



Staff Handbook

Policy and Procedure Documents

Name:

New Employee Tracker Sheet - HR

Name:
 Start Date:
 Employee Number:
 Login Details:

PIT/GRE/PARK
 Linklife/Garrard

Induction Paperwork

Signed confirmation rec Handbook, policies & procedures
 Personnel Form
 Individual Training matrix (passed to Mandy)

Given Out	Returned

Fob/Timesheet Issued

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On Line Training

Fire Awareness
 Manual Handling
 Noise Awareness
 VDU (office only)

Pass Rate

Payroll & HR

P45 or
 Starter checklist
 Medical questionnaire

Date

Proof of ID
 NI number

Given Out

Returned

Contract Issued
 Scanned to Payroll File

NOTES

REMINDER

Postpone Pension for 3 Months
 Put date in ANA 2 for Overtime rate to be added

Rate
 Set up on Ihasco
 Add onto Hearing list
 Set up on Bodet
 Set up on Payroll (Garrard only)

NEW STARTERS

Managers checklist

Name:

Start Date:

Login Details:

Linklife/Garrard

Day One

1. Give the employee PPE – Ear defenders or earplugs, Gloves, Glasses etc. and any other items they need – key, fob etc.
2. Give the employee the handbook and let them read the contents and fill in the relevant forms

Garrard Staff Only

Medical form
P45 or starter checklist
Proof of ID

All Staff

Personnel form
Signed receipt of handbook

3. Online training – all three courses to be carried out by all staff
4. Induction Training
 - General tour of the offices, factories, canteen and toilets
 - Clocking in machines and how they work, sheet for missing clockings and noticeboards
 - Where risk assessment, COSHH assessment and evacuation details are kept
 - Smoking areas
 - First Aid – where it is kept, what to do if there is an accident
5. Advise that hearing protection must be worn and show them where the earplugs-are i.e. at entrance to factories and where/how to get replacement equipment
6. Fire safety training – To include location of fire call points, fire exits, fire assembly point, flammable drums, hazardous substance cabinets
7. Introduce key personnel i.e. supervisors, managers, first aiders and fire wardens

Once Trained

Complete the following and give it to Angie or Natasha

Individual Training Matrix

INDIVIDUAL TRAINING MATRIX

Employee :

Date Joined Company :

Permanent / Agency Staff :

CONFORMATION OF COMPETENCY	EMPLOYEE'S SIGNATURE	TRAINER'S NAME	TRAINER'S SIGNATURE	DATE
UPVC - PRODUCTION:				
FORK LIFT TRUCK				
COMPRESSORS				
DONKEY SAW				
MAIN SAW				
MAIN SAW EXTRACTOR				
V-NOTCH SAW				
REINFORCING SAW				
ALI CHOP SAW				
BEAD SAW				
PEGIC – CHOP SAW				
GRAULE – PULL SAW				
SLOT DRAINAGE ROUTER				
TRIPLE DRILL ROUTER				
PATIO LOCK ROUTER				
LETTERBOX ROUTER				
BUTT WELDER				
2 x HEAD TURRET WELDER				
3 x HEAD TURRET WELDER				
4 x HEAD TURRET WELDER				
SASH WELDER				
QUAD WELDER				
610 CORNER CLEANER				
430 CORNER CLEANER				
530 CORNER CLEANER				
TRANSOM GROOVER				
SASH CROPPER				
DOOR LOCK CROPPER				
DRAPER BENCH GRINDER				
ANGLE GRINDER				
ALI THRESHOLD MILLER				

CONFORMATION OF COMPETENCY	EMPLOYEE'S SIGNATURE	TRAINER'S NAME	TRAINER'S SIGNATURE	DATE
UPVC – PRODUCTION ... continued				
TRANSOM MILLER				
ANGLE MILLER				
AFV 370 MILLER				
PERICI – MIDRAIL MILLER				
BENDING MACHINE				
GEORGIAN BAR MILLER				
OVOLO BEAD MILLER				
SASH HORN MILLER				
PANIC BAR INSTALLATION				
COMPACTOR				
SCISSOR LIFT				
HAND & AIR TOOLS				
ALUMINIUM – PRODUCTION				
FORK LIFT TRUCK				
COMPRESSORS				
DONKEY SAW				
(DG142) DOUBLE HEADED SAW				
BAND SAW				
GRAULE SAW				
TS161 X 2 EMA 201 BEAD SAW				
SLOT DRAINAGE ROUTER				
TRIPLE HEAD COPY ROUTER				
ESPAG ROUTER				
CNC ROUTER				
6" DISC SANDER				
BENCH GRINDER				
END MILLER				
CORNER CRIMPER				
PUNCH TOOLS				
PANIC BAR INSTALLATION				
HAND & AIR TOOLS				
SHRINK WRAP GUN				

CONFORMATION OF COMPETENCY		EMPLOYEE'S SIGNATURE	TRAINER'S NAME	TRAINER'S SIGNATURE	DATE
VERTICAL SLIDER – PRODUCTION					
FORK LIFT TRUCK					
COMPRESSORS					
SD/500 57 DOUBLE HEADED MITRE SAW					
ADDISON REINFORCING SAW					
GRAULE SAW					
CHOP SAW					
BEAD SAW					
SLOT DRAINAGE ROUTER					
QUAD WELDER					
3 HEAD TURRET WELDER					
BUTT WELDER					
420 CORNER CLEANER					
530 CORNER CLEANER					
HOLE PUNCHER					
BENCH GRINDER					
FLY PRESS					
GEORGIAN BAR MILLER					
RUN THROUGH HORN END MILLER					
LIMIT STOP MILLER					
HAND & AIR TOOLS					
TESTING:					
GOOD RECEIVED INSPECTION					
IN-PROCESS INSPECTIONS					
CORNER WELD TESTING					
FINAL INSPECTION					
QUALITY CONTROL PROCEDURES AND PROCESSES	AUDITING				
	PRODUCT VERIFICATION				
	SUPPLIER ASSESSMENT				
	DOCUMENT CONTROL				

CONFORMATION OF COMPETENCY		EMPLOYEE'S SIGNATURE	TRAINER'S NAME	TRAINER'S SIGNATURE	DATE
INDUCTION TRAINING:					
FIRE EXITS, PROCEDURES ETC					
ACCIDENT AND REPORTING					
QUALITY:					
HEALTH & SAFETY AND QUALITY AWARENESS					
OFFICE: :					
ORDER PROCESSING					
ORDER CHECKING					
PURCHASING					
FINANCIAL	CREDIT CONTROL				
	VAT RETURNS				
	BANK				
	INVOICING				
	WAGES				
	PETTY CASH				

MEDICAL QUESTIONNAIRE

STRICTLY CONFIDENTIAL

Surname: Mr./Mrs./Miss/Ms. _____ All Forenames: _____

Address: _____

Post Code: _____

Age: _____

Date of Birth: _____ Marital Status: _____

State if you have suffered from any of the following:

YES/NO

Tuberculosis
Blood Coughing
Coughing or hoarseness of long duration
Pneumonia or Pleurisy
Rheumatic Fever (Rheumatism)
Appendicitis
Stomach or Bowel Complaint
Diabetes
Infection of Kidneys

YES/NO

Eating or Mental Disorder
Epilepsy
Sciatica
Genito-Urinary Complaints
Asthma
Slipped Disc or Back Trouble
High or Low Blood Pressure
Heart condition/Angina
Fainting or Migraine

Have you ever had any specialist or hospital investigation, X-Ray or E.C.G.? _____

Is any investigation pending?

If so please specify: _____

Have you suffered an injury?

If so state when and how: _____

Are you at present on any form of treatment or medical advice?

If so please specify: _____

Have you had any specialist advice in the last two years? _____

Have you lost any time through illness or injury in the past three years?

If so, for what and for how long? _____

Do you feel in good health? _____

Have any of your relatives suffered from any of the complaints listed above?

If so, please state which and the relationship of the person to you: _____

How much do you smoke per day? _____

APPLICANTS SIGNATURE: _____

Date: _____

HR Revenue & Customs: Employee's personal details Starter Checklist

Last name or family name _____

First name(s) _____

Are you male or female? Male Female

Date of birth _____

Home address

Address line 1 _____

Address line 2 _____

Address line 3 _____

Address line 4 _____

Postcode (if your address is in the UK) _____

National Insurance number _____

Employment start date _____

Employee statement

You need to select only one of the following statements

A, B or C.

A - This is my first job since last 6 April and I have not been receiving taxable Jobseeker's Allowance, Employment and Support Allowance, taxable Incapacity Benefit, State or Occupational Pension.

B - This is now my only job but since last 6 April I have had another job, or received taxable Jobseeker's Allowance, Employment and Support Allowance or taxable Incapacity Benefit. I do not receive a State or Occupational Pension.

C - As well as my new job, I have another job or receive a State or Occupational Pension.

I have a Student Loan which is not fully repaid and I left a course of UK higher education before last 6 April and I received my first Student Loan instalment on or after 1 September 1998.

Select No if you are repaying your Student Loan direct to the Student Loans Company by agreed monthly payments.

No **Yes**

Please print your name or sign here.

Full name: _____

Date: _____

Personnel Form

Name:

Imie I nazwisko:

Address:

Adres angielski:

Home Telephone number:

Numer telefonu domowego:

Mobile Telephone number:

Numer telefonu komórkowego:

National Insurance Number:

Number ubezpieczenia:

Date of birth:

Data urodzenia:

Marital Status:

Kawaler/panna (single), zony/zamezna (married):

Next of Kin:

Kontakt w razie wypadku do:

Name:

Imie i nazwisko:

Contact number:

Numer tel.

Linklife staff: Seb Hine 07800708946

Relationship to you:

Pokrewienstwo/powinowactwo

Start date:

Data zaczecia pracy

Bank Details

Szczegoly konta bankowego

Account Name:

Imie i nazwisko wlasciciela konta:

Account Number:

Numer konta:

Sort code:

Kod banku:

Email Address:

Are you happy to receive wage slips by email - YES/NO

Please remember to provide copies of NI number, Driving license and passport

I confirm I have received a copy of Garrard Windows Ltd Staff handbook, policies and procedures and confirm that I have read and understood the contents.

Name (printed)

Signed

Dated

Provision of Equipment

Please initial next to anything you have received below:

<u>Item</u>	<u>Initials</u>
Ear Defenders	
Ear Plugs	
Safety Glasses	
Gloves	
Clocking in fob	
Gloves	
Keys	
(Give details of what keys you hold)	
Alarm fob	
Mobile Phone	
Fuel Card	
Other	

It is your responsibility to look after these items. If you need any of these items replacing due to loss or wear and tear please inform your supervisor immediately and/or ask him to note your requirements on the safety sheet. Your supervisor will give you information and training on PPE (Personal protective equipment) before you use it. If you have any questions with regards to PPE please don't hesitate to ask your supervisor or manager or you can email HR@garrardwindows.co.uk

Contents

HR Checklist (HR)

Managers check list (manager)

Training matrix (manager)

Medical questionnaire (Garrard only)

Starter checklist (Garrard only if no P45)

Personnel form (all staff)

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Contact Details

PITSTONE

1-3 Harvington Park, Pitstone Green Business Park, Westfield Road, Pitstone, LU7 9GX

Phone: 01296 668899

Fax: 01296 668450

Steven Dennaforde: 07967 578241

Colin Nappin: 07980 971758

Gerry Hill: 07967 578242

Steve Cox: 07710 424425

Email: enquiries@garrardwindows.co.uk

For HR queries: hr@garrardwindows.co.uk

Website: www.garrardwindows.co.uk

The following needs to be completed on your first day:

- **Return the Personnel form** *(All staff)*
- **Once the hand book, policies and procedures have been read and understood, please sign and complete the attached sheet** *(All staff)*
- **Complete online training** *(All staff)*
- **Complete medical questionnaire** *(Garrard staff only)*
- **Provide P45 or complete Starter checklist** *(Garrard staff only)*
- **Provide proof of ID and NI number e.g Driving licence, passport, NI card** *(Garrard staff only)*

Please see notice boards for memos and information, if you have any queries please contact your line manager or hr@garrardwindows.co.uk anytime.

THIS HANDBOOK IS AVAILABLE TO DOWNLOAD ON THE STAFF LOGIN AREA www.garrardwindows.co.uk please ask for login details.

Introduction

Garrard Windows Ltd was established in 1997 when it employed just 5 people in a single factory unit. We have enjoyed a steady growth over the years and now employ approx. 200 people. We originally manufactured just uPvc windows and doors but now have extended our range to include aluminium products. We would like to take this opportunity to welcome you to the company and hope you find the information included in this handbook helpful.

You will find a personnel form enclosed please complete this as soon as possible to enable you to be paid on time. You will be paid weekly, one week in arrears. If you have a P45 please also hand this to your supervisor to ensure you are started with the correct tax code. You may not receive your P45 from your previous employer straight away but please bring it in as soon as you receive it. If for some reason you do not have a P45 then please let your supervisor know as you will need to complete a new starter checklist form which will be sent to the tax office to obtain your correct tax coding. You are not required to supply a P45 if you are employed through an agency.

It is important that our records are correct. If any of your details change, please inform us at the earliest opportunity especially with details that may affect your salary or your emergency contact details. You may also need to advise HMRC of changes in your circumstances for example if you move house.

You will be given a clocking in fob. As well as clocking in and out when you arrive and go home, you should also clock in or out for lunch and for cigarette or other breaks (not tea breaks). If you should forget to clock in or out or make a mistake please write your full name and times and any other details by the appropriate day on the sheet that is located near the clocking in machine.

You may be issued with an entry code or a key to one or all of the buildings. You must not disclose this information or give a key to any unauthorised personnel unless you have prior agreement from your supervisor or manager.

There is a copy of the company health and safety policy enclosed in this book and also on the noticeboards and a copy of the risk assessment, COSHH assessment and machinery training manuals in each department. Your manager will be able to tell you where the files are located, and there is a sign on the noticeboards.

For those of you employed by Garrard directly you will receive a contract of employment approximately one month after your start date.

All new staff are subject to a probationary period of 6 months. During this probationary period you will be given appropriate support and development opportunity to help you reach the required standards. Extension of the probationary period may be granted to enable the required standards to be achieved, but failure to do so could result in termination of your employment.

You will receive full training on any machinery or equipment you need to use as well as training on health and safety and emergency procedures. An individual training matrix will be completed by your supervisor. This will be updated as and when you receive further training. If you are unsure about anything you MUST advise your supervisor immediately. You must not under any circumstances, use any machinery you have not been trained to use. A machinery training manual is at each factory which is for reference only. It must not be used in lieu of formal training.

Wstęp

Garrard Windows zostało założone w 1997 roku zatrudniając tylko 5 osób na terenie jednego zakładu. Od tego momentu nasza firma stale się rozwija i obecnie zatrudniamy ponad 200 osób. Rozpoczynaliśmy tylko od produkcji okien i drzwi Upvc, ale na ten moment rozszerzyliśmy naszą ofertę o produkty z aluminium. Chcielibyśmy powitać Cię w naszej firmie i mamy nadzieję, że poniższe informacje okażą się pomocne.

W załącznikach znajdziesz formularz danych osobowych („personnel form”). Bardzo proszę, abyś wypełnił go jak najszybciej, tak abyśmy mogli Ci wypłacić pensję na czas. Będziesz otrzymywał wypłatę tygodniowo za zaległy tydzień. Jeżeli masz P45, oddaj go swojemu przełożonemu, tak by mógł zostać użyty odpowiedni kod podatkowy. Może się zdarzyć, że nie dostaniesz P45 od razu od swojego byłego pracodawcy. W takiej sytuacji przynieś P45 jak tylko je otrzymasz. W przeciwnym przypadku, skontaktuj się ze swoim dawnym pracodawcą i poproś go o przesłanie formularza. Jeżeli z jakiegoś powodu nie masz P45, poinformuj o tym swojego przełożonego. Będziesz musiał wypełnić specjalny formularz, który prześlemy dalej do biura podatkowego w celu zdobycia dla Ciebie odpowiedniego kodu podatkowego. Jeśli jesteś zatrudniony przez agencję nie musisz dostarczyć dokumentu P45.

Ważne jest, aby nasze dane o tobie były poprawne. Jeśli zmienią się jakiegokolwiek z twoich danych osobowych prosimy o poinformowanie nas w trybie natychmiastowym, szczególnie jeśli zmianie uległy dane dotyczące twojej wypłaty lub osób do kontaktu w nagłych przypadkach. Będziesz musiał również poinformować HMRC o jakichkolwiek zmianach np. jeśli zmienisz adres zamieszkania.

Pracując dla nas otrzymasz „kluczyk zbliżeniowy” do obsługi maszyny rejestrującej czas pracy. Musisz go używać zaczynając i kończąc pracę, jak również na początku i końcu przerwy obiadowej, przerwy na papierosa lub jakiegokolwiek innej przerwy z wykluczeniem pierwszej przerwy śniadaniowej. Jeżeli zapomniałeś się odbić, lub popełniłeś jakikolwiek błąd zapisz swoje pełne imię i nazwisko oraz godziny w rubryce danego dnia na formularzu umieszczonym koło maszyny.

Możesz również otrzymać specjalny kod wejściowy lub klucz do jednego lub wszystkich budynków w firmie. Kodu tego jak i kluczy nie możesz pod żadnym pozorem przekazywać osobom nieupoważnionym, chyba że otrzymałeś uprzednią zgodę od swojego przełożonego lub kierownika.

W otrzymanym zestawie znajduje się kopia Zasad Bezpieczeństwa i Higieny Pracy w miejscu pracy. Znajdziesz ją również na każdej tablicy informacyjnej, tak samo jak kopie oceny ryzyka, zasady COSHH, a także podręczniki szkoleniowe do obsługi maszyn w każdym dziale. Twój kierownik zakładu będzie w stanie poinformować cię gdzie znajdują się te dokumenty, są one również podpisane na każdej z tablic informacyjnych.

Osoby zatrudnione przez Garrard Windows bezpośrednio mniej więcej miesiąc po rozpoczęciu pracy otrzymają kontrakt.

Każdy nowy pracownik podlega 6-miesięcznemu okresowi próbnemu. W tym okresie otrzymasz odpowiednie wsparcie i możliwość rozwoju, aby pomóc Ci osiągnąć wymagane standardy. Jest możliwe przedłużenie okresu próbnego w celu osiągnięcia wymaganych standardów, ale niespełnienie tego wymogu może doprowadzić do rozwiązania umowy o pracę.

Odbędziesz pełne szkolenie w zakresie obsługi maszyn i użytku wszystkich niezbędnych do pracy narzędzi, jak również szkolenie w zakresie Bezpieczeństwa i Higieny Pracy oraz procedur w nagłych wypadkach. Indywidualna tabela wyników będzie uzupełniana przez twojego przełożonego w miarę otrzymywania kolejnych szkoleń. W przypadku jakichkolwiek wątpliwości musisz natychmiast poinformować swojego przełożonego. W żadnym wypadku nie wolno Ci używać maszyn i narzędzi, do których obsługi nie zostałeś przeszkolony. W każdej z fabryk znajduje się kopia podręcznika obsługi maszyn służąca do przypomnienia sobie informacji zdobytych na szkoleniu. Informacje w niech zawarte nie mogą jednak zastępować oficjalnego szkolenia.

