety and welfare.
- Do not operate any equipment or machinery unless they have been fully trained and instructed in its operation.
- Inform their Line Manager or the Health & Safety Officer of any change in their state of health, either temporary or permanent, which might affect their working ability or their suitability to carry out any particular task or tasks.

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Employees visiting Construction Sites

- Sign in and receive Principal Contractor's Safety induction
- Familiarise yourself with the principal Contractor's Health & Safety policy, especially procedures for fire, first aid facilities and accident reporting.
- Comply with all site rules, including the wearing of PPE, security arrangements and prescribed access routes.
- Report any defects in Health & Safety systems to the site manager or project manager as appropriate.
- Do not interfere with or operate any equipment without relevant training.
- Never interfere with scaffolding, or any other access equipment
- Be aware of your responsibilities under section 7 of the Health & Safety at Work etc. Act 1974 to take reasonable care of yourself and those who may be affected by your acts and omissions.

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5.0 Access to Competent Health & Safety Advice

Nationwide Services Group Ltd work with Ben Mills of Reconomy as their competent advisor on matters of Health & Safety under Regulation 7 of the Management of Health & Safety at Work Regulations 1999.

The contact number for Ben Mills is 01952 211782.

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6.0 Personal Protective Equipment (PPE)

The Company shall ensure that suitable PPE is provided to their employees who may be exposed to a risk to their Health & Safety while at work. PPE must: -

- **be of a standard that will adequately protect the person from the risks**
- **be replaced when worn out**
- **be properly looked after by the person using it**
- **be compatible with other PPE if more than one item is required.**
- **be regarded as the last resort in risk control**
- **Issue of facemasks, surgical gloves and antibacterial hand gel as required**

Different standards of basic site PPE are required by different Principal Contractors. Nationwide Services will comply with these requirements.

Examples of PPE required by our workforce are below:

Type	Standard
Hard hat	BSEN 397
Goggles	BSEN 166 B
Ear defenders	EN 352 At least 30dB(A) attenuation
Gloves	EN 388 As required by COSHH Assessments
Respiratory protection	FFP2 as a minimum
High Viz jacket or vest	EN 471
Boots	EN 345 Steel toe caps and midsoles

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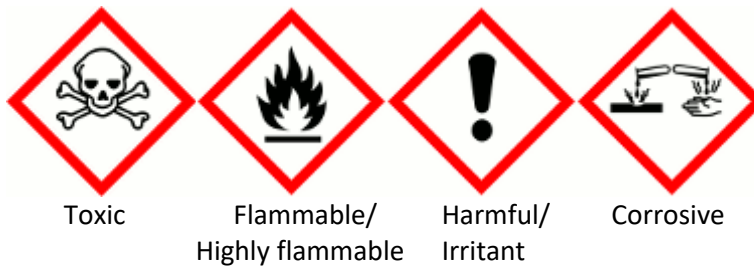
7.0 COSHH Arrangements

Nationwide Services recognises the potential risks to the Health & Safety of its employees caused by hazardous substances and accepts its responsibilities to comply with legislation and best practice.

Employees of Nationwide Services will use various substances, including cleaning products, and office related items such as toner.

COSHH Assessments will be provided to users of these substances to inform them of hazards and how to use, handle and store them safely.

Hazard warning markings on containers must also be heeded. An explanation of the common warning signs follows:



Symbol	Meaning
Toxic – skull and crossed bones	Substances that in small or very small quantities will cause death or serious acute or chronic damage if inhaled, swallowed or absorbed by the skin.
Flammable or Highly flammable	Substances with a low flashpoint – they will easily ignite in temperatures less than room temperature (flammable) or less than 0°C (highly flammable)
Harmful/Irritant	Substances that may cause death or serious acute or chronic damage if inhaled, swallowed or absorbed by the skin. Substances that may cause itching, inflammation or otherwise irritate the skin, eyes or respiratory system
Corrosive	Substances that destroy living tissues after contact (e.g. chemical burns)

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8.0 Staff Welfare Facilities – Arrangements

The Safety Officer and the Managing Director are responsible for staff welfare within the Nationwide Service building at 2 Frankton Way, Gosport, PO12 1FR. The following facilities are available for all employees and visitors.

