

Policy Title	<b>Health &amp; Safety Safe Working Procedures</b>
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Applicable Attachments	DSE Risk Assessment

## **Health & Safety Safe Working Procedures**

### **XACTLY LIMITED**

#### **GENERAL STATEMENT OF INTENT**

This is a Xactly Limited (“the Company”) policy with regard to Health and Safety at work (“Policy”) and is published in accordance with the Health and Safety Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and other associated legislation, to protect the health and safety of their employees and to provide appropriate provisions for their welfare whilst at work.

The aim of this policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and to provide such information, training and supervision as they need for this purpose.

The Company will endeavour, as far as it is reasonably practicable, to ensure that the health and safety of each persons is not put at risk by the Company’s operations. The Company will take steps to ensure that its statutory duties are met at all times.

Employees are expected and encouraged to be proactive on health and safety issues as part of the continued development of the health and safety culture of the Company.

All employees, contractors and sub-contractors are required to cooperate with the Company and their colleagues in implementing the Policy and shall ensure that their own work is without risks to themselves and others as far as reasonably practicable.

As Xactly Limited is located in a managed office building, WeWork will have carried out their own health and safety assessments as their legal responsibility under their Management of Health and Safety at Work Regulations 1999 and will be responsible for ensuring the fire/smoke detection equipment remains operational and the fire routes unobstructed, inspecting the general condition of the building for potential trips and slips,

ensuring that any statutory obligations are performed in relation towards gas equipment and electrical items are tested accordingly.

### **Principles of Policy**

1. The Company believes in the active prevention of accidents and ill health and it is the Company's policy to ensure, so far as is reasonably practicable, the health and safety matters and welfare of its employees.
2. The Company will, to this end, endeavour to keep up to date with current professional expertise on health and safety matters and to observe all relevant statutes, regulations and codes of practice.
3. The Company will ensure that all employees are instructed in health and safety procedures and fire precautions. All Fire Wardens and Appointed Persons for First Aid will be adequately trained to meet their responsibilities.
4. The Company recognises its duties to persons other than employees and it is our policy to ensure, so far as it is reasonably practicable, that the health and safety of each person is not put at risk by the Company's operations.

### **COVID-19**

The following precautions must be adopted so far as is reasonably practicable to support the UK Government Covid-19 guidance.

- 1 If office based: regularly wash hands for at least 20 seconds using soap and water. Use hand-sanitisers when soap is not immediately available
- 2 If office based: maintain a distance of at least 2 metres with all other personnel. In order to achieve this it may be necessary to:
  - Limit the occupancy of certain rooms, including kitchen and toilet areas.
  - Introduce "one-way" system(s).
  - Use stairs rather than a lift.
- 3 If coughing or sneezing cover the mouth with an arm or elbow rather than the hand. 4 If office based: Work surfaces and routinely handled surfaces should be regularly cleaned.
- 5 Employees must self-isolate for 7 days, or 14 days in the case of a household member who experiences one or more of the following symptoms:
  - Cough.
  - High temperature.
  - Sore throat.
  - Runny nose.
  - Breathlessness.
  - Loss or change in sense of smell or taste.
  - If there is a confirmed diagnosis of Covid-19.
- 6 No visitors or contractors are to be brought onto site unless clear from above, and only then when absolutely necessary. Risk assessments and method statements detailing the precautions to be taken must be obtained prior to site entry being permitted.

- 7 Where possible, meetings will be held using video conferencing. If meeting must be held well-ventilated rooms must be used with social distancing observed.
- 8 If office based: Shared desks / areas must be cleaned and disinfected between users.
- 9 If office based: Crockery and cutlery must be sanitised after use, for example by using a dishwasher on a high setting.
- 10 Specific risk assessments will detail the precautions to be taken where work cannot take place whilst maintaining social distancing. These precautions may include one or more of the following: - Screens.
- Increased cleaning.
  - Back-to-back or side-to-side working.
  - Reduced duration of the task.
  - Fixed teams or partnering.
  - The use of personal protective equipment as a last resort.