Health and Safety

Health and Safety in the Workplace

It is our policy to maintain safe, healthy and hygienic working conditions.

If this is to be effective, we require your full attention and support. Employees will be consulted should there be major changes to the Health and Safety policy or procedures and in the planning of any new Health and Safety training programme. In the meantime any comments and/or suggestions will be welcomed and should be brought to the attention of your supervisor/manager. You can also email HR@garrardwindows.co.uk

Safety is everybody's business and we need everyone's help in reducing the level of accidents and illness to the minimum.

It is company policy to regard the statutory requirements as the minimum standards to be observed with regard to Health and Safety matters. The company therefore undertakes to:

- Ensure that all plant and machinery in the workplace is as safe as possible and is maintained and tested thoroughly.
- Implement safe practices with regard to the usage, handling, storage and transport of all potentially hazardous substances.
- Provide up to date information, instruction, training and supervision for all employees to ensure awareness of Health and Safety issues and responsibilities.
- Regularly carry out Safety inspections to ensure that all the policies, procedures and practices are effective and are being followed.
- Ensure the safety of any customers, subcontractor, visitors or members of the public whilst on the company premises.

The company recognises that the promotion of Health and Safety is an essential function of good management and, as such, is a priority for all Managers and Supervisors. However, Health and Safety is not solely the responsibility of Management.

Every employee is under a legal duty to take reasonable care to preserve the Health and Safety of himself, colleagues and anyone else who may be on the premises.

Compliance with Company Standards and Procedures should ensure appropriate and safe methods of working are employed. However these are under constant review and will be adjusted should the need arise. The company actively encourages employee involvement in the joint identification and resolution of Health and Safety issues and problems, believing this to be vital to the success of the policy.

Health and Safety Personnel

Steven Leek (director) will have overall responsibility for Health and Safety within the company.

Day to day responsibility for ensuring the Health and Safety policy is put into place is delegated to Natasha Williams.

Full details of Health and Safety personnel can be found in the Health and Safety policy in the Policies and procedures section.

Health at Work

All workers have a right to work in places where risks to their health and safety are properly controlled. Health and safety is about stopping you getting hurt at work or ill through work. Your employer is responsible for health and safety, but you must help.

What employers must do for you

1. Decide what could harm you in your job and the precautions to stop it. This is part of risk assessment.
2. In a way you can understand, explain how risks will be controlled and tell you who is responsible for this.
3. Consult and work with you and your health and safety representatives in protecting everyone from harm in the workplace.
4. Free of charge, give you the health and safety training you need to do your job.
5. Free of charge, provide you with any equipment and protective clothing you need, and ensure it is properly looked after.
6. Provide toilets, washing facilities and drinking water.
7. Provide adequate first-aid facilities.

8. Report major injuries and fatalities at work to HSE Incident Contact Centre: 0345 300 9923. Report other injuries, diseases and dangerous incidents online at www.hse.gov.uk.
9. Have insurance that covers you in case you get hurt at work or ill through work. Display a hard copy or electronic copy of the current insurance certificate where you can easily read it.
10. Work with any other employers or contractors sharing the workplace or providing employees (such as agency workers), so that everyone's health and safety is protected.

What you must do

1. Follow the training you have received when using any work items your employer has given you.
2. Take reasonable care of your own and other people's health and safety.
3. Co-operate with your employer on health and safety.
4. Tell someone (your employer, supervisor, or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk.

Personal Hygiene

Employees are expected to act with consideration for their work colleagues in the matter of personal hygiene. Whilst employees with serious infectious illnesses are unlikely to be at work, there are many less serious illnesses which can cause problems if allowed to spread. Colds and Influenza can be quickly spread by sneezing or coughing without using a tissue and more serious infections can be spread by coughing up phlegm and spitting it out. Spitting at work is strictly forbidden and may be considered gross misconduct. Washing your hands regularly also reduces the risk of spreading colds and influenza.

Careful washing of hands after visiting the lavatory is important in reducing the spread of stomach and bowel infections. It is also essential to carefully wash hands after working with oils or other chemicals. Failure to do so may lead to skin rashes or sores. Any such problems should be referred immediately to your supervisor/manager.

Drugs and Alcohol

Please refer to Policy – Substance misuse

Common Problems

The most common forms of work related ill health are muscle and joint aches, back pain, pain in arms, hands or shoulders, skin disorders particularly of the hands, lung diseases, stress, hearing loss and deafness.

Protecting Hands and Arms

In order to avoid aches and pains, swelling and disability in hands and arms, employees should be aware of the likely causes, the early symptoms (such as numbness and pins and needles) and how they can be avoided. In order to help yourself you should make sure that:

- Your work area is properly laid out so that the equipment and materials are within easy reach.
- Your work is properly paced and you are able to take breaks; this does not necessarily mean rest breaks it includes doing other types of work in which you use different muscles and postures.
- You have been properly trained to do your work. If not inform your supervisor.
- The tools and equipment you need for your work are comfortable to use and do not need too much force to operate
- You inform your supervisor/manager about any pain or numbness in your hands or arms.

Protecting Skin

The areas of skin most at risk from substances used at work are the hands, forearms and the legs (above footwear). The most common symptoms of damage to skin are redness, itching, scaling and irritation of the exposed area. To help protect your skin:

- Keep work areas and equipment clean and free of contamination to prevent skin exposure during handling of tools and other machinery
- Be aware of the products you are using and the necessary protection such as gloves and/or protective clothing.
- Wash contaminated skin immediately to reduce the chances of serious ill effects.
- Use purpose made skin cleaners to remove oil and grease. Avoid turpentine, bleach or white spirit.
- Make use of suitable after work reconditioning creams or pre-work barrier creams where these are recommended.

Protecting Hearing – Online Noise Awareness training will be provided

Any danger to hearing depends on the level of noise and the length of time you are exposed to it. As a general rule there might be a problem if you have to shout to be clearly to be heard at a distance of two metres. To avoid noise induced hearing loss:

- Use all noise control equipment provided
- Tell your supervisor if equipment or machinery needs repairing or if you feel the noise level is too great
- Wear ear protectors where they are provided and when entering any area signposted as having potentially damaging noise levels
- Take care of ear protectors, use them properly, keep them clean and replace immediately when damaged.

The company operates an audiometric testing programme to monitor employees hearing. An onsite hearing test will be carried out shortly after your start date.

Protecting the Back, Muscles and Joints - Manual handling training will be provided

Many disorders which afflict the bones, muscles and ligaments etc. are caused or made worse by work. They are easily the largest cause of ill health at work and are responsible for millions of lost working days across the country. The causes of these problems are usually very simple, such as incorrect handling of loads, poor work layout or badly managed repetitive work. They can often as easily be prevented. Manual handling is a major cause of back injuries and contrary to popular belief they cannot all be prevented simply by adopting good handling techniques. So before lifting or moving any load – stop and think! Consider using handling equipment like a trolley instead. If lifting aids are not suitable for the job ask a colleague to help you.

If you do have to lift or move the object, follow the correct technique as per your training.

Changes in your health

These can range from normal signs of ageing, like deterioration of eyesight to the after effects of a serious accident or illness. Whatever the change, you may need to make adjustments.

- Discuss your needs with your supervisor/manager
- Talk over any adjustments which might help on a temporary or permanent basis
- Confidential advice on this subject can be obtained from the Employment Medical Advisory Service of the Health and Safety Executive. Contact details can be found on the Health and Safety Law posters.

Pregnancy

Pregnancy is a natural state and should not be equated with ill health. However, in order to reduce any risk to the baby, expectant mothers should:

- Seek advice about any precautions that should be taken
- Be sensible about lifting or standing for long periods
- When seated, try to change posture frequently so as not to impede circulation
- Discuss with their Manager, the extent to which their condition will affect their job and whether it will be necessary to make temporary adjustments to their working conditions.

Stress

Stress can build up slowly and be brought on by a variety of causes including pressures at home, work or both.

There are no unique symptoms but stress may be indicated by sleeplessness, loss of appetite, panic attacks or irritability with family or friends. It may be caused by longstanding problems or changes you think are beyond your control, e.g. financial problems, a new boss, an increased workload or personal problems. When people have difficulty coping with problems of this kind, they may suffer from stress. If this is prolonged or very intense it may eventually lead to mental ill health, heart problems or other diseases. Anyone thinking that they may be suffering stress should:

- Try to work out what is causing the stress
- If work seems to be part of the problem, possible factors could be inappropriate work demands – particularly not having enough personal control or discretion; lack of support; poor relationships with colleagues or bosses.
- Talk over your problem with someone you trust
- Try and reduce tension by finding out what helps you to relax and make time to do that every day.

Safe Use of Work Equipment

Machinery

In order to ensure safety, all employees using machinery must abide by the following instructions:

- Make sure you know how to stop a machine before you start it
- Check that all guards are in position and all safety devices are working.
- Keep the area around the machine clean, tidy and free from any obstructions.
- Wear the appropriate protective clothing and equipment
- Report all machinery faults to your supervisor/manager immediately
- If a fault occurs stop using the machine until it has been checked
- Do not use any machine until you are properly trained to do so
- Do not wear loose fitting clothing, ties or jewellery and tie back long hair or anything else that may get caught in machinery
- Do not ignore or remove a danger or out of order sign. These signs may only be removed by authorised people when they are satisfied that the machine or process is safe to be used.
- Do not misuse or interfere with safety devices or guards
- Do not distract other people who are using machines, fool around or deliberately misuse the equipment

Ladders and Mobile Steps

- Ensure the ladder is in a safe condition. If it is not, report this to your supervisor/manager
- Ensure the ladder cannot slip, if necessary ask another employee to hold it firm.
- Ensure the ladder is at a safe angle; one foot out for every four feet up is acceptable
- Never use aluminium or alloy ladders when working on or near live electrical equipment
- Never take short cuts, do not climb where you are not supposed to or stand on anything unstable
- Never try to reach too far, move the ladder to a more convenient and safe position
- Do not climb ladders with greasy or muddy footwear
- Take care when climbing ladders with tools, use a hand line if necessary.
- Whilst working overhead never leave tools or equipment lying around on overhead beams or walkways

Scissor lifts and Fork lifts

- Can only be operated by trained personnel
- Ensure the required PPE is worn – ask your line manager if you need anything
- All drivers must obey the speed limits on company premises
- Drivers must take particular care at crossing points and entrance/exits
- Keys must not be left in machinery at any time

Hand Tools

The use of damaged, defective or unsuitable hand tools or the misuse of suitable ones can lead to injury. In order to reduce the risk you should bear in mind the following advice:

- Keep tools clean and in good condition
- Take care to protect the edges of sharp tools when carrying them or putting them away
- Do not use tools for purposes they were not designed for e.g. spanners for hammers, screwdrivers as chisels etc
- Do not use damaged tools e.g. hammers with loose heads or split handles
- Do not work on objects in your hand use a bench or clamp instead to hold the object
- Ensure the tools are the correct size for the job
- Make sure you use the tools in the way you were trained to do so. Many accidents happen because of incorrect use.

Vehicles

- All employees should be alert to vehicles whilst on the company premises
- All drivers must obey speed limits on company premises
- Drivers must take particular care at crossing points and by entrances/exits
- Drivers of reversing vehicles must take special care and if necessary get assistance in guiding the vehicle from someone standing in a safe position
- Only competent, authorised employees are permitted to drive company vehicles
- Seatbelts must be worn when travelling in a company vehicle
- Drivers must not carry passengers in company vehicles unless authorised to do so
- All loads must be firmly secured before being moved
- Company vehicles must not be loaded beyond their capacity
- Any damage to or incidents involving company vehicles must be reported immediately and written on the weekly maintenance sheet
- Drivers are responsible for the basic maintenance of their vehicles e.g. ensuring water and oil levels are topped up
- Private use of vehicles is not allowed. Anyone found to be using a vehicle for private use will be liable to pay the imposed fine at the current rate.

Employees are reminded that car parks are private property. As such the company will not entertain any claim in respect of injury, loss or damage of vehicle or property unless a company vehicle is shown to be responsible.

Personal Protective Equipment and Clothing

PPE Regulations

The main requirement of the PPE at Work Regulations (1992) is that personal protective equipment is to be supplied and used at work wherever there are risks to health and safety that cannot be adequately controlled in other ways. It is the responsibility of employees to correctly use PPE at all times, to take care of it and to report any faults or damage to their supervisor/manager should they occur.

Safety Helmets

Safety helmets may be issued in certain circumstances e.g. when delivering to a building site. If issued with a safety helmet, it must be worn.

Eye protection

For certain types of job the law requires employees to wear eye protection (goggles, face screens or safety spectacles). Where this is the case the company provides suitable eye protection for all employees, which must be worn at all times. Goggles that fit over spectacles are available but if you wish to be provided with prescription safety goggles please ask your supervisor for details.

Ear Protection

Employees working in areas where the level of noise may be hazardous are issued with hearing protection. These areas are signposted and all those working in or entering these areas must wear suitable ear protection. Any employee who feels the noise is too great in a non-signposted area should inform a supervisor/manager who will arrange for the area to be tested and action to be taken.

Hand Protection

Employees working with hot metal and plastic must wear gloves to prevent the risk of burns. Care should be taken when wearing gloves when using machinery, especially portable machine tools. If using gloves to handle items for example lengths of reinforcing, don't forget you may need to remove them before using machinery. There may be a risk of trapping part of the glove before it can be felt. Employees handling irritating or very dirty substances should use a barrier cream before starting work. Those needing it will be provided with a special cleanser to wash their hands. Do not use industrial solvents such as white spirit or paraffin as these can be harmful to the skin. If you have a reaction to any product you are using, inform your supervisor asap.

Foot Protection

Suitable footwear must be worn by all employees at all times. Certain employees may be issued with subsidised safety shoes if it is felt necessary to do so. If safety shoes are provided they must be worn.

Clothing

Due to the nature of the business it is not always possible to keep the temperature at a constant level in some areas of the factory floor. It is necessary therefore that:

- All staff working in these areas should dress suitably for their working conditions
- Use a number of layers of thin clothing, rather than a few thick layers. The air trapped between layers is heated by body heat and the layers retain the heat making it easier to the amount of clothing to suit the temperature and allowing the wearer greater manoeuvrability.
- Since a large percentage of body heat is lost through the head, it is also recommended that staff working in these areas wear a hat

Staff working continuously either outside or in unheated locations may be provided with suitable pullovers, jackets or body warmers. When loading or unloading in the yards, hi-vis jackets or vests must be worn. They are available from your supervisor.

Fire Safety - Online Fire awareness training will be provided

A list of fire wardens are on the notice boards.

Prevention

Whilst some fires are the result of unavoidable circumstances, the majority can be prevented from starting and or spreading by following a few simple rules:

- Do not smoke in a no smoking area.
- If smoking is allowed, ensure that cigarette ends, matches and pipe ashes are extinguished before leaving them in ashtrays or containers provided. Ensure also that the ashtrays are not used for other rubbish.
- Always advise your supervisor if you are going out for a cigarette so they know your whereabouts. You should also clock out.
- Keep the workplace clear of rubbish in particular ensure that pallets and any other item that could catch fire easily is stored well away from the buildings.
- Always keep fire doors shut and fire exits clear. This is a legal requirement and anyone found responsible for blocking fire exits will be subject to disciplinary action.
- Be aware of the fire extinguishers in your work area. If for any reason a fire extinguisher is missing or damaged the supervisor/manager must be informed immediately.
- Be aware of the fire evacuation procedure and all the fire escape routes from your work area.
- When fire evacuation drills are carried out they are to be taken seriously by all employees. Being aware of the procedures could save lives in the event of fires.

On discovering a fire

- Sound the fire alarm immediately using the manual call points.
- In the case of a small fire, authorised employees may attempt to put it out with a fire extinguisher, fire blanket or another method if suitable.
- If using a fire extinguisher, ensure it is suitable for the purpose, e.g. never use water with an electrical fire.
- Only attempt to fight a fire if you have a clear route to safety.
- If the fire cannot be quickly put out, leave immediately. Under no circumstances risk your safety or that of any other employees.

On hearing the fire alarm

- Stop whatever you are doing and make your way to the nearest available exit.
- Do not run, shout or panic.
- Do not stop to collect belongings or to finish any work.
- Close all fire doors behind you.
- Assemble in the car park a safe distance from the building whilst checks are made. To enable accurate checks to be done it is vital that all staff have clocked in or out including at lunchtimes and if you are leaving site for any reason even if it's only for ten minutes you MUST inform your supervisors or manager.
- Do not re-enter the building until authorised to do so by your supervisor (in the case of a drill) or the Fire Brigade.
- Do not leave until you have been accounted for and given permission to do so.

Other Workplace Safety

Compressed Air

Compressed Air is used on site. It is valuable in production and is perfectly safe if used correctly. However fooling around or misusing compressed air can be very dangerous and may lead to serious injury.

The pressure from a compressed air line is often 690/kN/m (100lbs p.s.i) therefore:

- Do not use compressed air to blow machines unless an approved safety nozzle has been attached and the pressure has been reduced to prevent blowback of particles.
- Never use compressed air to remove dust from clothing. Clothing does not stop air pressure and dirt can be forced into the body. Worse, air can be forced into the bloodstream which can lead to death.
- Never push the end of a compressed air line into someone's clothing such as pockets, shirt collars or trousers. Forced air can damage vital internal organs fatally. In addition there is a risk of causing a heart attack through shock.

Portable Electronic Equipment

All portable electric equipment must be periodically tested and approved. Employees are not permitted to use their own equipment at work. In order to reduce the risk of accident and/or injury employees should check all equipment before plugging it in:

- Make sure the cable is not worn or frayed
- Make sure the plug socket and glands are complete and secure
- Do not touch any bare cable, treat it as dangerous
- If in doubt do not use equipment – report suspect damaged equipment to your manager/supervisor
- Ensure you know where the nearest isolating switch is to turn off the power
- Avoid getting electrical equipment wet; never use wet electrical equipment or connections.

Housekeeping

Many accidents are the result of untidiness and carelessness. Injuries result from tripping, falling over or slipping on things left lying around. The majority of these accidents can be avoided by:

- Cleaning up spills immediately using the correct cleaning agent if appropriate
- Using signs to indicate where floors are greasy or slippery
- Ensuring wires are not allowed to trail across pedestrian routes
- Keeping work areas clear of rubbish
- Reporting any hazards or problems to your supervisor/manager immediately

General Behaviour

Many people have been injured or have injured others through fooling around at work. Any employee found to be behaving in such a way that their safety or the safety of others is compromised may expect to face disciplinary action.

In addition, employees should always:

- Walk rather than run whilst on company premises
- Look where you are going and be aware of those around you
- Keep to authorised walkways
- Stay clear of mobile plant and equipment
- Refrain from using an 'iPod' or similar devices whilst at work

Reporting Accidents

Any employee having an accident at work should report it to their supervisor/manager/first aider who will ensure that it is recorded in the Accident Book. Management are obliged to investigate all accidents, to assess hazards causing or contributing to the accident and to record any action taken to improve working conditions. Serious accidents are reported to Health and Safety Executive in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (2013)

Safety Signs

All company safety signs conform to the EU standards and Health and Safety regulations with regard to colour and shape. There are four basic categories of safety sign:

1. Prohibition Signs

These are circular with a red band enclosing a crossed out symbol on a white background e.g. 'no smoking'.
Prohibition signs must be strictly adhered to.