Ground Floor

Female Facilities

3 x Toilets

2 x Sinks

Hot and cold water 50c 20c

Male Facilities

2 x Toilets/2 Urinals

2 x Sinks

Hot and cold water 50c 20c

Disabled

1 x Toilet

1 x Sink

Hot and cold water 50c 20c

Kitchen/Staff Room

Sink with hot and cold water 50c 20c

Kettle, toaster, microwave,

Fridge/freezer, tables and chairs

Notes: We do not employ any staff that are site based. However, when our sales teams carry out routine customer visits they are permitted to use the customer and or site facilities.

Principle contractors are obliged to provide on-site facilities to any authorised personnel on site.

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9.0 Safety of Work Equipment

Work equipment is any equipment used by our employees to carry out their daily tasks including:

- Laptop & desktop computers
- Photocopiers
- Telephones
- Other workstation equipment and furniture

Our responsibilities are to:

Carry out on-going analysis of all workstations, assess any risks and reduce any risk identified by:

- Looking at the whole workstation including equipment, furniture and the work environment
- The task being done
- Any special requirements of individual employees

All employees and safety representatives (where applicable) are encouraged to take part in risk assessment, by reporting health problems or workstation issues. Where risks or a problem is identified, Nationwide Services will take all adequate steps to resolve the issue or reduce the risk.

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10.0 CDM: Responsibilities as a Contractor

Although Nationwide Services provide sub-contractor services, and do so to carry out site work, the duties under the Construction (Design and Management) Regulations 2015 still apply. We will comply with these duties carrying out the following actions:

- Ensure that the contractors meet our expectations through our Pre-Qualification Questionnaire (PQQ) and Service Breach monitoring
- Check that the HSE has been notified if applicable
- Ensure that welfare facilities are provided when required
- Ensure that any sub-contractors co-operate with Principal Contractor (PC) and, Principle Designer (PD)
- Ensure that our workers and those of our sub-contractors are trained and competent to carry out their work
- Pass information to PD on risks (RAMS) when required
- Provide as built drawings or any other information requested for H & S file, if relevant and/or required by sub-contractor
- Comply with site rules and Health & Safety Plan

When Nationwide Services receive information on projects from the PC in the form of relevant parts of the Construction Phase Health & Safety Plan, in some situations, it may be necessary to visit the site. This relevant information would be passed on to our contractors in order to allow them to make their risk assessments.

Nationwide Services will forward risk assessments to the customer when instructed to do so.

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11.0 Selection and Monitoring of Sub-Contractors

Nationwide Services understands the importance for client and contractor to protect each other, their workforce, visitors and anyone else in terms of Health & Safety, and proactively works with our providers to ensure that our high standards are met.

Ensuring the competence of our contractor is a core part of our business and we fully appreciate the legal and moral responsibility that requires that we make robust efforts to ensure this.

Our Suppliers (sub-contractors) are assessed via the use of a Pre-Qualification Questionnaire (PQQ) which contains health & safety related questions. The PQQ is assessed by the Nationwide Services Compliance team and then they are added to the company supplier list if all aspects are satisfactory.

Suppliers/sub-contractors will also be the subject of visits and audits in line with the company ISO systems to ensure continued suitability.

Ongoing Review

Nationwide Services undertake regular review on performance that may include random checks on their safety performance. By this method we will ensure that not only are the competency criteria in place, but that policies and Safe Working procedures are being implemented.

All sub-contractors are approved as part of a tried and tested network and understand that, as part of this network, sub-contracting work issued by Nationwide Services to others is **not permitted** under any circumstances.

