

# Resso Holdings Limited

## EMPLOYEE SAFETY HANDBOOK

This Employee Safety Handbook has been produced to provide employees with Health and Safety information. It also includes information about your duties as an employee and will help you to understand Health and Safety issues which affect you at work.

It contains the following:

- General Policy
- Organisation and responsibilities
- Employees' responsibilities, rules and procedures

### WHAT THE LAW REQUIRES

Our organisation, under current legislation, has to have a written Health and Safety General Policy statement for the protection of our employees and others who may be affected by our work activities. Our Health and Safety Policy and Arrangements reflect our commitment to the provision of a safe working environment. We are legally required to identify the duties and responsibilities for employees who have a specific role in managing health and safety in our workplace.

We also have a responsibility and duty to ensure that you are:

- Aware of and understand the Health and Safety General Policy.
- Aware of and understand the health and safety rules relating to your work.
- Provided with adequate information, instruction, training and supervision.
- Made aware of the significant risks associated with your work activities and how they may affect others.
- Provided with Safe Systems of Work.
- Provided with a safe and healthy working environment.

The policy is reviewed at regular intervals.

You are expected to sign a statement that you have read, understood, accepted and will obey all rules in this handbook and will keep yourself aware of any changes that might occur to working practices and / or the working environment. We provide other documents containing relevant information in addition to training and instruction to help you to carry out your work safely.

## HEALTH AND SAFETY GENERAL POLICY STATEMENT

# Resso Holdings Limited

At Resso Holdings Limited we recognise our duties under current health and safety legislation and we will endeavour to meet the requirements of this legislation and maintain a safe and healthy working environment. Our Managers and Supervisors are informed of their responsibilities to ensure they take all reasonable precautions, to ensure the safety, health and welfare of those that are likely to be affected by the operation of our business.

Resso Holdings Limited recognises its duty to make regular assessment of the hazards and risks created in the course of our business.

We also recognise our duty, so far as is reasonably practicable:

- to meet our legal obligations to maintain safe and healthy working conditions;
- to provide adequate control of the health and safety risks so identified;
- to consult with our employees on matters affecting their health and safety;
- to provide and maintain safe plant and equipment;
- to ensure the safe handling and use of substances;
- to provide information, instruction, training where necessary for our workforce; taking account of any who do not have English as a first language;
- to ensure that all workers are competent to do their work, and to give them appropriate training;
- to prevent accidents and cases of work related ill health;
- to actively manage and supervise health and safety at work;
- to have access to competent advice;
- to seek continuous improvement in our health and safety performance and management through regular (at least annual) review and revision of this policy; and
- to provide the resource required to make this policy and our Health and Safety arrangements effective.

We also recognise:

- our duty to co-operate and work with other employers when we work at premises or sites under their control to ensure the continued health and safety of all those at work; and
- our duty to co-operate and work with other employers and their workers, when their workers come onto our premises or sites to do work for us, to ensure the health and safety of everyone at work.

To help achieve our objectives and ensure our employees recognise their duties under health and safety legislation whilst at work, we will also inform them of their duty to take reasonable care for themselves and for others who might be

affected by their activities. We achieve this by explaining their duty and setting out our company health and safety rules in an Employee Safety Handbook which is made available to every worker employed by us.

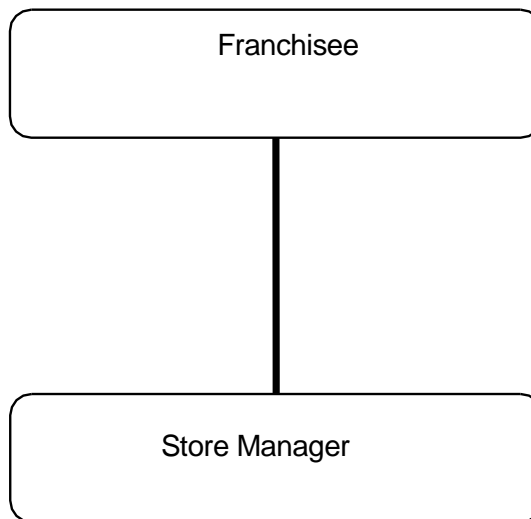
In support of this policy a responsibility chart and more detailed arrangements have been prepared.

*Note: A signed and dated copy is available in our main Health and Safety Policy Manual.*

## HEALTH AND SAFETY ORGANISATION

The Managing Director has overall responsibility for the implementation of this policy.

The policy is implemented by key personnel who have been allocated specific responsibilities for managing health and safety.



## RESPONSIBILITY TABLE

*This Responsibility Table illustrates the allocation of individual health and safety responsibilities to the personnel / management position identified within its header.*

### Key

MD - Franchisee

HoO - Head of Operations

SM - Store Manager

SC - Store Co-ordinator

<b>SAFETY ARRANGEMENTS</b>	MD	HOO	SM	SC
Managing Safety & Health at Work	✓	✓		✓
Managing Migrant Workers		✓	✓	
Accident, Incident & Ill Health Reporting			✓	✓
Accident Investigation		✓	✓	
Workplace H&S Consultation - One-to-one		✓	✓	✓
Hazard Reporting		✓	✓	✓
Substance & Alcohol Abuse			✓	
Purchasing	✓	✓		
Risk Assessment	✓	✓	✓	✓
New and Expectant Mothers			✓	✓
Employing Children & Young Persons			✓	
Lone Working			✓	
Health & Safety Training		✓	✓	✓
Health & Safety of Visitors			✓	
Personal Protective Equipment			✓	
Action on Enforcing Authority Reports	✓	✓		
H&S Information for Employees		✓	✓	✓
Fire Safety - Arrangements and Procedures	✓	✓	✓	✓
First Aid		✓	✓	
Welfare & the Working Environment		✓	✓	
Cleaning			✓	
Access, Egress, Stairs & Floors		✓	✓	
Windows, Glass & Glazing in the Workplace		✓	✓	
Housekeeping			✓	✓
Premises	✓	✓		
Electrical Safety	✓	✓		
The Provision, Use & Maintenance of Work Equipment	✓	✓		✓

SAFETY ARRANGEMENTS	MD	HOO	SM	SC
Office Equipment				✓
Slips, Trips & Falls			✓	✓
Occupational Road Safety		✓		
Safety in Food Preparation Environments		✓	✓	
Working Time, Night Work and Shift Working		✓	✓	
Manual Handling		✓	✓	✓
Display Screen Equipment & DSE User Eye Tests & Spectacles				✓
Asbestos in Buildings	✓	✓		
Aggression & Violence in the Workplace		✓	✓	
Contractor Control & Management	✓	✓		

# Resso Holdings Limited

## Key Personnel Health and Safety Responsibilities

### Introduction

Health and safety legislation places specific duties on employers to make arrangements to protect the health, safety and welfare of their employees whilst at work and others (such as visitors and contractors) that might be affected by their undertakings.

To help us comply with these duties we have assigned specific health and safety responsibilities to Key Personnel for their areas of work (information on individual responsibilities can be found in the **Responsibility Table** within the **Health and Safety Policy and Procedures Manual**).

In addition, we have a Health and Safety Management System that includes:

- Our Health and Safety Policy.
- Safety responsibilities for key personnel.
- Safety Arrangements to deal with health and safety issues in our workplace.
- Risk assessments.
- Procedures to deal with emergencies.
- Employee safety rules.
- Additional information such as documented Safe Systems of Work, specific safety rules and fire precautions, are also provided.

Other information provided to help employees with health and safety issues includes:

- The displayed Health and Safety Law Poster.
- The displayed current Employer's Liability Insurance Certificate (or electronic version)
- Health and safety literature and information leaflets.
- Appropriate safety information and the significant findings of risk assessments.
- Information relating to Safe Systems of Work.

## **EMPLOYEE LEGAL RESPONSIBILITIES**

**As an employee you have a legal duty to take reasonable care of yourself and others and to co-operate with management on all aspects of health and safety.**

**You must co-operate with and follow all emergency arrangements.**

**You must ensure that you report all accidents, near misses or damage to equipment and property as soon as possible. You must co-operate and assist with any accident/ incident investigations when asked.**

**You must refrain from deliberate acts or interference with anything provided in the interests of health, safety and welfare. This includes alteration, removal or deliberate disablement of guards and other safety devices and unauthorised alteration or repair of equipment.**

**You must carry out your tasks in a safe manner and follow any instructions or Safe Systems of Work provided to you by Management. Should you identify any hazard or hazardous situation, you must report it to the person in charge immediately or as soon as possible.**

**You have a duty to ensure that all personal protective equipment provided for you is worn as directed, kept clean, maintained and stored in the correct manner.**

It should be remembered that a breach of health and safety legislation by you may constitute a criminal offence and action may be taken against you by the Enforcing Authority, which can result in heavy penalties, i.e. fines and / or imprisonment.

## **SAFETY RULES**

This section of the Employee Safety Handbook outlines some of the general health and safety rules. There may be other more specific procedures about how you carry out your tasks for which training / instruction will be provided or specific working practice adopted.

### **Accident Procedures**

You must report all injuries suffered at work (however minor) to management and enter details in the Accident Book.

You must report all accidents, incidents, near misses and dangerous occurrences to management immediately.

You must report all instances of damage to any property or articles to management immediately.



## **Working Practices**

You must not operate any equipment or use hazardous substances unless you have been trained and authorised to do so.

You must use all work equipment in accordance with your training and instructions.

You must report any fault, damage, defect or malfunction in any equipment to management immediately or if this is not possible as soon as reasonably practicable.

You must not make repairs to any work equipment unless you have been trained and authorised to do so.

When cleaning work equipment you must use the correct procedure as instructed.

Work equipment must not be left switched on without someone in control of it.

Employees under 18 years old must not operate (unless under direct supervision) or clean certain dangerous machinery.

You must use all hazardous substances in accordance with written assessments and instructions.

You must obey the Drugs and Alcohol Policy of the organisation.

You must carry out manual handling tasks as instructed.

You must wear suitable foot wear at all times at your workplace.

## **Working Conditions / Environment**

You must use the correct tools provided at work.

You must clear up any spillage within the work area as soon as possible and report any hazardous conditions that exist.

Waste hazardous substances must be disposed of in a safe and approved manner.

Do not allow hazardous substances to enter drains or sewers.

You must keep all areas clean and tidy.

You must dispose of all rubbish and waste materials as instructed.

Disinfection procedures must be followed as instructed.

You must report any hazardous conditions to management.

## **Fire Precautions**

You must report any use of fire fighting equipment to management.

Do not attempt to fight fires unless you have been trained how to do so.

You must comply with all established emergency procedures.

You must not obstruct any fire escape route, fire equipment or fire doors at any time. Locked or obstructed fire escape routes must be reported immediately to management.

You must not interfere with or misuse any fire equipment provided.

Fire doors should be kept closed at all times, unless fitted with an automatic release device.

## **Health**

You must report to management any medical condition or use of medication which could affect your safety or the safety of others.

You must cooperate with the organisation's health surveillance provisions.

You must inform management, as soon as possible, if you are pregnant.

You must report to management any instances of illness that could compromise food hygiene and / or other people's wellbeing. This includes;

- Diarrhoea, sickness (vomiting) and other stomach disorders
- Any discharge from the eyes, ears or nose or a sore throat
- Any septic skin condition such as sores, boils, septic cuts etc.
- Any other infection.

You must inform management of any infections or illness immediately. Decisions to keep you away from work, due to illness, will only be taken after careful consideration.

You must not attend work under the influence of either alcohol or illegal drugs.

## **Hygiene**

You must maintain high standards of personal hygiene at all times when at work.

You must protect all open wounds with a suitable dressing, whilst at work.

You must not consume food or drinks in a place where it may become contaminated.

### **Hazard / Warning Signs, Signals and Notices**

You must comply with all workplace warning signs, signals and notices displayed.

### **Vehicles**

Regular safety checks must be carried out on all work vehicles.

Do not drive or operate any work vehicles without approval.

You must not allow unauthorised passengers in work vehicles.

You must not use work vehicles for unauthorised purposes. You must not overload work vehicles.

You must report to management any medical condition that could affect your ability to drive.

If you drive your own vehicle on company business, you must provide proof that:-

- you have a full current EU driving licence
- the vehicle has been taxed and is insured for business use
- the vehicle has been properly serviced and has a valid MOT.

You must not use a hand held mobile phone whilst driving.

### **Protective Clothing and Equipment**

You are required to use all personal protective equipment as instructed.

### **Gross Misconduct**

You will be liable to summary dismissal if you are found to have acted in either of the following ways:

- Serious breaches of the preceding health and safety rules, which endanger the lives of or may cause serious injury to employees or any other person.
- Interference with or misuse of any equipment for use at work, such that it may cause harm.

## **HAZARD REPORTING**

We have implemented arrangements to encourage you to report, to the person in charge, hazards, unsafe conditions and practices that may affect you or others in order to reduce the possibility of injury / illness at work.

Hazards should be reported using the Hazard Log provided. We encourage participation, so that defects or hazards can be quickly identified and remedied.

## **CONSULTATION**

To encourage your involvement in the health and safety of the organisation we provide opportunities for consultation with employees through various means. If you have any health and safety concerns you should raise them with the person in charge.

Every effort will be made to provide consultation and communication on important health and safety issues such as:

- Risk Assessments and subsequent Safe Systems of Work
- Workplace hazards
- Emergency procedures
- New working practices / new work equipment
- Workplace welfare issues

## **OCCUPATIONAL HEALTH**

Hazards that have the potential to harm you, or anyone connected with our business, are identified in our risk assessments.

Where appropriate, Occupational Health needs will be identified through our risk assessment process. Suitable control measures will be implemented and where necessary, Occupational Health services will be provided. You will be informed of any requirement for you to take part in health monitoring. We anticipate that you will provide full cooperation by attending for health monitoring should this be deemed necessary. Results of such monitoring will be confidential.

## **RISK ASSESSMENTS**

We carry out the process of risk assessment to reduce the risk of injury and ill health, and identify:

- The significant hazards that employees may be exposed to.
- Who could be harmed and how.
- Identifying existing control measures.
- The likelihood of someone being harmed by the hazard.
- What (if any) further actions are required.
- Appropriate Safe Systems of Work and necessary training.

For further information on the completion of risk assessments and to view those relevant to your specific role you should speak to your supervisor or manager.

## **SAFETY RECORDS**

We have a need to maintain records of our activities (information on these can be found in the **Policy and Procedures Manual**). Completed records can be found in the **Safety Records Manual**.

## **General Safety Rules**

**Applicable to all Employees,  
Visitors and Contractors**

- 1. You must obey all rules, signs and instructions**
- 2. You must attend relevant health and safety training**
- 3. Only undertake tasks for which you have been trained**
- 4. Ensure that all equipment used is in a safe condition**
- 5. Wear Personal Protective Equipment as specified**
- 6. Do not enter unauthorised areas**
- 7. All accidents, incidents, hazards and near misses must be reported to the person in charge as soon as possible after the incident**
- 8. Smoking is not permitted in the workplace.**
- 9. Maintain good housekeeping at all times**
- 10. Ensure all pedestrian and vehicle traffic routes are kept clear at all times**

# Resso Holdings Limited

## EMPLOYER CONFIRMATION REGARDING CONTENT OF EMPLOYEE SAFETY HANDBOOK

*Please read the notes below and then sign / date this form*

### Part 1

We have formulated a Resso Holdings Limited Health and Safety Policy. This document is to inform you that the sections of the Policy that affect you, as an employee, are contained in the Employee Safety Handbook.

This document confirms that you have read and understood the details within the handbook that affect you.

The complete Health and Safety Policy is available to you if you wish to examine it. Your line manager will arrange for it to be made available if requested.

### Part 2

I have read the Resso Holdings Limited Employee Safety Handbook and understand, accept and will comply with its contents so forming part of my contract of employment. I will keep myself aware of its contents and any updates which I am made aware of.

Employee signature: .....

Date: .....

Name: .....

Department: .....

Note: By law, the Employer must make available to employees relevant health and safety information regarding policies, procedures and safe working systems. Employees are obliged, by law, to follow safety rules, procedures and instructions and should confirm that they understand these matters. In the event of refusal to sign this document, arrangements will be made to have the contents read to you and a confirmation of this will be signed / dated by your manager.