2. Warning Signs

These are triangular with a yellow background and black border, symbols and text e.g. 'danger – fork lift trucks'. These signs are provided to help prevent accidents and all staff should be aware of the of the hazards indicated and take due care and attention

3. Mandatory Signs

These are circular with a blue background and white border, symbols and text e.g. 'ear protection must be worn'
Mandatory signs must be strictly adhered to.

4. Safe condition signs

These are usually a green square or rectangle with symbols and lettering in white e.g. 'fire exit'. These signs act as a guide to staff in maintaining safety.

Safety signs are not only found on the factory floor, they are posted wherever necessary to communicate Health and Safety Information. Wherever signs are found they follow the above rules e.g. 'fire door keep shut' white on a blue circle. This is a mandatory sign and must be strictly adhered to.

Hazardous Substances

COSHH: Control of Substances Hazardous to Health

Some of the substances in use by the company or the chemicals they contain may be potentially hazardous to health. As part of its legal requirements the company has assessed the risks involved and has applied controls where necessary in order to keep the risks to a minimum.

The controls in use may include the use of protective equipment, automation or local exhaust ventilation. Employees have the right to know about any substances they may come into contact with or hazards associated with them and the precautions taken. If you have any queries or wish to have the dangers, controls or precautions pointed out, your manager will be able to help.

If you suspect that any of the controls have become less effective or if equipment is damaged or faulty, inform your supervisor/manager immediately. Do not take unnecessary risks.

Working with Oils

Some oils can damage the natural protections in your skin; this can be avoided by following the notes below:

- Use barrier creams
- Avoid unnecessary skin contact with oils
- Seek medical advice immediately for any skin condition however slight
- Do not wear oil-soaked clothing or footwear for long periods
- Wash thoroughly after each work period
- Make use of suitable after work creams where available
- Do not use solvents or light mineral oil for example, thinners or diesel to clean the skin

Bottled Compressed Gases

Bottled compressed gases need special care. Attention must be paid to the advice and instructions listed below:

- Gas cylinders can be identified by their colour, all employees using gases must be familiar with the properties of all the gases used in the factory
- The valve outlets of gas cylinders containing flammable gases are screwed anti-clockwise (left hand thread)
- The valve outlets of cylinders containing gases which do not burn are screwed clockwise (right handthread)
- Always store gas cylinders in the correct storage area
- Never store oxygen and combustible gases together

- Acetylene cylinders must always be stored and used in an upright position. Never use gas cylinders for any purpose other than that for which they are intended e.g. rollers, work supports or jacks.
- Always handle cylinders carefully and in accordance with instructions
- If you suspect or find a leak from any bottled gas supply its joints or pipe work turn off the supply immediately at the main valve and inform the supervisor/manager. Never look for a leak with a naked flame
- Cylinders must be transported upright in a properly constructed rack. They must always be firmly secured. Never lay cylinders across the forks of a fork lift truck
- If for any reason acetylene cylinders have been stored horizontally, they must be stood upright for several hours before being used
- Be aware of the dangers of oxygen leaks. A build-up of oxygen in a confined space can result in intense fire when in contact with naked flames or sparks. Always inform your supervisor immediately about oxygen leaks.
- Never open the valves of oxygen cylinders near flames and ensure they are free of oil and grease. This combination can cause an explosion

Safety in the Office

General Safety

Slips, trips and falls account for most of the accidents in offices many of them when staff are moving or carrying loads. They may happen because of the condition of floors, poor lighting or untidiness. Most accidents can be easily avoided by remembering the following points:

- Do not allow trailing leads to create tripping hazards
- Do clear up spillages immediately
- Do not block passageways, corridors or stairways
- Report damaged carpets or floor coverings immediately
- Report damage to handrails on stairways or when stair lights are out
- Do not leave filing cabinet or desk drawers open
- Do put cardboard in the cardboard bins provided

Electricity

Office environments are generally less dangerous than other workplaces but with large amounts of electrical equipment care still needs to be taken to avoid accidents.

- Beware of overloading plug sockets
- Check leads, plugs, sockets etc. before switching on appliances. Watch out for frayed leads and loose plugs and sockets.
- Avoid getting electrical equipment wet. Do not use wet equipment or connections
- Do not attempt to mend faulty electrical equipment unless you are authorised to do so
- Switch off equipment before unplugging and before cleaning
- Report any electrical equipment which is not working properly

Office Equipment and Machinery

Although offices are generally safer workplaces than factory floors, accidents can still happen unless care is taken with machinery and equipment.

- Do not attempt to operate any machinery unless you have received training on its use
- Do not start a machine unless you know how to stop it
- Never attempt to clean machinery while it is switched on
- Ensure any guards or safety devices are in position before operating machines
- Check that your clothing, jewellery or hair cannot become caught in the machine
- When using hand tools, ensure they are suitable for the job and in good condition. Never improvise, for example using knives instead of screwdrivers
- Use only approved and sound equipment when gaining access of ladders, step stools etc. Never improvise by using tables chairs boxes etc.
- Take special care when using guillotines or shredding machines

Hazardous Substances

As far as offices are concerned hazardous substances are not a common cause of illness or injury. Any substances in containers with a warning label should be treated in the manner prescribed on the packaging. If substances have to be decanted use only approved containers with appropriate labelling. Any flammable liquids should be stored in suitable metal cabinets.

Working with VDU's - Online training will be provided

Visual Display units (VDU's) are a common feature in offices and are the source of many scare stories about health risks.

First Aid

First Aid regulations

The Health and Safety (First Aid) Regulations 1981 require the company to provide adequate and appropriate equipment, facilities and personnel to enable the first aid to be given to any employees who are injured or become ill at work. In order to comply with these regulations the company provides at all its sites:

- First Aid boxes containing all the recommended dressings, bandages etc. in all areas of each site
- An appointed person to take charge of first aid arrangements
- Advice and information to all employees about basic first aid
- Notices identifying appointed persons/nominated first aiders and the location of first aid kits

Please note first aid kits do not contain drugs of any kind. It is against the law for the company or individuals representing the company to administer medicines. Employees wishing to take pain relief tablets must provide their own and take them as appropriate.

In case of Injury or Illness

In case of injury or illness employees should contact your supervisor or a nominated first aider for treatment. Either will ensure that the incident and any resulting treatment are recorded in the accident book.

Further information on health and safety can be found on the HSE website www.hse.gov.uk

Laws, Regulations, Acknowledgements

Health and Safety Law

This handbook is intended to comply with the following Laws and regulations:

- Health and Safety at Work Act 1974
- Control of Substances Hazardous to Health Regulations (2002)
- Control of noise at work Regulations 2005
- Manual Handling Operations Regulations (1992)
- Provision and use of Work Equipment Regulations (1992)
- Personal Protective Equipment Regulations (1992)
- Health and Safety (Display Screen Regulations) (1992) (as amended 2002)
- Health and Safety (First Aid) Regulations (1981) (as amended)
- Health and Safety (Safety signs and signals) Regulations (1996)
- Health and Safety Information for Employees regulations (1989)
- Pressure Systems and Transportable Gas Containers Regulations (1989)
- Factories Act (1961)

Acknowledgements

Health and Safety Executive Leaflets quoted or paraphrased:

HSC6	Writing a Safety Policy Statement
IAC (L) 93	Getting to grips with manual handling
IND (G) 136(rev5)	COSHH – The new brief guide for employers
IND (G) 62L	Protecting your health at work
IND (G) 229L	Using work equipment safely
IND (G) 193L	Officewise
IND (G) 36L	Working with VDU's
IND (G) 214L	First aid at work your questions answered
IND (G) 215L	Basic advice for first aid at work
IND (G) 199	Managing vehicle safely in the workplace
IND (G) 174L	A short guide to the personal protective equipment at work regulations
IND (G) 225	Preventing slips, trips and falls at work
IND (G) 143	Getting to grips with manual handling
IND (G) 363 (WEB)	Don't lose your hearing
IND 36 (rev4)	Working with display screen equipment

Zasady BHP

Zasady Bezpieczeństwa i Higieny Pracy w miejscu pracy

Naszą polityką jest spełniać wszystkie zasady bezpieczeństwa, zdrowia i higieny w miejscu pracy.

Aby to odniosło efekt, wymagamy od Ciebie pełnego wsparcia i uwagi. W razie istotnych zmian zasad i procedur BHP, jak również o planowanych programach szkoleniowych pracownicy będą odpowiednio poinformowani. W międzyczasie, jakiegokolwiek komentarze i/lub sugestie będą mile widziane i powinny być przedstawione Twojemu przełożonemu/kierownikowi. Możesz je również zgłaszać wysyłając maila na adres: HR@garrardwindows.co.uk

Bezpieczeństwo pracy leży w naszym wspólnym interesie i niezbędna jest nam pomoc każdego pracownika w zmniejszeniu liczby wypadków i zachorowań do minimum.

Polityką firmy jest przestrzeganie ustawowych wymogów zasad BHP określanych jako minimalne. Z tego powodu firma:

- Upewnia się, iż wszystkie instalacje i maszyny znajdujące się na terenie pracy są jak najbardziej bezpieczne oraz są odpowiednio konserwowane i testowane.
- Wprowadza w życie bezpieczne praktyki związane z wykorzystaniem, obchodzeniem się, przechowaniem i transportem wszystkich potencjalnie niebezpiecznych materiałów.
- Przedstawia aktualne informacje, instrukcje, szkolenia i nadzór nad wszystkimi pracownikami, aby upewnić się, iż wszyscy oni są zaznajomieni z zasadami i wymogami BHP.
- Regularnie przeprowadza inspekcje bezpieczeństwa, aby upewnić się, iż wszystkie zasady, procedury i praktyki są efektywnie przestrzegane.
- Zapewnia bezpieczeństwo klientom, podwykonawcom, gościom i osobom z zewnątrz podczas pobytu na terenie firmy.

Firma zdaje sobie sprawę z tego, iż promocja zasad BHP jest istotnym elementem dobrego zarządzania i w efekcie jest priorytetem dla menadżerów i kierowników. Jednakże zasadom BHP nie podlega tylko kierownictwo.

Każdy pracownik jest prawnie zobowiązany do podjęcia odpowiednich kroków, aby chronić swoje zdrowie i bezpieczeństwo oraz wszystkich współpracowników i innych osób, które mogą się znajdować na terenie fabryki.

Zgodność ze standardami i procedurami firmy obejmuje odpowiednie i bezpieczne metody pracy. Jednocześnie ulegają one ciągłym zmianom i będą modyfikowane, jeżeli zajdzie taka potrzeba. Firma zachęca pracowników do włączenia się w usprawnianie zasad BHP i rozwiązywanie problemów, wierząc, iż jest to istotne z punktu widzenia sukcesu firmy.

Personel BHP

Steven Leek (dyrektor) pełni ogólną odpowiedzialność za zasady BHP na terenie firmy.

Na codzień odpowiedzialność ta przekierowana jest na Natasha Williams, która upewnia się, że wdrożone procedury są przestrzegane.

Pełne zestawienie osób odpowiedzialnych za procedury BHP można znaleźć w sekcji polityka bezpieczeństwa i procedury.

Zdrowie w pracy

Wszyscy pracownicy mają prawo by pracować w warunkach, w których ich zdrowie i bezpieczeństwo jest odpowiednio kontrolowane. Zasady BHP są po to by nigdy Ci się nic nie stało w pracy oraz aby Twoja praca nie wywołała żadnej choroby. Za to wszystko odpowiedzialność ponosi pracodawca, lecz Ty musisz mu w tym pomóc.

Co pracodawca musi dla Ciebie zrobić:

1. Zdecydować co może Ci zagrażać w pracy i zapobiegać takowym sytuacją. Jest to częścią oceny ryzyka w miejscu pracy.
2. W stopniu dla Ciebie zrozumiałym wytłumaczyć jak ryzyko w pracy będzie kontrolowane i kto będzie za to odpowiedzialny.
3. Konsultować i współpracować z Tobą i personelem BHP w sprawach ochrony miejsca pracy dla wszystkich.
4. Bezpłatnie zaoferować szkolenia w dziedzinie BHP wymagane do obsługi stanowiska pracy.
5. Bezpłatnie dostarczyć sprzęt i ubiór ochronny jak jest wymagany oraz doglądać czy jest odpowiednio wykorzystywany.
6. Zapewnić dostęp do toalet, środków higieny osobistej oraz wody pitnej.
7. Zapewnić punkty pierwszej pomocy.

8. Zawiadomić o poważnych wypadkach lub śmierci w miejscu pracy HSE Incident Contact Centre: 0345 300 9923. Zawiadomić o innych wypadkach, chorobach i niebezpiecznych incydentach online na www.hse.gov.uk.
9. Posiadać ubezpieczenie na wypadek gdyby Tobie się coś stało lub gdybyś zachorował przez wykonywaną pracę. Musi on również udostępnić w formie papierowej lub elektronicznej kopię aktualnego certyfikatu ubezpieczenia w ogólnodostępnym dla Ciebie miejscu.
10. Współpracować z innymi pracodawcami lub podwykonawcami operującymi na terenie tej samej firmy lub zapewniającej pracowników (jak np. agencje pracy) tak by chronić zdrowie i bezpieczeństwo wszystkich osób.

Co Ty musisz zrobić:

1. Przestrzegać wiedzy zdobytej na szkoleniu przy pracy z wykorzystaniem jakichkolwiek narzędzi dostarczonych przez pracodawcę.
2. Przestrzegać zasad BHP względem siebie i innych współpracowników.
3. Współpracować z pracodawcą odnośnie procedur BHP.
4. Powiedzieć komuś (Twojemu pracodawcy, kierownikowi, lub personelowi BHP) jeśli myślisz, że Twoja praca lub czyjeś niewystarczające środki ostrożności mogą spowodować duże ryzyko zagrożenia życia lub zdrowia.

Higiena osobista

Pracownicy są zobowiązani do brania pod uwagę innych pracowników, jeżeli chodzi o higienę osobistą. Podczas, gdy pracownicy z poważnymi infekcjami zdrowotnymi raczej nie będą w pracy, istnieje wiele łżejszych chorób, które mogą spowodować wiele problemów, w przypadku rozprzestrzenienia się. Przeziębienia i grypy mogą się szybko rozprzestrzeniać poprzez kichanie i kaśnięcie, bez użycia chusteczek. Poważniejsze infekcje mogą rozprzestrzenić się poprzez odkastywanie flegmy i wyplwanie jej. Plucie w pracy jest kategorycznie zabronione i może być traktowane jako poważne wykroczenie. Regularne mycie rąk, również redukuje ryzyko rozprzestrzenienia się przeziębień i grypy.

Dokładne mycie rąk po każdej wizycie w toalecie jest istotne w celu redukcji rozprzestrzeniania się infekcji żołądkowych i jelitowych. Ważne jest również mycie rąk po pracy z olejami lub chemikaliami. Nieprzestrzeganie tego może spowodować swędzenia i wysypki. Każdy taki problem powinien niezwłocznie zostać zgłoszony do przełożonego/kierownika.

Narkotyki i alkohol

Proszę odnieść się do polityki firmy w dziale – substancje zabronione

Częste problemy

Najczęstszą formą choroby związanej z pracą są bóle mięśni i stawów, ból pleców, ból ramion, rąk i barków, problemy skórne, szczególnie na rękach, choroby płuc, stres, utrata słuchu i głuchota.

Ochrona rąk i ramion

Aby uniknąć bólu, opuchnięć i niedowładu w rękach i ramionach, pracownicy powinni zdawać sobie sprawę z ewentualnych przyczyn, wczesnych symptomów (tj. odrętwienia i mrowienia) i sposobów ich uniknięcia. Aby pomóc sobie, upewnij się, że:

- Stanowisko pracy jest odpowiednio uporządkowane, tak aby materiały i narzędzia były łatwo dostępne.
- Praca jest wykonywana w odpowiednim tempie zapewniając sobie odpowiednie przerwy. To niekoniecznie musi oznaczać przerwy na odpoczynek, a raczej wykonywanie innej pracy, w której użyte będą inne grupy mięśni i postawa.
- Zostali odpowiednio przeszkoleni do swobodnego wykonywania swoich obowiązków.
- Maszyny i narzędzia są sprawne i nie musisz używać siły do ich obsługi.
- Informują swoich przełożonych/ kierowników o jakimkolwiek bólu lub odrętwieniu w rękach i ramionach.

Ochrona skóry

Najbardziej na ryzyko narażona jest skóra rąk, ramion i nóg (nad krawędzią obuwia). Najczęstsze symptomy problemów skórnych to zaczerwienienia, swędzenia, łuszczenie i podrażnienia na odkrytych obszarach. Aby chronić skórę należy:

- Utrzymuj stanowisko pracy i wyposażenie w czystości i wolne od zarazków, aby ochronić skórę podczas kontaktów z narzędziami i maszynami.
- Uważaj, z których produktów korzystasz i jakie są konieczne środki ostrożności, np. rękawice i/lub odzież ochronna.
- Natychmiast umyj zakażoną skórę, aby zredukować szanse na poważne powikłania.
- Do usuwania tłuszczu i olejów, korzystaj z odpowiednich do tego przeznaczonych środków do mycia skóry. Nie korzystaj z terpentyny, wybielacza, czy spirytusu.
- Tam gdzie jest to rekomendowane, korzystaj przed lub po pracy z kremów do rąk lub kremów ochronnych.

Ochrona słuchu – odbędziesz szkolenie online odnośnie ochrony słuchu

Zagrożenie słuchu zależy od poziomu natężenia hałasu i jego długości oddziaływania. Jako ogólną zasadę przyjmuje się, iż może zaistnieć problem, jeżeli musisz krzyknąć żeby być słyszany na odległość 2 metrów. Aby zapobiec utracie słuchu należy:

- Korzystać z dostępnego wyposażenia chroniącego słuch.
- Zgłoś przełożonemu jeżeli wyposażenie lub sprzęt wymaga naprawy lub jeżeli uważasz, iż poziom hałasu jest zbyt wysoki.
- Tam gdzie jest to dostępne korzystaj z ochrony słuchu, również na terenach, które są odpowiednio oznakowane jako tereny z ryzykiem utraty słuchu.
- Dbaj o ochroniacze uszu, odpowiednio z nich korzystaj, utrzymuj je w czystości i niezwłocznie wymień je, jeżeli zostały uszkodzone.

Firma uczestniczy w programie audiometrycznego badania i monitorowania słuchu swoich pracowników. Zostaniesz skierowany na badania wkrótce po zaczęciu pracy.

Ochrona pleców, mięśni i stawów – odbędziesz szkolenie odnośnie obchodzenia się z ciężkimi przedmiotami

Wiele problemów związanych z kośćmi, mięśniami i ścięgnami powiązanych jest z pracą. Są one jednymi z najistotniejszych przyczyn chorób zawodowych i powodują utratę wielu godzin pracy na przestrzeni całego kraju. Zazwyczaj przyczyny tych problemów są bardzo proste. Może to być niepoprawne przenoszenie ciężkich przedmiotów, zły układ stanowiska pracy lub złe nawyki pracy. Zazwyczaj można im łatwo zapobiec. Ręczne podnoszenie ciężkich przedmiotów jest główną przyczyną chorób kręgosłupa i wbrew popularnej opinii, mogą być one wyeliminowane poprzez wdrożenie poprawnych technik podnoszenia. Z tego powodu, zanim coś podniesiesz lub przesuniesz – zatrzymaj się i pomyśl! Weź pod uwagę wykorzystanie sprzętu do podnoszenia, np. wózek lub podnośnik. Jeśli takowych brak poproś kogoś o pomoc przy wykonaniu zadania.