Should matters arise that call the competence of any contractor into question, we will investigate the issue with the senior management of the company concerned and, if proven to be a valid concern, taken preventative measures as required.

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12.0 Provision of Site Specific Information

It is the duty of Nationwide Services, when required, to provide accurate information to our contractors in order to enable them to plan their work.

The scope and complexity of such information will vary depending on the nature of the request from the client or site. The following procedures adopted by our client liaison staff can include:

- Receive initial enquiry from client
- Determine what services are required
- Determine the nature of the site and the work by using the site-specific information checklist
- Select a approved contractor to carry out the work
- Pass on the site-specific information to them when required and applicable
- Receive the risk assessment (and method statement if required) from the contractor
- Check that any site-specific requirements have all been addressed
- Pass the risk assessment (and method statement if required and applicable) to the client

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13.0 Communication/Consultation with Employees

Feedback from employees and sub-contractors is welcomed by Nationwide Services management, as it displays good interest and awareness of Health & Safety.

Safety meetings with senior management and representation from administration staff will be held periodically, during which any points concerning employees and sub-contractors will be discussed. Staff representatives will be responsible for gathering points that persons wish to make, although by arrangement, any person may attend the safety meetings in order to promote an open and healthy safety culture.

We will involve our employees in discussions regarding any of the following:

- Any change which may substantially affect their Health & Safety at work
- The company's arrangements for getting competent people to help it satisfy Health & Safety laws
- The information that employees must be given on the likely risks and dangers arising from their work, measures to reduce or get rid of these risks and what they should do if they have to deal with a risk or danger.
- The planning of Health & Safety training.
- The Health & Safety consequences of introducing new technology.

Availability of Health & Safety Documentation at the Workplace.

It is a company requirement that all necessary Health & Safety documentation be in place and made available to our employees prior to any works commencing. This will include, as the case may be, the company Health & Safety Policy, relevant method statements, plans of work, safe systems of work or risk assessments and any other documentation that has a bearing on Health & Safety issues for the place of work.

General Communication

Where deemed applicable, Health & Safety information may also be transmitted by management to employees by way of memos, notice boards on company premises, minutes of meetings, safety booklets, staff inductions and other media. It will be the responsibility of the Managing Director (or his representative) to decide how to transmit Health & Safety information to the company's employees.

Communication – Suppliers (Sub-Contractors)

Any "lessons learnt" that are deemed relevant will be shared with our suppliers to encourage best practice.

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14.0 Health & Safety Performance Measurements

The following criteria will be measured to assess Nationwide Services' Health & Safety performance. The measures are carried out at (6 month) intervals and reported to senior management.

1. Records of induction training for new employees and task specific training for employees as required.
2. The number of Health & Safety audits carried out on sub-contractors.
3. Amount spent on PPE.
4. Review of relevance for risk assessments covering Premises, Plant and Substance, Procedure and People
5. Injuries and work-related illness statistics
6. Frequency of employee communications concerning Health & Safety Issues
7. Work place inspections.

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15.0 Health & Safety Training

The training needs and requirements of our employees are dealt with on an as required basis, depending on the needs of the business and each individual staff member as follows:

Office Staff:

Office Safety Awareness
DSE Safety
First Aid
Fire Warden Training

Management/Sales staff who monitor contractors:

IPAF Training
Office safety training as appropriate
CDM Awareness

The Company Safety Officer/Advisor:

CSCS Cards
Office safety training as appropriate
CDM Awareness
Seminars as appropriate
IOSH
NEBOSH

Refresher Training

Periodically employees will be given refresher training on both Health & Safety matters and office training to ensure they are kept up to date with the latest legislations and procedures.

In addition to this, at the employee's annual review they are asked if they require any refresher/further training.

With regards to Certificated training such as First aid or Safety, a reminder will be scheduled by the manager to remind the employee that an update will be required, this will be given in good time to arrange re-training so as not to lapse the initial expiry date.