## **ACCIDENTS OCCURRING IN THE UK**

This procedure must be followed for all injuries occurring at work, however minor.

- 1 The injured person must contact the designated person for dealing with first aid. 2

Depending upon the injury one or more of the following options will be taken:

- An ambulance will be sent for.
- The person will be taken to hospital A&E by a member of staff.
- The person will be treated at work, if necessary.

- 3 The First Aider, or senior person present, will record details of the accident and actions taken in the Accident Book.

- 4 All work-related fatal and specified injuries must be reported to the Health & Safety Executive's Incident Contact Centre *by telephone (0345 300 9923)* and by the appropriate online form found *at <http://www.hse.gov.uk/riddor/report.htm>*. The reporting should be carried out by telephone without delay, followed by the completed online form within 10 days of the injury. The Specified injuries to which this applies include:

- A fracture, other than to fingers, thumbs and toes.
- Amputation of an arm, hand, finger, thumb, leg, foot, or toe.
- Permanent loss of sight, or reduction of sight.
- Crush injuries leading to internal organ damage.
  - Serious burns (covering more than 10% of the body or damaging organs).
- Scalpings requiring hospital treatment.
- Unconsciousness caused by head injury.

- 5 All injuries resulting in incapacity from work for more than 7 days (not including the day of the accident but including weekends and rest days) must be reported by email ([www.riddor.gov.uk](http://www.riddor.gov.uk)). This should be reported as soon as it is apparent that the injury has resulted in a 7-day period of incapacity and no later than 15 days after the date of the injury.

The following occupational diseases are also reportable:

- Chronic severe cramp warranting clinical diagnosis.
- Legionellosis.

6 Accidents to members of the public or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances. There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

7 Following any incident ensure that appropriate evidence is collected and documented as necessary. For incidents involving the necessity for off-site treatment, or which may be considered to potentially lead to absence from work, this should include completion of the Accident / Incident Investigation Record.

## **FIRST AID**

1 It is the responsibility of the appointed person(s) for dealing with first aid, or the trained first aider, to provide at least one first aid box and ensure it is fully stocked.

## **PREGNANT WORKERS AND NEW MOTHERS (THOSE THAT HAVE GIVEN BIRTH WITHIN THE LAST 6 MONTHS OR WHO ARE BREASTFEEDING)**

1 Inform your line manager when you find out you are pregnant so that appropriate risks assessments can be completed. These assessments must be regularly reviewed. Discuss fire safety with your line manager and test any controls put in place.

2 Take regular breaks and drink plenty of water to remain hydrated.

## **YOUNG PERSONS (THOSE UNDER THE AGE OF 18)**

1 Young persons need to ensure specific risk assessments are discussed and completed with their Line manager.

## **STRESS**

The Company is committed to taking reasonable care that an employee will not suffer from mental (as well as physical) damage. The Company also recognises that workplace stress is a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors.

Stress is a much underestimated cause of absenteeism and if not reduced to a reasonable level can cause significant ill health problems. To this end the Company will seek to reduce stress by:

1 Managers being aware of the effects of their actions and ensuring that tasks are assigned to people who are capable, competent and have the necessary resources to carry out the task.

2 Managers being vigilant for signs of stress e.g. absenteeism, mood swings, irrationality and being prepared to

discuss the issue with those concerned or ensure there is access to suitable counselling/medical advice.

3 Any employee experiencing bullying or harassment of any kind must report this to management.

4 The Company will assess, monitor, review, and control risks arising from workplace stress so far as is reasonably practicable.

## **LIFTING AND HANDLING**

The Company is committed to reducing the risk of manual handling injuries and the Health and Safety Office will ensure guidance is provided on the measures that should be taken to ensure safe lifting and carrying in the workplace. The Company will ensure that:

- Risk assessments of manual handling activities are carried out by a competent person and identified risks are reduced to the lowest level reasonably practicable. A written record of assessments will be retained. - Employees will be supervised when required.
- Adequate information and training is provided to employees who carry out manual handling activities. - Any injuries or accidents relating to manual handling are investigated and corrective action is taken.

