

ORRIDGE

**Casual Workers
Handbook**

Casual Workers Handbook

Welcome to Orridge as a Casual Worker

Useful Contacts

About this week's work call the number next to the region where you are

Midlands	01922 472018
North	01922 472037
Scotland/Ireland	01922 472051
South East	01922 472014
South West	01922 472018

About next week's work call the number next to the region where you are

Midlands	01922 472016
North/Scotland/Ireland	01922 472047
South East	01922 472011
South West	01922 472016

For Payroll Queries call:	01922 472024
For Admin & Personnel call:	01922 472024
For Tax Queries call	0845 300 0627

The Inland Revenue Office that deals with Orridge is:

HM Revenue & Customs
Local Compliance Scotland West
Floor 1, Wing D,
Centre 1,
Queensway House
East Kilbride
Glasgow
G79 1AA

PAYE REF: 362/RZ32171

Contact Details:

ALDRIDGE OFFICE

Centre House
Court Parade
Aldridge
West Midlands
WS9 8LT

Telephone: 01922 472000

Fax: 01922 472074

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1. CONDITIONS OF WORK

The basis of your engagement is that of a casual worker. You will be free to decline the offer of work, but once you have indicated your availability you are expected to attend. There is no guarantee of continuous work and no obligation on our part to offer you work.

When we offer you work you will receive an anticipated weekly programme of work that you have agreed to undertake. The Company reserves the right to terminate your engagement as a casual worker if you fail to attend a count once you have accepted the offer of work.

The programme of work will be emailed to your designated email address on a weekly basis.

Work will only be offered if you have a valid email address and a bank account in your own name. If any of these are, absent at the beginning or during your engagement, the Company reserve the right to cease offering you work and terminate your engagement as a casual worker.

You are not entitled to pay whilst travelling to or from a place of work unless exceptional conditions are deemed to apply by the Operations Director. This would be agreed prior to commencement of the stock take on an individual basis.

Orridge are proud to be a multi ethnic company and as a multi ethnic company we have people who speak different languages. To ensure that all workers and employees communicate in one language all workers and employees are required to speak English.

2. RIGHT TO WORK IN THE UK

All workers are required to provide documentary evidence that they are entitled to work in the UK. Failure to provide such evidence on demand will result in work no longer being offered to the worker until such time as the evidence is provided

If your right to work expires and evidence of its renewal is not supplied within the requested timelines this will result in the company no longer being able to schedule you work.

3. AVAILABILITY

As a casual worker you are allocated work according to the dates that you state you are available. In order for us to do this you are required to update your availability every seven weeks via the worker Portal. Once you are set up as a worker you will receive an email with login details`

The availability shows every date for the seven week period under which is a box that you are expected to tick if you are available, or leave blank if you are not. The diagram below demonstrates how someone would indicate their availability over a week if they did not wish to work on the Monday, Saturday and Sunday.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
04/01/15	05/01/15	06/01/15	07/01/15	08/01/15	09/01/15	10/01/15
	✓	✓	✓	✓		

If you do not meet the stated deadline this could result in you not being offered work. If we assign you for work as a result of you making yourself available you are expected to work all shifts you are programmed for. If you fail to do so then this could affect the work you are offered in the future.

If a worker does not attend a count that they have confirmed their attendance for, without following the correct procedure and notifying the Scheduling Department, they will be classed as a 'No Show' and made a leaver.

If your availability changes after you have confirmed it then you must phone your regions Controller to enable us to update the system and then confirm it in writing.

4. TEAM WORK

Stocktaking is entirely a group effort. Workers are expected to assist colleagues as necessary to facilitate a co-ordinated conclusion to the count.

5. ALLOCATION OF WORK

In allocating work, priority will be given to the following conditions

1. Reliability and timekeeping.
2. Speed, accuracy and competence.
3. Location - ability to get to stock takes in a reasonable travel time and at an acceptable cost to the Company.

The Company endeavours to allocate work to comply with the Working Time Directive Legislation

6. SCHEDULE OF WORK

Your schedule of work will be issued to you on a weekly basis to your chosen email address.

The schedule will inform you of the following points:

- Your role for that shift
- The place, time of work and who to report to
- Estimated shift length
- The travel arrangements
- If any safety equipment will be required
- If any protective clothing will be required

7. HOURS OF WORK

7.1 Good timekeeping is essential

The very nature of our business means that your hours of work may differ from one stock take to another. You will be called upon to undertake a variety of shifts. You will always be expected to see a stock take through to its conclusion, including the re-merchandising of the store to the Supervisors satisfaction; leaving site early without permission from your Site Supervisor is classed as gross misconduct and can lead to dismissal.

7.2 Early finish

If the shift finishes in less than the estimated shift time counting workers will be paid for a minimum **of 4 hours**. If, however, you are late arriving on Site the Shift length will be calculated from your arrival time and the minimum 4 hour shift will not apply. The 4 hour payment does not apply to counts planned to last less than 4 hours.

7.3 Late finish

The essence of the Orridge service is that we will stay on site as long as it takes to complete a stock take. If the stock take is not completed we are unable to charge for our services. If a stock take is going to take longer than the shift indicated on the weekly programme the Supervisor will advise the staff as soon as is possible and will provide an estimate of the new shift finish time. You are required to remain on site to complete the stock take. Leaving site before the work is completed is unacceptable and considered an act of gross misconduct, which can lead to dismissal.

In the event of a stock take over running, overtime entitlement is calculated as follows:-

- Per the pay rate on schedule published from time to time and available on request

7.4 Transferring to other stock take

You may be required to transfer to a stock take at another location during the shift or at the end of your shift. If you have completed a shift and agree to work additional hours at another location you will be paid your hourly rate for the time taken to travel to the second location and for the hours worked at the second location.

If you are asked to transfer locations before a count commences you will be paid the full shift rate for the job you are transferring to and there will be no deduction of time for late arrival.

If the shift you are transferring to pays less than the one you were originally working on, that will be your rate of pay for the count even if your original shift had been at an enhanced rate.

7.5 Cancellations

If a stock take is cancelled before the work commences you will be advised of the cancellation as soon as possible, on the contact telephone numbers you have provided. When a count is cancelled before arrival on site there will be no payment made, but every effort will be made to offer you alternative work.

If a count is cancelled after arrival on site but before any work has commenced then you will be paid your travel costs and 50% of your minimum payment rate
If the count is abandoned after it has started the Company will endeavour to transfer you to a nearby count. If this is not possible you will be paid the minimum payment and travel expenses.

Very occasionally a count will be abandoned after more than five hours have been worked. If this occurs you will be paid for all hours worked plus travel costs.

7.6 Adverse weather (Snow, ice, flooding, etc.)

The Company is committed to protecting the health and safety of its workforce.

Workers are required to make every effort to attend work in adverse weather.

In the event that it is not safe or impossible to travel to work workers must notify the Scheduling Department, the Count Supervisor and their Regional Management Team.