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16.0 Arrangements for Emergencies

First Aid

The company has the following arrangements and procedures in place for First Aid:

Appointed Persons with the appropriate training will be given the title of first aider. First Aid medical kits are located in IT on the mezzanine level, the staff room and the hire department on ground floor level.

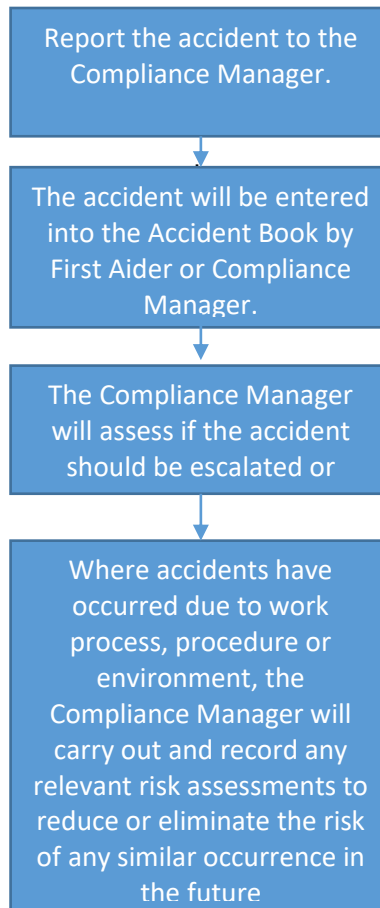
First Aid Risk assessments in place.

Fire Emergency

1. Any individual upon discovering a fire must, shout "Fire" and raise the alarm via one of the Fire call points situated adjacent to emergency exits around the building.
2. Once the alarm is raised all building occupants must leave via the closest emergency exit as quickly and as safely as possible.
3. The fire may be tackled by a Fire Marshal if it is safe to do so.
4. Where appropriate and safe to do so, any unnecessary plant and equipment may be shut down.
5. A Senior Manager, once safely evacuated, must phone the Fire Brigade. It is the responsibility for each manager to liaise with one another to clarify that this has been done. It is easy to assume that someone else has done it already.
6. Once evacuated, all building occupants must assemble outside in the assembly area. The Managers or acting managers for each department shall be responsible for head count of their staff. This, in turn, should be communicated with a Fire Marshall or a person of responsibility at the assembly point.
7. Under no circumstances must any individual re-enter the building until the all clear is given by the emergency services.
8. All individuals, where necessary, are responsible for liaising with the emergency services.

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Accident Reporting Procedure



Major Injuries or situations where the injured person is unable to carry out their normal work for 7 days or more must be reported to the HSE under RIDDOR by any of the following methods:

- By Phone: 0345 300 9923
- Via the internet: www.hse.gov.uk
- By Post: Use Form F2508 and send to local HSE office

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Accident Investigation

All accidents/incidents will be investigated by senior management and/or the Health & Safety Advisor with the following objectives:

- To determine the cause(s) with a view to preventing a recurrence
- To gather information for use in any criminal or civil proceedings
- To confirm or refute a claim for industrial injury benefit
- To prepare notification to be made to the Health & Safety Executive

The degree of investigation will be dependent on the seriousness of the accident. The aim of the investigation will be to seek to answer the following questions;

- WHAT caused the accident?
- WHO was involved?
- WHEN did it occur?
- WHY did it occur?
- HOW could it have been prevented?
- HOW can a recurrence be prevented?