Jeżeli musisz coś podnieść lub przesunąć, korzystaj z odpowiednich technik wskazanych w trakcie szkolenia

Zmiany w zdrowiu

Mogą to być różnorodne symptomy, począwszy od normalnego starzenia się, przez pogarszanie się wzroku, do poważnych będącymi rezultatami wcześniejszych wypadków lub chorób. Jakakolwiek to zmiana, może być konieczne wprowadzenie pewnych zmian:

- Przedyskutuj swoje potrzeby z przełożonym/kierownikiem.
- Dokonaj zmian, które mogą pomóc doraźnie lub w dłuższym okresie.
- Poufne rady dotyczące tego tematu możesz zdobyć z Employment Medical Advisory Service, od Health and Safety Executive. Numery kontaktowe znajdziesz na plakatach Health and Safety znajdujących się w każdym zakładzie.

Ciąża

Ciąża jest stanem naturalnym i nie powinna być traktowana jako choroba. Jednocześnie, aby zredukować ryzyko zagrożenia dla dziecka, przyszłe matki powinny:

- Zdobyć informację dotyczącą jakie kroki powinny zostać podjęte.
- Być rozsądne jeżeli chodzi o podnoszenie ciężkich przedmiotów lub długoterminowe stanie.
- Podczas siedzenia powinny często zmieniać pozycję, aby nie blokować przepływu krwi.
- Przedyskutować z kierownikiem w jaki sposób ich obecna sytuacja wpływa na wykonywaną pracę i jakie zmiany powinny być wprowadzone czasowo.

Stres

Stres może się nawarstwiać powoli i być spowodowany wieloma czynnikami, takimi jak presja w domu, pracy czy oboma. Nie ma jednoznacznych symptomów stresu, jednak często jest on związany z bezsennością, utratą apetytu, atakami paniki czy poirytowaniu w kontaktach z rodziną, lub znajomymi. Może być to spowodowane przeciągającymi się problemami lub zmianami, które mogą być poza twoją kontrolą, np. problemy finansowe, nowy szef, nowe obowiązki albo problemy osobiste. Tego typu problemy mogą prowadzić do zestresowania. Jeżeli jest to stan długotrwały lub bardzo intensywny, może się to zakończyć chorobami umysłowymi, problemami z sercem lub innymi chorobami. Każdy, kto podejrzewa, że cierpi na stres, powinien:

- Spróbować określić co jest przyczyną stresu.
- Jeżeli praca jest częścią problemu, możliwą przyczyną mogą być nieodpowiednie wymagania – głównie brak odpowiedniej kontroli osobistej lub dyskrecji, brak wsparcia, złe stosunki ze współpracownikami lub przełożonymi.

- Przedyskutować problem z kimś zaufanym.
- Spróbować zredukować napięcie poprzez określenie metod pomagających w zrelaksowaniu się i codzienne ich stosowanie.

Bezpieczne korzystanie ze sprzętu

Maszyny

W celu zapewnienia bezpieczeństwa, wszyscy pracownicy korzystający z maszyn muszą przestrzegać następujących zasad:

- Upewnij się, że wiesz jak wyłączyć maszynę, za nim ją włączysz.
- Upewnij się, że wszystkie osłony są na miejscu i sprzęt bezpieczeństwa działa.
- Utrzymuj obszar wokół maszyn w czystości, porządku i nie zastawiaj go przedmiotami.
- Noś odpowiednią odzież ochronną i wyposażenie ochronne.
- Jak najszybciej zgłoś przełożonemu jakiegokolwiek problemy ze sprzętem.
- Jeżeli pojawi się problem, natychmiast zatrzymaj maszynę aż do momentu sprawdzenia jej przez wykwalifikowane osoby.
- Nie używaj maszyn zanim nie zostaniesz do nich odpowiednio przeszkolony.
- Nie noś luźnej odzieży, krawatów lub biżuterii, zwiąż długie włosy i wszystko, co mogłoby się wkręcić w maszynę.
- Nie ignoruj lub usuwaj znaków informujących o niebezpieczeństwie lub ostrzegających, że sprzęt nie nadaje się do użycia. Oznakowania te mogą być usuwane tylko przez upoważnione do tego osoby, po wcześniejszym upewnieniu się, iż sprzęt lub czynność jest bezpieczna do wykonywania.
- Nie baw się ani nie manipuluj przy guzikach bezpieczeństwa i obudowach ochronnych.
- Nie rozpraszaj innych osób, które korzystają z maszyn, nie wygłupiaj się ani nie manipuluj świadomie przy sprzęcie.

Drabiny i ruchome stopnie

- Upewnij się, że drabina jest bezpieczna. Jeżeli nie jest, zgłoś to swojemu przełożonemu.
- Upewnij się, że drabina nie ślizga się. Jeżeli jest to konieczne, poproś innego współpracownika o odpowiednie przytrzymanie jej.
- Upewnij się, że drabina jest rozłożona pod odpowiednim kątem. Dopuszczalne jedna stopa w bok na każde cztery stopy w górę.
- Nigdy nie używaj aluminiowych lub metalowych drabin podczas pracy na lub przy włączonym sprzęcie elektrycznym.
- Nigdy nie idź na skróty, nie wspinaj się tam, gdzie nie powinieneś i nie stawaj na niczym, co jest niestabilne.
- Nigdy nie próbuj sięgać za daleko z drabiny, lecz przesun drabinę w bezpieczne, dogodniejsze miejsce.
- Nie wchodź na drabinę jeżeli twoje obuwie jest zabłocone lub pokryte smarami.
- Uważaj podczas wchodzenia na drabinę z narzędziami, jeżeli konieczne, korzystaj z poręczy.
- Podczas pracy na wysokościach, nigdy nie zostawiaj narzędzi nad głową lub w przejściach.

Podnośniki nożycowe i wózki widłowe

- Mogą być obsługiwane tylko przez przeszkolony w tym celu personel.
- Upewnij się, że odzież/wyposażenie ochronne jest użyte – zwróć się z prośbą do przełożonego jeśli czegoś Ci brakuje
- Wszyscy kierowcy muszą przestrzegać ograniczeń prędkości na terenie firmy.
- Kierowcy muszą zachować szczególną ostrożność na skrzyżowaniach/zakrętach oraz w pobliżu wejść/wyjść z firmy.
- Kluczyki nie mogą być pozostawione w żadnym z pojazdów/maszynach.

Narzędzia ręczne

Korzystanie z uszkodzonych lub niepoprawnie działających narzędzi lub nieodpowiednie korzystanie ze sprawnych narzędzi może doprowadzić do poważnego zagrożenia. Aby zredukować to ryzyko powinieneś wziąć pod uwagę następujące porady:

- Utrzymuj narzędzia w czystości i odpowiednim stanie.
- Chronź krawędzie ostrych narzędzi podczas przenoszenia lub ich odkładania.
- Nie używaj narzędzi do czynności, do których nie są przeznaczone, np. klucze zamiast młotków, śrubokręt jako dłuto, itd.
- Nie korzystaj z uszkodzonych narzędzi, np. młotki z luźną obsadą lub pękniętą rączką.
- Nie pracuj nad przedmiotem trzymany w ręce – połóż go na stole lub użyj imadła.
- Upewnij się, że narzędzia z których korzystasz są w odpowiednim rozmiarze.
- Upewnij się, że używasz narzędzi zgodnie z przeznaczeniem. Wiele wypadków spowodowanych jest złym użytkowaniem narzędzi.

Pojazdy

- Wszyscy pracownicy powinni zwracać uwagę na pojazdy znajdujące się na terenie zakładu.
- Wszyscy kierowcy powinni przestrzegać ograniczeń prędkości.
- Kierowcy powinni być specjalnie ostrożni podczas przejeżdżania przez przejścia lub koło wejść/wyjść.
- Kierowcy powinni być specjalnie ostrożni podczas zawracania, tam gdzie to konieczne, powinni zwrócić się o pomoc do osoby, stojącej w bezpiecznym miejscu.
- Tylko osoby kompetentne i autoryzowane mają zgodę na prowadzenie pojazdów służbowych.
- Podczas prowadzenia samochodów służbowych muszą być zapięte pasy bezpieczeństwa.
- Kierowcy mają zakaz przewozu pasażerów, chyba że dostaną na to zgodę od przełożonych.
- Ładunek musi być odpowiednio zabezpieczony przed przewozem.
- Samochody służbowe nie mogą być przeładowane.
- Jakiegokolwiek uszkodzenie lub wypadek w samochodzie służbowym musi niezwłocznie zostać zgłoszone i zapisane w tzw. maintenance sheet.
- Kierowcy zobowiązani są do ogólnego dbania o samochody, jak również regularnego sprawdzania poziomu oleju i wody.
- Użytkowanie pojazdu w celach prywatnych jest zabronione. Każdy przytępny na takim procederze będzie podlegał każe ustawowej wyliczanej w danym okresie.

Przypomina się pracownikom, iż parkingi są własnością prywatną. Z tego powodu firma nie ponosi żadnej odpowiedzialności za uszkodzenia, utraty lub zniszczenia mienia lub pojazdu, chyba że samochód należący do firmy był tego przyczyną.

Osobiste wyposażenie ochronne i odzież

Regulacje PPE

Głównym wymogiem PPE w regulacjach zawodowych (1992) jest zapewnienie i korzystanie z osobistego wyposażenia ochronnego, tam gdzie występuje zagrożenie zdrowia i bezpieczeństwa, i nie może być ono odpowiednio kontrolowane w inny sposób. Do obowiązków pracowników należy ciągłe i odpowiednie korzystanie z PPE, dbanie o nie i zgłaszanie jakichkolwiek usterek lub niesprawności, które wystąpiły, do przełożonego lub kierownika.

Kaski

Kaski wydawane są w określonych sytuacjach, np. w przypadku, gdy pracownik dostarcza coś na plac budowy. Jeżeli pracownik dostał kask, jest zobowiązany do jego noszenia.

Ochrona oczu

Przy niektórych określonych pracach prawo obliuguje do korzystania z ochrony wzroku (gogle, ochraniacze twarzy albo okulary ochronne). Tam gdzie to obowiązuje, Firma zapewnia odpowiednią ochronę oczu wszystkim pracownikom i ta ochrona musi być noszona w każdym przypadku. Gogle, które pasują na okulary są dostępne, natomiast jeśli chcesz mieć gogle korygujące wzrok zgłoś się do swojego przełożonego o więcej informacji.

Ochrona uszu

Pracowników, którzy pracują w niebezpiecznie głośnych pomieszczeniach obowiązuje ochrona uszu. Te miejsca są specjalnie oznakowane i wszyscy pracownicy przed wejściem muszą założyć odpowiedni sprzęt dla protekcji ich uszu. Każdy pracownik, dla którego jest zbyt głośno w miejscu pracy powinien poinformować swojego kierownika lub przełożonego, który spróbuje podjąć jakieś kroki by temu zapobiec.

Ochrona rąk

Pracownicy pracujący z gorącym metalem lub plastikiem zobowiązani są do noszenia rękawic, w celu uniknięcia oparzeń. Powinni być oni szczególnie ostrożni podczas korzystania ze sprzętu, w szczególności z przenośnych narzędzi. Istnieje ryzyko wkręcenia się rękawicy, zanim jeszcze pracownik to poczuje. Pracownicy pracujący z substancjami żrącymi lub mocno brudzącymi powinni korzystać z kremu ochronnego przed rozpoczęciem pracy. Ci, którzy go potrzebują, dostaną odpowiedni płyn do czyszczenia rąk. Nie korzystaj z rozpuszczalników przemysłowych, takich jak spirytus lub parafina, ponieważ mogą one uszkodzić twoją skórę. Jeśli tylko masz niepożądaną reakcję na jakiś środek którego użyłeś, natychmiast poinformuj swojego przełożonego.

Ochrona stóp

Pracownicy są zobowiązani do stałego noszenia odpowiedniego obuwia. Niektórzy pracownicy mogą dostać specjalistyczne obuwie ochronne, jeżeli zachodzi taka konieczność. Jeżeli zostało wydane obuwie ochronne, musi być ono noszone.

Odzież

Ze względu na naszą działalność nie zawsze jest możliwe utrzymanie stałej temperatury na terenie zakładu produkcyjnego. Z tego powodu, konieczne jest aby:

- Wszyscy pracownicy z tych terenów byli odpowiednio ubrani do panujących warunków.
- Pracownicy mieli kilka cienkich warstw odzieży, zamiast niewielu grubych warstw. Powietrze pomiędzy warstwami ogrzewa się od ciała i pozostaje pomiędzy warstwami. Kilka cienkich warstw pozwoli na ich swobodne dostosowanie w zależności od panującej temperatury.
- Ponieważ większość ciepła traci się przez głowę, sugerowane jest, aby pracownicy nosili czapki

Pracownicy pracujący ciągle na zewnątrz lub na nieogrzewanym terenie mogą otrzymać odpowiednie swetry, kurtki lub kamizelki.

W momencie załadunku lub rozładunku na yardzie, zawsze muszą być noszone kamizelki odblaskowe. Będą one dostępne u twojego przełożonego.

Ochrona przeciwpożarowa – odbędziesz kurs online na temat wiedzy przeciwpożarowej

Lista osób z przeszkoleniem strażackim jest zamieszczona na tablicach informacyjnych.

Zapobieganie

Podczas gdy część pożarów jest niemożliwa do uniknięcia, większości z nich można uniknąć, przestrzegając następujące kroki:

- Nie pal tam, gdzie palenie jest zabronione.
- Jeżeli palenie jest dozwolone, upewnij się, że niedopałki, zapałki i popiół z fajek są całkowicie zgaszone zanim je wrzucisz do popielniczki lub odpowiednich kontenerów. Upewnij się, że do popielniczki nie wrzuca się innych śmieci.
- Zawsze uprzedzaj swojego przełożonego jeśli wychodzisz na przerwę na papierosa, wtedy wie że znajdujesz się w zasięgu. Powinieneś także odbić się przy wyjściu.
- Utrzymuj stanowisko w czystości od wszelkich śmieci, jak również upewnij się, że palety lub inne przedmioty, które mogą się szybko zapalić trzymane są z dala od budynków.
- Zawsze trzymaj drzwi przeciwpożarowe zamknięte i nie zastawiaj przejść przeciwpożarowych. Jest to wymóg prawny i każdy, który zostanie zatrzymany na blokowaniu wyjść przeciwpożarowych, zostanie pociągnięty do odpowiedzialności.
- Upewnij się, że wiesz gdzie na terenie, w którym pracujesz znajdują się gaśnice, jak ich używać i do jakich typów pożarów są przystosowane. Jeżeli z jakiegoś powodu brakuje gaśnicy, lub jest ona uszkodzona, niezwłocznie poinformuj o tym przełożonego/ kierownika.
- Zaznajom się z procedurami ewakuacji pożarowej i zapoznaj się ze wszystkimi wyjściami pożarowymi na twoim terenie.
- Gdy przeprowadzane są ćwiczenia ewakuacyjne, powinny być one traktowane poważnie przez wszystkich pracowników. Znajomość tych procedur może ci uratować życie w przypadku pożaru.

Gdy odkryjesz ogień

- Włącz natychmiast alarm przeciwpożarowy.
- W przypadku małego pożaru, osoby do tego upoważnione mogą próbować go ugasić przy pomocy gaśnic, koców pożarowych lub innej odpowiedniej metody.
- Używając gaśnicę, upewnij się, że jest ona odpowiednia do danego rodzaju ognia, np. nigdy nie używaj wody do gaszenia ognia elektrycznego.
- Próbuj gasić ogień tylko wtedy gdy masz czystą drogę ucieczki.
- Jeżeli ogień nie może być szybko zgaszony, opuść niezwłocznie miejsce. Pod żadnym pozorem nie ryzykuj swojego bezpieczeństwa lub bezpieczeństwa innych.

Gdy usłyszysz alarm przeciwpożarowy

- Przerwij cokolwiek robisz i udaj się do najbliższego wolnego wyjścia. NIE biegnij, nie krzycz, nie panikuj.
- Nie zatrzymuj się aby zabrać swoje rzeczy osobiste lub żeby skończyć pracę.
- Zamykaj za sobą wszystkie drzwi pożarowe.
- Zatrzymaj się na parkingu, w bezpiecznej odległości od budynku, gdzie będzie przeprowadzone odliczenie. Aby zapewnić odpowiednie odliczenie, istotne jest aby wszyscy pracownicy odbijali swoje karty przy wejściu i wyjściu, łącznie z przerwą na lunch. Jeżeli wychodzisz na zewnątrz, musisz o tym poinformować przełożonego lub kierownika.
- Nie wchodź do budynku, chyba że dostałeś na to zgodę od swojego przełożonego (w wypadku ćwiczeń) lub od Straży Pożarnej.
- Nie opuszczaj terenu dopóki nie zostałeś policzony i dopóki nie dostałeś na to zgody.

Pozostałe elementy bezpieczeństwa w miejscu pracy

Sprężone powietrze

W niektórych zakładach korzysta się z powietrza pod ciśnieniem. Jest to ważne w toku produkcji i bezpieczne, jeżeli odpowiednio używane. Jednakże, wygłupy lub nieodpowiednie korzystanie może być bardzo niebezpieczne i może doprowadzić do poważnych uszkodzeń.

Ciśnienie sprężonego powietrza może wynosić 690/kN/m (100lbs psi) i z tego powodu:

- Nie korzystaj ze sprężonego powietrza do pompowania maszyn, zanim nie zostanie założona odpowiednia dysza i ciśnienie nie zostanie odpowiednio zredukowane, aby uniknąć rozprysnięć.
- Nigdy nie używaj powietrza pod ciśnieniem do usuwania kurzu z odzieży. Odzież nie chroni przed ciśnieniem powietrza i bród może zostać wbity w ciało. Co gorsza, powietrze może zostać wtłoczone do obiegu krwi, co może spowodować śmierć.
- Nigdy nie wkładaj końcówki stężonego powietrza do czyjejś odzieży, np. do kieszeni, za kołnierz lub do spodni. Powietrze może poważnie uszkodzić wewnętrzne organy. Dodatkowo istnieje zagrożenie doprowadzenia do zawału serca poprzez szok.

Przenośne urządzenia elektroniczne

Całe przenośne wyposażenie elektryczne musi być od czasu do czasu testowane i akceptowane. Pracownicy mają zakaz korzystania z własnych narzędzi podczas pracy. Aby zredukować ryzyko wypadków i/lub uszkodzeń pracownicy powinni sprawdzać wyposażenie przed włączeniem go:

- Upewnij się, że okablowanie nie jest uszkodzone lub wytarte.
- Upewnij się, że wtyczki i kontakty są całe i bezpieczne.
- Nie dotykaj nieostoniętych kabli i traktuj je jako niebezpieczne.
- Jeżeli masz jakieś wątpliwości, nie używaj narzędzi – zgłoś podejrzone uszkodzenia swojemu przełożonemu/ kierownikowi.
- Upewnij się, że wiesz, gdzie jest najbliższy wyłącznik zasilania.
- Unikaj zamoczenia sprzętu elektrycznego, nigdy nie korzystaj z mokrego wyposażenia elektrycznego lub połączeń.

