

Health & Safety Policy

It is expected that all Skye Direct Ltd employees take time to familiarise themselves with the information contained within this Health and Safety Policy to ensure their own safety and the safety of others.

STATEMENT OF SAFETY POLICY

GENERAL STATEMENT

Skye Direct Limited is committed to ensuring, as far as is reasonably practicable, the health, safety and welfare of its employees and other persons who may be affected by its activities. Our ultimate objective is to create a positive health and safety culture which is embedded in all areas of the business to ensure that all risks are adequately controlled. The Company is committed to complying fully with the requirements of the Health and Safety at Work etc. Act 1974 and the legislation made under it, including the Management of Health and Safety at Work Regulations 1999.

Effective health and safety management is an integral part of our company culture and is recognised as a key driver in respect to achieving success in our business objectives. Skye Direct Limited conduct their activities with the following aims in order to achieve our policy objectives:

- Ensure our business operations are undertaken in accordance with best practice procedures which reflect compliance with current statutory health and safety legislation.
- Meet our responsibilities as an employer to do all that is reasonably practicable to prevent accidents, injuries and damage to health.
- Ensure the necessary resources are provided in relation to health and safety, including finance, equipment, personnel and time.
- Provide and maintain safe working environments that are, so far as reasonably practicable, without risks to health, safety and welfare.
- Ensure all employees play an active part in the health and safety of the Company by consulting with them and providing them with adequate information, instruction, training and supervision for them to understand their role within the Company and ensure they are competent to fulfil that role.
- Prepare and record risk assessments for all significant risks within the business.
- Ensure that all plant and equipment is provided and maintained in a safe condition, and is subject to routine and statutory inspections and examinations.

Elliott Horn is the Managing Director of Skye Direct Limited and has overall responsibility for Health Safety and Welfare. This is underpinned by other managers and colleagues who also have responsibilities in various areas of Health and Safety throughout the business. While the Directors and Managers of Skye Direct Limited will do all that is within their powers to ensure the health, safety and welfare of its employees, it is recognised that health and safety at work is the responsibility of each and every individual associated with the Company.

As a condition of our employment we require our employees to co-operate with us to ensure we meet with our objectives. In particular we require our employees to:

- Take reasonable care of their own and other people's health, safety and welfare and to report any situation which may pose a threat to the well-being of themselves or any other person.
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

The Company will communicate the Health and Safety Policy to all employees, and it will be freely available to customers and the general public. This policy will be reviewed and updated annually or more frequently if necessary, particularly when changes in the scale and nature of our operations occur, or there are changes in health and safety legislation.

Signed: 

Elliott Horn, Managing Director
For and on behalf of Skye Direct Limited

RESPONSIBILITIES

Under the Health and Safety Act 1974 all staff at Skye Direct Limited have a collective and individual responsibility to ensure, through their respective roles, the maintenance of a healthy and safe working environment within the premises. It is a requirement of the law that all staff assists and co-operate with Skye Direct Limited's health and safety and thus ensure high standards, of health and safety, consistent with the company's policy requirements.

DIRECTORS

The Directors are responsible for implementation of the Policy at Skye Direct Limited(s) to ensure the safe guarding of the health, safety and welfare of their employees together with the health, safety and welfare of contractors and visitors who may be affected by Skye Direct Limited (s) work activities. The Directors have appointed Callidus Health and Safety to provide Health and Safety support and advice and to advise them on Health and Safety arrangements; training and where necessary to liaise with enforcement and advice agencies.

LINE MANAGERS

Line Managers shall ensure that where appropriate Risk Assessments are undertaken in compliance with the requirements of the Health and Safety Policy and associated supporting documents and safe systems of work. That effective arrangement is in place for planning, organising, controlling, implementing, monitoring and reviewing any measures necessary to safely manage the risk assessment outcomes. Line Managers shall ensure that effective communication and information Systems are in place such that all affected staff; as appropriate, are aware of Skye Direct Limited(s) policies and any other relevant health and safety information which may influence their actions.

Line Managers should also ensure that all staff are provided with comprehensive and relevant information on the significant risk of their work and the measures to control these risks. And where appropriate be adequately trained to undertake their work activities safely. Ensure that proper funding and appropriate actions are taken in the implementation and support of the Health and Safety Development Plan.

CALLIDUS HEALTH AND SAFETY

Advise Skye Direct Limited on the preparation, promulgation and review of a company Health, Safety and Environmental Policy.

To provide advice on the following:

- *Legal requirements affecting health, safety, welfare and the environment.*
- *Personal protective clothing and equipment.*
- *Working methods, equipment or materials, which could reduce risks.*
- *Potential hazards in the workplace.*
- *Specialist services and advice including appropriate information in relation to substances hazardous to health, noise, vibration etc.*

EMPLOYEES

Every employee has a responsibility to ensure their own health and safety, and to ensure others are not put at risk by their acts or omissions at work. In particular, employees' duties and responsibilities are:

- *To understand and comply with the Skye Direct Limited(s) health and safety policies and procedures and those specific to their team.*
- *To always act in a manner so as to ensure their own health and safety at work and that of others who may be affected by their work activities.*
- *Employees are expected to ensure that the Skye Direct Limited(s) safety rules and procedures are followed.*
- *Know the emergency procedures in respect of first aid, fire, evacuation and any specific safety measures to be adopted for their own working area.*
- *Must behave in a responsible manner and show appropriate regard for their own health and safety and that of others who may be affected by their actions or omissions.*
- *Do not leave it to someone else.*
- *Where personal protective equipment is specified; that they wear it properly and appropriate care is taken, such that it is fit for purpose and not wilfully or neglectfully damaged*
- *All apparatus, tools and equipment provided are used in the prescribed manner, if damaged or misused and could cause an accident to the next user.*
- *Any defects should be reported to a line manager who shall take whatever action is considered appropriate.*
- *They do NOT bring to the Skye Direct Limited(s), or have in their possession whilst in work for the Skye Direct Limited(s) any unauthorised substance of items which may be potentially hazardous or illegal.*
- *They observe standards of dress consistent with safety and hygiene regulations this includes the wearing of suitable footwear.*

CONTRACTORS

The Skye Direct limited(s) has a statutory requirement to ensure the Health and Safety of Contractors whilst working on Skye Direct limited(s) premises and vice versa to protect staff and visitors from any hazards which arise due to Contractors activities.

Where there are no existing policies or guidance, we expect our staff and contractors to meet the highest, relevant standards and to comply with relevant legislation. Where no legislation exists, we will work with staff and contractors to develop systems which comply with best practice and eliminate or minimise the risks so far as reasonable practicable.

Contractors have the appropriate health and safety guidance provided by their employers before commencing work.

A suitable and sufficient assessment is made of the work to be carried out in order to identify health and safety implications and ensure protective/preventive measures are taken.

Contractors complete and adhere to safe systems of works and submit a method statement for all large contract work agreed with Managers and advisers prior to work commencing on Skye Direct limited(s) premises. These method statements are to be made available upon request.

All contractors working on Skye Direct limited(s) premises sign on daily at Reception and report to appropriate management for approval before commencement of work.

All persons likely to be affected by contractor work of any kind on Skye Direct limited(s) premises (e.g. employees and visitors in the area of work) are made aware of any health and safety implications in good time.

COMMUNICATION AND CONSULTATION

Skye Direct limited undertakes to consult with staff over issues related to health, safety and welfare and to provide the information staff require, in order for them to carry out their duties. Constructive suggestions to improve health, safety, welfare and environmental awareness in the Company are welcomed from any employee.

Open communication systems will encourage comments and ideas from individuals in the workplace, and will include:

- *Any proposed change which may substantially affect their health and safety at work e.g. changing a work procedure, equipment or ways of working;*
- *When introducing new technology, tools or working processes;*
- *Informing employees of the likely risks and dangers arising from their work, measures to remove or reduce these risks and what they should do if they have to deal with a risk or danger;*

The following information will be displayed at head office:

- *Health and Safety Policy Statement;*
- *HSE Law poster;*
- *Employer's Liability Insurance Certificate;*
- *Fire safety instructions;*
- *Names of Fire Wardens and First Aiders;*

ACCIDENT/ INCIDENT REPORTING

All injuries, work-related ill health, near miss incidents and fires - no matter how minor or apparently trivial - must be reported to the relevant line manager or Health & Safety Officer. Such incidents, depending on the severity, should be reported to the Incident Contact Centre or recorded in the Accident Book in accordance with the requirements set out in 'The Reporting of Injuries, Diseases and dangerous occurrences Regulations 1995' [RIDDOR]). See health and safety notice board in kitchen. The Accident Book is located on reception.

FIRST AID

Skye Direct Limited(s) has a duty to provide sufficient trained First Aiders.

Skye Direct Limited's nominated First Aiders are:

James Hampshire

Jill Chippindale

The following procedures should be adopted in the event of incident/accident requiring a First Aider:

- *The person reporting the accident should contact Reception who will contact the duty First Aider.*
- *Qualified first aiders will be aware of the precautions which must be taken to avoid possible infection by the HIV virus, but it is essential that anyone administering aid to an injured person should also know what to do. There are standard precautions, which reduce the risk of transmitting other infections, including hepatitis.*
- *All of our first aiders are fully trained but below we have listed precautions that all staff should take.*
- *Exposed cuts and abrasions should always be covered up before giving treatment to an injured person and hands should be washed before and after applying dressings.*
- *Whenever blood or other body fluids have to be mopped up, disposable plastic gloves and an apron should be worn; these items should then be placed in plastic bags and disposed of safely, preferably by burning. Clothing may be cleaned in an ordinary machine using the hot cycle.*
- *The HIV virus is killed by household bleach and the area in which any spills have occurred should be disinfected using one part of bleach to ten parts of water; caution should be exercised, as bleach is corrosive and can be harmful to the skin.*
- *If direct contact with another person's blood or other body fluids occurs the area should be washed as soon as possible with ordinary soap and water. Clean cold water should be used if the lips, mouth, tongue, eyes or broken skin are affected, and medical advice should be sought.*

MOVING AND HANDLING

The Manual Handling Operations Regulations 1992 establish a clear hierarchy of measures to reduce the risk of injury when performing manual handling tasks. To summarise, manual handling operations which present a risk must be avoided so far as reasonably practicable, if these tasks cannot be avoided then each such task where there is a risk of physical injury must be assessed. As a result of that assessment the risk of injury must be reduced as far as is reasonably practicable.

Manual Handling operations cover lifting and related activities such as holding, carrying, lowering, pushing and/or pulling by hand or bodily force. They also extend to lifting and assisting people.

Common hazards are the manual movements of loads and frequent or awkward movements of the body, leading for example to back injuries and severe pains in the hand, wrist, arm or neck - repetitive strain injuries. Moving materials mechanically is also hazardous and people can be crushed or struck by material when it falls from lifting or moving device, or is dislodged e.g. from a storage stack.

All staff will therefore ensure:

- *That manual handling is avoided where a safer way is practical or there is risk of injury*
- *Design of task suits the work to the person, not the person to the work where possible*
- *Assessment is made of the risk of injury from any manual handling operation that can't be avoided*
- *The risk of injury is reduced so far as is reasonably practicable*
- *Staff who engage in manual handling tasks daily will attend a manual handling training course.*

THE WORKPLACE (HEALTH, SAFETY AND WELFARE) REGULATIONS 1992 INCLUDING WORK STATION AND DISPLAY SCREEN EQUIPMENT REGULATIONS 1992

These Regulations are in force primarily to protect persons who operate computer equipment on a regular and/or continuous basis. However, even casual operators should be checked to ensure that equipment they operate does not put any unnecessary strain on their eyes, wrist and backs. Strains can be reduced by correct lighting, a well designed computer desk and a comfortable chair of the correct height. All Skye employees have a work-station risk assessment which is undertaken within 6 months of the commencement of their employment. Skye ensure that all workers are aware of workplace recommendations for example to take regular breaks and include the provision of eye tests if required. These recommendations are displayed on the Health and Safety notice board situated in the kitchen area.

In compliance with statutory requirements, the Skye Direct limited(s) will provide and maintain suitable working conditions, e.g. heating, lighting, ventilation, hygiene and welfare so far as is reasonably practicable. Skye's employees are advised not to use trailing leads, to clear up spillages quickly, not to block any doors or walkways and to report any torn or loose floor coverings.

ELECTRICAL OFFICE EQUIPMENT

The Skye Direct Limited(s) has an obligation under the Electricity at Work Regulations, to ensure that all electrical equipment is safe to use. In order to satisfy these requirements the Skye Direct Limited(s) has implemented a procedure to ensure the testing of all portable electric equipment at periods ranging between 12 months for hand held high use equipment i.e. kettles to three years for computers.

WORKING AT HEIGHT

Working at height equipment is restricted to the use of steps and ladders etc to access storage racks etc. Risk assessments will be produced for the use of such equipment and communicated to all staff. Skye Direct Limited will make sure that all work at height is planned and carried out in accordance with the relevant risk assessment, and in accordance with the Work at Height Regulations 2005.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH) REGULATIONS (2002)

The COSHH Regulations 2002(as amended) requires that an assessment is made to ensure that precautions adopted for substances used match the potential hazards they create. Skye Direct Limited employees are responsible for ensuring that they follow all manufacturer's guidelines and instructions when using proprietary products.

PERSONAL PROTECTIVE EQUIPMENT (1992)

All workers who may be exposed to a risk to their health & safety while at work will be provided with suitable, properly fitting and compatible personal protective equipment. This must be worn correctly when the applicable risk assessment identifies that it is required.

All personal protective equipment provided by Skye Direct Limited will be properly assessed prior to its provision, and all employees will be provided with appropriate information, instruction and training on the correct use and maintenance of PPE.

PROVISION AND USE OF WORK EQUIPMENT REGULATIONS (PUWER 1998)

Skye Direct Limited will endeavour to ensure that all equipment used in the workplace is safe and suitable for the purpose for which it is used, and is maintained in good working order and safe condition in accordance with the Provision and Use of Work Equipment Regulations 1998 and the manufacturers' instructions.

All workers will be provided with adequate information, instruction and training, and appropriate personal protective equipment, to enable them to use work equipment safely.

It is the responsibility of all persons using work equipment to use the correct tools and equipment for the job, and to carry out a visual check before use to ensure that it is in a safe condition. Anything which they find to be defective must be immediately taken out of use and reported to their Manager in order for appropriate action to be taken. In addition, users must not use unsafe defective equipment until it has been put back in good safe condition and must not attempt to repair or maintain equipment unless they have been properly trained to do so, particularly when it may involve the removal of safety guards or live electrics.

PROVISION FOR SPECIAL NEEDS

Special attention will be given to the health and safety of special needs staff/visitors and, in particular, suitable and sufficient access and egress will be provided and maintained.

VIOLENCE TO STAFF

The Skye Direct Limited(s) definition of violence to employees is:-

Any incident, in which an employee perceives that they have been unacceptably abused, threatened or assaulted by a person or any other member of the public with whom they came into contact with in circumstances arising out of the course of their employment.

READING SITUATIONS

If any employee is aware of any potentially violent situations they are expected to report them to their Line Manager and try to ensure the presence of a second person if possible. Bringing in a second person can often calm a situation. They are expected to treat all threats of violence seriously. Employees are encouraged to be perceptive and read situations and be constantly alert to signs of frustration, tension or aggression in an individual e.g., heightened respiration, perspiration, pitch and speed of voice, invasion of personal space, flushed skin, increased muscle tension, uncomfortable substantiating of eye contact.

Line Managers will ensure:

- *All incidents of violence at work are investigated according to the disciplinary procedure set out in the staff handbook.*
- *Where appropriate, welfare counselling is provided for victims.*

STRESS IN THE WORKPLACE

Skye Direct Limited values the welfare of their employees and as such has in place a policy and procedure to address work-related stress to ensure, where reasonably practicable, that risk factors associated with stress and the causes of stress are avoided. Every individual will know who they report to if they are suffering from stress both work and non-work related. All information will remain confidential. Where appropriate, welfare counselling will be provided for sufferers.

SMOKING, ALCOHOL AND DRUGS

Skye Direct Limited operates a No Smoking Policy. It covers all Skye's offices. Employees who smoke are expected to familiarise themselves with the location of smoking points outside of the office.

Employees are expected to turn up for work in complete control of all their faculties (ie without any dependence on alcohol or any other drugs of a non-medicinal nature) and to maintain that state until the completion of their working day.

For the purpose of this policy, misuse refers to the use of illegal drugs and the misuse, whether deliberate or unintentional, of prescribed drugs and substances such as solvents. Anyone caught in possession of illegal drugs on the Company's premises will be reported to the police and will be subject to the formal disciplinary investigation for gross misconduct as set out in Skye Direct Limited's disciplinary procedures.

LONE WORKING

Skye Direct has a legal duty to ensure the health, safety and welfare of employees and volunteers while at work or engaged in volunteer activity. At any given time, employees may be alone, either in our premises or when operating on our behalf externally. We are responsible for assessing the risks to lone workers and taking steps to avoid or control the risks where necessary. Employees and volunteers have responsibility to take reasonable care of themselves and others in lone working situations.

To reduce the risk we carry out a risk assessment of the following issues, as appropriate to the circumstances:

- *The environment – location, security, access.*
- *The context – nature of the task, any special circumstances.*
- *The individuals concerned – indicators of potential or actual risk.*
- *History – any previous incidents in similar situations.*
- *Any other special circumstances.*

In any situation where an employee is operating alone and feels unsafe, they must remove themselves from that situation immediately and report the incident to their line manager or supervisor. In any situation where an employee is operating alone and an incident occurs, this must be reported to their line manager as soon as possible. An incident is any situation where the health and safety of the employee is compromised and may include an accident, fire, violence or threat of violence (this is not exhaustive).

FIRE PROCEDURES

The Responsible person is the Managing Director. Skye Direct Limited will undertake a fire risk assessment of the premises. Basic fire information is given in the Fire Action notice below. All employees are expected to familiarise themselves with the procedure outlined in the Fire Action Plan and behave responsibly to ensure the Skye's measures to prevent fires operate effectively.

- *Do not block fire escape routes*
- *Do not wedge open fire doors*
- *Do not overload electrical sockets, or tamper with plug fuses Take care with portable appliances*

Fire drills are carried out on a regular basis (at least 6 monthly) and are the responsibility of Skye Direct Limited. A fire log book will be maintained and held at Reception.

FIRE WARDEN

As part of its Fire Action arrangements, Skye Direct Limited's Fire Warden will assist with any evacuation of the building.

- *Fire Warden - Michelle Wright*

The Fire Warden's duties include:

- *Report to the Managing Director any defects in fire equipment eg a fire door not closing or a fire extinguisher that has been tampered with.*
- *When the fire alarm sounds check their designated area to ensure that it is clear and report to the Managing Director at their designated assembly point.*
- *Ensuring that all staff and visitors have evacuated the building in the event of a Fire Alarm or suspected fire. A visitor's book on reception is kept to give valuable information about visitors to the Skye Direct Limited's office.*

FIRE ACTION PLAN

ON DISCOVERING A FIRE

1. Operate the nearest fire alarm (break glass call point) and dial 999
2. Give the precise location of the fire
3. Do not attempt to tackle the fire
4. Proceed to the assembly point and report to the Fire Warden.
5. Do not re-enter the building unless you are told it is safe to do so by the Fire Warden

ON HEARING THE FIRE ALARM

1. Proceed to your assembly point
2. Close the doors behind you as you leave and if possible, close windows too.
3. If you are a wheelchair user or have mobility difficulties, please seek immediate assistance.

KNOW

1. Your means of escape routes, primary and secondary.
2. Your nearest Fire Alarm point
3. Where your assembly point is
4. Who the Fire Warden is

RECEIPT OF HEALTH AND SAFETY POLICY - ACKNOWLEDGEMENT SHEET

I can confirm that I have received a copy of Skye Direct Limited's Health & Safety Policy.

Signed by:

Signature:



Name: Elliott Horn, Managing Director Skye Direct Limited

Date: 01/01/2024