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17.0 Driving at Work

Nationwide Services Group Ltd understands that it has responsibilities to ensure safety of employees while they are driving on company business. Nationwide Services understands the advice given in the HSE/ Department of Transport document “Driving at Work – Managing Work Related Road Safety”. The following are factors to be considered when assessing risks to drivers at work:

The Driver

- Drivers must hold a current UK Drivers’ Licence that covers the vehicle being driven (HGV, PSV if required).
- Drivers must also understand the policy on work related road safety and what is expected of them.
- High risk drivers (e.g. those with high annual mileage, poor accident records, or young drivers) need to be prepared to undergo further training,
- Drivers should know how to carry out routine safety checks such as those on lights, tyres and wheel fixings.
- Drivers should familiarise themselves with vehicle controls and features in particular how to correctly adjust safety equipment, e.g. seat belts and head restraints.
- Drivers should know how to ensure safe load distribution, e.g. when delivering materials to site.
- Drivers should know what actions to take to ensure their own safety following the breakdown of their vehicle.
- Drivers should hold the safety handbook within their vehicles so that it is available when needed.
- Drivers should be aware of the dangers of fatigue and should know what they should do if they start to feel sleepy
- Drivers must be able satisfy the eyesight requirements set out in the Highway Code
- Drivers should not drive, or undertake other duties, while taking a course of medicine that might impair their judgment. In cases of doubt they should seek the view of their GP.

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The Vehicle:

- Vehicles must be fit for the purpose for which they are used.
- Privately owned vehicles should not be used for work purposes unless they are insured for business use and, where the vehicle is over three years old, they have a valid MOT certificate.
- Adequate maintenance arrangements should be in place and maintenance and repairs should be carried out to an acceptable standard.
- Planned/preventative maintenance should be carried out in accordance with manufacturers' recommendations. Remember, a MOT certificate only checks for basic defects and does not guarantee the safety of a vehicle. Windscreen wipers must be inspected regularly and replaced as necessary.
- Drivers should know how to carry out basic safety checks.
- Vehicles should not exceed maximum load weight.
- Goods and equipment which are to be carried in a vehicle must be properly secured, e.g. loose tools can distract the driver's attention if allowed to move around freely.
- Safety equipment must be appropriate and in good working order.
- Seatbelts and head restraints must be fitted correctly and function properly.

The Journey

- Employees should plan routes to use the safest roads. Motorways are the safest routes and should be used where possible.
- Employees should take into account any overhead or width restrictions when planning their journey.
- Employees should never drive when they are tired. Sleep related accidents are most likely to occur between 2am – 6am and also 2pm and 4pm.
- Employees should not be driving for excessive periods of time or excessive distances without a break.
- Employees should not drive in dangerous weather conditions. If employees are stranded, for reasons of weather, or fatigue, overnight accommodation can be arranged.

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18.0 Drugs and Alcohol:

- The consumption of illegal or non-medicinal drugs and alcohol is not permitted on company premises or other sites where work is being undertaken by the company.
- Company vehicles must not be driven whilst under the influence of illegal drugs or non-medicinal drugs or alcohol.
- Any employee attending work whilst suffering from, or suspected of suffering from, the effects of illegal drugs or non-medicinal drugs or alcohol will be dismissed from the workplace.
- Employees taking prescribed or other medicinal drugs that may cause drowsiness or other side effects that may affect their ability to undertake work must inform the safety officer.
- Persons taking prescribed or medicinal drugs that cause drowsiness must not operate plant or machinery.
- Employees are not permitted to bring illegal or non-medicinal drugs and alcohol on to the company premises, or other sites where work is being undertaken by the company. Any employee found in possession of illegal drugs or non-medicinal drugs or alcohol will be dismissed.

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19.0 Risk Assessments

Risk assessments will be carried out by the employer for tasks that involve significant risks to employees or others. Sub-contractors are responsible for carrying out their own risk assessments, but Nationwide Services will check these for suitability before passing them to the Client.

Principal Contractors need the information in risk assessments to enable them to co-ordinate other contractors. Risk assessments will be communicated to labour by the Sub-contractor employer.

Method statements may be required in addition to risk assessments; method statements outline safe working procedures.