Utrzymywanie czystości

Wiele wypadków jest rezultatem bałaganu i braku odpowiedzialności. Wypadki mogą być rezultatem potknięcia się, przewrócenia się lub poślizgnięcia się na rzeczach porzucanych dookoła. Większości z tych wypadków można uniknąć poprzez:

- Natychmiastowe wycieranie rozlań, przy użyciu odpowiednich do tego detergentów.
- Korzystanie z odpowiednich oznaczeń w przypadku zatłuszczonych lub śliskich podłóg.
- Upewnienie się, że okablowanie nie jest pociągnięte w poprzek przejść.
- Utrzymanie stanowisk pracy w czystości.
- Natychmiastowe zgłaszanie jakichkolwiek zagrożeń lub problemów przełożonemu/ kierownikowi.

Ogólne zachowanie

Wiele osób uległo uszkodzeniu lub uszkodziło innych w wyniku wygłupiania się na terenie pracy. Pracownik, który zostanie zatrzymany podczas zachowania, które zagraża bezpieczeństwu jego lub innych, może zostać pociągnięty do odpowiedzialności dyscyplinarnej.

Dodatkowo, pracownicy powinni zawsze:

- Chodzić a nie biegać na terenie zakładu
- Patrzeć gdzie idą i wiedzieć kto jest dookoła nich.
- Trzymać się wytyczonych przejść.
- Trzymać się z daleka od przenośnych instalacji i wyposażenia.
- Nie używać podczas pracy ipodów lub innych podobnych urządzeń.

Zgłaszanie wypadków

Każdy pracownik, który miał wypadek na terenie pracy musi go zgłosić przełożonemu/ kierownikowi, który upewni się, iż zostanie to odnotowane w Księżce Wypadków. Kierownictwo jest zobowiązane do zbadania wszystkich wypadków, aby ocenić występujące niebezpieczeństwo i określić podjęte kroki, mające na celu polepszenie warunków pracy. Poważne wypadki są zgłaszane do Health and Safety Executive zgodnie z zasadami the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (2013).

Znaki bezpieczeństwa

Wszystkie firmowe znaki bezpieczeństwa odpowiadają standardom UE i regulacjom BHP, odnośnie kształtu i koloru. Istnieją cztery podstawowe kategorie znaków bezpieczeństwa:

1. Znaki zakazu

Są one okrągłe, z czerwoną otoczką i przekreślonym znakiem na białym tle, np. „zakaz palenia”.
Znaki zakazujące muszą być kategoriycznie przestrzegane.

2. Znaki ostrzegawcze

Są trójkątne z żółtym tłem i czarną otoczką, symbolami i tekstem, np. „niebezpieczeństwo – podnośniki”. Te znaki są wykorzystywane w celu uniknięcia wypadków i wszyscy pracownicy powinni być zaznajomieni z opisanymi niebezpieczeństwami oraz wiedzieć jak ich uniknąć.

3. Znaki nakazu

Są okrągłe z niebieskim tłem i białą otoczką, symbolami i tekstem, np. „obowiązuje nakaz stosowania ochrony słuchu”.
Znaki obowiązkowe muszą być bezwzględnie przestrzegane.

4. Znaki bezpieczeństwa/informacyjne

Są one zazwyczaj okrągłe lub kwadratowe, z zielonym tłem i białymi symbolami i literami, np. „wyjście pożarowe”. Te znaki mają służyć jako przewodnik dla pracowników, w celu utrzymania bezpieczeństwa.

Znaki bezpieczeństwa znajdują się nie tylko na terenie produkcyjnym, ale również wszędzie tam, gdzie jest konieczne przekazanie informacji BHP. Wszystkie znaki przestrzegają powyższe reguły, np. „wyjście pożarowe – trzymaj zamknięte”, biało-niebieskie. Jest to znak obowiązkowy i musi być przestrzegany.

Substancje niebezpieczne

COSHH: Kontrola substancji niebezpiecznych dla zdrowia

Niektóre substancje wykorzystywane przez Firmę lub chemikalia na których bazują, mogą być potencjalnie niebezpieczne dla zdrowia. W ramach prawnych zobowiązań, Firma przeprowadziła oszacowanie ryzyka i wprowadziła tam gdzie to konieczne kontrole, mające na celu zredukowanie zagrożenia do minimum.

Przeprowadzane kontrole mogą obejmować użycie wyposażenia ochronnego, automatyzacji lub lokalnej wentylacji. Pracownicy mają prawo wiedzieć o jakichkolwiek substancjach, z którymi mogą mieć kontakt lub o niebezpieczeństwie związanym z nimi i koniecznymi krokami bezpieczeństwa. Jeżeli masz jakieś wątpliwości, lub chciałbyś aby sprecyzowano zagrożenia, kontrole i zabezpieczenia na twoim terenie, twój kierownik będzie Ci w stanie w tym pomóc.

Jeżeli sądzisz, iż któraś z kontroli przestała przynosić odpowiednie efekty albo, że wyposażenie jest uszkodzone lub wadliwe, niezwłocznie poinformuj o tym kierownika/przełożonego. Nie podejmuj niepotrzebnego ryzyka.

Praca z olejami

Niektóre oleje mogą zniszczyć naturalną ochronę twojej skóry. Aby temu zapobiec:

- Korzystaj z kremów ochronnych
- Unikaj niepotrzebnego kontaktu skóry z olejami
- Skontaktuj się z lekarzem, jeżeli zaobserwujesz jakiegokolwiek problemy skórne.
- Nie noś przez dłuższy okres czasu nasiąkniętej olejem odzieży lub obuwia.
- Myj się dokładnie po każdym okresie pracy
- Tam gdzie to konieczne, po pracy korzystaj z dostępnych kremów
- Nie używaj rozpuszczalników lub lekkich olei mineralnych do czyszczenia skóry.

Pojemniki ze sprężonym gazem

Opakowania ze stężonym gazem wymagają specjalnego z nimi obchodzenia się. Poniższe punkty powinny być uważnie przeczytane:

- Opakowania z gazem mogą być rozpoznawalne po kolorze. Wszyscy pracownicy korzystający z gazu, muszą być zaznajomieni z właściwościami używanych na terenie zakładu gazów.
- Zawory opakowań z gazami łatwopalnymi są przykręcone przeciwnie do wskazówek zegara.
- Zawory opakowań z gazami niepalnymi są przykręcone zgodnie ze wskazówkami zegara.
- Zawsze przechowuj opakowania z gazem w odpowiednich miejscach.
- Nigdy nie przechowuj tlenu i gazów łatwopalnych razem
- Opakowania z acetylenem muszą być przechowywane i używane w pozycji pionowej. Nigdy nie wykorzystuj opakowań z gazem do innych czynności, do których nie są przystosowane, np. do rolowania, wspierania lub podnoszenia/blokowania.
- Zawsze obchodź się z opakowaniami z gazem delikatnie i zgodnie z instrukcjami.
- Jeżeli podejrzewasz lub znalazłeś przeciek w opakowaniu z gazem, natychmiast zakręć doływ gazu w głównym zaworze i poinformuj przełożonego/kierownika. Nigdy nie szukaj przecieku z niezabezpieczonym ogniem.
- Opakowania muszą być transportowane w pozycji pionowej w odpowiednio przystosowanych kratkach. Muszą być zawsze odpowiednio zabezpieczone. Nigdy nie kładź opakowań w poprzek wideł, podnośnika widłowego.
- Jeżeli z jakiegoś powodu opakowania z acetylenem były przechowywane w pozycji poziomej, muszą zostać postawione pionowo i odczekać w tej pozycji przez kilka godzin, zanim będzie można z nich korzystać.
- Zdaj sobie sprawę z niebezpieczeństwa wycieku tlenu. Nasilenie tlenu w zamkniętym pomieszczeniu może doprowadzić do intensywnego pożaru jeżeli dojdzie do kontaktu z ogniem lub iskrami. Zawsze niezwłocznie informuj swojego przełożonego o przecieku tlenu.
- Nigdy nie otwieraj zaworów z tlenem w pobliżu ognia i upewnij się, że nie są one zanieczyszczone olejem lub smarem. Ta kombinacja może doprowadzić do eksplozji.

Bezpieczeństwo w biurze

Ogólne bezpieczeństwo

Potknięcia, przewrócenia i upadki stanowią większość wypadków na terenie biur i są zazwyczaj rezultatem przenoszenia lub podnoszenia czegoś. Może do nich dojść ze względu na stan podłóg, złe oświetlenie lub nieporządek. Większość wypadków jest łatwa do uniknięcia, gdy zapamiętane będą kolejne punkty:

- Nie pozwól aby kable powodowały niebezpieczeństwo przewrócenia.
- Natychmiast usuń rozlania.
- Nie blokuj przejść, korytarzy i klatek
- Niezwłocznie zgłoś uszkodzone wykładziny lub inne pokrycie podłóg.
- Niezwłocznie zgłoś uszkodzone poręcze na klatkach, lub niedziałające oświetlenie.
- Nie zostawiaj otwartych szuflad w biurkach lub szafach.
- Umieść śmieci papierowe w przygotowanych to tego celu pojemnikach na makulaturę.

Elektryczność

Generalnie rzecz biorąc, przestrzeń biurowa jest mniej niebezpieczna niż inne tereny, jednakże duża ilość sprzętu elektrycznego musi ciągle być brana pod uwagę w celu uniknięcia wypadków.

- Nie przeciążaj kontaktów
- Sprawdzaj kable, wtyczki, itd. zanim włączysz sprzęt. Zwracaj uwagę na uszkodzone kable oraz obluźowane wtyczki i kontakty.
- Nie mocz sprzętu elektrycznego. Nie używaj mokrego sprzętu elektrycznego ani przedłużaczy.
- Nie próbuj naprawiać niesprawnego sprzętu, chyba że jesteś do tego upoważniony.
- Wyłącz sprzęt przed wyjęciem wtyczki z gniazdka i przed czyszczeniem
- Zgłoś jakikolwiek niesprawny sprzęt elektryczny.

Sprzęt i wyposażenie biura

Pomimo, że biura są zazwyczaj bezpieczniejsze niż tereny produkcyjne, wypadki będą się ciągle zdarzały, jeżeli nie będzie brane pod uwagę bezpieczeństwo w obchodzeniu się z wyposażeniem.

- Nie korzystaj ze sprzętu, jeżeli nie zostałeś odpowiednio przeszkolony
- Nie włączaj sprzętu, jeżeli nie wiesz jak go wyłączyć.
- Nigdy nie próbuj czyścić sprzętu, jeżeli jest podłączony do prądu.
- Upewnij się, że ochraniacze i sprzęt bezpieczeństwa znajduje się w odpowiednim miejscu, zanim rozpoczniesz używanie sprzętu.
- Upewnij się, że twoja odzież, biżuteria i włosy nie wplączą się w urządzenie.
- Jeżeli używasz narzędzi, upewnij się, że są w dobrym stanie i odpowiednie, do wykonywanej czynności. Nigdy nie improwizuj, np. używając noża zamiast śrubokrętu.
- Używaj tylko dopuszczalnego sprzętu, takiego jak drabiny lub stopnie, a nie krzesel, pudeł, itd.
- Bądź bardzo ostrożny podczas korzystania z gilotyny albo niszczarki.

Niebezpieczne substancje

Jeżeli chodzi o biura, niebezpieczne substancje nie stanowią częstego zagrożenia i przyczyn wypadków. Jakakolwiek substancja w opakowaniu z ostrzegawczą plaketką, powinna być traktowana wg opisu na plaketce. Jeżeli substancja ma być przelana korzystaj tylko z odpowiednich opakowań, z odpowiednimi etykietami. Wszystkie łatwopalne ciecze powinny być przechowywane w odpowiednich metalowych szafach.

Praca z VDU – otrzymacie szkolenie online w zakresie pracy z VDU

Monitory (VDU) są standardowym wyposażeniem biura, lecz są źródłem historyjek odnośnie złego wpływu na nasze zdrowie.

Pierwsza pomoc

Zasady pierwszej pomocy

Zasady Pierwszej Pomocy (1981) zobowiązują firmy do zapewnienia odpowiedniego wyposażenia, udogodnień i odpowiedniego personelu, tak aby pierwsza pomoc mogła być udzielona każdemu pracownikowi, który miał wypadek, lub zachorował w pracy. Aby dostosować się do tych wymogów, firma zapewnia we wszystkich fabrykach:

- Zestawy pierwszej pomocy, zawierające wszystkie rekomendowane opatrunki, bandaże, itd.,
- Wybraną osobę, która jest odpowiedzialna za przygotowanie pierwszej pomocy.
- Radę i informację dla wszystkich pracowników dotyczącą podstaw pierwszej pomocy
- Informacje identyfikujące osoby odpowiedzialne za udzielenie pierwszej pomocy i lokalizację zestawów pierwszej pomocy.

Uwaga – zestawy pierwszej pomocy nie zawierają żadnych lekarstw. Było by to niezgodne z prawem, gdyby Firma, lub osoby reprezentujące Firmę, wydawały lekarstwa. Pracownicy, którzy potrzebują środki przeciwbólowe, powinni się sami w nie zaopatrzyć i zażywać je zgodnie z instrukcjami.

W przypadku zranienia lub choroby

W wypadku zranienia lub choroby pracownicy powinni się skontaktować z przełożonym albo z osobą udzielającą pierwszej pomocy w celu uzyskania tej pomocy. Osoby te, upewnią się, iż zdarzenie i odpowiednia kuracja zostały zarejestrowane w książce wypadków.

W razie potrzeby uzyskania dodatkowych informacji na temat Health and Safety poszukaj informacji na www.hse.gov.uk

Prawo, Regulacje, Podziękowania autorskie

Prawo bezpieczeństwa i higieny pracy

Ten podręcznik powinien być zgodny z następującymi prawami i ustawami:

- Health and Safety at Work Act 1974
- Control of Substances Hazardous to Health Regulations (2002)
- Control of noise at work Regulations 2005
- Manual Handling Operations Regulations (1992)
- Provision and use of Work Equipment Regulations (1992)
- Personal Protective Equipment Regulations (1992)
- Health and Safety (Display Screen Regulations) (1992) (as amended 2002)
- Health and Safety (First Aid) Regulations (1981) (as amended) Wstęp
- Health and Safety (Safety signs and signals) Regulations (1996)
- Health and Safety Information for Employees regulations (1989)
- Pressure Systems and Transportable Gas Containers Regulations (1989)
- Factories Act (1961)

Podziękowania autorskie

Ulotki i informatory BHP wykorzystane w tym informatorze:

HSC6	Writing a Safety Policy Statement
IAC (L) 93	Getting to grips with manual handling
IND (G) I36(rev5)	COSHH – The new brief guide for employers
IND (G) 62L	Protecting your health at work
IND (G) 229L	Using work equipment safely
IND (G) 193L	Officewise
IND (G) 36L	Working with VDU's
IND (G) 214L	First aid at work your questions answered
IND (G) 215L	Basic advice for first aid at work
IND (G) 199	Managing vehicle safely in the workplace
IND (G) 174L	A short guide to the personal protective equipment at work regulations
IND (G) 225	Preventing slips, trips and falls at work
IND (G) 143	Getting to grips with manual handling
IND (G) 363 (WEB)	Don't lose your hearing
IND 36 (rev4)	Working with display screen equipment

Performance, Procedures, Policies and Other Information

Company premises and property

You must not bring any unauthorised person onto company property without prior agreement from your manager or unless you are authorised to do so as part of your job. In these circumstances you are responsible for ensuring that your visitors are appropriately monitored during their stay and that they do not access areas or company property inappropriately. You must not remove company property from the organisation's premises unless you have prior authority.

Conflict of interest

You should not, directly or indirectly, engage in, or have any interest, financial or otherwise, in any other business enterprise which interferes or is likely to interfere with your independent exercise of judgement in Garrard's best interest unless specifically agreed in writing with a director of the company. If you are in any doubt as to whether an activity involves a conflict you should discuss the situation with your manager.

Confidentiality

It is a condition of your employment that you have a duty of confidentiality with regards to Garrard Windows Ltd. During the course of your employment you may find yourself in possession of sensitive information, the disclosure of which could be construed as a breach of confidentiality to the company. You must not discuss any company sensitive or confidential matter whatsoever with any outside organisation. Any such breach of confidentiality could be deemed as gross misconduct.

Computer, email and internet use

Limited personal use of the internet is permitted during your breaks. All internet use is monitored and accessing pornographic or other unsuitable material is strictly prohibited and may result in disciplinary action.

Personal property

Any personal property including bikes and vehicles left on Garrard's premises is done so entirely at your own risk. You are strongly advised not to leave any valuables unattended, either on our premises, our vehicles or in your own vehicle. Garrard does not accept any liability for loss or damage to any personal property whatsoever.

Maternity and Paternity Leave and Pay

We operate statutory maternity and paternity leave and pay. You will need to give notice of leave in accordance with the statutory guidelines. There is an online form to be completed and passed to Angie, for further details go to: <https://www.gov.uk/pay-leave-for-parents>.

Absence for holiday or sickness

Sickness - you or someone on your behalf should inform the company on the first day of sickness before 8a.m if you are unable to attend work. An absence form should be completed on your return. For full details relating to sickness please refer to your contract of employment.

Holiday - Will be agreed to on a first come first served basis. Your holiday must be agreed by your manager and you must ensure it has been agreed before you make any arrangements e.g. booking flights. Please submit a holiday form as early as you can to avoid your request for time off being rejected. Please bear in mind that we need to have adequate cover in each department.

Notice periods

The length of notice required depends on your length of service. Please refer to your contract of employment for full details. Before final wages are released, all company property must be returned. Any outstanding money owed to the company by you may be deducted from your final wages including any overpayments in respect of holiday taken in excess of entitlement.

Pay review

Salaries will be reviewed every April and if so decided be implemented with effect from the first week of May. If the pay review is to be postponed for any reason you will be informed. Consideration will be given to amongst other things 1) attitude and ability 2) length of service and 3) absenteeism and punctuality.

Wydajność, procedury, polityka i dodatkowe informacje

Jeśli potrzebujesz pomocy w przetłumaczeniu/zrozumieniu czegokolwiek ze zbioru tych informacji prosimy o kontakt z HR.

Siedziba i własność prywatna firmy

Nie można wprowadzać na teren fabryki żadnych nieodpowiednich osób, chyba że masz uprzednią zgodę od swojego przełożonego lub wymagają tego twoje obowiązki w pracy. W takich przypadkach, to twoim obowiązkiem jest upewnić się, że odwiedzający są odpowiednio monitorowani podczas ich wizyty i że nie znajdują się w miejscach dla nich nieodpowiednich.

Nie wolno wynosić żadnych własności prywatnych firmy poza siedzibę firmy, chyba że masz uprzednią zgodę.