### **Working at Height**

No company employee should carry out working at height unless authorised to do

so. Employees must also ensure that they:

- Report to management (in confidence) any personal health conditions which may be affected by the manual handling activity.
- Comply with instruction and training which has been provided.
- Report any injuries or accidents to management immediately.

The lifting and moving of loads by manual effort is the largest single cause of injury at work. Wherever possible, lifting heavy loads (for example a box of 5 reams of paper) from floor level must be avoided by having these delivered to, and stored at, hip height. Where loads must be lifted utilise 2 persons and/or following procedure below to reduce the risk of strained muscles and back injury:

- Keep back straight, not necessarily vertical, but straight.
- Tuck the chin in, raise the head, this helps to straighten the back.
- Position your feet correctly, one foot alongside and one foot behind the object to be lifted. • Bend the knees and crouch to the object, do not bend over the object.
- Get a firm grip with the whole hand, not just the fingertips.
- In one smooth movement push off with the near foot, straighten the legs to raise the object and move forward in the required direction.
- Do not change your grip whilst carrying loads.

## **ELECTRICAL SAFETY**

- Electricity can cause fires as well as electric shock and burn. This can be prevented provided: • Only trained, electrically competent persons carry out repairs.
- That any defect in electrical equipment, frayed leads, overloaded outlet, etc. is immediately reported. •

That leads are kept off the floor or other areas so far as is practicable where damage can occur. • That no unauthorised personal electrical equipment is brought into the offices.

- That you always check the equipment working voltage with the supply voltage.
- That you make sure that cables are in good condition and of adequate length for the job and that the equipment has a current Portable Appliance test (PAT).
- That no unauthorised make-shift repairs are carried out.
- That you know what to do in the event of someone suffering an electric shock. If the person is still in contact with the electric current – switch it off (or remove the plug). Take special care if the power cannot be cut off – stand on a dry non conducting surface and pull the casualty away using a length of non conducting material. If necessary, when free apply artificial respiration.

## **FIRE**

If the alarm is raised, other than at the usual testing time, you leave the building immediately by the nearest fire exit. Do not collect personal belongings. Do not use the lift. Make sure that others have heard and are responding to the alarm as you leave, verbally communicating with each other to ensure that those in any side area are also responding to the alarm. If any person refuses to leave do not spend time in the office area but report this to the Fire Warden at the Assembly Point. Do not re-enter the building until instructed to do so.

In the event of a fire, the three most important actions are, in chronological order, to:

1. Raise the alarm

2. Summon the fire brigade

3. Evacuate the building — attempts to extinguish the fire should only be made if it is safe to do so.

## **COMPUTERS AND VDU EQUIPMENT**

Employees are responsible for carrying out an analysis of their own workstation and work environment. A workstation risk assessment can be requested from HR if required.

This analysis is to consider the health and safety risks to which employees are exposed to and the consequences of that use. The analysis includes an assessment of work chair, screen, keyboard, desk, lighting, heating and ventilation and regular breaks. The assessment should include any remedies for any significant risks found, ensuring the equipment meets the minimum requirements specified in the regulations and employees' needs. Employees are asked to contact their line managers if they have any queries or are unsure how to carry out a workstation assessment.

Employees should take regular breaks from the DSE (display screen equipment) and incorporate changes of task within the working day, to prevent intensive periods of on-screen activity. Employees should inform their supervisor immediately if they are experiencing any symptoms of discomfort or ill health.

Continued use of a keyboard, mouse or viewing a VDU has been a cause of a number of ill health affects e.g. Repetitive Strain Injury, eye strain, headaches and other so called upper limb disorders. These may be avoided by:

- 1 Ensuring the VDU is a comfortable distance from your eyes. Where an employee has reasonable cause to suspect that use of a VDU will cause eye or eyesight related problems, they may request an appropriate free eye and eyesight test to be carried out by a competent person.

- 2 Where the results of any such eye or eyesight tests show that eyesight correction may be necessary, the

Company will contribute towards the costs for basic corrective spectacles.

