

HEALTH & SAFETY POLICY AND MANAGEMENT MANUAL

REV: 005 | 12 March 2010

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1.1 INTRODUCTION

The purpose of this manual is to demonstrate the health and safety management system of Sound Solutions Ltd and to comply with the requirements of the Health and Safety at Work Act 1974 section 2(3). Essentially it consists of the company health and safety policy statement, organisation and arrangements for ensuring that the policy objectives are implemented.

The overriding aim of this company is to protect employees and non-employees from the risk of injury or ill-health arising from our work activities. In doing so, we will comply with our legal obligations and ensure that employees and non-employees also discharge duties placed on them.

The objectives of this manual are to:

- a. Provide a framework for the effective management of health and safety at work.
- b. Detail the company's position with respect to the health and safety of employees and non-employees who may be affected by our work activities.
- c. Detail the company's organisation and procedures for ensuring that the policy objectives are met.
- d. Provide the means of monitoring the effectiveness of the health and safety management system.

1.2 DOCUMENT CONTROL

In order to ensure that this manual contains the most up to date information with respect to this company's health and safety management system, a record will be kept of the status of information, including any amendments.

Ref.	Title	Current Version	Amendment	Date	Updated By	Comments
SS 001	UPDATE	H&S Policy 2000	REV 001	JULY 2007	Bradley Environmental	New Document
SS 002	UPDATE	REV 001	REV 002	JULY 2008	SS Ltd	Update
SS 003	UPDATE	REV 002	REV 003	JULY 2009	SS Ltd	Update
SS 004	UPDATE	REV 003	REV 004	FEB 2010	SS Ltd	Web Update
SS 005	UPDATE	REV 004	REV 005	MARCH 2010	SS Ltd	Re-design & review

1.3 HEALTH AND SAFETY POLICY STATEMENT

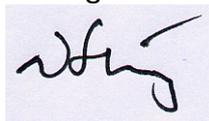
It is the policy of Sound Solutions Ltd to ensure, so far as is reasonably practicable, the health, safety and welfare of all our employees and that any other persons who may be affected by our work activities are protected from risks to their health and safety. We recognise that occupational health and safety forms an integral part of our business and acknowledge that the health and safety of employees and non-employees is of paramount importance.

We are committed to effectively managing health and safety risks arising from our work activities and complying with our legal obligations. In particular, we will ensure, so far as is reasonably practicable, that:

- Adequate financial and operational resources are made available for managing health and safety risks.
- Plant and safe systems of work are provided and maintained that are safe and without risks to health.
- Arrangements are in place for safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances.
- Such information, instruction, training and supervision as is necessary, is provided for the health and safety at work of employees.
- The place of work under our control is maintained in a safe condition and that the means of access to and egress from it, are provided and maintained in a safe condition without risks to health.
- The working environment is provided and maintained so that it is safe, without risk to health and adequate with respect to facilities and arrangements for the welfare of employees.

We firmly believe that the success of this policy relies on the full co-operation of all employees; therefore, we will ensure that it is brought to their notice. It is our intention to regularly review this policy to take account of any significant changes in the company's operations.

Signed:

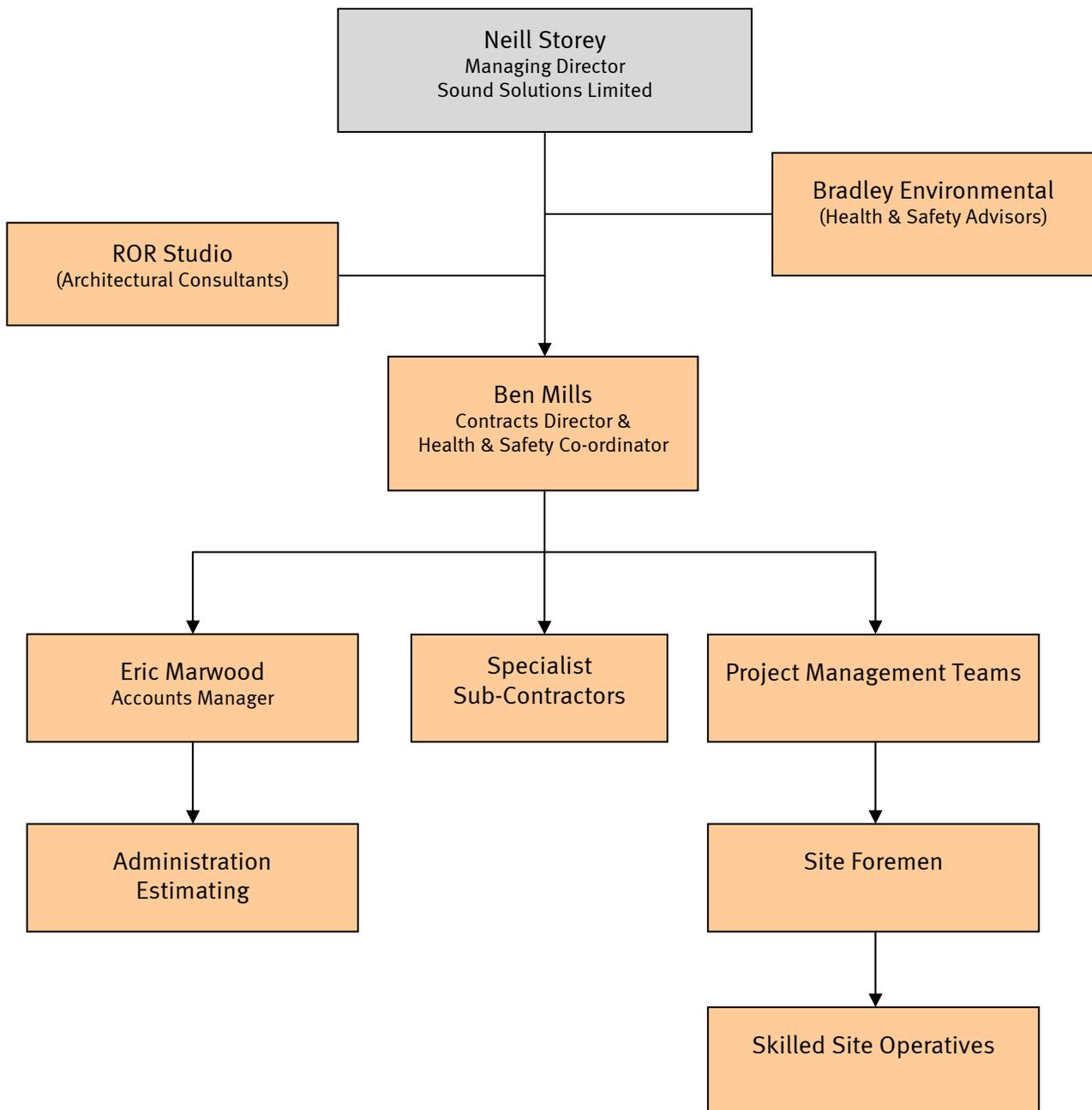


Neill Storey
Managing Director
Date: FEB 2010

1.4 ORGANISATION FOR SAFETY

In order to ensure that the objectives outlined in the health and safety policy statement are achieved, this section describes the company organisation for safety, including the responsibilities of individuals at all levels of the organisation.

1.4.1 ORGANISATION CHART



1.4.2 RESPONSIBILITIES OF DIRECTORS

1. Take overall responsibility for establishing the health and safety policy and ensuring that it is implemented.
2. Ensure that the policy and any subsequent revisions are brought to the attention of all employees.
3. Allocate suitable resources to enable the policy objectives to be achieved.
4. Establish an organisational structure capable of managing health and safety risks effectively. Where responsibility for health and safety is delegated to managers and/or employees, to ensure that they are provided with such information, instructions, training and supervision as is necessary.
5. Ensure systems for the health, safety and welfare standards within the organisation are in place.
6. Set a good personal example at all times in matters in relation to health and safety.

1.4.3 RESPONSIBILITIES OF HEALTH AND SAFETY COMPETENT PERSON

1. Comply with the requirements of the Health and Safety policy at all times.
2. Assist the Directors and Managers in discharging their duties under health and safety law. In particular, with respect to:
 - Planning and co-ordinating the implementation of effective health and safety management.
 - Measuring performance by means of suitable monitoring health and safety standards.
 - Reviewing performance with respect to health and safety.
3. Discharge any responsibilities for health and safety delegated to him/her in accordance with information, instructions and training provided.
4. Ensure that adequate arrangements are in place for providing employees with information, instruction, training and supervision in relation to health and safety.
5. Ensure that any health and safety matters requiring attention have been dealt with accordingly and brought to the attention of the Directors.
6. Actively promote a positive approach to health and safety in the workplace by adhering to safe working practices and encouraging others to do the

7. Liaise and co-operate on health and safety matters with Managers, Deputy Managers and other employees.
8. The safety officer or a designated person will report to the Incident Contact Centre or the Enforcing Authority any reportable injuries, diseases and dangerous occurrences.

1.4.4 RESPONSIBILITIES OF MANAGERS AND DEPUTY MANAGERS

1. Comply with the requirements of the Health and Safety Policy at all times.
2. Co-ordinate the implementation of the Health and Safety Policy in relation to work activities and the work areas under the management control.
3. Discharge any responsibilities for health and safety delegated to him/her in accordance with information, instruction and training provided.
4. Ensure that any defects or health and safety matters requiring attention that have been brought to his/her attention and he/she becomes aware of, are dealt with accordingly. Inform the Directors of significant health and safety incidents.
5. Actively promote a positive approach to health and safety in the workplace by adhering to safe working practices and encouraging others to the same.
6. Liaise and co-operate on health and safety matters with the Competent Person(s).

1.4.5 RESPONSIBILITIES OF EMPLOYEES

1. Take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work.
2. Co-ordinate with the employer, so far as is necessary to enable the employer to comply with his/her duties under health and safety law.
3. Not to intentionally or recklessly interfere with, or misuse anything, provided for the purposes of health, safety and welfare.
4. Work in a safe manner and use any machinery, equipment, dangerous substances, and personal protective equipment in accordance with any relevant information, instruction and training provided.
5. Inform his/her manager of any health and safety hazards or defects they become aware of.
6. Familiarise himself/herself with the company Health and Safety Policy and comply with its requirements at all times.

1.4.6 RESPONSIBILITIES OF VISITORS

1. Sign-in and out of the Visitor's Book. Take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions.
2. Co-operate with their host contact within the organisation and follow any safety instructions that have been given.
3. Promptly report to his/her host contact, any incident resulting in personal injury, damage to plant and equipment.
4. Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare.

1.4.7 RESPONSIBILITIES OF CONTRACTORS

1. To ensure the health, safety and welfare of their employees whilst on site.
2. To comply with the health and safety requirements of the client at all times.
3. To ensure that any work activities are safe and without risk to the health, safety and welfare of any person.
4. To ensure that their employees are aware of the fire precautions and emergency procedures for the site.
5. To be alert to health and safety hazards and to take suitable and sufficient steps to correct or control problems that may arise.
6. To immediately report any accidents, dangerous occurrences, cases of ill health or near misses to the client.
7. To provide evidence that all plant, equipment, articles and substances, required to be used whilst on the client's site are safe and without risk to health. If necessary, to provide copies of certificates of testing, inspection and examination and copies of risk assessments.
8. To liaise and co-operate with the client or their representatives at all times.
9. Ensure that their work activities do not present a risk to the health, safety and welfare of the client's employees or anyone else on the site.
10. Follow any previously agreed working methods and practices.

11. Ensure that working areas are left in a clean and tidy condition at break times and at the end of the working day.
12. Unless otherwise agreed, not use any client facilities including welfare facilities, rest rooms and equipment.

1.5 CHANNELS OF COMMUNICATION AND CONSULTATION

Employees will be provided with information, instruction, training and supervision as appropriate to enable them to work safely. A copy of the Health and Safety Policy Statement will be made available to each employee, together with any significant findings of risk assessments that affect their work.

Regular meetings will be held between the Directors, Managers and employees or their representative(s) to discuss health and safety matters that may arise from time to time. Additionally, any relevant information on such matters will be directly communicated to employees by safety officers, on an on-going basis.

In return, employees may discuss health and safety matters with the Directors and/or their immediate manager on an on-going basis and must report any health and safety hazards, defects or matters causing concern.

Any relevant information concerning health and safety matters will be brought to the attention of any other persons who may be affected by our work activities, as appropriate.

1.6 AUDITING AND REVIEWING

Regular auditing of employees adherence to health and safety procedures will be conducted and an annual review of the findings will be undertaken in order to assess performance in relation to the company policy.

Reviewing and, where necessary, revision of the policy, organisation and arrangements will be undertaken on a regular basis and when such revisions are made, these will be brought to the attention of all employees, and other persons as necessary.

1.7 ARRANGEMENTS FOR SAFE WORKING PRACTICES

1.7.1 ACCIDENT/INCIDENT REPORTING, RECORDING AND INVESTIGATION

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- Arrangements are in place for all accidents and incidents to be reported. Where injuries, diseases and dangerous occurrences are reportable, we will report these to the Incident Contact Centre or the Enforcing Authority directly.
- Relevant information is recorded in the Accident Book.
- Employees and non-employees know what to do in the event of an accident.

Procedure

- Employees will be provided with information, instruction and training on the action to be taken in event of an accident including arrangements for reporting to their Manager/Safety Officer. Non-employees such as visitors and contractors should report to their host contact.
- If the employee is at work but working away from the Office premises, any accident or dangerous occurrences that they are involved with should be reported at the earliest opportunity after first aid has been administered. Where the injured party is unable to report the incident then their Manager/Safety officer should do so.
- The Manager/Safety Officer is responsible for ensuring that relevant details are recorded in the Accident Book located on the Health and Safety board, if the accident results in personal injury.
- All Accidents and incidents will be also be recorded on the appropriate in-house document and investigated by the Safety Officer.
- All accident/incident statistics will be reviewed by the Safety Officer on an annual basis.
- If the injury or dangerous occurrence is reportable, then the Incident Contact Centre must be notified by the Safety Officer or a designated person:
 - By telephone 0845 300 9923 or
 - By fax 0845 300 9924 or
 - By email: riddor@natbrit.co.uk
- Alternatively the Enforcing Authority may be notified directly.

1.7.2 ASBESTOS

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- We will take all reasonable precautions to ensure the health and safety of our employees and other persons who may be affected by our work activities with respect to asbestos.
- All employees have adequate information, instruction and training in relation to the risks associated with work on Asbestos Containing Materials (ACM's).

Procedure

- No asbestos clearance work should be undertaken unless an adequate management plan has been carried out, as required under the Control of Asbestos Regulations 2006.
- Any ACM's will be sampled under controlled conditions during surveying bulk sampling work.
- All suspect materials should be presumed to contain asbestos unless proved otherwise.
- A certified asbestos company will be contacted in order to diagnose and remove any suspected asbestos.

1.7.3 CHEMICALS / BIOLOGICAL AGENTS

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- All chemicals are labelled, stored and used in accordance with COSHH/CHIP regulations.
- All staff receive adequate information instruction and training in relation to Chemicals used in the workplace.

Procedure

- All chemicals used on site will carry the appropriate labelling in accordance with COSHH regulations.
- All staff will receive training on chemical symbols and their associated hazards.
- Gloves, goggles and other PPE will be worn as deemed necessary by the relevant COSHH assessment.
- The relevant emergency procedures will be instituted for all spillage/accidents involving chemicals.
- Employees will be aware of the risks from biological agents and the appropriate measures to take in regard to these.

1.7.4 CONFINED SPACES

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- All confined spaces will not be accessed by any personnel in any situation unless under the specific requirements of the confined spaces procedures as listed below.

Definition of a confined space:

“confined space” means any place, including any chamber, tank, vat, silo, pit, trench, pipe, sewer, flue, well or other similar space in which, by virtue of its enclosed nature, there arises a reasonable foreseeable specified risk.

"specified risk" means a risk of serious injury to any person from fire or explosion.

Other examples given loss of consciousness or asphyxiation from gas fume, vapour or lack of oxygen. (Regulation 1, Confined Space Regs 1997).

Procedure

- A permit to work is issued by the client describing work undertaken and the control measures. The permit to work should contain all job information with authorised signatories permitting commencement and cessation of works.
- The location should be segregated and marked as a permit to work area. Ensuring access by authorised personnel only.
- Work should always be undertaken with an outside man at all times. The outside man should never on any circumstance enter the designated area.
- Safe access and egress in emergency and non emergency situation needs to be established. i.e. all personnel must be able to be removed conscious or unconscious from the area within a designated period as quoted on the permit to work.
- The location should be monitored on a continuous basis to maintain a valid evaluation of the risk associated from the specified hazard, as mentioned in the permit to work.
- All personnel will have adequate information, instruction and training relating to confined space procedures.
- **Confined entry is defined by the site conditions. The evaluation/creation of method statements should only be undertaken by a competent person.**

1.7.5 CONTRACTOR MANAGEMENT

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- Due consideration is given to health and safety when selecting contractors to undertake work on our behalf.
- Contractors are provided with relevant information on health and safety risks arising from our premises and work activities.

Procedures

The following procedure will apply to all contractors who undertake work on our behalf:

- Contractors will be asked to complete a Contractor Questionnaire and submit relevant health and safety documentation. Each completed questionnaire will be reviewed by the directors or a designated person. Only competent and experienced contractors will be permitted to undertake work on our behalf. This shall be filled in again only if there is a deviation from the work task.
- Before the commencement of any work the contractor will be required to submit suitable documentation including a method statement and/or risk assessments detailing the health and safety arrangements with respect to the proposed project. The submitted information will be reviewed by the Directors or a designated person.
- The company will provide the contractor with relevant information on any specific health and safety hazards on the premises to which he or his employees may be exposed in connection with the proposed work. We will also inform the contractor of relevant health and safety arrangements, including procedures for signing in/out, accident reporting, emergencies, and welfare facilities.
- Contractors are responsible for providing any equipment, including access equipment that may be required for the project. Contractors will not be permitted to use equipment or facilities provided by the company unless agreed in advance with the Directors. The Directors or designated person, as the company contact will maintain a line of communication with the contractor's contact person on an on-going basis.

1.7.6 DISPLAY SCREEN EQUIPMENT

Policy

Sound Solutions Ltd will ensure that:

- Display Screen Equipment (DSE) workstation assessments are carried out regularly and that DSE 'Users' are able to work safely.
- Workstations conform to safety standards.
- Employees are trained and provided with such information, instruction and supervision as is necessary.

Definition of a User: *an individual who habitually uses DSE as a significant part of their work (i.e. there is no alternative available to complete the job, there is no choice in use or non-use, skills are required, the DSE is used for spells of one hour plus and the job requires fast data transfer with a high level of concentration).*

Procedure

- All DSE users will complete a Workstation assessment which will be reviewed annually and whenever significant changes take place in the equipment or the system of work.
- Any risks to DSE 'users' will be reduced to the lowest extent reasonably practicable by implementing remedial measures within a reasonable time period by the manager/supervisor.
- DSE 'users' will be provided with adequate health and safety training. Where appropriate, users will be trained in the use of software for carrying out their job.
- Work on DSE will be arranged in such way as to enable 'users' to take breaks as necessary by carrying out non-DSE work such as paperwork or use of telephone or work away from workstation.
- At the user's request, arrangements will be made for an eye and eyesight test to be carried out at the organisation's expense. Where a test requires the user to wear 'special corrective appliances' such as spectacles or lenses (not those normally required for reading or driving etc) for carryout DSE work, we will contribute to the basic cost in accordance with the charges prescribed by the NHS. Tests will be repeated at intervals determined by a qualified optometrist.

1.7.7 ELECTRICAL SAFETY

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- The fixed electrical installation (e.g. wiring circuits, sockets and switchgear) is installed and maintained by a competent person.
- Electrical appliances comply with current safety requirements and that they are sourced from reputable suppliers. Portable electrical appliances will be maintained in safe working order.
- Employees know what to do if they become aware of defects to the electrical installation and appliances at work.
- Employees are instructed that any repair or maintenance on the electrical system is only to be carried out by a competent person.

Procedure

- The electrical installation will be installed in accordance with the latest edition of the Institute of Electrical Engineers Wiring Regulations (IEE Regs) and practical guidance published by the NICEIC or equivalent, by a competent person.
- Electrical contractors will be vetted prior to the commencement of work to verify their competence to undertake the work.
- A register of portable electrical appliance will be established and annual safety testing carried out by a competent person.
- Where any inspection or test identifies any faults, then this must be rectified as soon as practical. If repairs cannot be carried out immediately, equipment must be taken out of use. Where any equipment cannot be economically repaired then it must be safely disposed of.
- Employees becoming aware of damage to the fixed electrical installation or appliances must report this to their Safety Officer.
- Under no circumstances should any person attempt to repair or maintain the electrical system unless they are trained to do so and competent.

1.7.8 EQUIPMENT SAFETY

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- Plant and safe systems of work are provided and maintained in such a way as to be safe and without risks to health.
- Arrangements are in place for safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances.

Procedures

In order to ensure the safety of employees we will implement the following procedures with respect to the provision and use of work equipment:

- All work equipment will be purchased from reputable suppliers and where relevant reference will be made to the appropriate industry standard such as British Standards.
- Prior to the purchase of such equipment, due consideration will be given to its intended use, the location and method of use, the user or operator, as well as any likely health and safety risks associated with its use.
- Where equipment is purchased from new, it will be checked to ensure that it carries the CE mark (where appropriate) to indicate compliance with European safety requirements and that it is supplied with any declaration of Conformity/Incorporation and user's manual.
- Where equipment incorporates dangerous parts such as rotating components, we will ensure that these are provided with guards or other protective devices and that a safe system of work is implemented in its use.
- Where cartridge operated tools are used, we will impose strict conditions that they may only be operated by fully trained personnel under strict guidance of the site foreman.
- Where work equipment requires installation, it will be installed and inspected by a competent person prior to use, to ensure that it is safe.
- Where pressure systems are utilised it is the responsibility of the Contracts Manager to ensure daily inspections and all required maintenance is carried out.
- Work equipment will be maintained in accordance with manufacturer's instructions to ensure that it remains in efficient working order and safe.

- Work equipment will only be used for operations for which, and under conditions for which, it is suitable.
- Users or operators of work equipment will be provided with adequate health and safety information and training. Where appropriate, written instructions will be provided for the safe use of equipment.

1.7.9 FIRE SAFETY AND EMERGENCIES

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- Proactive measures are taken to prevent a fire starting. Where a fire does start, we will ensure that it can be detected quickly and everyone evacuated from the premises safely.
- Suitable fire fighting equipment is provided and maintained in good working order.
- Employees and non-employees know what to do in the event of a fire.

Procedure

In the event of fire, the following emergency procedures will apply:

Preventative Measures:

- Adequate standards of housekeeping of all areas preventing accumulation of hazardous materials in relation to fire.
- Safe storage of flammable substances.
- Smoking only permitted in designated areas.
- Fire exits maintained and access routes kept clear.
- Fire suppression equipment adequately maintained / inspected (if fitted)
- Fire alarm systems checked weekly.
- Fire drill procedure checked annually.
- Fire marshals will be appointed and suitably trained to ease evacuation in the event of a fire.

On suspecting or discovering a fire:

- Raise the alarm.
- Call the Fire Brigade.
- Leave the building/area by the nearest available exit route.

- Do not stop to collect personal belongings.
- Go directly to the designated Assembly Point and await further instructions.
- Do not re-enter until instructed to do so.
- Office/Site register checked by fire officer to ensure premises have been evacuated.

1.7.10 FIRST AID

Policy

Sound Solutions Ltd will provide adequate first aid equipment and facilities for employees who may be injured or become ill at work.

Procedure

The provisions for first aid equipment and facilities have been made after considering the following:

- Nature of our work.
- Number of persons employed.
- Nature and distribution of our workforce.
- Location of our premises in relation to access by emergency medical services.
- Needs of employees who may work away from our premises.
- Employees working on shared or multi-occupied sites.
- Annual leave and other absences of first aiders.

The identity of the first aid personnel and the location of the first aid box will be brought to the attention of all employees during health and safety training and by means of suitable signage in a prominent position (white cross on a green background).

In addition all company vehicles carry appropriately equipped travel first aid kits.

1.7.11 LONE WORKING

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- Wherever possible staff will work in pairs.
- All lone working carried out by staff is undertaken in as safe as manner as possible, with management fully aware of the location and the foreseeable risks of the activity.

Procedure

- All staff will remain in contact at all times with the office.
- All staff will check in at commencement of work and cessation of working day as a minimum.
- All site staff will possess an operational mobile phone, supplied by the company.
- All staff should be aware of the risks of the activities they are undertaking.
- All staff will undertake site specific risk assessment prior to undertaking any activity on site.

1.7.12 MANUAL HANDLING

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- Plant and safe systems of work are provided and maintained that are safe and without risks to health. Further, we will take all reasonable precautions to ensure the health and safety of our employees and other persons who may be affected by our work activities with respect to racking and storage of goods.
- All staff are suitably and sufficiently trained in the manual handling of goods.

Procedure

- Racking and shelving will be installed in accordance to the manufacturer's instructions, by a competent person.
- Care will be taken in the placement of articles and equipment on shelving/racking to reduce the hazards associated with manual handling.
- Manual handling assessments will be conducted prior to the handling of heavy or awkward loads.

1.7.13 PERSONAL PROTECTIVE EQUIPMENT

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- Suitable Personal Protective Equipment is provided when the risk presented by a work activity cannot be adequately controlled by other means. We will take all reasonable precautions to ensure the health and safety of our employees who work with PPE.

Procedure

- We will carry out an assessment of risks associated with our work activities in order to identify the requirement for PPE. Where appropriate, we will provide suitable PPE and make arrangements for any maintenance, cleaning and repair. All PPE selected will carry 'CE' marking to indicate compliance with safety requirements.
- We will inform employees of the risks against which the PPE is being used and provide adequate training and/or instruction on its correct use.
- All Respiratory Protective Equipment (RPE) users will undergo a valid face fit test at intervals in line with current legislation.
- Where two or more items of PPE are to be used at the same time, we will ensure that they are compatible and as effective when used together as they are when used separately.
- We will arrange for adequate accommodation for the correct storage of PPE and replace any PPE as necessary. Where PPE it is provided to meet a statutory obligation, this will be done at no cost to employees.
- Employees must use PPE properly and in accordance with any training and/or instructions they have been given. Any loss or obvious defect to the PPE must be reported to the Safety Officer as soon as possible.

1.7.14 PREGNANCY

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- We will take all reasonable precautions to ensure the health and safety of all new and expectant mothers within our organization in accord with the Management of Health and Safety Regulations 1999.

Procedure

- All new and expectant mothers will be subject to a specific risk assessment as soon as their condition has been reported to management.
- The risk assessment will be compiled with regard to the Management of Health and Safety at Work Regulations 1999 and using the guidance note HSG 122 'New and expectant mothers at work'.
- Adequate facilities and working conditions will be provided for all new and expectant mothers.

1.7.15 SLIPS, TRIPS AND FALLS

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- We will take all reasonable precautions to ensure the health and safety of all employees and anyone who may be affected by our work in relation to slip and trip risks.

Procedure

- Good working practices will be enforced including the design of floor surfaces walkways etc and the purchase of appropriate lighting for the work place.
- Necessary maintenance work and appropriate cleaning will be carried out promptly.
- All staff will be instructed to keep work areas tidy and avoid leaving obstructions in walkways or working areas.
- Appropriate footwear will be worn at all times for all work tasks.

1.7.16 STRESS AT WORK

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- All employees receive adequate information, instruction and training in relation to stress at work.
- Managers/Supervisors will apply HSG 218 (Management of stress at work) to all work related tasks.
- A system of communication is in place enabling staff to communicate adequately with Managers/Deputy Managers in relation to stress at work.

Procedure

- Employees will be provided with information on stress at work and be given the opportunity and time to read and understand the information provided.
- Personnel will not be placed in situations they deem unacceptable in relation to either excessive work volume or working procedures.
- Any member of staff experiencing stress at work will be able to communicate freely with managers or with their staff representative on an anonymous basis.
- Management will apply a method of work practice that is deemed to adequately reduce stress to a level that is as low as is reasonably practicable.

1.7.17 TRAINING

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- Employees receive adequate health and safety training on joining the organisation.
- Employees receive suitable job specific health and safety training.
- Employees are able to carry out their duties in a safe and responsible manner.

Procedure

Induction Training

It is the responsibility of Managers and Safety Officers to ensure that induction training is given to all new employees, including temporary staff. Health and safety induction training will be given as soon as possible after the new employee has started work, which will normally be on the day they start work.

Induction training will include:

- Health and safety policy and safety procedures
- Key Safety Personnel
- Safe Working Systems
- Prohibited Areas
- Housekeeping & its importance
- Manual Handling
- Dangerous Substances
- PPE
- Hygiene
- Smoking
- First Aid

Manager and Safety Officers will have enhanced training including:

- Organisation Health and Safety Policy & Plans
- Legal Duties
- Specific Legislation covering the company's activities
- Risk Assessment, Audits and Inspections
- Hazards associated with company's activities, premises and waste
- Grievance & disciplinary procedures

It is the responsibility of the person giving the training to ensure that records are completed as soon as possible after the training.

Ongoing training

All staff will be subject to on going in house training on a quarterly basis in regard to health and safety.

1.7.18 WORKPLACE TRANSPORT

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- Safe systems of work are provided and maintained. Further, we will take all reasonable precautions to ensure the health and safety of our employees and other persons who may be affected by our work activities with respect to workplace transport.

Procedure

- We will organise our workplace and transport operations in such a way as to minimise the risk of injury. In particular, we will ensure, so far as is reasonably practicable, that:
- All vehicles are driven by a person possessing a valid license/documentation.
- All vehicles are maintained to the highest possible standard.
- All drivers are aware of the risks associated with vehicle usage.

1.7.19 VIOLENCE AT WORK

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- All employees receive adequate information, instruction and training in relation to the avoidance of violence at work.

Procedure

- A zero tolerance policy will be in place in relation to physical and verbal forms of abuse therefore if violence occurs it will be treated as gross misconduct and dealt with according to company procedure.
- Technical staff faced with potentially violent situations on site will be encouraged to leave site immediately and return to the office.

1.7.20 WORKING AT HEIGHTS

Policy

Sound Solutions Ltd will ensure, so far as is reasonably practicable, that:

- We will take all reasonable precautions to ensure the health and safety of our employees and other persons who may be affected by our work activities with respect to work at height;
- All staff will receive adequate information instruction and training in relation to work at height.

Procedure

- All work at height will be planned and organised in such a way as to be safe and without risks to health.
- All persons that work at height are competent for the task and appropriately trained.
- The risk from fragile surfaces will be properly controlled.
- Any equipment that is used for working at height will be properly erected, inspected and maintained in conjunction with British Standards.
- Ladders will only be used for work of short duration where a risk assessment has shown that no safer form of work platform can be used.
- Tower scaffolding will be erected by a competent person and inspected at regular intervals according to legislative requirements.
- All fixed scaffolding will be erected by a competent person and inspected at regular intervals according to legislative requirements.
- Mobile work platforms will be driven by persons possessing the relevant license.
- All staff will be issued with, and adequately trained in the use of, correct fall arrest equipment and other PPE as deemed necessary by the risk assessment.

1.7.21 SMOKE-FREE ENVIRONMENT

Policy

Sound Solutions Ltd will ensure that:

- All work-places will be smoke free

Procedure

- All staff are obliged to adhere to and support the Smoke-free Policy.
- The policy and its implementations shall be explained and issued to all new employees at inductions and to Contractors on commencement of contract.
- All company vehicles will be Smoke-free and display relevant “No Smoking” signage.
- All entrances to the building will display relevant “No Smoking” signage.
- Smoking employees will be provided with a designated area.
- As far as is reasonably practicable Managers will work in cooperation with clients to make occupied dwellings Smoke-free for the duration of the work.
- Non-compliance will result in company disciplinary procedures and possible prosecution as deemed by the No Smoke Law 2007.

1.7.22 NOISE CONTROL

Policy

Sound Solutions Ltd will so far as is reasonably practicable ensure that:

- Noise levels are reduced at source wherever possible.
- Duration spent working in an area above the first action level is kept to a minimum.

Procedure

- Environmental Noise surveys will be carried out where necessary, by a competent person, to identify areas of danger.
- Any zone where an individual would be exposed to an environment where the noise is greater the first action level will be clearly signed.
- All employees will be trained in the use of correct & well fitting ear protection.
- All employees will bring to the immediate attention of their supervisor a deficiency in noise control.
- Occupational audio tests will be carried out on a yearly basis to ensure prevention measures are suitable & sufficient.

Risk Assessments shall be carried out for any activity that may place an individual in an environment where the noise level is greater than the first action limit.