Konflikt interesów

Nie wolno ci w żaden sposób, pośredni lub bezpośredni angażować się lub interesować jakimikolwiek interesami firmy, finansowymi lub każdymi innymi, które wychodzą poza zakres twoich prywatnych obowiązków, które powinny leżeć w interesie firmy Garrard's, chyba że masz pisemną zgodę na takie działania od dyrektora firmy.

Zasady zachowania poufności

Jednym z warunków zatrudnienia jest obowiązek utrzymania całkowitej poufności odnośnie firmy Garrard Windows Ltd. W trakcie zatrudnienia możesz spotkać się z informacjami, których rozpowszechnienie będzie naruszeniem warunku utrzymania poufności. Pod żadnym pozorem nie wolno Ci tych informacji rozpowszechniać lub omawiać z innymi organizacjami. Naruszenie tych zasad może stanowić poważne wykroczenie.

Korzystanie z komputera, maila, internetu

W trakcie przerw dopuszcza się ograniczony dostęp do internetu. Każde twoje działanie w internecie jest monitorowane, a przeglądanie stron pornograficznych lub innych nieodpowiednich materiałów jest całkowicie zabronione i może skończyć się wszczęciem postępowania dyscyplinarnego.

Własność prywatna pracowników

Pozostawienie jakiegokolwiek własności prywatnej typu rower lub samochód na terenie firmy Garrard's jest całkowicie twoim ryzykiem. Radzimy nie pozostawiać żadnych rzeczy wartościowych na terenie siedziby firmy, w samochodach służbowych lub prywatnych. Garrard nie ponosi żadnej odpowiedzialności za utracone lub zniszczone własności prywatne.

Urlop i zasiłek macierzyński / ojcowski

Udzielamy ustawowego urlopu i zasiłku macierzyńskiego oraz ojcowskiego. Musisz powiadomić o urlopie w formie pisemnej, dokładnie kiedy jest Twój ostatni dzień pracy i data powrotu zgodnie z wytycznymi ustawy. Wypełniona formę dostarczyć do Angie. Aby uzyskać więcej informacji prosimy sprawdzić stronę <https://www.gov.uk/pay-leave-for-parents>.

Nieobecność z powodu urlopu lub choroby

Choroba – ty lub ktoś w twoim imieniu powinien poinformować firmę w pierwszym dniu choroby przed 8.00 rano jeśli nie jesteś w stanie stawić się w pracy. Formularz urlopowy/nieobecności powinien być uzupełniony po twoim powrocie do pracy. Więcej szczegółowych informacji znajdziesz w swoim kontrakcie.

Urlop – Urlop jest przyznawany na zasadzie, kto pierwszy ten lepszy. Twój urlop musi być uzgodniony z twoim przełożonym i musisz mieć pewność, że został zaakceptowany zanim zamówisz sobie np. bilet na samolot. Prosimy o dostarczenie wniosku urlopowego lub zgłoszenia nieobecności jak najwcześniej, żeby mieć pewność, że prośba nie zostanie odrzucona. Proszę pamiętać, że musimy zorganizować odpowiednie zastępstwa w każdym z działów.

Okres wypowiedzenia

Okres wypowiedzenia zależy od okresu przepracowanego dla firmy. Więcej szczegółowych informacji znajdziesz w swoim kontrakcie. Przed całkowitym, końcowym rozliczeniem się z pracownikiem jesteś zobowiązany do zwrotu wszelkiej własności firmy. Jakiegokolwiek nieuregulowane płatności od ciebie dla firmy mogą zostać odciążone z twojej pensji łącznie z nadpłatami wynikającymi z powodu wybrania zbyt wielu dni urlopu w ciągu roku.

Rewizja płac

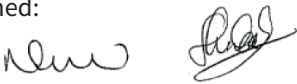
Płace będą weryfikowane w kwietniu każdego roku i wprowadzane w życie począwszy od pierwszego tygodnia maja. Jeśli ma być ono z jakiegokolwiek powodu przesunięte to zostaniesz o tym poinformowany. Do czynników wpływających na zmianę plac będą należeć między innymi 1) podejście i umiejętności 2) staż pracy, 3) nieobecności i punktualność w pracy.

This is the statement of general policy and arrangements for: Garrard Windows Ltd

Overall and final responsibility for health and safety is that of: Steve Leek – Director

Day-to-Day responsibility for ensuring this policy is put into practice is delegated to: Natasha Williams – Director

	Responsibility of: Name/Title	Action/Arrangements
To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities.	Natasha Williams Director	Relevant risk assessments completed and actions arising out of those assessments implemented. Risk assessments are reviewed when working habits or conditions change.
To provide adequate training to ensure employees are competent to do their work.	Factories Steve Dennafor , Colin Nappin - Factory Managers Offices Natasha Williams – Director, Lucy Griffith – Office Manager Transport Gerry Hill – Transport manager	Induction training is given to new employees including manual handling, fire awareness and noise awareness. The training courses are carried out online. On the job training is carried out one to one. The factory or office managers are responsible for ensuring the employee receives adequate help and support to do their job.
To engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health.	Factories Colin Nappin, Steve Dennafor – Factory managers Offices Natasha Williams - Director Lucy Griffith – Office manager Transport Gerry Hill – Transport manager	Factory managers and supervisors are available on the shop floor for employees to report any H&S issues. A whiteboard is available for any employee to report any machinery faults. There are also two service machinery engineers available every day to report faulty machinery to. Regular newsletters are circulated to all staff with details of who to contact for H&S matters. Information is displayed on noticeboards. Management contact details are given in the staff handbook. A vehicle repair sheet is kept and completed by the drivers. Servicing requirements are managed by Natasha and Gerry Hill.
To implement emergency procedures – evacuation in case of fire or other significant incident.	Natasha Williams – Director Steve Dennafor Colin Nappin – Factory Managers Seb Marszalek – Fire Manager Fire Wardens	Escape routes well signed and kept clear at all times. Evacuation plans written by NW and tested regularly. Emergency lighting tested. Fire wardens designated for each area. Fire alarm maintained and tested regularly. Copies of evacuation procedures on each noticeboard and given to each fire warden.

To maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances.	Steve Dennaforde – Factory Manager Natasha Williams – Director Steve Leek - Director	Toilets, washing facilities, hot and cold drinking water provided. Machinery and equipment regularly maintained (engineers in attendance). Any problems with machinery to be written on the whiteboard in the factory and if not rectified to also be brought to SD attention. Regular safety check sheets are completed by CN and DH and given to NW to review. The check sheet advises of any first aid requirements, PPE, machinery problems and any other H&S issues. Safe storage and disposal methods provided for substances where required.
Health & Safety representative	<i>Nikki Pearce – if you have any concerns or questions please see Nikki who is in unit 1-2 office</i>	
First Aid Box and Accident Book is situated	<i>Unit 1&2 – In the cupboard under the sink at the bottom of the spiral stairs from Steve and Colin’s office Unit 3 – On the wall by Aluminium office</i>	
AED (defibrillator machines)	<i>Unit 1&2 – At the top of the stairs of the office – on window cill Unit 3 - In the kitchen near the offices/main entrance.</i>	
Signed: Natasha Williams and Steve Leek Directors	Signed: 	Dated: February 2017
Subject to review and monitoring and revision by	Natasha Williams	Every year or sooner if circumstances change

Substance Misuse Policy

1 Introduction

- 1.1 The Company is committed to maintaining healthy, safe and productive working conditions for its entire staff. The Company recognises the impact that both alcohol and drugs may have upon an individual’s ability to work safely and correctly and, as such, the Company aims to ensure a working environment free from the inappropriate use of substances and where its employees are able to carry out their duties in a safe and efficient manner. The Company recognises that in certain circumstances an alcohol or drug problem can be an illness.
- 1.2 This policy is designed to prevent and treat problems created in the workplace by inappropriate alcohol consumption and drug usage.
- 1.3 Matters concerning alcohol or drug misuse will be kept confidential as far as possible though in certain circumstances it will be necessary to inform an employee’s manager of alcohol/drug issues.

2 Policy objectives

- 2.1 To alert all employees to the risks associated with drinking alcohol and using non-medicinal drugs and to promote good practice and a progressive change of behaviour and attitude concerning use.
- 2.2 To encourage and assist employees who suspect or know that they have an alcohol or drug problem to seek help at an early stage.
- 2.3 To offer where appropriate an employee a referral to an appropriate agency or department for assessment and, if necessary, specialist help.

3 Policy application

- 3.1 This policy applies to all employees within the Company. For the purposes of this policy the term ‘drug’ includes:

- 3.1.1 substances covered by the Misuse of Drugs Act 1971 (referred to as controlled drugs);
 - 3.1.2 prescribed and over-the-counter drugs;
 - 3.1.3 solvents and any other substances.
- 3.2 In addition to the Company's employees, this policy shall be observed by all agency staff, contractors, consultants and any other individual working for, at or on behalf of, the Company.

4 Disciplinary rules

- 4.1 The standards are as follows:
- 4.1.1 The consumption of alcohol by members of staff is inappropriate at any time when working or before work whenever work performance might be adversely affected, except in a genuine case of customer entertaining.
 - 4.1.2 The use of drugs by members of staff is inappropriate at any time when working or before work whenever work performance might be affected. Employees who are prescribed by their doctor drugs that may affect their ability to work AND/OR drive AND/OR operate machinery should immediately discuss the problem with their manager.
 - 4.1.3 Dispensing, distributing, possessing, using, selling or offering to buy controlled drugs at work is prohibited. Any such activity (including reasonable suspicion of it) on the Company's premises will be reported immediately to the police.
 - 4.1.4 Any employee who is found to be in breach of these rules will be liable to dismissal on the grounds of gross misconduct under the Company's disciplinary procedure.

5 Medical examination

- 5.1 If the Company suspects that there has been a breach of the above provisions, or an employee's work performance or conduct has been impaired through drug or alcohol abuse the Company will immediately invoke its disciplinary procedure which may result in the employee's dismissal or other disciplinary action. In investigating the incident, however, the Company may require the employee to undergo a medical examination to determine the cause of the problem.
- 5.2 If, having undergone a medical examination, it is confirmed that the employee has no underlying drug or alcohol problem, the Company will continue to deal with the issue under its disciplinary procedure.
- 5.3 If, having undergone a medical examination, it is confirmed that the employee has been positively tested for a controlled drug, or the employee admits to having a drug and/or alcohol problem, the Company reserves the right to suspend the employee from work on full pay to allow the Company to decide whether to deal with the matter under the terms of the disciplinary procedure or to refer the employee for treatment and rehabilitation pursuant to paragraphs 7.2 below.

6 Monitoring this policy

- 6.1 To assist in the effective implementation of this policy, the Company reserves the right to have tests carried out on employees following any incident or act of misconduct, where there is a reasonable suspicion on the part of a senior manager that drugs and/or alcohol may have been a contributory factor.
- 6.2 Where testing takes place the individual will be expected to sign a written consent to be tested. Failure to give consent, or refusal to supply the urine sample, will be considered to be a breach of these rules and may lead to disciplinary action being taken.
- 6.3 The Company reserves the right to search employees AND/OR any employee property held on the Company's premises AND/OR employees' work spaces or their Company car at any time if the employee's senior manager believes that the prohibition on substances is being or has been infringed.
- 6.4 If an employee refuses to comply with the search procedure, such refusal will normally be treated as amounting to gross misconduct and will entitle the Company to take disciplinary action.

7 Identifying the need for referral

- 7.1 An individual employee may choose to seek help on a completely voluntary basis. Employees who believe that they have an alcohol and/or drug problem should seek specialist help as soon as possible.
- 7.2 If an employee requests assistance voluntarily prior to management being aware of poor work performance, the matter will be kept confidential. If time off work is needed for a recovery programme, or there is a requirement to change an employee's duties or working environment, the employee's manager will need to be informed.
- 7.3 An employee's supervisor may identify them as having poor health, attendance or work performance which may be due to a drug- or alcohol-related problem.
- 7.4 Natasha Williams is available to provide advice and assistance to managers and employees as required.

- 7.5 A colleague or supervisor who identifies a possible drug- or alcohol-related problem should draw this to the attention of the employee's relevant manager, who may then arrange to interview the employee.
- 7.6 The purpose of the interview is to:
- 7.6.1 discuss with the employee their deteriorating work and/or behaviour and ask if they wish to comment;
 - 7.6.2 inform the employee of the possible disciplinary consequences in continuing with the present pattern of work/behaviour;
 - 7.6.3 offer the employee referral to occupational health for medical advice; and
 - 7.6.4 determine whether disciplinary action will be taken with regard to the original incident.
- 7.7 If the employee rejects an offer for referral to occupational health then the manager should make a full assessment of the situation deciding whether it is appropriate to take disciplinary action at that stage.
- 8 Organisational responsibility**
- 8.1 The Company will endorse this policy and periodically consider the need for review.
- 8.2 Managers will, in respect of their own unit:
- 8.2.1 promote the policy and ensure its effective implementation;
 - 8.2.2 ensure that managers understand their responsibilities for action and confidentiality to ensure consistency of approach;
 - 8.2.3 be alert to the signs of misuse of alcohol and drugs and deal with individual cases in accordance with this policy.
- 8.3 All employees are expected to:
- 8.3.1 take personal responsibility for their own alcohol consumption and/or drug use; and
 - 8.3.2 cooperate with management in assisting colleagues who have an alcohol or drug use problem.

Anti Bribery Policy

Introduction

The Company is committed to implementing and enforcing effective systems to counter bribery. Therefore, it is the Company's policy to conduct all aspects of its business in an honest and ethical manner at all times. Under UK law (UK Bribery Act 2010), bribery and corruption is punishable for individuals by up to ten years imprisonment. If the Company is found to have taken part in the corruption or lacks adequate procedures to prevent Bribery, it could face an unlimited fine and be excluded from tendering for Government contracts.

Policy

The aim of this policy is to help the Company act in accordance with the Bribery Act 2010, maintain the highest possible standards of business practice, and advise individuals of the Company's zero-tolerance to bribery. This policy applies to all permanent and fixed-term staff employed by the Company, and any contractors, consultants or other persons acting under or on behalf of the Company.

The Company will not:

- Make contributions of any kind with the purpose of gaining any commercial advantage.
- Provide gifts or hospitality with the intention of persuading anyone to act improperly, or to influence a public official in the performance of their duties.
- Make, or accept, "kickbacks" of any kind.

Company Responsibility

The Company will:

- Keep appropriate internal records that will evidence the business reason for making any payments to third parties.
- Encourage employees to raise concerns about any issue or suspicion of malpractice at the earliest possible stage.
- See that anyone raising a concern about bribery will not suffer any detriment as a result, even if they turn out to be mistaken.

Employee Responsibility:

Employees must not:

- Accept any financial or other reward from any person in return for providing some favour.
- Request a financial or other reward from any person in return for providing some favour.
- Offer any financial or other reward from any person in return for providing some favour.

Non Compliance

All employees have a role to play in enforcing the policy and are required to deal with any observed or reported breaches. Should employees feel apprehensive about their own safety in regard to addressing any breach, they should seek senior management support.

Failure to comply with this policy may lead to a lack of clarity over job role, learning needs or expected standards of performance, resulting in reduced effectiveness or efficiency, underperformance and putting service delivery at risk.

Any member of staff refusing to observe the policy will be liable to disciplinary action in accordance with the Company's Disciplinary Policy up to and including dismissal.

Implementation of the Policy

Overall responsibility for policy implementation and review rests with the Company senior management. However, all employees are required to adhere to and support the implementation of the policy. The Company will inform all existing employees about this policy and their role in the implementation of the policy. They will also give all new employees notice of the policy on induction to the Company.

This policy will be implemented through the development and maintenance of procedures for appraisals and one-to-one meetings, using template forms, and guidance given to both managers and employees on the process.

This Policy was approved & authorised by:

Name:	Natasha Williams and Steve Leek
Position:	Directors
Date:	February 2017

Signature:



Monitoring Policy

The policy will be monitored on an on-going basis, monitoring of the policy is essential to assess how effective the Company has been.

Reviewing Policy

This policy will be reviewed and, if necessary, revised in the light of legislative or codes of practice and organisational changes. Improvements will be made to the management by learning from experience and the use of established reviews.

Policy review date: Annually

Policy Amendments

Should any amendments, revisions, or updates be made to this policy it is the responsibility of the Company senior management to see that all relevant employees receive notice. Written notice and/or training will be considered.

Additional Information

If you require any additional information or clarification regarding this policy, please contact your manager. In the unlikely event where you are unhappy with any decision made, you should use the Company's formal Grievance Procedure.

To the extent that the requirements of this policy reflect statutory provisions, they will alter automatically when and if those requirements are changed.

Sickness and Attendance Policy and Procedure

1 Policy

- 1.1 The Company is committed to ensuring that its employees attend work whenever they are fit for work. However, the Company also recognises that people do become ill and need to be absent from work. Where this is the case, the Company will, through consultation with the employee and medical advisers when appropriate, manage such absence with the ultimate aim of getting the employee back to work as soon as possible, giving appropriate and reasonable assistance to achieve that aim. This policy sets out the likely steps involved in managing sickness and attendance, but the Company may use a different procedure or take additional steps as required in individual cases.
- 1.2 The Company has developed this policy and procedure to help facilitate the management of employees' attendance but certain obligations are contractual requirements with which an employee must comply. These contractual obligations are set out at paragraphs 4.2 (Your obligations), 6.4 (Recovery of damages), 12.1 (Medical examination). This policy and procedure is not otherwise contractual and does not form part of an employee's contract of employment.
- 1.3 The Company reserves the right to make additions or alterations to this policy and procedure from time to time and employees will be notified of any such additions or alterations.

2 Scope

- 2.1 This policy and procedure applies to all employees of the Company.

3 Principles

- 3.1. Attendance will be managed fairly, reasonably and in a consistent manner. Records will be kept.
- 3.2. Attendance will be managed in line with relevant employment legislation and best practice principles.
- 3.3. Management of attendance will focus on the employee's level of absence and the reason or reasons for the absence.
- 3.4. An employee will be advised of any concerns that the Company has about his attendance level at the earliest opportunity.
- 3.5. Persistent or unauthorised absence may result in disciplinary action.
- 3.6. The Company will implement this policy in line with the principles of the equal opportunities and with due regard to an employees disability and the Company's duty to make reasonable adjustments to its arrangements, policies and procedures, where applicable.
- 3.7. If the termination of employment becomes a possible outcome, the Company will implement this policy in line with the principles of the Company's capability procedure or, as appropriate, its dismissal and disciplinary procedure.
- 3.8. The Company will comply with relevant data protection laws when handling information about an employee's health.

4. Responsibilities

- 4.1. It is the responsibility of all to:
 - 4.1.1. ensure that this sickness and attendance policy and procedure is accessible to all employees;
 - 4.1.2. ensure that this sickness and attendance policy and procedure is implemented effectively and complied with at all times;
 - 4.1.3. communicate to staff the required standards of attendance;
 - 4.1.4. closely monitor and manage the absence of and maintain written attendance records for all employees for whom they are responsible, including dates of absence and the reason for each absence;
 - 4.1.5. seek guidance from Natasha Williams on the appropriate management of sickness absence, in particular where an employee is absent on a persistent, intermittent, short-term basis or long-term basis and/or where issues of medical evidence arise; and
 - 4.1.6. obtain medical evidence from an employee's general practitioner and/or another doctor nominated by the Company and/or the Company's occupational health adviser and/or an occupational health professional from the Government's Fit for Work service, where appropriate, to ensure the Company has up to date medical information to assist with the management of employee attendance.
- 4.2. You must take responsibility for your own attendance at work and, if you are ill, your recovery and timely return to work. It is a contractual requirement that you must:

- 4.2.1. comply in a timely manner with the Company's notification and certification procedures, whether set out in this policy and procedure or as notified from time to time by the Company, and maintain communication with the Company;
- 4.2.2. comply with any reasonable request for a medical and/or occupational health report to be obtained from your general practitioner and/or another doctor nominated by the Company and/or the Company's occupational health adviser and/or an occupational health professional from the Government's Fit for Work service (where appropriate) and for that purpose undergo any medical and/or occupational health examination;
- 4.2.3. provide sufficient information to the Company as and when required to keep the Company informed of your condition and prognosis; and
- 4.2.4. co-operate with the Company to implement any advice from medical and/or occupational health practitioners in order to facilitate a timely return to work.

5. Procedure for absence reporting and certification

- 5.1. You must notify your immediate line manager of any absence at the earliest opportunity and no later than 8a.m on the first working day of absence and on every subsequent day of absence for the first seven days of absence. Where you are absent for more than seven days, the frequency and timing of contact will be agreed on a case by case basis, but as a minimum requirement you should keep your line manager informed throughout the period of absence, on at least a weekly basis. Where days of absence span a weekend, the weekend days count towards the seven-day absence period. If you are absent due to ill health, you will be required to give details of the nature of the illness and an indication of the anticipated length of absence. Leaving a message with a colleague to report an absence will not amount to proper notification.
- 5.2. If you are absent for seven days or less, you must complete an absence (self-certification) form immediately on your return to work. This form should be returned to your line manager as soon as possible, but in any event, no later than one working day following the return date. For an absence of more than seven days, in addition to completing the absence form you must obtain a Statement of Fitness for Work (also known as a 'Fit Note') from your GP or other treating doctor and forward this to your line manager within one working day of issue. If your absence continues after the expiry of the first Fit Note, further Fit Notes (or a Return to Work Plan from the Government's Fit for Work service) must be obtained as necessary to cover the whole period of absence and forwarded to your line manager within one working day of issue. Where days of absence span a weekend, the weekend days count towards the seven-day absence period.

6. Company sick pay and Statutory sick pay

- 6.1. Entitlement to Company sick pay and other arrangements in respect of absence are outlined in individual employment contracts. Further rules regarding payment are set out below.
- 6.2. Any payments are subject to the appropriate procedure being followed. These arrangements may be varied by the Company, depending on individual circumstances.
- 6.3. The payment of sick pay may be withheld:
 - 6.3.1. if the Company has reasonable grounds to believe that you are fit to work and are making misrepresentations with regard to your ability to work;
 - 6.3.2. if the Company has reasonable grounds to believe that your ill health is caused by your misuse of alcohol or illegal substances, or by any criminal act by you;
 - 6.3.3. if the Company has reasonable grounds to believe that the ill health or injury is self-inflicted or is incurred as a result of participation in either a dangerous sporting activity or in a professional sporting event of any kind, except where participation in such an event is approved in advance by the Company;
 - 6.3.4. if you have failed to comply with the Company certification and/or notification procedures; and/or
 - 6.3.5. if you fail to co-operate with the Company in implementing advice from a medical and/or occupational health practitioner to facilitate your return to work.
- 6.4. If your ill health or injury is the result of an accident caused by a third party in respect of which damages are recoverable then you must:
 - 6.4.1. notify the Company immediately of all the relevant circumstances and of any claim, compromise, settlement or judgment made or awarded in connection with it;
 - 6.4.2. give to the Company such information concerning the above matters as the Company may reasonably require; and
 - 6.4.3. if the Company so requires, refund to the Company any amount received by you from any such third party provided that the refund will be no more than the amount which you have recovered in respect of the sick pay which you have received.

Sick Pay

- 6.5. Subject to certain exceptions, you will be entitled to receive statutory sick pay („SSP”) for a maximum of 28 weeks in any period of entitlement (the maximum such period being three years) in accordance with the prevailing regulations. Payment of SSP discharges any obligation to pay Company sick pay (ie SSP is not in addition to Company sick pay but is included in it).
- 6.5.1. SSP is not payable for the first three days (called waiting days). The rate of SSP will vary depending on your normal weekly earnings and the rate prescribed by the prevailing regulations. Details of the current rate can be obtained from HR.
- 6.5.2. You will only receive SSP when there is a period of four or more days’ sickness. SSP will only be paid on days on which you would normally be working.
- 6.5.3. The principal requirements in order to qualify for SSP are that you must:
- have four or more consecutive days of sickness (which may include Saturdays, Sundays and holidays) during which you are too ill to be capable of doing your work;
 - notify your absence to your line manager on the first day of absence and thereafter weekly; and
 - supply evidence of incapacity, namely a self-certification form for periods of less than seven calendar days and a Statement of Fitness for Work (also known as a Fit Note), or a Return to Work Plan from the Government’s Fit for Work service, for any period after the first seven calendar days.
- 6.6. In the event of absence from work due to illness or injury, you may, subject to your compliance with clause 6 and after successful completion of the probationary period, be eligible to receive an amount equivalent to your basic salary as contractual sick pay. Note that payment (in excess of statutory sick pay) for absence due to illness or injury at any time during your employment will be at the sole discretion of the Employer. Such payments will include any entitlement to any statutory sick pay due in accordance with applicable legislation in force at the time of the absence.

7. Holidays

- 7.1. Holidays in excess of the minimum entitlement required under the Work Time Regulations 1998 will continue to accrue during any period of sickness absence. The minimum holiday entitlement required under the Working Time Regulations 1998 will continue to accrue if you are absent due to illness.
- 7.2. Any holidays that are taken while an individual is on long-term sickness should be booked and authorised in the normal way. Sick pay will not be paid in respect of any period that is taken as paid holiday.
- 7.3. The normal restrictions on carrying over holiday entitlement will apply. As such, any holiday accrued but not taken by the end of the holiday year will be lost, unless you have not had the opportunity to take your minimum holiday under the Working Time Regulations 1998 due to being absent during the whole or part of a holiday year. If you are in this situation, please contact HR for information on the rules regarding carrying forward untaken holiday.

8. Return to work and absence meetings

- 8.1. When you return to work following a period of continuous sickness of 10 working days or more your line manager will conduct a return to work interview within three working days of the day of return. The purpose of the meeting will be to establish:
- 8.1.1. the reason for, and cause of your absence;
- 8.1.2. that you are in fact fit to return to work; and
- 8.1.3. whether there is anything the manager or the Company can do to assist you.
- 8.2. If you wish to return to work prior to the date noted on a Fit Note (or Return to Work Plan from the Government’s Fit for Work service) in cases of long-term absence or a serious health condition, you may be asked to see the Company’s nominated medical practitioner and/or occupational health adviser to confirm you are fit to return to work before you may return. In addition, where your general practitioner or consultant specifically advises that you are not fit to return to work and must not return to work, you will not be permitted to return. This does not mean that you must always remain absent to the date specified in your current Fit Note (or Return to Work Plan from the Government’s Fit for Work service) if you feel able to return before that date, and it does not mean that you must always seek your doctor’s agreement to returning earlier than the date specified in the Fit Note (or Return to Work Plan from the Government’s Fit for Work service). Return to work is subject to any risk assessment or adjustment necessary for you having been made by the Company before the proposed earlier return date.
- 8.3. Where your line manager is concerned about the level or pattern of short-term absence, he may conduct an informal guidance meeting with you.

- 8.4. Where your line manager has serious concerns about the level or pattern of short-term absence, he may, following a return to work meeting, commence attendance monitoring (see paragraph 9 below) and deal with the situation under the Company's capability procedure OR disciplinary and dismissal procedure.

9. Attendance management

The manner in which attendance is managed will depend on whether the absence is made up of a series of shorter term absences over a period, whether for the same health condition or a variety of different conditions (see paragraph Persistent, intermittent short-term absences below), or is one continuous period, or several continuous periods, of long-term absence (see paragraph Long-term absence or absences below).

10. Persistent, intermittent, short-term absences

- 10.1. Where full measures to manage attendance are required we will usually follow the procedure outlined below. However we reserve the right to take different action which we consider appropriate according to the particular circumstance.
- 10.2. In addition to the return to work discussions described above, if you are persistently or intermittently absent for short periods, your line manager will begin regular attendance reviews with you. These attendance reviews will usually be triggered where you are absent more than 2 times within 1 month. The attendance reviews will usually involve meeting with you on a regular basis, either in person at your place of work or (with your agreement) at your home or another location, or by telephone if a face to face meeting is not possible. The purpose of such reviews is to ensure that you are receiving appropriate support and that the Company has an up-to-date understanding of your state of health. You will be informed that your attendance is being monitored, and you will be asked to give any explanations or provide any further information you may wish to provide. The reviews will also seek to identify a level of improvement in your attendance that is acceptable to the Company and achievable in the circumstances, and any steps the employer can take to assist you in reaching that level of improvement. The reviews may also identify where further medical evidence may be required. If the medical evidence indicates that you have a disability, then the issue of reasonable adjustments will also be considered. The attendance reviews will usually be conducted by your line manager.
- 10.3. If your attendance has not improved to an acceptable level despite these attendance reviews, then we may invoke our disciplinary and capability procedure. This may lead to a written improvement notice and or a fine written warning being given and ultimately to dismissal.
- 10.4. Attendance reviews along the lines outlined above may also be conducted where the triggers set out in paragraph 10.2 are not met:
- 10.4.1. in order to consider any advice received from your medical practitioner that may facilitate your return to work; and/or
- 10.4.2. if the absence is causing the Company concern.

11. Long-term absence or absences

- 11.1. In cases of long-term absence, the Company will keep in regular contact with you in order to keep up to date with your state of health and when you might be expected to return. This contact will usually be with your line manager. The frequency of such contact will vary according to the particular circumstances and may, for example, be weekly, fortnightly or monthly. The Company will keep you informed of any developments affecting your work for us. Where appropriate, the Company may allow you to nominate a family member or friend as a contact, in addition to you, to assist in ensuring effective communication with the Company.
- 11.2. If you are absent for one or more periods totalling 4 weeks or more in any 6 month period, then the Company may invoke its capability OR disciplinary and dismissal procedure. This may lead to a final written warning being given and, ultimately, to dismissal.

12. Medical examination

- 12.1. You agree, as a contractual term of your employment, to undergo a medical examination by an occupational health practitioner or other medical practitioner at any time, if required to do so by the Company. The purpose of such examination may vary depending on the circumstances but is likely to be to understand your state of health and any medical condition, and the causes of such condition, to obtain an accurate prognosis and to obtain advice upon what, if any, reasonable adjustments could be made to facilitate your return to work. The Company will be entitled to see and retain a copy of any report, diagnosis or prognosis produced as a result of such examination and to discuss it with the occupational health practitioner/medical practitioner who produced the report, diagnosis or prognosis to the extent relevant to your employment or the performance of your duties.
- 12.2. Such health examinations will usually be considered and arranged once you have been absent for over [four] consecutive weeks, or for a total of four weeks in any period of six months but may be considered at other times, depending on the circumstances.

- 12.3. The Company, its occupational health staff and/or any other medical practitioner nominated by the Company may seek additional information from your general practitioner or consultant in accordance with the Access to Medical Reports Act 1988. You will be provided with the relevant consent forms to agree to the release of any such report.

13. Reasonable adjustments for disabled employees

- 13.1. The Company will comply with its obligations to make reasonable adjustments for disabled employees under the Equality Act 2010. An employee is disabled if he has a physical or mental condition which is long-term and which has a substantial effect on his ability to carry out normal day to day activities. An employee who is, or has been, absent due to illness may be disabled if he has a long-term condition that meets this definition, but this does not mean that all employees with health problems are disabled.
- 13.2. The Company will, wherever possible, consider all reasonable adjustments which could be made in respect of a disabled employee's work in order to facilitate his return to work or to assist him after a return to work. Such adjustments may include a reduction in hours, the transfer of certain duties to other employees, physical adjustments and retraining. Such adjustments may be adopted on a temporary or permanent basis depending on the circumstances of each case.
- 13.3. The Company will usually seek the employee's views in considering adjustments and will also usually ask the employee's doctor for advice. It is however for the Company, not the employee's doctor, to decide whether an employee is disabled and what adjustments are reasonable, though the doctor's advice will be taken into account. An employee's doctor may give information in a report and/or Fit Note as to what adjustments might assist the employee to return to work or to help him once he is back at work and, if the employee's doctor does so, these will be considered by the Company.

14. Alternative employment

- 14.1. If an employee is unable to return to his own job even with adjustments, his line manager will, with the assistance of and advice from an occupational health physician/other medical practitioner where appropriate, consider suitable alternative employment, although the Company will not be obliged to create a new position for this purpose.
- 14.2. If an employee is to return to work in an alternative role, revised terms and conditions will be discussed with them before such return.

15. Termination of employment for long-term sickness absence

- 15.1. Where an employee is not capable of returning to his job due to ill health even if reasonable adjustments are made, and no suitable alternative employment can be found, notice of termination may be issued following a period of consultation, as described in paragraph 9 above. The Company will seek to avoid dismissal for genuine long-term sickness absence wherever possible and in such cases will go through an appropriate consultation with the employee taking into account when the employee's health is expected to improve, whether alternative work is available, the effect of the absence on the Company, past practice and its obligations under the Equality Act 2010. If dismissal is then a possible outcome the Company will follow its capability OR dismissal procedure. In such circumstances pay may be given in lieu of notice.
- 15.2. The specific issues that will be considered if termination of employment is a possible outcome will include:
- 15.2.1. the likelihood and timescale of an improvement in health and subsequent attendance at work
 - 15.2.2. the availability of alternative work
 - 15.2.3. the effect of past and future absences on the organisation
 - 15.2.4. any advice received from the employee's or the Company's medical practitioner/occupational health service; and
 - 15.2.5. whether there are any reasonable adjustments which could be made with regard to the employee's work either to enable him to return or to assist him after his return

The Company will follow its capability OR dismissal procedure (but long-term absence will not be treated as a disciplinary issue).

- 15.3. The Company reserves the right to terminate an employee's employment, despite the effect of such termination on any actual or prospective entitlement under any permanent health insurance cover provided for the employee by the Company.

16. Specific absences

- 16.1. An employee who is absent from work due to a substance misuse problem will be treated in accordance with the Company's substance misuse policy.
- 16.2. Absences due to pregnancy-related illness, maternity leave and time off for antenatal appointments will not be taken into account when reviewing an individual's sickness attendance record.

16.3. Lateness linked to ill health will be managed in accordance with this policy. Lateness which is not linked to ill health may be dealt with in accordance with the Company's disciplinary procedure.

17. Right to be accompanied at meetings

17.1. You will be entitled to be accompanied by a trade union representative or a work colleague to any meetings which could result in a formal warning or some other disciplinary action. This will not normally include the attendance reviews described at paragraph 9 above unless a possible outcome of that meeting is a formal warning or other disciplinary action, in which case you will be advised in advance so that you can arrange for a companion.

Disciplinary and Capability Procedure

1 Introduction

1.1 The Disciplinary Procedure set out below is designed to ensure that all employees of the Company are treated fairly and consistently, to ensure the efficient and safe performance of work and to promote the maintenance of good relations between colleagues and between employees and their managers.

1.2 You should familiarise yourself with and abide by the Code of Conduct and Disciplinary Procedure.

1.3 The Disciplinary Procedure will be used where there are possible issues of misconduct, and to cases where an employee fails to perform to the required standard as a result of lack of skill, capability or training.

1.4 The Disciplinary Policy and Procedure is for guidance only. It is intended only as a statement of the Company's policy and does not form part of any contract of employment or otherwise have contractual effect. The Company reserves the right to make additions or alterations to the policy from time to time and you will be notified of any such additions or alterations.

1.5 Where appropriate, reference to the Company includes all group companies.

2 Code of conduct

2.1 The Code of Conduct is designed to cover the main areas of the standards of behaviour and performance required by the Company. The Code includes:

2.1.1 Company rules (see Section 2.3 below) with which you are required to comply;

2.1.2 examples of misconduct falling short of gross misconduct (see Section 2.4 below); and

2.1.3 examples of misconduct which the Company normally regards as gross misconduct (see Section 2.5 below).

2.2 A breach of the Company rules will render you liable to disciplinary action in accordance with the Disciplinary procedure. An instance of gross misconduct will normally render you liable to dismissal without notice.

2.3 Company rules

2.3.1 The Company rules and the examples of misconduct are not exhaustive. You are under a duty to comply with the standards of behaviour and performance required by the Company and to behave in a reasonable manner at all times. The Company rules include the following:

- (a) you are required to comply with the rules relating to notification of absence, which are set out in the Company's Sickness and attendance policy and procedure;
- (b) you are required to arrive at work promptly, ready to start work at your contracted starting times, and are required to remain at work until your contracted finishing times;
- (c) you may be offered to work additional hours at short notice, as the needs of the business require;
- (d) you must obtain management authorisation if for any reason you wish to arrive later or leave earlier than your normal start and finish times;
- (e) the Company reserves the right not to pay you in respect of working time lost because of poor timekeeping;
- (f) persistent poor timekeeping will result in disciplinary action;
- (g) you are solely responsible for your own time recording on commencing and finishing work. Any errors or omissions must be corrected by you and raised with management who will authorise or endorse any amendment;
- (h) you are required to maintain satisfactory standards of performance at work, a high level of quality, accuracy and diligence;

- (i) you are required to keep confidential, both during your employment and at all times after its termination, all information gained in the course of your employment about the business of the Company, and that of the Company's customers, suppliers and business partners, except in circumstances in which you are required to disclose information by law or in the course of the performance of your duties with the Company;
- (j) you are not permitted to engage in any activity outside your employment with the Company which could reasonably be interpreted as competing with the Company;
- (k) you are required to dress in a manner appropriate to the function in which you are engaged;
- (l) you may be required from time to time to undertake duties outside your normal job remit;
- (m) you may be required from time to time to work at locations other than your normal place of work;
- (n) you are required to co-operate fully with your colleagues and with management and to ensure the maintenance of acceptable standards of politeness;
- (o) you are required to take all necessary steps required to safeguard the public image of the Company and preserve positive relationships with its customers;
- (p) you are required to comply with the Company's operating policies and procedures;
- (q) you are required to gain an understanding of the Company's health and safety procedures, observe them and ensure that safety equipment and clothing is always used;
- (r) all accidents, however minor, must be reported to management as soon as possible, and an entry made in the Company's accident book;
- (s) you are not permitted to make use of the Company's communication systems without management permission;
- (t) Company property and equipment must not be taken from the Company's premises other than for use on authorised Company business;
- (u) you are solely responsible for the safety of your personal possessions while in the Company's premises. You must ensure that your possessions are at all times kept in a safe place; and
- (v) if you find an item of personal property on the premises, you are required to inform management immediately.