Below, is the HSE's procedure for writing risk assessments. We will ensure that all of these items are included, whatever the format when risk assessments carried out by our sub-contractors are checked.:

- Identify hazards and who is affected.
- Evaluate risks taking into account the likelihood and severity.
- Control the risk using the hierarchy of risk control (see below).
- Monitor the effectiveness of the above.
- Review periodically and as necessary.

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20.0 Manual Handling

Any manual handling to be undertaken by Nationwide Services shall be risk assessed to eliminate any injury to its staff. Where possible the movement of any office equipment or items will be controlled by:

- Storage of heavy stationary items should be located as close to the usage area as possible.
- Reducing weights.
- Storing items at a practical lifting height.
- Providing lifting and handling equipment.
- Ensure staff that are performing handling tasks are capable of the job based on training, age, physique etc.

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21.0 Coronavirus Health & Safety Policy

1. General statement

Nationwide Services Group Ltd (the Company) regards the health, safety, and welfare of its staff, interested parties and customers who may be affected by its activities as being of prime importance.

It will take all reasonable steps to ensure that its activities do not put anyone at significant risk of injury or ill health.

The purpose of this Policy is to provide clear guidance during the coronavirus pandemic and the steps the Company will take to limit the spread of the outbreak.

This Policy applies from 1st October 2020 for such time as the directors require it to be in place.

2. Legal position

The Company has specific responsibilities under the **Health and Safety at Work etc. Act 1974** and the **Control of Substances Hazardous to Health Regulations 2002 (as amended)**. Our employees may also be subject to action by the authorities arising under the **Health Protection (Coronavirus) Regulations 2020**.

3. Management arrangements

The Company recognises the risks associated with coronavirus and will take reasonable steps to ensure that it does not put the health, safety, and welfare of its staff, interested parties or customers at an unacceptable risk. To achieve this:

- the Company will monitor and act upon the latest official guidance produced by the government and the World Health Organisation. Jane Phang, Compliance Officer will review and publish all relevant sources of guidance to the rest of the Company on a regular basis
- the Company will work with its suppliers and industry partners to ensure its actions are in line with others in order to promote best practice
- the Company will provide regular updates which identify the current risk levels and appropriate control measures
- all management must follow the instruction nominated senior management. Failure to do so will be treated as misconduct and Company disciplinary procedures will be implemented
- all local management to ensure their staff and contractors are aware of the risks and what to do if they believe they have been exposed to coronavirus or may be infected
- any functions which can be carried out via remote working will be considered and accommodated where possible.

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Where work at our premises can continue:

- the manager overseeing the cleaning of the premises will liaise with staff and/or contractors as applicable to ensure that appropriate routine cleaning, and where needed deep cleaning, arrangements are in place
- notices will be displayed describing rules for use of the premises such as the use of hand sanitiser at entrances and social distancing measures
- if anyone presents themselves for work or to complete their contracted duties and displays signs of illness, they are to be sent home and to stay at home for the required length of time according to current Government guidelines
- if a staff member reports that someone else in the household has coronavirus symptoms, they are to be instructed to stay at home in accordance with current Government guideline
- for functions not appropriate for homeworking, staggered shift patterns and other measures will be taken to ensure service standards are maintained as much as possible whilst maintaining social distancing
- the Company may implement staggered break times to reduce the number of staff in one area at a time, and may permit different start and finish times where this is convenient and helps staff to avoid the busiest times on public transport
- measures will be taken to enable social distancing to be maintained between staff and customers where necessary
- the management team will ensure that regular safety checks are carried out and recorded if the person usually in charge of various duties cannot carry them out. These checks include testing alarm systems, testing emergency lighting, checking fire doors, checking fire extinguishers, water hygiene testing.