Failure to notify could result in disciplinary action

Should you be unable to attend work (at all or on time) the Company may allow one of the following:-

- Permission to arrive late
- Take as accrued holiday subject to authorisation

Each case will be considered on a case by case basis with health and safety being the primary consideration.

8. BREAKS

Rest Breaks are unpaid and will be taken at the discretion of the Count Manager. You must take the breaks when instructed to do so and at no other time. You must return from your break on time. Statutory break times will apply thus:-

- | | |
|--------------------------|--|
| • Less than 6 hours work | No Break |
| • After 6 hours work | 20 minute unpaid break |
| • After 11 hours work | 2 x 20 minute unpaid break's which includes the break taken after 6 hours worked |

During breaks you should leave your place of work and if available use rest areas. Do not remain on the shop floor conversing with colleagues.

Please note that when on site the only permitted language is English. You should refrain from using any other language.

Under no circumstances must you consume food or drink on any client shop floor during trading hours.

9. BASIC COUNT PROCEDURES

Please note, the following information is intended as a guide to counting procedures only. Full and detailed training will be provided at the appropriate time. In some instances, acceptable trade terms will have been used in explaining procedures. These terms will soon become known to you but if you are unsure please seek help from your Supervisor.

9.1 General Rules When Attending Client Premises

- When arriving on site at client's premises, always show your Orridge identification and sign in the visitor's book.
- All staff should be ready to commence work at the scheduled start time. Please aim to arrive on site at least ten minutes prior to this time.
- A designated area will be allocated for all staff to congregate and leave their personal belongings.
- Staff must ensure that they take a pen to work.
- The count supervisor will hold a team briefing prior to the count. This will detail client specific instructions.
- All staff should work in a professional and courteous manner at all times.
- English is to be spoken at all times

9.2 Basic Principles of Counting

- All locations will be allocated to the Counter by the Supervisor / Control Desk.
- Only count the locations issued to you.
- Location boundaries are indicated by green (start) and red (finish) tickets or a white location ticket.
- All locations are to be counted in a methodical manner, left to right, top to bottom, **starting at the green ticket and finishing at the red**. Include stock on floor or on "clip strips" if required
- Both types of location ticket will indicate the number of shelves required to count. Please ensure all shelves are counted and recorded within the location boundaries.
- Ensure a manual count of all stock is carried out in the location initially and then commence counting using the hand held terminal.
- If errors are highlighted when comparing the quantity entered into the hand held terminal and the manual count seek advice from the Count Supervisor.
- Ensure all completed location tickets are legible.
- Ensure all client specific instructions are adhered to at all times.
- Movement between locations should be done quickly. If guidance is required ask the Count Supervisor or a member of the Management Team for advice.

ON COMPLETION OF THE COUNT THE SUPERVISOR WILL INSTRUCT ALL STAFF THAT THEY WILL BE REQUIRED TO REMERCHANDISE ALL STOCK (KNOWN AS FACING UP) TO STORE STANDARDS

9.3 Denso Radio Frequency

- Record your initials on the green ticket.
- Each location should be manually counted initially and recorded on the green ticket in the count box.
- Record the number of shelves to be counted on the green ticket.
- Once the stock within the location boundaries have been counted, the count figure from the terminal is to be recorded in the quantity box on the green tickets. You must ensure that these totals correspond.

9.4 Counting Different Types of Stock

Type of Stock	Method
Clothing Pegs/rails	<ul style="list-style-type: none">- Single scan each individual item- Count front to back, left to right- Use one hand to move hangers and turn barcode tickets- Use the other hand to hold terminal
Folded Clothing	<ul style="list-style-type: none">- Make space on shelf/table- Count piles top to bottom- Scan ticket and turn over on left hand side- When completed return stock to its original position
Totes/Mixed Boxes	<ul style="list-style-type: none">- Obtain an empty container to count stock into- Single scan all items into new container
Bulk Stacks	<ul style="list-style-type: none">- Scan one product from inside each box and enter the quantity- Each box to be scanned separately- Work methodically through from start to finish- Mark each box with a cross using a pen to show its been counted- Only work in pairs if instructed by the supervisor
Stock Above Chest Height	<ul style="list-style-type: none">- Use ladders or kick stools
Heavy Items	<ul style="list-style-type: none">- Seek assistance from the supervisor. Use best practice for manual handling
Fixtures	<ul style="list-style-type: none">- Count each facing

WHEN ITEMS ARE TO BE SINGLE ITEM SCANNED THIS MEANS EACH INDIVIDUAL ITEM, YOU MUST NOT SCAN THE SAME CODE MORE THAN ONCE

10. SICKNESS AND ABSENCE

As stated in your Terms of Engagement and your Casual Worker Handbook, if for any reason you are unable to attend scheduled work, you must inform the Control Department between 9:00am and 10:00am on the first day of absence. You will be asked how long the period of unavailability may continue. If you are programmed for a shift which is due to start outside office hours, you must contact a member of your Regional Management team directly (telephone numbers provided on your weekly programme of work) and then contact the Control Department as described above.

Failure to advise non-attendance may result in your not being offered further work

11. MEDICAL CONDITIONS

Workers registered as having some medical conditions can apply to the Personnel/Administration Manager for a letter to show to Supervisors that will entitle them to special consideration when work and breaks are allocated.

Recognised medical conditions include:

- Diabetes
- Epilepsy
- Asthma
- Angina
- Severe Allergies (nuts, etc)

12. DRESS CODE & APPEARANCE

Since 2008 Orridge & Company has adopted a corporate dress code for all Supervisors in the field as follows:-.

Male	Female	Notes
Fleece (in cold weather)	Fleece (in cold weather)	These items carry the Orridge logo
Oxford shirt	Oxford shirt or blouse	
Dark trousers	Dark skirt or trousers	Ideally Black
Management lanyard	Management lanyard	
Photographic I.D Card	Photographic I.D Card	

When scheduled as a counter the oxford shirt is ideally replaced with a dark shirt or blouse and dark trousers or skirt. Ideally black.

All items carrying the Orridge logo are mandatory wear when attending counts.

All items of the Supervisor uniform must be clean and ironed when attending counts. The care labels are to be checked for washing and drying instructions.

Should any item relating to the Supervisor role be lost the worker will be required to replace at their cost.

Failure to adhere to the above rules relating to the Supervisor dress code may result in your removal from site and disciplinary action.

Counters

You are required to look smart and professional at all times. The dress code is as follows:

Male	Female	Notes
Dark shirt	Dark shirt / blouse	Ideally black
Dark trousers	Dark skirt or trousers	Ideally black
Counter lanyard	Counter lanyard	
Photographic I.D Card	Photographic I.D Card	

Under no circumstances are the following permitted: -
Baseball caps, denim jackets, jeans, sweatshirts, T-shirts, short skirts, trainers, or open-toed shoes.

Workers are asked to wear dark clothing, ideally black. We do not expect workers to incur expenditure on additional clothing. There will be no disciplinary action taken relating to not wearing the recommended clothing.

You are not permitted to wear any kind of facial jewellery, other than discreet earrings, however, only one earring per ear is acceptable. It is also essential that a high standard of personal hygiene and grooming is maintained by all workers.
Once issued on commencement, it is mandatory to wear the counter lanyard and photographic I.D. Card.

13. SMOKING

Orridge adhere to a No Smoking Policy on all its sites and in all Company Cars and worker cars used when travelling for Orridge. Smoking, if allowed, is only permitted during break times and in designated areas.

All workers must comply with the smoking policy of each site they visit, which may mean that smoking is forbidden.

If a passenger in any vehicle you must respect the no smoking policy of the driver at all times.

Under no circumstances are the following permitted: -
Baseball caps, denim jackets, jeans, sweatshirts, T-shirts, short skirts, trainers, or open-toed shoes.

Workers are asked to wear dark clothing, ideally black. We do not expect workers to incur expenditure on additional clothing. There will be no disciplinary action taken relating to not wearing the recommended clothing.

You are not permitted to wear any kind of facial jewellery, other than discreet earrings, however, only one earring per ear is acceptable. It is also essential that a high standard of personal hygiene and grooming is maintained by all workers.
Once issued on commencement, it is mandatory to wear the counter lanyard and photographic I.D. Card.

14. MOBILE PHONES/ENTERTAINMENT SYSTEMS/SOCIAL MEDIA

Mobile phones must not be switched on at any time, except during breaks. This does not apply to members of the management team

The use of entertainment systems – , MP3 players, Smartphones, ipads etc. is forbidden at all times, including breaks.

You must never bring the Company into disrepute through use of Social Media. If you post on Social Media, you should not name the Company that you work for and you should not say anything derogatory about the Company, its employees and clients, its products or its services. If you do bring the Company into disrepute, this will be dealt with as a disciplinary matter, and could result in dismissal for gross misconduct.

15. FOOD & DRINK

Any food or drink to be consumed during your breaks must be bought with you or purchased locally. You must never buy food or drink, if available, from the store you are counting.

Food with strong odours must be avoided as this can contaminate the merchandise you are counting. Food & drink must not be taken onto the shop floor or storerooms; it should only be consumed in rest areas, or off site.

16. PAYMENT

All payments are net of tax and National Insurance. You will be paid by BACS directly into your Bank or Building Society account. Payment will be made fortnightly, in arrears. Any changes to bank details must be notified in writing to the Admin & Personnel Department at Aldridge. Failure to do so could result in a delay in payment.

Pay rates are advised in a separate schedule.

Copy payslips: If you have left the Company within a period of 0 – 6ths months these can be supplied to you Free of Charge. If you have left the company for longer than 6 months the Company request a payment of £10 per pay slip.

Copy payslips can be requested from the Personnel Administration Department Aldridge

17. TRAVEL EXPENSES

Drivers are entitled to reclaim the cost of travel to and from the location of work. Mileage claims must be rounded to the nearest full mile. Travel plans must be based on the standard route as defined by Google map. This will be the basis for validating mileage claims.

To meet HMRC requirements and in order for the company to reclaim VAT on any reimbursement of fuel used for company purposes, in workers own, or company vehicles, you must submit current (day of travel or within a week before) VAT receipts to cover the value of fuel used. If valid VAT receipts are not submitted for your fuel claim you will be paid the reduced mileage rate.

All claims will be checked and adjusted to the mileage specified by Google map this will be the amount paid. Full details of the route must be completed on expense claim form to allow the claim to be validated. The Company will notify you if your claim is contested.

Workers travelling in Company vehicles can claim for the travel distance from their home to the meeting point at the appropriate rate. If a worker is scheduled to travel in the company vehicle and chooses not to do so, the Company will not reimburse travel expenses incurred.

Please ensure that your expense claims are submitted weekly without fail. Failure to do so may result in an administration charge of £10 being deducted from your expense claim

18. TRAVEL ARRANGEMENTS

If you are the driver for any event you must contact passengers to make the appropriate arrangements. If you are unable to contact your passengers you must inform Control as soon as possible. Similarly, if you are a passenger and you are not contacted, you must inform Control of your situation.

19. FARES AND TOLLS

The cost of rail, tube, bus and tram travel can be reclaimed if supported with a receipt or ticket supporting the journey time and cost to the count in question. Where no receipt is issued or the ticket is no longer available, this must be indicated on the expenses form. The Company will check the journey route before authorising the claim. The Company does not pay expenses for the M6 toll.

20. SPECIAL STORE ALLOWANCE

Any decisions to pay special store allowances is at the discretion of the Company, the payment of an allowance for one count does not entitle the worker to claim special allowance for subsequent counts.

21. ACCOMMODATION

From time to time workers may be required to stay away from home where it is impractical for them to travel to and from the count location in a day or where there are a series of stock takes in a location. Where necessary, accommodation deemed will be booked and paid for by the Company. Accommodation will be in twin rooms and will, as far as possible, be booked on a bed and breakfast basis. If breakfast is not included in the room tariff then the worker may claim up to £6 for breakfast, providing that the claim is supported with a valid receipt. Where accommodation is booked for a worker and the individual fails to advise the Company in sufficient time (by 11.a.m. on the day for which the accommodation is booked) that he/she does not require accommodation, then the cost of the rooms will be deducted from the workers' pay claim. Workers who were provided with or offered and refused accommodation cannot claim travel payments as an alternative to accommodation.

Any overnight allowance is to be claimed on an expense form at the rate shown on the pay schedule.

You will be recharged for any damage caused by you to overnight accommodation which has been booked by the Company on your behalf and for which the Company is subsequently charged.

22. PHONE CALLS

The Company will only reimburse the cost of phone calls if the company has specifically requested the worker to make a business call.

The Company will not reimburse calls relating to phoning the programming department to ask about work, or to contact the wages department or for any reasons relating to travel arrangements.

If the worker has a query that he or she thinks may result in a lengthy call to a Company office, they should ask the relevant department to phone them back.

23. PARKING

The Company will reimburse reasonable costs for parking. A dated receipt is required for all parking costs. Parking receipts must be included with the relevant weekly claim. Late receipts for parking charges will not be authorised for payment.

You are expected to find the cheapest parking available, including free parking. Claims for meter parking will not be accepted.

Personal safety should be considered when working late at night whenever possible drivers should park as close to the count as possible and at night do not park in quiet isolated locations, if possible use well-lit areas, and always walk in pairs. If this is not possible use a buddy system and communicate by mobile phone confirming you are safely back at your car.

24. COMPANY PURCHASES

If an essential purchase is necessary then authorisation must be sought from your Regional or Service Manager. A receipt for these purchases must be submitted with your expenses. Your Regional Manager or Service Manager must countersign any receipt for more than £10.00.

25. CONSUMABLES

If you need to buy consumables as an emergency follow the rules in Company purchases above.

26. SPECIAL PAYMENTS

Special payments are made for the following:

26.1 Travel days

Where the distance to be travelled prevents the worker completing a stock take on the same day as the travel, the worker will be paid a fixed payment. Travel days will apply to journeys of more than 300 miles or 6 travel hours, and the outward journey of any overseas travel.

27. HOLIDAYS AND HOLIDAY PAY

Holidays of up to a maximum of 28 days per year can be accrued.

Holidays are accrued 12% per hour worked

The Holiday Year is from 1st January to December 31st each year.

Holidays cannot be carried over from one year to the next.

Outstanding holidays and pay must be claimed by week one of the following year.

Holiday Pay is paid in the same pay period as the first day of approved holiday.

Holiday pay is calculated on the previous 12 week average prior to first day of holiday.

Holiday can be taken in half days of 4 hours a full day is paid at 8 hours.

Holiday accrued up to date of termination of employment will be paid upon request.

Holiday requests have to be made at least two weeks prior to the holiday.

28. DRIVING OWN VEHICLES OR VEHICLES HIRED BY ORRIDGE TO DRIVE ON COMPANY BUSINESS

If using your own vehicle to carry out your duties and you have not been scheduled to travel with colleagues a mileage allowance may be paid to you. This will be in accordance with the rate applicable at the time. It is your responsibility to ensure that your vehicle is kept in a good state of repair. The company does not accept liability for any loss or damage to personal vehicles or property under any circumstances. All drivers are expected to drive in accordance with the Highway Code at all times.

FATIGUE

Fatigue leads to driver error and unfortunately, in many incidents, fatalities.

To help prevent and counter the effects of fatigue the following measures should be taken:

On long journeys, do not drive continuously for more than approximately 2 hours at a time without stopping for a 15 minute break. Long journeys can lead to tiredness, which can affect safety, and can cause posture problems.

Drivers should avoid whenever practically possible driving more than 9 hours, and work more than 13 hours (including driving time), in any 24 hour period.

If you feel sleepy whilst driving do not continue your journey until you have rested and fully recovered. The best method of dealing with a situation where you feel sleepy, but must continue your journey, is to stop at a suitable location, have one or two cups of strong coffee, take a nap for approximately 20 minutes (no longer otherwise you will feel groggy), and take a further short break, perhaps stretching your legs to allow time for the coffee to have an effect (30 minutes after drinking). Do not set off immediately after waking up – allow some recovery time.

Winding down a window, playing the radio, willing yourself to stay awake or stretching has no significant effect on reducing fatigue.

Sleep related accidents are most likely to occur between 2am and 6am, and 2pm and 4pm and, where possible, driving (especially long journeys) during these times should be avoided.

In order to help prevent the need for long driving journeys use overnight stays where applicable. Orridge & Co Ltd will always permit overnight stays to prevent excessive driving.

Consider alternatives for long journeys such as public transport.

Share long drives with another authorised driver where possible

RULES FOR DRIVERS OF COMPANY VEHICLES, COMPANY HIRED VEHICLES OR OWNER DRIVER

Every accident or incident in which a vehicle where an employee/worker is in charge becomes involved, regardless of fault and whatever persons or property are affected, must be reported immediately to the Fleet Controller. Company vehicles may only be driven by authorised drivers.

No vehicle is to be driven in a un-road worthy condition. Any defects must be reported immediately to the Fleet Controller.

- Any convictions for driving offences and driving endorsements must be reported immediately.
- Any fines incurred through the wrongful or illegal use of vehicles will be borne by the driver of the vehicle.
- Statutory and /or Company rules and regulations regarding the recording of daily mileage, journeys undertaken and actual driving hours etc., must be complied with.
- It is the driver's responsibility to ensure that all loads are properly secured at all times.
- Where it is not possible to complete daily required assignments, for any reason the company must be contacted and kept fully informed of the situation.
- Unauthorised passengers must not be carried in vehicles or given permission to drive the vehicle, nor must vehicles be used for personal gain or pleasure, without permission of the Company. It is only in exceptional circumstances that permission will be given the Employee/worker must contact the Regional Manager.

Only authorised personnel may drive Company and/or customer's vehicles.

28.1 Insurance:

Workers using their own cars as part of the car sharing arrangements facilitated by the Planning & Control Department must be able to evidence:

1. A full driving licence.
2. Class 2 cover for using your vehicle to your place of work which may be in varying locations. Business cover must confirm that the vehicle is insured for business use, not just social domestic and pleasure.
3. A current MOT for their vehicle if applicable.
4. Insured for non-fare paying passengers
5. Service record for the vehicle, one full service every year as a minimum as evidence that the vehicle has been inspected by a trained and competent person.

These must be made available to the Admin & Personnel Department for inspection at any time.

Please see Company Car Policy and Procedure SH 207 Rev 2 for full details.

29. HEALTH AND SAFETY

Orridge is committed to the highest standards of Health & Safety and meeting compliance with all relevant Health & Safety legislation. The Company considers that there must be co-operation between management and all workers and customers if the highest standards in Health & Safety are to be achieved.

You are required at all times to comply fully with health and safety regulations of both Orridge and any client on whose site you are working. Any breach of the regulations could result in the termination of your engagement.

Your individual responsibilities are to:

- Co-operate in implementing the requirements of all Health & Safety legislation, related codes of practice and safety instructions.
- Refrain from doing anything that constitutes a danger to yourselves or others.
- Immediately bring to the attention of your line management any situations or practices that are noted which may lead to injuries or ill health.
- Ensure that any equipment issued to you, or for which you are responsible, is correctly used and properly stored.
- Be responsible for good housekeeping in the area in which you are working.
- Report all accidents, incidents, dangerous occurrences and near misses in accordance with company instructions.
- Inform your line management immediately of any work activity that you are asked to carry out for which you feel you need further or refresher training before undertaking.

For detailed Health & Safety information see separate section in this handbook.

30. EQUAL OPPORTUNITIES POLICY

Orridge & Co Ltd is an equal opportunities employer.

We aim to ensure that all job applicants and workers receive the same fair treatment, regardless of race, religion, colour, nationality, ethnic origin, sex (including gender re-assignment), sexual orientation, marital status, disability or age.

Individuals are selected, promoted and treated on the basis of their abilities, merits, development potential and according to the job requirements. We want workers to achieve their full potential in Orridge as we recognise that this will help drive Orridge forward.

It is our commitment to ensure that everyone within Orridge is treated with respect and dignity and we aim to provide an environment free from unlawful discrimination, harassment, victimisation and bullying.

From time to time the Company may request information from you in order to assist with compliance to its Equal Opportunities policy.

31. BULLYING AND HARASSMENT

The practice of bullying in whatever form is unacceptable. We will always investigate any complaint immediately, sensitively and without prejudice. Anyone experiencing bullying or harassment at work should always inform their Supervisor or Manager immediately.

31.1 Examples of bullying behaviour include:

- Derogatory remarks
- Insensitive jokes or pranks
- Insulting or aggressive behaviour
- Ignoring or excluding an individual
- Public criticism

Similarly, the company deplores all forms of sexual, racial or disability harassment and seeks to ensure that the working environment is sympathetic to all its workers.

31.2 Examples of harassment:

- Insensitive jokes or pranks related to sex, race or disability
- Lewd comments
- Abusive, threatening or insulting words or behaviour
- Unnecessary body contact
- Displays of sexually or racially offensive material
- Speculation about a person's private life

These are examples only and the list is not exhaustive.

32. GRIEVANCE PROCEDURE

32.1 All Workers

The principle upon which the grievance procedure is based is as follows:-

The company will protect the right of staff to seek to remedy a grievance in a fair manner. Once the grievance is dealt with there will be no further reference made to it, nor will the worker be discriminated against for raising the grievance.

Workers may be accompanied by a colleague (who is a worker of the company) throughout the grievance and appeals procedure.

In circumstances where a Manager is implicated in a grievance, it may be discussed with the Orridge Human Resource Manager who will offer advice and may take up the matter on behalf of the Worker. This May involve a meeting being arranged between the two parties.

All formal meetings held in relation to a grievance will be noted and copies of the notes will be provided to the Worker upon request.

A decision will be given in writing, where possible within ten (10) working days of receipt of the grievance.

Where there is a grievance relating to any aspect of employment, the following procedure should be adopted:-

- (i) The grievance should be raised with the Line Manager formally in writing clearly identifying the grievance. This should be done in confidence giving full details and sufficient time to consider the facts of the case, and where appropriate take remedial action.
- (ii) Should the Line Manager not be able to satisfactorily resolve the grievance, the matter should be referred in writing, to the Operations Director whose decision will be final.

33. DISCIPLINARY & APPEAL PROCEDURE

33.1 Gross Misconduct

The following acts are examples of Gross Misconduct offences and as such will render workers liable to Summary Dismissal (i.e. dismissal without notice). **This list is not exhaustive.**

Any act of Gross Misconduct will be handled by the Regional Manager at both investigation and disciplinary stage.

- (i) Fighting, physical assault or dangerous horseplay.
- (ii) Failure to carry out a direct instruction given by a Supervisor/Manager/Director during working hours.
- (iii) Gross insubordination or the use of aggressive behaviour or excessive bad language on company or customer premises.
- (iv) Theft, wilful damage or negligence which leads to damage to property belonging to the company, its customers or suppliers or other workers.
- (v) Fraud or any other offence committed against the Company which would be a breach of the law of the land.
- (vi) Under the influence of drug, alcohol or other substance .
- (vii) Failure to notify the company and to give a full report of any incident involving a Company vehicle in which damage is caused to other property, vehicles, persons or any incident.
- (viii) Acts of gross negligence or misconduct involving careless or reckless driving.
- (ix) Loss of driving licence or conviction when driving is all or essential part of the job requirements.

- (x) Gross immorality.
- (xi) Falsifying attendance records, altering another worker's attendance record, failure to report an unauthorised recording, or receiving money for hours not worked.
- (xii) Breach of safety rules and/or actions which seriously endangers the health or safety of another person whilst at work.
- (xiii) Leaving the place of work without permission
- (xiv) The unauthorised use of Company equipment
- (xv) Not following Company Policies and Procedures

33.2 Disciplinary Procedure

The Disciplinary Procedure has been designed to provide workers with every opportunity to explain the circumstances surrounding any breach or alleged breach of these rules.

Prior to any disciplinary action taking place, an investigation will be conducted into the circumstances of the alleged offence. The investigation and disciplinary hearing will be notified to the worker in writing giving 5 days' notice.

The Disciplinary action taken will be determined by the severity of the offence, except in cases of gross misconduct where summary dismissal will apply. Any disciplinary action will remain on file for a length of time as confirmed at the decision stage. Depending on the severity of the offence and length of service, disciplinary action may take one of the following forms:-

- (i) **STAGE 1 : A VERBAL WARNING**, Which will be given by the Manager or superior of the worker and a copy is recorded on the worker's Personal File.
- (ii) **STAGE 2: A WRITTEN WARNING**, In the event of insufficient improvement or further serious misconduct, the worker will receive a written warning containing the following – details of any verbal warning, the reason for the written warning, improvements required and a timescale for such improvement and consequences of insufficient improvement.
- (iii) **STAGE 3: A FINAL WRITTEN WARNING** Advising the worker that this is the final warning and further breaches of these rules will render the worker liable to dismissal and/or suspension pending full investigation on either full, partial or no pay.
- (iv) **STAGE 4: DISMISSAL**

33.3 Appeal

Workers may appeal against disciplinary action taken against them by applying in writing to the appropriate Director within 5 working days of receiving the warning, in accordance with the Appeal Procedure.

33.4 Representation

At each stage, the worker will have the opportunity to state their case and have the right to be accompanied or represented at all stages of the procedure by the worker's chosen colleague (who is an worker of the company).

34. ALCOHOL, DRUG AND SUBSTANCE ABUSE

If a worker is known to be, or strongly suspected of being, intoxicated by alcohol or drugs, during working hours, arrangements will be made for that worker to be escorted from the premises. Workers will not be paid for hours not worked in these circumstances. Workers are expressly forbidden to consume alcohol when at work or to bring it onto client premises under any circumstances. It is not acceptable to take drugs that have not been prescribed on medical grounds. In addition it is not acceptable for any worker to be buying, selling or in possession of drugs.

Orridge & Co Ltd reserve the right to carry out random drug testing of any employee suspected of taking drugs other than those prescribed by their doctor.

35. SEARCH

Orridge reserve the right to search workers, their property, or their vehicles whilst they are at work for the Company. This right extends to clients of the company on whose work you are engaged.

36. THEFT

Pilfering can be prevented by workers being alert at all times. Any worker who observes an act of theft should immediately advise their Supervisor. Failure to do so will be treated as gross misconduct. In doing so, care must be taken not to alarm the suspect. Never approach a suspect without assistance.

37. PERSONAL PROPERTY

You should take all reasonable steps to ensure proper protection of your personal property including cash, as the company cannot accept responsibility for damage or loss to such property.

38. COMPANY PROPERTY

Company property, no matter how small or apparently insignificant must not be removed without permission, neither must company resources be used for private business or gain.

If you have had equipment assigned to you, you may be asked to contribute to costs in the case of loss arising due to negligence

39. SECURITY PASSES

Any security passes issued by the respective airports or clients that Orridge are working for remain the property of the said airport or client. Each respective airport or client reserves the right to confiscate or withhold a security pass with or without prior notice.

40. PERSONNEL RECORDS

It is most important that our records are always accurate and up to date. Changes to personnel details such as names, addresses, telephone numbers or bank details must be notified in writing to the Admin & Personnel Department at Aldridge.

41. DATA PROTECTION

The Data Protection Act 1998 is designed to protect information held on paper and on computers about individuals and enforce a set of standards for the processing of such information. The company is officially registered with The Data Protection Authorities and aims to comply with the requirements of the act and any subsequent acts.

Under the Act you have the right to see a copy of data held by the company about you. Any requests should be made in writing to the Admin & Personnel department, who may make a charge for the provision of data.

42. REFERENCES

The engagement of your services is conditional on satisfactory references from previous employers (or school/college if appropriate) being received whether before or after commencement.

Should an unacceptable reference be received, this will normally be discussed with you before a decision is taken as to whether the engagement should continue. Specific details of references will not, however be divulged.

43. CLIENT RELATIONS

Client Relations is the art of caring for our clients and giving them every opportunity to use our services in the future.

Please remember the Company's policy is the following: -

- Always treat our clients professionally and speak to them in a cheerful manner with a friendly smile.

- Adapt your approach to suit the client and situation but always be positive in your approach.
- Always refer all queries and complaints to your Site Supervisor or Team Leader.

44. TERMINATION

If you are no longer available for work please notify the Administration & Personnel Department at Aldridge immediately to avoid delay in processing your P45.

45. PENSION

When a Casual Worker joins the Company they will have to be postponed for 3 months. Following this period any worker who is over 22 and earns more than £10,000 per annum (£384 per fortnight) will be auto enrolled on a contribution basis of 1% of qualifying earnings employer contribution and 1% (of qualifying earnings) employee contribution. Qualifying earnings are earnings between £5,824 and £43,000 per annum. (Please note these limits are for the 2016/17 tax year)

Correspondence will be issued at the time to all employees who are auto enrolled details of the opt out process.

Once you have opted out you will remain opted out for a period of 3 years (unless you choose to opt back in within that time). At the end of the 3 years you will automatically be auto enrolled back into the scheme but again will have the option of opting out at that time for a further 3 years.

HEALTH AND SAFETY AT WORK CASUAL WORKERS HANDBOOK

1. INTRODUCTION

- 1.1 The Company regards the promotion of Health & Safety at Work a vitally important objective. This not only includes our own workers, but also members of the public, other contractor's workers and also customer workers. The Company's formal written Health & Safety policy statement, signed by the Managing Director is produced below.
- 1.2 The booklet has been produced to ensure that workers are aware of the main aspects of Health & Safety in carrying out their day-to-day activities and time should be taken to read it thoroughly.
- 1.3 If any worker has suggestions or ideas for the improvement of any aspect of Health & Safety, he/she should contact the Operations Director or their Regional Manager.

2. GENERAL HEALTH AND SAFETY POLICY

2.1 STATEMENT OF INTENT

- 2.1.1 **ORRIDGE & COMPANY LTD IS COMMITTED TO THE PROVISION OF A SAFE AND HEALTHY WORKING ENVIRONMENT AND TO THE CONTINUOUS IMPROVEMENT OF OCCUPATIONAL SAFETY, HEALTH AND ENVIRONMENTAL MATTERS FOR WORKERS, CUSTOMERS AND VISITORS.**
- 2.1.2 This statement underlines Orridge & Company Ltd commitment to ensure that as far as reasonably practicable the company will comply with the Health & Safety At Work etc. Act 1974 and all other legislation applicable to Orridge & Company Ltd

2.2 ORGANISATION

2.2.1 Employer

- (i) The Managing Director shall be responsible for managing Health & Safety within Orridge & Company Ltd.
- (ii) As part of this organisation, the Human Resources Manager shall develop and co-ordinate Health & Safety standards on behalf of the Managing Director and in consultation with Managers and Safety Representatives.

- (iii) The Human Resources Manager shall ensure that adequate organisational structures exist to allow for the implementation and maintenance of set standards.
- (iv) Line Managers shall be responsible for the implementation, maintenance and control of safe working practices within their responsibility and ensure that any issues regarding Occupational Health, Safety and Welfare are dealt with appropriately through adequate organisational structures.
- (v) Individuals with supervisory responsibilities shall be responsible with respect to health, safety and welfare of workers and ensure that any problems arising are dealt with through the organisational structure established.

2.2.2 Worker

- (i) Workers must take reasonable care for Health & Safety of themselves and of others who may be affected by what they do or fail to do at work. This would include reporting any problems regarding the Environment, Health, Safety and Welfare to the appropriate person.

3. GENERAL ARRANGEMENTS

This section details procedures for carrying out this policy.

3.1 COMMITTEES

- 3.1.1 The Health & Safety committees shall be composed of the Managing Director, Operations Director, HR Manager Regional Manager, Health and Safety Consultant, Safety Representatives or other nominated staff members. The function of the committees is to develop Health & Safety strategy in the context of environmental and legal changes to ensure best practice is achieved. The committees will also monitor the company performance with regards to its policies. Minutes of these meetings shall be provided, upon request, to all staff in order to ensure adequate communication is taking place.
- 3.1.2 Part of the committee's work will be to review an annual Health & Safety report submitted by the Human Resources Manager.

3.2 TRAINING

- 3.2.1 The Directors shall be jointly responsible for ensuring that all Senior Managers are trained so that they are competent to deal with Health & Safety issues at strategic and operational levels. This will be achieved through the provision of adequate information, training and instruction.
- 3.2.2 Senior Managers shall also ensure that their knowledge is suitable and sufficient to make reasonable decisions and ensure that Regional Managers, Service Managers, Supervisors and Workers are provided with the necessary information, instruction and training to undertake their responsibilities.
- 3.2.3 General and technical Health & Safety training shall be provided to all Orridge & Company Ltd staff specific to their written risk assessments.

3.3 RISK ASSESSMENTS

- 3.3.1 Assessments shall be undertaken to provide information on the nature of any significant hazards within the working environment. Assessments shall be carried out by Supervisors or Managers, who will involve other workers as necessary so as to allow for adequate risk determination.
- 3.3.2 Consultation with specific advisers to ascertain the risk involved shall be undertaken as is necessary.
- 3.3.3 Assessments shall be made available to all workers and also shall be discussed at operational level to ensure that corrective action is taken where necessary.

3.4 POLICIES AND PROCEDURES

- 3.4.1 Written policies and procedures shall be developed for Orridge & Company Ltd and reviewed annually to reflect any changes in working practice.
- 3.4.2 A Health & Safety manual is available to all staff. A copy is available at Orridge & Company Ltd offices.
- 3.4.3 Policies and procedures shall be developed in light of new legislation and best practice. Routine communication systems will be used to ensure workers are fully aware of new procedural guidelines.

3.5 COMMUNICATION

- 3.5.1 Communication systems are established for problems relating to Occupational Safety, Health and Welfare.
- 3.5.2 As part of that communication structure a comprehensive procedure exists for workers, contractors and customers to report accidents and incidents occurring during working time and/or on Orridge & Company Ltd property (Please see the Orridge & Company Ltd & Safety manual for more information). Communication of Health & Safety is further enhanced by the regular Health & Safety Committee's minutes being freely available to all staff.
- 3.5.3 Additionally all Orridge & Company Ltd staff, contractors and customers have direct access to the Operations Director for information, advice and instruction should it be required.

Orridge & Company Ltd General Health & Safety policy will be reviewed and kept up to date in line with Health & Safety legislation relevant to the Company.

Signed: *Paul Harding*

Date: 1st June 2015

Paul Harding
Managing Director
Orridge & Co Ltd

4. ORGANISATION FOR HEALTH AND SAFETY

- 4.1. The Managing Director of Orridge & Co Ltd has overall responsibility for the Health and Safety.
- 4.2. The Human Resources Manager is vested with overall responsibility for the establishment of the Company's Health and Safety programme.
- 4.3. The Regional Managers, Service Managers and Supervisors together with their immediate Staff have responsibility for effective implementation of the Company Health and Safety Policy and the arrangements for Health and Safety within their organisations. They will review safety performance, including accident reports on a regular basis and, where necessary, initiate corrective action and performance of the Company and make recommendations for new or modified safety procedures.
- 4.4. Periodic reviews of Health and Safety performance will be carried out in each region.
- 4.5. The Regional Manager and Service Manager of each Region has the responsibility to direct, assist and advise workers under his/her control on Health and Safety matters. Health and Safety topics should be discussed on a monthly basis. All managers should ensure safety rules and procedures are understood and effectively applied.
- 4.6. Managers must be responsive to any suggestions related to safety improvement. The Managers will instruct their workers on safe working practices and how to prevent accidents, together with the appropriate arrangements in case of emergency. Investigation of any and all accidents will be undertaken to determine cause. Where appropriate, corrective action will be initiated in an effort to prevent recurrence.
- 4.7. All workers have a duty and responsibility whilst they are at work to ensure they work safely and take all reasonable steps to prevent injury to themselves and their colleagues. They are expected to co-operate with all levels of Management to ensure that a healthy and safe working environment is maintained.
- 4.8. Workers have an ongoing responsibility to check their work area and report any defects, damage, unsafe conditions and accidents to their immediate Supervisor.

5. ARRANGEMENTS FOR IMPLEMENTATION OF HEALTH AND SAFETY

5.1. CONSULTATION

- 5.1.1 Management will keep workers updated on the arrangements made for their Health, Safety and Welfare whilst they are at work and explain the reason for any precaution that has to be taken of safe working practice which must be observed. To enable these requirements to be fulfilled, both parties must co-operate in minimising risks to health and safety.

5.2 ACCIDENT REPORTING AND FIRST AID

5.2.1 Workers have a duty to report all near misses, accidents and damage to property or equipment to their immediate Supervisor. In the event of a worker being injured and requiring hospital treatment, the necessary arrangements will be made for transportation to and from hospital. This procedure will also apply in the case of illness at work.

5.2.2 Remember – the word “Accident” includes injury, ill health attributed to the work activity or damage to property or equipment.

5.3 FIRE EMERGENCY

5.3.1 Fire emergency procedure for each Branch may differ depending on site location and number of workers. It will be the responsibility of the Regional Manager to ensure that all workers are familiar with the Fire Emergency Procedure.

5.3.2 Instructions on the types and use of firefighting equipment, evacuation procedure and assembly points will be provided to all workers. Regular fire evacuation drills and their evaluation for effectiveness will take place and revision of evacuation procedures undertaken yearly.

5.3.3 Remember – always activate the Fire Alarm First and then call 999.

Only tackle a fire if it is safe to do so, i.e. - it is small and easily extinguished

- you are not alone
- your escape route is clear
- there is no danger from toxic fumes.

Otherwise evacuate the building by the nearest exit and go to the assembly point.

5.4 SUB-CONTRACTORS

5.4.1 “Sub-Contractor’s Safety Rules Handbook” is the title of a separate booklet produced for the purpose of identifying Sub-Contractors duties and responsibilities in respect of Health and Safety at Work.

5.5 VISITORS

5.5.1 Visitors to the Company premises will be collected from Reception by a Company worker and where practicable, be accompanied at all times. In the event of emergency, visitors will be escorted to the appropriate assembly point.

5.6 PROTECTIVE CLOTHING

5.6.1 Protective clothing will be issued to workers as required. It is the worker’s responsibility to ensure safety equipment is used. The issue of such equipment will be reviewed on a regular basis by Management with a view to replacement as wear and tear dictates.

5.7 COMMUNICATIONS

5.7.1 This section sets out to provide information on action that is required by both Worker and Management in the event of a potentially hazardous situation arising during the course of work. Should such a situation develop it is in the best interests of Health and Safety at Work that both parties co-operate to the full in eliminating or minimising the hazard.

- (i) Workers are expected, in the first instance, if a potential hazard is identified to raise the matter with his/her immediate Supervisor. If after a reasonable time no progress appears to have been made to eliminate the hazard the worker should again raise the matter with his/her immediate Supervisor.
- (ii) If the situation continues, the Worker should advise the immediate Supervisor of his/her intention to report the matter to the Regional Manager.
- (iii) Managers, if they notice or have brought to their attention a situation that could be potentially hazardous, should take action appropriate to the circumstances without delay
- (iv) In the event of the Management being unsure of the best solution to resolve the problem further guidance will be sought from either the Human Resources or Admin & Personnel Manager who will advise and recommend a solution.
- (v) To ensure that risks to Health and Safety are eliminated the Manager will progress the matter until the problem is resolved.

6. SAFE WORKING PRACTICES

6.1 HOUSEKEEPING

6.1.1 Health and Safety at Work starts with good working practices in the workplace like cleanliness and tidiness.

- Pick up items that have fallen to prevent tripping.
- Keep the working area tidy and passageways clear of obstructions.
- Never obstruct Fire Exits.
- Stack materials in a safe place in a safe manner.
- Put rubbish in bins provided and clean up any spills.
- Wash hands after using the toilet, before eating food and at the end of the working day.

6.2 HAZARD REPORTING

6.2.1 Report at once to any Manager anything seen which is likely to cause an accident even if this is not in your own department.

6.3 FIRE SAFETY

- 6.3.1 Fire has a devastating effect once it takes hold therefore guard against starting fires. When an area is designated 'No Smoking', smoking is not allowed. Always ensure that cigarettes are properly extinguished. Do not allow combustible materials to accumulate in any areas. Report any defective electrical equipment, such as frayed electrical cables or loose connections.
- 6.3.2 It is essential that access to firefighting equipment is kept clear and all emergency exits both inside and outside are free from obstructions.
- 6.3.3 Remember – Make yourself familiar with Fire Evacuation procedures for the area in which you work with special attention to fire escape routes and emergency exits.

6.4 SAFETY SIGNS

- 6.4.1 Warning signs are put up for the benefit of workers and others. Observe the warning and comply to ensure your safety.

6.5 MANUAL HANDLING AND LIFTING

- 6.5.1 Most accidents in industry are caused by manual handling and lifting resulting in back, hand and foot injuries. All workers will receive Manual Handling training during their recruitment process, this will be repeated during the Pre-Start safety briefing of each count, additional on count training can be requested at any time.
- 6.5.2 The following techniques should be used when attempting to lift any item:-
- Assess the load for weight and balance to determine if help is required.
 - Assess the load for sharp edges, etc., to determine if help is required.
 - Ensure area around and route of movement are free and clear of obstructions
 - Get a firm and comfortable grip of the load.
 - Stand close to load with feet apart, facing direction of travel.
 - Place one foot forward for good balance
 - Bend the knees, keep back fairly straight,
 - Keep chin tucked in and push upwards with leg muscles.
 - Keep arms and load close to body.
 - Don't twist your spine, but pivot on your feet.
 - If picking up from a shelf, place one foot forward and pull load forward to rest against body before lifting it.
- 6.5.3 It is essential that you remember and apply these procedures at all times, including when you are loading and unloading equipment from your vehicle.

6.6 ELECTRICITY

6.6.1 Electricity is another essential service for the Company and if used correctly is safe. The following rules should be strictly adhered to:-

- Do not tamper with electrical equipment, installation, plugs and leads.
- Report any apparent or suspected defects to your Supervisor.
- Do not attempt to repair faults yourself.
- Seek help from a competent person.
- Always use RCD's on portable equipment.
- Check for PAT testing label and date

6.7 STAIRS, STEPS AND LADDERS

6.7.1 The provision of stairs as a means of access, and steps and ladders to aid access is to assist Workers carry out their daily duties in a safe and efficient manner. The following simple rules should be strictly adhered to:-

- Walk up and down stairs and use the handrail if one is provided.
- Do not carry objects that obscure your view going up or down stairs – if necessary get help or make more than one journey.
- Always select an appropriate size of steps or ladder.
- Make sure the ladder is suitable for your weight Class 1 step ladders only.
- Before using a step ladder ensure you inspect the equipment and that the base you intend to stand them on is solid, dry and free from grease.
- When you are finished with the ladder always return it to the storage area tidy.
- Report any defects immediately to your Manager.
- Ensure you are wearing suitable footwear

6.8 MACHINERY & EQUIPMENT (INCLUDING OFFICE)

6.8.1 Machines and equipment are provided to assist Workers with their job and must be used with extreme care. The following simple rules should be strictly adhered to:-

- Before operating machinery be sure you have been instructed on how to use it safely.
- Ensure all guards are securely in place before operating.
- Never clean or adjust the machine whilst it is in motion or switched “on”.
- Ensure you know how to stop the machine instinctively in the event of an emergency.
- Maintain your concentration when operating machinery and never look away from the work you are doing.
- Never startle or disturb another Worker who is operating machinery.

6.8.2 Remember – always report any dangerous aspects of a machine whether suspected or apparent, to your immediate Supervisor.

6.9 TOOLS AND EQUIPMENT

6.9.1 Any tools issued must be kept in good condition and used as per instructions

6.10 TRANSPORT

6.10.1 Care must be exercised at all times by drivers and pedestrians within the working environment. The Highway Code must be observed at all times. The following rules should be strictly adhered to:-

- Report any accident involving a vehicle, however slight, to your immediate Supervisor.
- Report any near miss involving a vehicle, however slight, to your Supervisor
- Do not leave a vehicle where it can be a danger or cause an obstruction.
- Never allow anyone to ride in your vehicle unless a proper seat is provided.
- When a vehicle is not in use ensure it is switched “off”, the brakes are properly applied and the key removed.
- Always ensure your vehicle is properly and safely loaded prior to commencing any journey.

6.10.2 Remember - Only authorised personnel are permitted to drive vehicles.

6.11 MOBILE TELEPHONES

Mobile telephones are an important communication link between staff and the operational functions of the business, however it is important that telephones are used wisely at all times. Mobile telephones must not be used when driving unless there is a hand free method of communication. Also mobile phones must not be used when working at height

6.11.1 General Precautions

As you are aware the use of mobile telephones have been linked to some health scares and whilst the links still have to be categorically proven, it is sensible to avoid excessive use. Reducing the time spent on mobile telephone calls is a sensible precaution and one that may enhance your health in the future. Keep all calls to an absolute minimum and avoid long conversations. If a landline is available always use it in preference to a mobile and if you receive calls when a landline is available ask your caller to ring back.

6.11.2 Driving Precautions

The only telephone that can be used whilst driving is a hands free ear piece or car kit, under no circumstances should you drive whilst holding a mobile telephone, even if stationary at traffic lights or idle. Hands free car kits will be fitted to all company vehicles where a company mobile telephone is also issued to the driver.

If you do not have hands free telephone then the phone should be switched off whilst you are driving. Use a message or divert service and take regular breaks to appraise yourself of the calls. Do remember to stop in a safe place and to fully disengage the engine before checking your messages.

When using hands free car kits you must ensure that you keep calls to the absolute minimum to avoid undue distraction. When making calls use voice activation if fitted. In all circumstances it will be better to wait until you have finished your journey before accepting or making calls.

6.12 FORK LIFT TRUCKS

6.12.1 Only trained and certificated personnel are permitted to drive fork lifts.

6.13 CHEMICALS

6.13.1 Never handle or otherwise use a chemical substance without finding out if it presents a hazard, e.g. toxic, corrosive, flammable, etc.

6.13.2 The container should be labelled to advise the safety precautions required; if not, ask your Supervisor for advice.

6.13.3 Do not decant any substance. Use appropriate protective equipment when handling chemicals. Keep containers sealed with stoppers when not in use.

6.13.4 Clean up any spills.

6.13.5 Solvents, adhesives and any other 'hazardous' substances must only be used as directed in the appropriate suppliers product data sheet.

6.14 HORSEPLAY

6.14.1 Workers will not indulge in horseplay or practical jokes, which can go wrong and become a danger to colleagues and others. NEVER throw items to another person.

6.15 NOISE

6.15.1 Ear protectors must be worn at all times when working in any designated zone.

6.16 ASBESTOS

6.16.1 When asbestos materials are suspected in the work area, work should not proceed until contact has been made with the appropriate management representative of the client organisation and clarification of the safety or otherwise of the situation has been confirmed.

The client should have a copy of the Asbestos Survey available if any doubt remains.

6.17 HIGH LEVEL WORKING

6.17.1 High level working can be hazardous but if the correct preparation and disciplines are applied throughout the work, the job should be completed safely.

All workers will receive Working at Height training during their recruitment process, this will be repeated during the Pre-Start safety briefing of each count, additional on count training can be requested at any time.

6.17.2 On no account should objects be thrown to ground level from a step ladder cherry-picker, or similar vehicle or from a ladder. Safety harness will be made available and must be used. All high level work must include two people. No-one is to undertake work from a cherry picker or similar vehicle without training

6.18 METHOD STATEMENTS AND PERMITS TO WORK

6.18.1 It may be necessary from time to time for Sub-Contractors to undertake hazardous operations during the course of their work. In the event of such instances it will be mandatory for the Sub-Contractor to prepare a Method Statement and present a copy to the Human Resources Manager prior to commencement of the work. No work should start until both parties agree the terms of reference and the job is closely supervised. In addition there may be a requirement to operate a Permit-to-Work system to control work which involves:-

- Hot Work (Welding, brazing, torch etc.)
- Electrical isolation and testing
- Flammable and toxic gases
- Asbestos
- Fragile roofs etc.

6.18.2 This system of work is designed for controlled purposes and the Sub-Contractor has the responsibility to inform the Human Resources Manager of any operations that may be deemed hazardous or dangerous.