3 The VDU's height should be such that the viewer's neck is comfortable. The screen should not flicker and should be free from annoying reflections. Contrast and brightness should also be properly adjusted.

4 The workstation should be adjustable with:

- A chair with adjustable height and back rest (tilt and height). Arm rests should be removable. - A foot rest if required.

- Sufficient space to allow un-cramped conditions.

5 You should adjust and re-adjust as necessary to ensure your comfort. The computer manufacturers provide guidance on this.

6 Prolonged spells at the keyboard/mouse should be avoided if possible with breaks or the carrying out of other activities.

7 If you suffer discomfort on a regular basis report this to your manager so that advice/further investigation may be undertaken.

8 All routine users of VDUs, including those working from home, are required to complete our self assessment questionnaire.

## EYE TESTS

Employees who are required to regularly use DSE (display screen equipment) i.e. computers and laptops as part of their normal day to day work should seek regular eye and eyesight tests.

For these employees the Company will cover the cost of an eyesight test up to the value of £50 every two years, or as requested by the employee should it be necessary due to eye strain or concern about vision due to DSE use.

If the test shows the employee needs spectacles that are prescribed for **computer use only**, the Company will reimburse the employee up to the value of £50, towards the cost of their spectacles. Written confirmation from the optician will be required. If an ordinary prescription is suitable for DSE work, the Company will not make any reimbursement.

Reimbursements will be made in line with the Company Expense Procedure, receipts must be

provided. **OTHER OFFICE EQUIPMENT**

Office equipment is generally low risk but sensible "common sense" precautions still need to be taken during their use.

### Photocopiers

1 Photocopiers can generate small amounts of ozone during use and should be sited in areas of reasonable general ventilation.

- 2 Always use the copier with the lid down to shield the eyes and other parts of the body from light.
- 3 Refer to the manufacturer's instructions when freeing blockages. Opening the body of the copier should turn off moving parts. If this does not appear to happen do not proceed and turn off all power when rectifying problems.
- 4 Wear gloves when clearing up any spillages or leakages of inks or toners.

#### Paper shredders

- 1 Take great care when using paper shredders when wearing loose clothing such as sleeves, ties etc.
- 2 Refer to the manufacturer's instructions when freeing blockages. Never attempt to free blockages by reaching up inside the unit with fingers near to the blades.

### **STORAGE OF GOODS**

In order to prevent both injury and damage to goods always ensure:

- 1 That all shelving and boxes are in a sound and serviceable condition.
- 2 That shelves are fixed to the wall and progressively loaded from bottom to top. 3 That heavy loads are placed in the middle sections to reduce the risk of manual handling injury.
- 4 That archive boxes are filled within cupboards themselves rather than attempting to lift a filled heavy box.
- 5 That filing cabinets are loaded from the bottom draw upwards and that only one draw is opened at a time.
- 6 That all goods are stacked in a careful and stable manner, taking care not to cause an obstruction. 7 That racking is not overloaded or goods/materials stored in a manner which could result in their falling. 8 That chairs or other improvised means of access are not utilised to store or retrieve goods at height.

### **SLIPS, TRIPS AND FALLS**

Slips, trips and falls account for most of the accidents in offices, many of them when staff are moving or carrying loads. They generally happen because of the condition of floors, untidiness, or poor lighting. Such accidents can be prevented by:

- 1 Wearing sensible shoes and avoiding wearing "heels" if using stairs.
- 2 Always maintain a handhold on the handrail when using staircases.
- 3 Do not alter the positions of desks or VDU workstations if this creates a trip hazard from trailing cables.
- 4 Ensure that cables are tied together and routed beneath desks and along walls using cable ties and tidiers.



5 Do not stack files, boxes, stationery etc. on floors where they create a tripping hazard or obstruct thoroughfares.

6 Do not overcrowd a room with equipment, files, materials etc.

7 Flooring must be kept in a good condition. Report any loose or worn floor coverings. 8 Clean up any liquid spillages immediately.

9 Never attempt to exit through, or lean out of, an opened window.

## **ALCOHOL AND DRUGS**

The use of alcohol is not appropriate in the workplace and drug abuse can be a criminal offence as well as a serious risk to health and safety. The consumption, sale or purchase of alcohol or drugs is not permitted on Company premises. The Company operates a zero tolerance policy in relation to alcohol or drugs.

Under no circumstances will any employee: -

- Report for work in an unfit state due to use of alcohol or drugs.
- Be in the possession of any drugs whilst on the premises.

Drugs properly prescribed by a general practitioner for medical treatment are permitted, provided such use does not adversely affect the person's ability to carry out the work for which he/she is employed in a healthy and safe manner. Employees should advise the **[Insert Name/Title]** if they have any medical condition, or are taking medication that could affect their work or the health and safety of either themselves or others.

- Staff must never drink alcohol or take drugs if they are required to drive private or Company vehicles on Company business.
- If you are prescribed drugs by your doctor that may affect your ability to perform your work, you should notify your Manager.
- If you are suffering from an alcohol or drug dependency during your employment with the Company, you are required to declare such dependency to your Manager.
- Employees attending functions sponsored or supported by the Company or on behalf of the Company are expected to behave reasonably and as ambassadors for the Company.

## **SMOKING**

The Company operates a no smoking policy. Should you wish to smoke you must do so in the designated area outside the building.

It must be assumed that anywhere within the premise is smoke free. "No Smoking" signs will be displayed as required by law.

Managers are responsible for informing all employees of this policy. Employees are responsible for informing visitors to the site of this policy, and ensuring that they comply with it. Employees are also reminded that it is a criminal offence for employees to smoke in smoke-free areas, with a fixed penalty and prosecution.

Any contravention of this policy may be regarded as an act of gross misconduct and may result in dismissal.

## **VEHICLES**

- 1 Prior to being issued with a Company car or hired vehicle the driving license of the proposed user will be examined for restrictions, endorsements, and suitable class qualifications.
- 2 The member of staff will be questioned on driving history and asked to confirm that the number of penalty points accrued still allows a car to be legally driven. ALL DRIVERS OF COMPANY VEHICLES MUST MAKE MANAGEMENT AWARE IF THIS POSITION CHANGES.
- 3 It is the responsibility of the user of any Company vehicle that it is serviced and maintained in accordance with manufacturer's recommendations using reputable car servicing companies. The user is also responsible for ensuring that basic routine checks are carried out on tyres, tyre pressures, lights, windscreen washers, engine fluid levels, etc.
- 4 Seat belts must be worn by all vehicle occupants at all times and you must ensure that head restraints are properly adjusted for you and your passengers – top of restraint must not be below eye level. It is the responsibility of the driver to ensure that all passengers in the vehicle are wearing seat belts.
- 5 All vehicles should be safely loaded within their capacities and where appropriate correctly lashed.
- 6 Vehicles must not be left running whilst unattended and if unattended must be left in a safe position and must be immobilised (key removed).
- 7 All accidents or damage to the vehicle must be reported to management.
- 8 It is recommended that the maximum working and driving time in a 24-hour period should not exceed 14 hours. During periods of driving, breaks of a minimum 15 minutes should be taken at every 2 – 2.5 hourly intervals. If you feel at all sleepy, stop in a safe place. Do not stop on the hard shoulder on a motorway. The most effective ways to counter sleepiness are to take a short nap (up to 15 minutes) or a drink, for example 2 cups of strong coffee and fresh air or exercise. These recommendations do not take into consideration situations such as driving after a long flight, or following a period when an individual has had less than normal hours of sleep, or is taking any form of medication. In these situations, employees must make their own assessment of what is an acceptable situation. As a guide, following a flight of more than 4 hours, a drive of more than 1 hour should not be undertaken. Use of public transport, taxi or overnight accommodation is recommended as agreed by the Manager authorising the travel.
- 9 Plan your journeys effectively and allow plenty of time for hold ups and bad weather. Do not rush or drive at speed and always stay below the speed limit. Where necessary and appropriate allow to stay overnight in accommodation. Where possible try to avoid periods of peak traffic flow and whilst motorways may not always be the fastest, statistically they are the safest routes.
- 10 You must report to the Company and the Driver Vehicle Licensing Agency any health condition likely to affect

your driving. Under no circumstances should you consume alcohol if you are driving or think that it is likely that you will be driving. The Company has a zero tolerance policy on drugs and anyone found under the influence of such intoxicants will be liable for summary dismissal. Be aware of driving if you are taking certain medicines and if in doubt ask your pharmacist or GP. Do not drive long distances after a big meal. Eat lightly and at intervals.

- 11 You must be able to read a vehicle number plate for a distance of 20.5 metres (about 5 car lengths) in good daylight. If you feel you have any doubts over your vision, then see an optician. If you need to wear glasses or contact lenses you must wear them at all times whilst driving. At night or in poor visibility do not use tinted glasses
- 12 In the event of a mechanical breakdown, where possible stop in a safe position pulling off the road or onto the hard shoulder. Where possible get out of the vehicle from the passenger side, particularly on motorways or other high speed roads and stand behind the barrier to await assistance. Contact the AA, RAC etc. or your lease provider if the vehicle is provided with mechanical breakdown assistance. Inform your line Manger as to the nature of the breakdown (if known) and if you need additional assistance, if for example you have broken down at a remote location.

## MOBILE PHONES

- 1 It is illegal for drivers to use **hand-held** phones (whether speaking, sending or receiving text messages) whilst driving, at traffic lights or during short hold-ups that may occur during a typical journey. The offence is punishable with a fine and six penalty points placed upon a driver's licence.
- 2 It is important to note that while **hands-free** kits are allowed as long as the phone is not held at any point, drivers still risk prosecution for failing to have proper control of a vehicle under the Road Vehicles Regulations Act 1986 as studies have shown that using a **hands-free** phone whilst driving distracts the driver, reduces reaction times and increases the risk of an accident.
- 3 The Company wishes to ensure that its employees who drive on Company business, and who may need to maintain business contact through use of a mobile phone, do so in a responsible and safe manner. The Company's policy covering the provision and use of mobile telephones within a vehicle is as follows:
  - Drivers may **NOT** instigate a call without first parking safely and turning off the engine.
  - Drivers may use a **hands-free** kit to answer **incoming** calls which should be kept short and simple. If necessary tell caller you will phone them back shortly and find a safe place to park.
  - Before a driver answers the call they must assess the road and driving conditions. Only if satisfied that answering the phone will not distract their attention from driving may they answer the call. Otherwise allow the call to revert to voicemail.
  - The use of any **hand held** mobile devices is strictly forbidden.
- 4 Company personnel should avoid contacting a driver if and when they are aware that the driver is travelling. If

it is absolutely essential to contact the driver such calls should be limited to a short message and preferable left on their voicemail.

## **FOREIGN TRAVEL**

When travelling abroad on Company business:

- 1 Always take out appropriate travel insurance prior to commencing your journey.
- 2 Ensure that you receive the recommended vaccinations for your destinations (see <http://www.fitfortravel.nhs.uk>).
- 3 Do not visit any destination against the advice of the Home Office.

## **CONTRACTORS & VISITORS**

In order to comply with our legal obligations the following procedures must be adopted:

- 1 It is the responsibility of the host to ensure that all visitors and contractors are made aware of relevant safe working procedures, notably those relating to accidents, and fire and evacuation procedures.
- 2 Contractors should be vetted to ensure they hold appropriate indemnity insurance and are competent to carry out their allotted tasks. If appropriate, a method statement should be obtained and reviewed prior to engagement.
- 3 All contractors and visitors are required to conform to the standards and safe working procedures contained within the Company Health and Safety Policy and be made aware of the fire and evacuation procedures. They are also required to discuss the tasks that they are to perform with the host prior to commencing work. Any control measures necessary to ensure their safe working must be identified and utilised.