Universal measures:

- statutory sick pay will be paid from day one instead of day four for those employees who need to take time off work due to coronavirus or coronavirus related self-isolation
- so far as practicable, managers must encourage and enforce the application of the rules described in the *“Employee responsibilities”* section below
- the management team will plan to ensure that health, safety and hygiene standards are maintained. Risk assessments will be reviewed to take account of likely changes in the short term, e.g. short staffing, absence of key staff, the need to evacuate premises temporarily and lack of materials. Where work cannot continue safely and with the required standard of emergency back-up, e.g. rescue arrangements, fire safety and first aid, the activity will be stopped until alternative health and safety arrangements can be put in place.
- where statutory examinations of premises or vehicles fall due in a period when such services are scarce or unavailable, the management will put in place plans consistent with government advice, whether that involves a permitted extension to the due date or, as necessary, ceasing the use of an installation, piece of equipment or vehicle until it can be declared safe and compliant
- where all or part of a premises must be temporarily decommissioned, the management will put in place a plan for safely shutting down and subsequent recommissioning

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- the Company will review and amend our other policies as required in line with government guidance and temporary legislation during the pandemic. These policies include, but are not limited to, driving policy, working from home policy, and lone working policy.

4. Employee responsibilities

- all staff and contractors are to follow the government's published guidance on hygiene
- if anyone believes they have symptoms of coronavirus, however mild, they are to self-isolate for the recommended period of time. If they need clinical advice, they should visit NHS 111 online or call 111 if they do not have internet access. In an emergency, they should call 999. In addition, they are to contact their line manager/Company contact
- if anyone believes they are infected, or infection is confirmed by a medical practitioner, they may not work or complete their contracted duties until they can confirm they no longer present a risk to others.

Employees have a vital role to play in the prevention of coronavirus spreading in the workplace. To achieve this:

- employees must wash their hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing their nose, or after being in public areas. Hand sanitiser should be used if there is no soap and running water
- when employees cough or sneeze, they should cover their mouth and nose with a tissue and throw the tissue away immediately, or sneeze into the crook of their elbow if they do not have a tissue. They should then wash their hands or use a hand sanitising gel
- if staff feel unwell or develop symptoms at work, they should immediately inform their line manager who will send them home. If for any reason the individual cannot leave the premises immediately, they will be required to isolate themselves from other members of staff until they leave
- if staff have symptoms of coronavirus, however mild, they must stay at home and not leave their house for seven days (if they live alone) from when symptoms started
- if a staff member lives in a household where someone has symptoms of coronavirus, they must stay at home for at least 14 days, and if they begin to display symptoms themselves, must stay at home for seven days from when the symptoms begin
- staff should practice social distancing as much as possible
- staff must frequently clean and disinfect objects and surfaces that are touched regularly, where they have been instructed to do so, using the materials supplied
- where possible, employees may be asked to work from home, and they are expected to co-operate to make this work. If for any reason this is not possible, employees should discuss this with their employer to reach a sensible compromise
- employees should follow government guidance at all times.

5. Gatherings and meetings

To limit the spread of coronavirus the following steps will be taken to maximise social distancing:

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- all meetings will be carried out via video link or conference call where possible, or socially distanced if in the board room
- start times and break times may be staggered to avoid overcrowding and enable social distancing to take place
- working from home will be instigated where possible
- non-essential use of public transport by our staff will be avoided
- government social distancing measures will be followed.

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22.0 Safety Policy Communication:

It is the duty of every employer to prepare and update as necessary a policy for Health, Safety and Welfare. It is also a duty for employers to communicate this policy to their employees.

It is important that you read through the policy carefully, as it will contain important information on company safety procedures and safe systems of work. It also contains responsibilities for you to undertake and comply with.

If you have any questions about the Safety Policy, please ask Jane Phang. If you have any suggestions as to how safety could be improved for this company, please pass these on also.

After you have read through this safety policy, please detach this sheet, sign and date it and pass it back to Jane Phang.

I have read, understood and will comply with the company Health & Safety Policy.

Name	
Date	
Job Title	
Signature	
Company (if not employee of Nationwide Services)	

PRINT AND SIGN THIS PAGE TO ACKNOWLEDGE: