

We are focused and committed building services contractors with a passion for delivering successful projects. Working with our clients we ensure a fit for a purpose solution is provided in a safe and innovative environment.

*hello*  
WELCOME  
ABOARD!



UNIVERSAL MECHANICAL & ELECTRICAL

# Universal Mechanical & Electrical Induction Pack

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# You are a valued member of this UME team.

## Introduction

Welcome. We are pleased you are here and hope you are settling into the company well. We want to give you an overview of who we are and what we do. Here's to, hopefully, answering some of your questions, of which we are sure you have many. Further into the induction pack, you will read more about who you will work with and some useful contact numbers to keep close, in case you need them.



## Who we are

### **WE ARE BUILDING SERVICES CONTRACTORS.**

As a multi-disciplinary contractor, we can be your one-stop shop for all your MEP requirements.

### **CUSTOMER FOCUSED**

We are a high-quality, cost-effective provider with a customer-centric approach.

### **DESIGN & BUILD**

We have the expertise to complete your design and build projects with our experienced and qualified teams.

### **WE COVER ALL OF THE U.K**

There's no place too far for us to travel in the United Kingdom. We are equipped and ready to go.

## What we do

**MECHANICAL**

**PUBLIC HEALTH**

**ELECTRICAL**

**REFRIGERATION**

**Delivering Success.  
No matter the project.**



# We go Beyond... UME.

The Group of Companies is a family-owned, privately held business specialising in engineering-led, technology-driven solutions for the built environment and facilities services sector. With a focus on self-performed, multi-technical services, the group operates across building services, infrastructure, energy, and communications. Their mission is to support clients in designing, constructing, operating, and maintaining energy-efficient, sustainable facilities that enhance the spaces where people live, work, and learn.



Founded in 1988 by Ray Smith, Caroline Smith, and Richard Franklin, the company has grown while staying true to its hands-on, family-oriented roots. Ray and Caroline remain actively involved, mentoring apprentices and providing guidance to the next generation of leadership. Today, they support George Smith, UME Director, and Megan Smith, Group Finance Director, as the business transitions seamlessly into its future.



**Universal Central Services**  
Accounts, HR, H&S, Procurement, Marketing, Commercial Management, Insurance & Group overhead management.  
Office located in Wickford



**Universal Systems & Controls**  
BMS (Building Management Systems Specialists) PRIVA, ABB & RDM.  
Office located in Ipswich



**Universal Mechanical & Electrical**  
Mechanical, Electrical and Refrigeration, HVAC contractor.  
Offices located in Wickford & Poole



**Universal Panels & Systems**  
Control Panel Manufacturer  
Office located in Ipswich



**Universal Flooring Specialists**  
Flooring Contractors for Commercial & retail.  
Office located in Cheshire



**R&R Fire & Security Ltd**  
Fire & Electronic Security, Structured Cabling, Data Design, CCTV & Access Control  
Office located in Wickford



# Central Services... are here to help.

## Health & Safety → Meet your Team

### Tee Osman

Health & Safety Manager  
tee.osman@universalcs.co.uk  
07885 367472



### Jack Parkes

Health & Safety Advisor  
jack.parkes@universalcs.co.uk  
07548 112228

← →  
Tee and Jack form a dedicated and experienced QHSE Team, committed to upholding the highest standards across the company. With close to 15 years of service, Tee brings deep institutional knowledge and a steady hand to every project, while Jack contributes fresh perspective and energy, backed by three strong years of hands-on experience. Together, they lead the charge in fostering a culture of safety, continuous improvement, and accountability, working closely with all departments to ensure everyone goes home safe, every day. Their combined efforts are key to maintaining compliance, reducing risk, and empowering teams with the tools and training they need to succeed.

The QHSE team plays a vital role in making the company a safer, more efficient, and more responsible place to work. From developing safety protocols and conducting audits to leading environmental initiatives and quality control processes, Jack and Tee are proud to stand behind the scenes of every safe operation and successful outcome. Their mission is not just about meeting standards, it's about raising them. By continually improving our systems and supporting the wellbeing of every employee, they help shape a workplace where safety and excellence are at the heart of everything we do.

## HR → Meet your Team

### Sam Westbrook

Head of HR & People  
sam.westbrook@universalcs.co.uk  
07858 303226



← →  
Sam Westbrook – Head of HR & People - CIPD Level 7 qualified, Sam joined the Group in 2024 to lead the growth of our HR function. With a strong background in HR leadership at the SME level, she brings deep expertise and a passion for creating a people-first culture. Sam believes that culture should sit at the heart of everything we do — and she leads with that passionate vision every day.

## Accounts → Meet your Team

### Megan Smith

Group Finance Director  
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07702 511226



### Caroline Smith

Group Finance Director  
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01268 833338 Ext 123



### Cherisse Scott

Accounts Manager  
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01268 833338 Ext 123



### Steph Wells

Accounts Assistant  
steph.wells@universalcs.co.uk  
01268 833338 Ext 123



### Sue Stokes

Accounts Assistant  
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01268 833338 Ext 123



### Kayleigh Coleman

Accounts Assistant  
kayleigh.coleman@universalcs.co.uk  
07843 811510

**Accounts: 01268 883338**  
**accounts@universalcs.co.uk**

## IT and Office Management → Meet your Team

### Rob Helps

rob.helps@universalcs.co.uk  
07540 105777

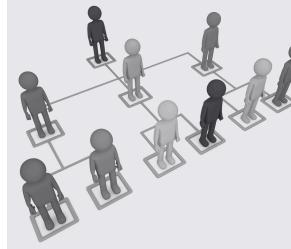


## Marketing → Meet your Team

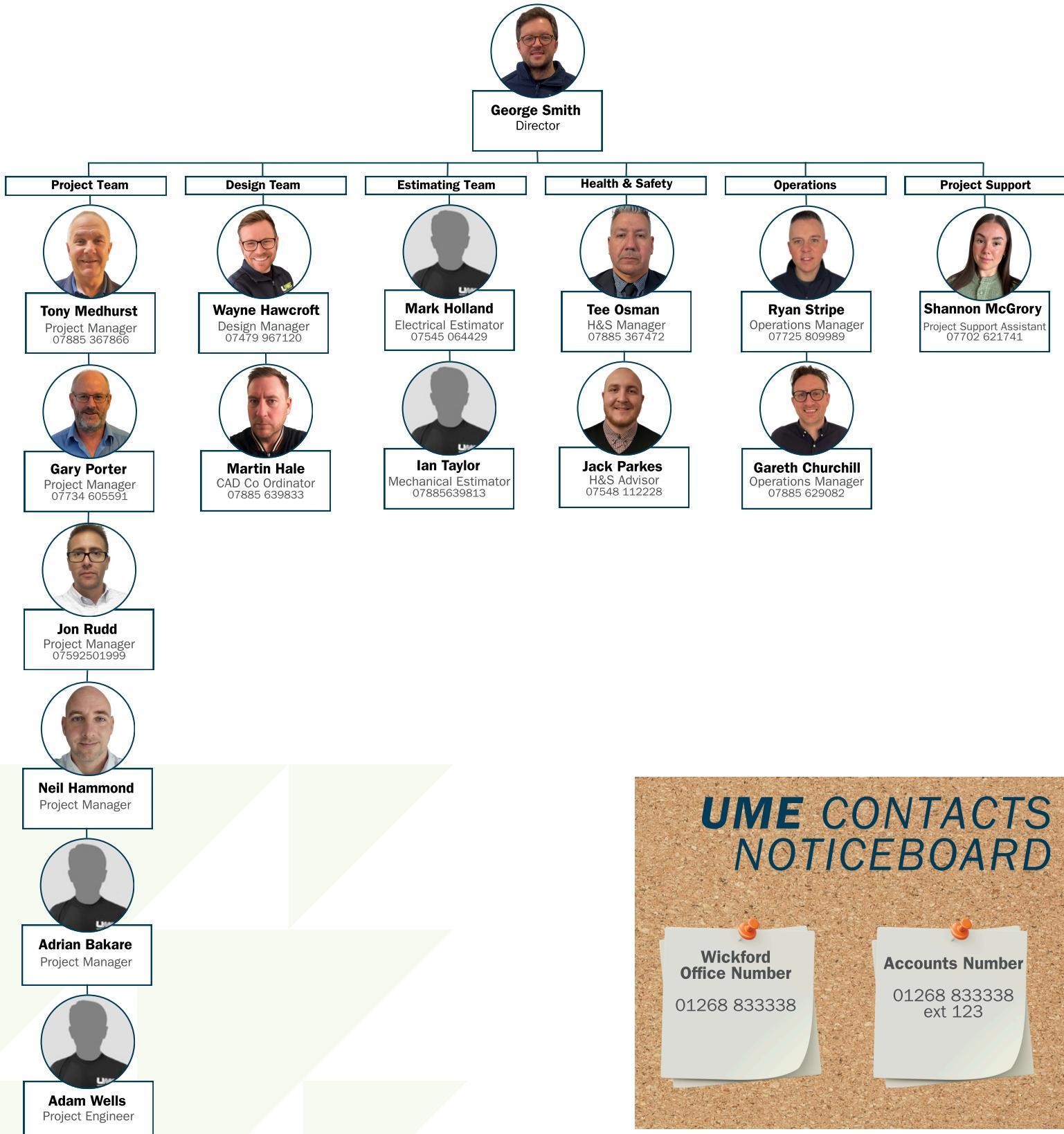
### Nicola Stripe

nicola.stripes@universalcs.co.uk  
07850 951310





# We have talented people in this Organisation...





# Let's talk about the Benefits...

As a valued member of our team, we are delighted to offer you a comprehensive range of employee benefits.

Here's what's available to you:



## PRIVATE HEALTHCARE THROUGH AXA. DEPENDING ON GRADE



## WORKPLACE PENSION PLAN



## 25 DAYS ANNUAL LEAVE

You are entitled to 25 days of annual holiday per full holiday year, in addition to the standard public holidays.

To reward your loyalty, we also offer additional holiday days based on your length of service:

- 1 extra day after 4 years of continuous service (calculated at the start of the holiday year)
- 1 extra day after 6 years of continuous service
- 1 extra day after 8 years of continuous service



# Your safety & mental health is our priority...

As part of our commitment to protecting the health, safety and wellbeing of all colleagues, visitors and stakeholders, this induction will guide you through the key responsibilities, policies, and procedures that apply to our Central Services teams, including HR, Accounts, Finance, and Health & Safety. At UCS we believe that safety is not just a legal requirement, but a core value and shared responsibility. By understanding your duties, knowing how to report concerns, and adhering to our policies, you will play an active role in maintaining a safe and positive workplace culture where everyone can thrive.



## **Legal Duties**

Us as your Employer – key duties

- Provide a safe place of work, safe systems of work, safe equipment, competent supervision and adequate welfare facilities (Health and Safety at Work etc. Act 1974, s.2 & s.3).
- Assess risks and implement preventive/control measures; appoint competent persons; provide information, instruction, training and supervision (IITS) (Management of Health & Safety at Work Regulations 1999).
- Consult with employees (directly or via representatives) on H&S matters.
- Maintain arrangements for first aid, incident reporting and emergency response (First-Aid Regs 1981; RIDDOR 2013; Fire Safety Order 2005).
- Monitor, audit and continually improve our H&S management system (aligned to ISO 45001 principles).

You as an Employee – key duties

- Take reasonable care for your own H&S and that of others affected by what you do or don't do (HSWA s.7).
- Cooperate with UCS on H&S; follow training, instructions and policies; never intentionally misuse safety equipment (HSWA s.8).
- Report hazards, near misses, incidents and any work-related ill health promptly.
- Complete relevant H&S training and assessments (e.g., DSE) and use controls/PPE as instructed.

## **Our H&S Policy – what it means for you**

**Commitment:** We will prevent injury and ill health, comply with legislation and continually improve.

**Responsibilities:** Directors set policy and provide resources; managers implement; H&S team advises/monitors; every employee follows procedures and reports concerns.

**Arrangements:** Risk assessment, DSE, first aid, fire safety, incident reporting & investigation, contractor control, visitor management, driving at work (grey fleet), wellbeing & stress, training & competency, and audit/review. The full policy and arrangements are on the UCS H&S Hub and will be provided to you as part of this induction.

## **Roles, responsibilities & contacts**

Managers/Team Leads

- Plan work safely, ensure training is current, brief teams, check controls are used, lead by example.
- Investigate incidents/near misses with the H&S team and complete corrective actions.

## Employees

- Follow safe systems, complete DSE and other assessments, keep your workspace safe, and speak up about hazards or concerns.
- Participate in investigations and improvement actions where needed.

## **The H&S Team (your first call for advice/support)**

Tee Osman – H&S Manager: 07885 367472 - tee.osman@universalcs.co.uk

Jack Parkes – H&S Advisor: 07548 112228 – jack.parkes@universalcs.co.uk

## **Incident, accident & near miss reporting**

### Definitions

- Incident: Any unplanned event that caused harm, damage or loss.
- Accident: An incident resulting in injury/illness or damage.
- Near miss: An incident with no injury/damage this time, but with potential to recur with worse outcomes.
- Hazard: Something with the potential to cause harm (e.g., trailing cable, defective chair).

### Why report?

- To make people and places safe, meet legal duties (including possible RIDDOR), learn lessons and prevent recurrence.

## **Your reporting process**



Make safe / get help: Stop the activity if unsafe.  
For emergencies, call 999.  
Alert a first aider/fire marshal if relevant.



Investigate & fix: Manager + H&S team complete proportional investigation, identify root causes and corrective actions with target dates/owners.



Tell your line manager and the H&S team (same day).



Follow-up & learn: Actions are tracked to close; learning is shared via toolbox talks/briefings and, where useful, added to procedures.



Record it on the UCS H&S Incident Report Form.  
Include who/what/where/when, injury details, photos, witnesses, and immediate actions taken.

Data protection: We handle incident data in line with our Privacy Notice. Share only on a need-to-know basis.

RIDDOR (Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 2013)

Some events must be legally reported to the HSE by the “responsible person”. Do not submit to HSE yourself—contact the H&S team immediately.

## **What may be reportable?**

- Fatalities and specified injuries (e.g., fractures other than fingers/toes/thumbs; amputations; loss of sight; serious burns; scalping requiring hospital treatment; crush injuries; etc.).
- Over-7-day incapacitation (unable to do normal work for >7 consecutive days after the incident).
- Occupational diseases are diagnosed by a doctor (e.g., carpal tunnel, hand-arm vibration syndrome, occupational dermatitis).
- Dangerous occurrences (e.g., significant electrical short causing fire, failure of lifting equipment, explosion/implosion of pressure systems).

### Timing (H&S team action):

- Without delay for fatalities/specified injuries/dangerous occurrences.
- Within 15 days for over-7-day injuries.
- On the diagnosis of diseases.

We will handle the online HSE notification and keep records for at least three years.

### Timing (H&S team action):

- Without delay for fatalities/specified injuries/dangerous occurrences.

- Within 15 days for over-7-day injuries.
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## **Emergency procedures**

Know before you need it: On your first day, locate fire exits, call points, extinguishers, AEDs and first-aid kits on your floor and within your working environment. Note who your fire wardens and first aiders are.

### Fire safety (Fire Safety Order 2005)

-  Alarm tone: Learn the building's test time and alarm tone (see local fire action notice).
-  Raising the alarm: Activate the nearest manual call point and dial 999; give building name, address, and postcode.
-  Evacuation: Leave by the nearest safe exit. Do not use lifts. Close doors behind you.
-  Assembly point: Go directly to your designated muster point and report to your fire warden. Do not re-enter until the fire service or the senior fire warden says it is safe.
-  Extinguishers: Only use if trained, the fire is small, and you have a clear exit behind you.

### Medical emergencies (First-Aid Regs 1981)

-  Call 999 and state the condition (e.g., unconscious/not breathing/bleeding).
-  First aiders: Contact a trained first aider (names/locations on local notice).
-  AEDs (defibrillators): Know the nearest AED location(s). Anyone can use an AED—follow prompts.
-  Aftercare: Log the incident in the Accident Book and inform the H&S team.

### Personal Emergency Evacuation Plans (PEEPs)

-  If you need assistance to evacuate, ask your manager or the H&S team to arrange a PEEP.

## Role-specific training & competency

- We use a “competence = training + experience + behaviour” approach. Your manager and the H&S team will maintain a training matrix and renewal schedule.

### All Central Services (minimum):

- UCS H&S Induction (this document + local briefing).
- Fire Safety & Evacuation Awareness (annual).
- Display Screen Equipment (DSE) e-learning + self-assessment (on start; review on change/annually).
- Manual Handling Awareness (office-appropriate).
- Incident & Near-Miss Reporting (process and expectations).
- Mental Health, Stress & Wellbeing awareness; harassment & violence prevention.
- First aid awareness (know who/where), with selected staff trained as Emergency First Aiders at Work (EFAW).
- Driving for Work (if you ever drive on company business: licence/insurance checks, fatigue, mobile-phone prohibition).

## HR

- Managing DSE/PEEP processes; onboarding H&S elements; occupational health referral process; stress/absence management and wellbeing signposting; incident confidentiality & data handling.
- Accounts & Finance
- DSE, slips/trips/housekeeping, lone/late working controls, document handling ergonomics; awareness of incident cost reporting/KPIs.

## H&S Team

- Accident/incident investigation; risk assessment; internal auditing, fire risk assessment awareness/liaison, DSE Assessor, First Aid at Work, contractor controls, RIDDOR competence, COSHH awareness, training design & delivery. Senior roles to hold (or be working toward) a L6+/Diploma or equivalent and relevant professional membership.

## **PPE requirements & standards**

- Office-based work normally requires no PPE. Where tasks or site visits warrant it, PPE will be provided free, maintained and replaced as needed.
- Typical site-visit PPE: Hi-vis (EN ISO 20471), safety footwear (EN ISO 20345), safety helmet (EN 397), safety glasses (EN 166), gloves (EN 388), hearing protection (EN 352).
- RPE: Only if risk assessed; tight-fitting RPE requires face-fit testing and user clean-shaven policy for an effective seal.
- Use & care: Wear as instructed, keep clean, store correctly, report defects immediately. Record issue on the PPE Register.



## **Behavioural safety expectations & culture**

We operate a Just Culture—we prioritise learning and improvement over blame. Reckless or wilful violations will still be addressed, but genuine mistakes and honest reporting are encouraged.

## **Everyday standards**

- Stop-Work Authority: If it's not safe or not clear—stop and ask.
- Speak Up: Report hazards, fatigue, ill-health concerns, and near misses.
- Housekeeping: Keep walkways clear, manage cables, clean spills promptly, store items safely.
- DSE & wellbeing: Set up your workstation properly, take regular breaks, vary posture.
- Respect & inclusion: No harassment or bullying. Treat colleagues and visitors with respect.
- No drugs/alcohol at work; prescription meds—discuss safety-critical impacts with your manager if applicable.
- Driving for work: No phone use while driving; plan routes, manage fatigue, and comply with road laws.
- Managers lead by example: Recognise positive safety behaviours, hold timely debriefs after events, and ensure actions are closed.

## **Final reminders**

- If something changes—your workspace, health, pregnancy, medication affecting safety—tell your manager so we can review controls/PEEPs.
- When visiting non-office areas (warehouses, plant rooms, sites), comply with local rules and PPE and complete any required briefings or permits.
- Induction is the start—safe habits every day are what keep us all safe.