2.4 Misconduct (falling short of gross misconduct)

2.4.1 Set out below are examples of behaviour which the Company treats as misconduct falling short of gross misconduct. Such behaviour will normally render you liable to sanction under the Disciplinary Procedure. You should note that this list is not exhaustive. Examples include:

- (a) failure to adhere to working hours, eg persistent lateness;
- (b) unauthorised absence;
- (c) unacceptable level of absence;
- (d) failure to follow the Company's procedures (note very serious failures may constitute gross misconduct);
- (e) breach of the Company's policies;
- (f) inappropriate dress or appearance which is below acceptable standards; and
- (g) helping another employee (in any way) to commit a disciplinary offence.

2.5 Gross misconduct

2.5.1 Set out below are examples of behaviour which the Company treats as gross misconduct. Such behaviour will normally render you liable to dismissal without notice. You should note that this list is not exhaustive. Examples include:

- (a) theft, dishonesty, or fraud;
- (b) assault, act of violence, or aggression;
- (c) unacceptable use of obscene or abusive language (including language of a discriminatory nature);
- (d) possession or use of non-prescribed drugs on Company premises or during working hours;
- (e) possession or consumption of alcohol on Company premises or during working hours, other than on occasions approved by the Company;

- (f) serious incapability at work brought on by alcohol or non-prescribed drugs;
- (g) wilful damage to the Company's property or the property of its employees or customers, suppliers or business partners;
- (h) serious insubordination;
- (i) falsification of records or other Company documents, including those relating to obtaining employment;
- (j) unlawful discrimination, harassment or bullying;
- (k) refusal to carry out reasonable management instructions;
- (l) gambling, bribery or corruption;
- (m) acts of indecency or sexual harassment;
- (n) serious breach of the health and safety policies and procedures, or endangering the health and safety of a fellow employee, client or third party;
- (o) breach of confidentiality, including the unauthorised disclosure of Company business to the media or any other party (this rule does not apply to making, in good faith, a protected disclosure within the meaning of Part IVA of the Employment Rights Act 1996 (whistleblowing) or to a relevant pay disclosure made in compliance with section 77 of the Equality Act 2010);
- (p) unauthorised access to or use of computer data or computer hardware;
- (q) copying of computer software, other than when authorised in the employee's normal course of employment;
- (r) bringing the Company into disrepute;
- (s) misuse of the Company name;
- (t) serious breach of the Company's policies or procedures;
- (u) serious negligence which causes or might cause unacceptable loss, damage or injury; or
- (v) conviction of a criminal offence (except for minor road traffic offences) that impacts on your suitability to do your job or your relationship with the Company, your work colleagues or the Company's customers, suppliers or business partners.

3 Disciplinary procedure

3.1 The Company recognises the importance of dealing with disciplinary matters without undue delay.

3.2 Investigation

3.2.1 If any complaint of misconduct is made against you, an investigation will usually be carried out by an appropriate senior manager of the Company. The Company will, at its sole discretion, determine who is an appropriate person to carry out the role of the investigating officer (the Investigating Officer). You must cooperate fully and promptly in any investigation.

3.2.2 On completion of the investigation, the Investigating Officer will recommend whether a disciplinary hearing should be convened or some other steps taken in relation to the situation.

3.2.3 You do not have a statutory right to be accompanied at any investigatory meeting but may request to be accompanied by a work colleague. Whether or not such a companion is allowed and, if they are, what their role is will be, is a matter for the Company's absolute discretion.

3.3 Suspension

If the Company has any grounds to believe that you may be guilty of misconduct which the Company considers (at its absolute discretion) to be serious misconduct, where relationships have broken down, or where the Company has any grounds to consider that its property or responsibilities to other parties are at risk, or where the Company considers in its absolute discretion that your continued presence at the Company's premises would hinder an investigation, the Company will be entitled to suspend you on full pay. Any such suspension will normally last only as long as required to enable an investigation into the circumstances giving rise to such belief of serious misconduct to be carried out and any disciplinary hearing to be convened. Any such period of suspension is not a punishment, nor considered as disciplinary action against you, nor does it imply that any decision has been taken about your case.

3.4 Attendance at disciplinary and appeal hearings

You should make every effort to attend any disciplinary hearing (including any appeal hearing). If either you or the person accompanying you cannot attend on the proposed date for the hearing, you may suggest a reasonable alternative date, which must be within five working days of the date first proposed. This five-day

time limit may be extended by mutual agreement between you and the Company. If you fail to attend any re-arranged hearing without good cause, the Company will be entitled to make a decision on the evidence available at the re-arranged hearing in your absence.

3.5 Right to be accompanied at disciplinary and appeal hearings

- 3.5.1 You are entitled to be accompanied at any disciplinary hearing (including any appeal hearing) by a fellow work colleague of your choice who meets the statutory requirements. Please note that it is your responsibility to secure the attendance at any hearing of any fellow work colleague. You may not be accompanied by:
- (a) any other person, such as a relative, without the prior agreement of the Company; or
 - (b) a legal representative.
- 3.5.2 The person accompanying you is entitled to address the hearing to put and sum up your case, respond on your behalf to any views expressed at the hearing and confer with you during the hearing. The person accompanying you does not have the right to answer questions on your behalf, address the hearing if you do not wish it or prevent the Company from explaining its case. Any work colleague who you have requested to accompany you will be given a reasonable amount of paid time off to prepare for and attend the hearing.
- 3.5.3 You must tell Natasha Williams who your chosen companion is in reasonable time for the hearing.

3.6 Invitation to disciplinary hearing

- 3.6.1 You will receive advance written notice of any disciplinary hearing.
- 3.6.2 This letter or notice will:
- (a) set out the nature of the allegations against you and what is to be discussed at the hearing in sufficient detail to enable you to prepare your case;
 - (b) advise you of the possible consequences of the allegations against you;
 - (c) set out the date, time and place of the hearing;
 - (d) advise of your right to be accompanied at the hearing;
 - (e) advise who the Company's witnesses will be (if any);
 - (f) provide copies of the Company's witness statements, or where this is not possible, summaries; and
 - (g) provide copies of any other supporting evidence on which the Company intends to rely.
 - (h) ask for confirmation of who you wish to call as a witness

3.7 Disciplinary hearing

- 3.7.1 A disciplinary hearing will be convened as soon as reasonably practicable after the conclusion of the investigation and once you have had a reasonable opportunity to consider the information provided with the notice of the hearing. No decision will be made as to whether any disciplinary action is to be taken or the nature of any disciplinary action to be taken before the hearing takes place.
- 3.7.2 Where possible, the hearing will usually be heard and chaired by a manager or director who was not involved in the investigation (the Chairperson).
- 3.7.3 Where possible, another manager or member of the Company's HR department, who is not involved in the case, will be present at the hearing to take notes.
- 3.7.4 If the employee wishes to call any relevant witnesses to the hearing, they must notify Natasha Williams 7 days in advance of the hearing. The employee will not normally be permitted to cross examine witnesses.
- 3.7.5 At the hearing, the Chairperson will explain the complaint against you and go through the evidence that has been gathered. You will have an opportunity to state your case in relation to the allegations and challenge any evidence produced in support of the allegations by the Company. You will be permitted to ask questions, present evidence and call witnesses (provided that the Chairperson is notified in advance of the hearing of the names of such witnesses and their relevance to the allegations). You will also be given an opportunity to raise points about any information provided by witnesses. Any witness you have requested to attend a hearing with you who is a fellow work colleague will be given a reasonable amount of time off work to prepare for and attend the hearing.
- 3.7.6 The proceedings, any statements and all documents and records relating to disciplinary hearings will be kept confidential.

3.8 Adjournment

The Chairperson will have discretion to adjourn any disciplinary hearing (including any appeal hearing) as appropriate at the reasonable request of the Company or you or otherwise as he, at his discretion, deems necessary.

3.9 Decision

At the end of the disciplinary hearing, the Chairperson will normally adjourn the meeting before making a decision. Following the adjournment, the Chairperson may issue an oral decision. If the Chairperson is unable to reach an immediate decision following the hearing, he is entitled to deliberate on the hearing prior to issuing a decision in writing. In any event, written notification of the outcome of the hearing will usually be sent to you within five working days of the hearing, or as soon as reasonably practicable, together with an explanation of any disciplinary action to be taken and notification of your right to appeal.

3.10 Levels of disciplinary sanction

3.10.1 Very minor cases of misconduct will be dealt with informally, with the objective of improving your conduct. Where the matter is more serious, or where you have failed to improve your conduct, formal action will be taken as described below.

3.10.2 There are three levels of disciplinary sanction. Other than in cases of gross misconduct, you will not normally be dismissed for a first offence. The Company reserves the right to impose sanctions at any level, or to skip levels, depending on the circumstances of the case.

(a) Level 1 - Written warning

In cases of misconduct you may be given a formal written warning. This will give the following information:

- an explanation of the reasons for the warning;
- an explanation of the improvements in conduct required;
- the timescale for making these improvements;
- any support the Company will provide to assist you;
- an explanation of the consequences of any repetition of misconduct or failure to improve conduct to an acceptable standard; and
- advice as to your right to appeal against the disciplinary decision.

A first written warning will normally remain in force for six months and a copy of the warning will be kept on your personnel record. It will normally be disregarded for disciplinary purposes after a period of six months, or any longer period specified in the warning subject to satisfactory conduct and performance during that time, but will form a permanent part of your personnel record.

(b) Level 2 - Final written warning

In the event of a failure to improve or change behaviour during the currency of a prior warning or where the misconduct, infringement or offence is sufficiently serious to warrant only one written warning before dismissal, a final written warning may be given to you. This will give the following information:

- an explanation of the reasons for the warning;
- an explanation of the improvements in conduct required;
- the timescale for making these improvements;
- any support the Company will provide to assist you;
- an explanation that any repetition of misconduct or failure to improve conduct to an acceptable standard will render you liable to dismissal; and
- advice as to your right to appeal against the disciplinary decision.

A final written warning will normally remain in force for 12 months and a copy of the final written warning will be kept on your personnel record. In exceptional cases, depending upon the seriousness and nature of the behaviour, misconduct or infringement, the period for which the final written warning remains in force may be longer. The final written warning will normally be disregarded for disciplinary purposes after a period of 12 months or any longer period specified in the warning, subject to satisfactory conduct and performance during that time, but will form a permanent part of your personnel record.

(c) Level 3—Dismissal or other sanction

In the event of a failure to improve or change behaviour or improve conduct during the currency of a prior warning, or where the misconduct, infringement or offence is sufficiently serious to warrant dismissal, or if you are guilty of an act of gross misconduct (see Section 2.5 for a non-exhaustive list of examples), dismissal will normally result. A decision to dismiss will only be taken by a manager who has the authority to do so. In the case of dismissal (including summary dismissal), you will, as soon as is reasonably practicable, be provided with written confirmation of the dismissal which will set out the following:

- details of the reason for the dismissal;
- the date on which your employment terminated or will terminate;
- the appropriate period of notice or pay in lieu of notice (if any); and
- advice as to your right to appeal against the dismissal.

3.10.3 Action other than dismissal

3.10.4 As an alternative to the dismissal, the senior manager may consider action short of dismissal, including;

- (a) Demotion;
- (b) Reallocation of duties;
- (c) Redeployment;
- (d) Suspension without pay;
- (e) Reduction in pay; and/or
- (f) Loss of seniority

If a sanction other than dismissal is to be imposed (eg demotion), you will, as soon as is reasonably practicable, be provided with written confirmation of the action to be taken, how it is to be implemented, the reason for the action, the date on which it will come into force (if appropriate) and information on your right to appeal. These sanctions may be used in conjunction with a written warning.

3.10.5 Summary dismissal

If you are guilty of an act of gross misconduct or some other fundamental breach of the Company's rules or of the contract of employment you may be summarily dismissed. This means that there will be no obligation on the Company to allow you to work your notice period or make a payment in lieu of notice. If your behaviour justifies it, the Company may summarily dismiss you without any previous warning(s) having been given.

3.11 Appeals

- 3.11.1 If you wish to appeal against a disciplinary decision or sanction, you must inform Steve Leek in writing within five working days of receiving notification of the disciplinary decision. Your written notification should specify the grounds for the appeal. If you wish to produce additional evidence to support your case then this must be provided to the Chairperson in advance of the appeal hearing.
- 3.11.2 All appeals will be dealt with as promptly as possible and a date will be set for the appeal hearing as soon as is reasonably practicable after the Chairperson has received written notification of your appeal. The appeal will be heard as soon as is reasonably practicable.
- 3.11.3 Wherever possible, the appeal will be heard by a manager or director of the Company who has not been involved in the investigation or disciplinary hearing and/or who is more senior than the person who heard the disciplinary hearing (the Appeal Chairperson).
- 3.11.4 You will be informed of the arrangements for the appeal hearing, confirmation of the Appeal Chairperson, details of any other representative of the Company who will be present (where possible, another manager or member of the Company's HR department will be present at the meeting to take notes) and of the right to be accompanied at the appeal hearing. The Company will inform you if any witnesses are to attend the appeal hearing on behalf of the Company.
- 3.11.5 You must advise the Appeal Chairperson in advance of the appeal hearing of the name and relevance of any witness you intend to bring to the appeal hearing on your behalf. Any work colleague you have requested to appear as a witness for you will be given a reasonable amount of time off work to prepare for and attend the appeal hearing.

- 3.11.6 At the appeal hearing, you will be asked to present your appeal to the Appeal Chairperson.
- 3.11.7 Normally, the Appeal Chairperson's decision will be final, and there will be no further right of appeal. The only exception to this is as set out in paragraphs 3.11.7(a) and (b), immediately below:
- (a) the Appeal Chairperson has the power, in appropriate circumstances, to increase the sanction applied;
 - (b) where a sanction is increased on appeal, a further appeal against that increased sanction may be made, following once more the procedure set out under paragraph 3.11.

Grievance Procedure

1. Purpose and scope of the Procedure

- 1.1 Grievances are concerns, problems or complaints that employees raise with their employers. This procedure is open to any employee who has a grievance about their employment. Grievances may relate to, amongst other things, terms and conditions of employment, health and safety, work relations, new working practices, organization changes and equal opportunities.
- 1.2 We will try to resolve, as quickly as possible, any grievance you may have about your employment. This procedure is open to any employee who has a grievance about their employment and is the procedure which you should adopt if you wish to bring a formal grievance. Where appropriate, you should seek to resolve grievances informally with the person to whom you immediately report. If a grievance cannot be resolved informally, or it is inappropriate to do so, you should raise it formally as set out below.
- 1.3 None of the provisions in this procedure are contractual but it conforms to the requirements set out in the Acas Code of Practice on Disciplinary and Grievance Procedures. For more information on the raising of grievances you can read the Acas Code of Practice on Disciplinary and Grievance Procedures and accompanying guidance at www.acas.org.uk.
- 1.4 This procedure does not apply to grievances raised on behalf of two or more employees. This procedure applies only to our employees. It does not apply to agency workers, consultants, contractors, volunteers, interns or casual workers.

2. Principles

- 2.1 The procedure sets out the responsibilities that both the Company and you have for ensuring a fair procedure is followed, although there may be occasions where it is not practicable to take all the steps set out in this procedure.
- 2.2 Any issues should be raised and dealt with promptly unless there are special circumstances justifying a longer timescale. This includes not unreasonably delaying meetings or decisions.
- 2.3 Both the Company and you should act consistently.
- 2.4 The Company will seek to establish the facts, including giving you an opportunity to set out the grievance, prior to making a decision in respect of any grievance.
- 2.5 A written record of the grievance interview and any appeal should be agreed between and signed by the interviewer and you and recorded on your personal file. The Company will keep copies of grievances raised, our response and details of the reasons for any action taken.
- 2.6 You have the right to be accompanied in accordance with this procedure at the grievance meeting and any appeal meeting, as detailed below.
- 2.7 Information and proceedings relating to a grievance will remain confidential as far as possible.
- 2.8 All stages of the procedure will be dealt with within a reasonable timescale, unless there are special circumstances justifying a longer timescale.

3. The Procedure

3.1 Stage one: informal discussion

Your first step is to raise any grievance by informal discussion with your immediate supervisor; that person, in most cases, will be best placed to respond to the complaint. There may be occasions where it is inappropriate to raise the matter informally, in which case you should proceed straight to stage two. If the complaint is about that immediate supervisor, you should raise the grievance with a more senior or proceed straight to stage two.

3.2 Stage two: written grievance and meeting

If the matter cannot be satisfactorily resolved under stage one, or it is inappropriate to do so, you should raise the matter formally by setting out your grievance in writing and sending a copy to Steve Leek. This should be done without unreasonable delay. Once Steve Leek receives a written copy of the grievance, you will be invited

to attend a meeting with Steve Leek to discuss the grievance. If you have not set out in detail the basis for your grievance in your initial letter raising the grievance, you should tell Steve Leek before the meeting what the basis for the grievance is so that Steve Leek has a reasonable opportunity to consider the grievance before the meeting and undertake any necessary initial investigations.

You have the right to be accompanied at the meeting as detailed below. You, and any companion, should make every effort to attend the meeting. At the meeting, you will be given the opportunity to explain the grievance and how you consider it should be resolved. The meeting may be adjourned if it is felt that further investigations are necessary or more time is needed to consider the grievance.

After the meeting, Steve Leek will inform you in writing of their decision and any proposed action in respect of the grievance, normally within five working days of the meeting. If more time is needed to consider the grievance, you will be informed of the revised timescale. You will also be informed in writing of the right to appeal against the decision.

3.3 Stage three: appeal

If you are not satisfied with the resolution of the grievance, you should appeal against the grievance decision. This should be done within five working days of receipt of the grievance decision, by informing Natasha Williams and setting out the grounds for the appeal in writing. You will then be invited to attend an appeal hearing. The appeal will be heard without unreasonable delay and the decision is final.

You have the right to be accompanied at the appeal hearing as set out below.

After the appeal, you will be informed in writing of the appeal decision usually within five working days of the hearing and that there is no further right of appeal.

4. Right to be accompanied

4.1 You have the right to be accompanied at any hearing (including an appeal hearing) by a single companion who is either:

4.1.1 a work colleague; or

4.1.2 a full time official employed by a trade union; or

4.1.3 a lay official, provided they have been certified in writing by their union as having experience of, or as having received training in, acting as a worker's companion at disciplinary or grievance hearings.

4.2 In order to exercise this right, you must make a request for the representative to attend the meeting, in reasonable time prior to the meeting, to Natasha Williams.

4.3 A representative may:

4.3.1 explain and sum up your case

4.3.2 respond to any views expressed at the hearing; and

4.3.3 confer with you during the hearing

4.4 A representative may not:

4.4.1 answer questions on your behalf;

4.4.2 address the hearing if you do not wish the representative to do so; or

4.4.3 prevent the Company from explaining our case

4.5 If the representative cannot attend on the date we have set for the meeting/appeal, then we can postpone the meeting/appeal for up to five working days (or longer if both you and we agree).

5. Overlapping grievances and disciplinary cases

5.1 In the event that the grievance is raised during a disciplinary process then it may be appropriate to either:

5.1.1 temporarily suspend the disciplinary process in order to deal with the grievance;

5.1.2 deal with both issues concurrently; or

5.1.3 take alternative action

5.2 You will be informed in writing of the way in which we propose to deal with the issues.

