



JSA Service
Chiller & HVAC Specialists

Registered Office:
Knoll House,
Knoll Road,
Camberley, Surrey
GU15 3SY

Tel: 01932 780321

HEALTH, SAFETY, WELFARE & ENVIRONMENTAL POLICY

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1. INTRODUCTION

The Company is required under the Health & Safety at Work Act 1974 to prepare a written statement on Company Policy about health, safety and welfare at work and to bring it to the notice of all employees of the Company, as well as to any persons likely to be affected by its working operations.

2. DEFINITIONS

Within this Health, Safety, Welfare and Environmental Policy, reference to:

'Company' will mean: Joe Storey & Associates Limited t/a JSA Service

'Workplace' will mean: Premises that are owned, leased, controlled or occupied by the Company

'Sub-contractor' will mean: Any person or agent not on the Company payroll who is employed by the Company to work on its behalf within places under its control.

3. HEALTH & SAFETY POLICY STATEMENT

It is the policy of the Company to comply with the terms of the Health and Safety at Work Act 1974 and subsequent legislation to provide and maintain a safe and healthy working environment for its employees, the public and any other parties who may be affected by its activities.

The aim of the Company is to minimise instances of occupational accidents and diseases and, as far as is reasonably practicable, achieve an accident-free workplace by:

- Complying with all relevant statutes relating to health, safety and welfare at work.
- Providing and maintaining a safe and healthy working environment.
- Ensuring that employees receive adequate training in the safety aspects of their activities in the workplace.
- Making available all necessary safety devices and protective equipment together with information specific to health, safety and welfare of the employees.

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- Providing equipment that is well-maintained and safe to use.
- Ensuring that employees are always kept aware of their responsibilities under this policy statement and that an effective employer/employee consultative regime exists.

Whilst Company management will do all that is within its power to ensure the health and safety of its employees, every employee has a responsibility for his or her own safety and for the safety of others and a duty to co-operate with the employer by:

- Working safely and following specified procedures
- Using protective equipment provided and not interfering with or misusing anything provided in the interests of health and safety.
- Complying with all recognized safety procedures
- Reporting any defects in the workplace.
- Reporting any accidents or situations that could give rise to accidents and assisting in subsequent investigations.

Failure on the part of any employee to co-operate in the implementation of basic health and safety procedures will be treated as a serious breach of their contract of employment and disciplinary measures will be taken.

This Health and Safety Policy Statement will be continually monitored, reviewed annually, and updated as and when necessary. Any such changes will be notified at the time of amendment.

The person with overall responsibility for health and safety is Allan Wilkinson

Signed:

Title: Managing Director


Company: JSA Service

Date: 6 January 2026

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4. COMPANY SAFETY ORGANISATION

The success of the Company in maintaining a high standard lies in its ability to maintain a flexible organization to deal with matters of concern relating to health, safety and welfare of its employees in the workplace.

To ensure commitment to and provision of safe working conditions the Company has established specific responsibilities of management and employees for the maintenance and improvement of health and safety conditions within the Company.

The person with overall and final responsibility for health and safety in the Company is the Managing Director, Allan Wilkinson, and the person responsible for implementing, overseeing and monitoring health and safety will be the Health and Safety Officer appointed by the Company. In the absence of the Health and Safety Officer his deputy, the Service Department Director will be the person responsible for health and safety.

The following personnel will be responsible, on a day-to-day basis, for enforcing health and safety measures in the areas defined:

Workshop:	Allan Wilkinson
Offices / Stores:	Michelle Phillips / Ken Wells
Worksites:	Appointed Contract Manager or Service Supervisor

5. COMMUNICATION AND CONSULTATION

The Company sees communication between employees at all levels as an essential part of effective health and safety management, and employees can approach any of the Directors or Divisional Managers at any time without appointment or concern. It is important that any problems or concerns are dealt with co-operatively and speedily to prevent escalation of the problem or symptom.

Whenever requested by an employee the Health and Safety Officer will convene a Safety Committee meeting, but in any event, they will be held not less than once every two months, or when new legislation requires it. The purpose of Safety Committee meetings is to provide a forum at which information may be conveyed and when employees' questions on health and safety matters can be answered. Furthermore, these meetings will provide an opportunity for management to assess the continuing effectiveness of the Policy.

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The Company will endeavour to communicate to employees their commitment to health and safety and ensure that employees are familiar with the contents of the company Health, Safety, Welfare and Environmental Policy. The Company communicates with its employees orally, in the form of directions and statements from Managers and Foremen, and in writing in the form of directives and this Policy.

Employees have a duty to take all reasonable steps to preserve and protect the health and safety of themselves and other persons affected by the operations of the Company.

All employees are expected to co-operate with the safety officers of the Company and to accept their duties set out under this Policy. Disciplinary action may be taken against any employee who violates safety rules or who fails to perform his/her duties under this policy.

6. SAFETY TRAINING

Safety training is an essential part of an effective health and safety programme and it is therefore essential that every employee of the company is trained to perform his/her job effectively and safely.

The company **will** provide instruction on health and safety and where necessary training to provide the necessary skills and knowledge to achieve competence in the health and safety aspects of their work.

The Company will provide adequate instruction and training when:

- New employees join the Company (an induction course)
- Employees are required to take on new responsibilities
- Employees are required to use new equipment or when equipment is changed
- New technology is introduced into the workplace affecting employee activities
- New or changed systems of work are introduced
- Any specific training requirement is identified within the working environment of the Company

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Training sessions will be held once a month or as often as is deemed necessary and this will provide employees with an opportunity for them to express any fears or concerns they may have about their job activities or the environment in the workplace.

The Company Health and Safety Officer will retain training records and a matrix.

7. WORKPLACE INSPECTIONS

Regular inspections of the workplace will be conducted by the Health and safety Officer. Inspections will additionally be conducted in the event of significant changes in the nature and/or scale of Company activities.

The inspections carried out will provide the opportunity for the Health and Safety Officer to review the continuing effectiveness of the Policy and to identify areas where a revision of the Policy would be beneficial.

8. MACHINERY AND EQUIPMENT

The Company will comply with the requirements of the Provisions and Use of Work Equipment Regulations (PUWER) by ensuring that all plant and equipment used in the workplace is safe and suitable for the purpose intended.

Company management will implement measures to ensure that:

- all equipment issued for the first time meets the latest legal requirements, carries a CE marking and is complete **with** operating and safety instructions, test certificates, etc.
- work equipment is maintained in an efficient condition and a good state of repair, and that inspections will be carried out on equipment when there is a significant risk due to incorrect installation, deterioration, infrequent use, or other reasons
- proper records will be kept of all inspections
- all equipment obtained from a third party, i.e. on loan or rented will not be used unless there is evidence that the last inspection due was carried out
- the above requirement will also apply where equipment is moved from one location to another
- employees are competent to operate plant and equipment by such training and instruction as is appropriate

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- it is the responsibility of all employees to use equipment in the correct manner and not interfere with any guards or safety devices in place to protect the operator(s) or others

9. LIFTING OPERATIONS

The Company will ensure that all lifting gear or equipment meets the requirements of the Operations and Lifting Equipment Regulations (LOWER).

The Company will ensure that the equipment utilised is of adequate strength and stability to prevent possible injuries to equipment operators and others. The installation of the equipment will be properly assessed to identify the risk to operators and others from being struck, or the load drifting or falling, and appropriate action taken to prevent such occurrences.

Lifting equipment will be marked with its safe working load and other characteristics necessary for its safe use. Relevant test certificates and register entries will be made available to inspectors and other interested parties.

Where use is made of a hired crane or other heavy lifting equipment on a work site, the Specialist Sub-contractor employed will produce a detailed Method Statement for approval by the Company management, before the lifting operation proceeds. Only competent and fully trained personnel will be allowed to sling a lift, and the Company will require evidence of competency, and training undertaken by the slinger/banksman.

10. MANUAL HANDLING OPERATIONS

It is Company policy to comply with the Manual Handling Operations Regulations. Where it is not possible to avoid manual handling operations an assessment of the operation will be made considering the task, the load, the working environment and the capability of the individual(s) concerned.

Steps will be taken to reduce the risk of injury to the lowest possible level. Training will be given to all employees to reduce the risks associated with lifting.

Training for Manual Handling will be provided to all site working employees.

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11. PERSONAL PROTECTIVE EQUIPMENT (PPE)

The Company will comply with the requirements of the Personal Protective Equipment Regulations by providing protective equipment for all employees who may be exposed to a risk to their health and safety while at work in the workplace.

Company management will ensure that all employees are provided with suitable, properly fitting and effective PPE. Furthermore, Company management will ensure that all employees are provided with information and training in the use of PPE, including its storage, maintenance and replacement.

It will be the responsibility of all employees to ensure that PPE is correctly used for every work activity requiring it.

12. DISPLAY SCREEN EQUIPMENT

To comply with the requirements of the Health and Safety (Display Screens) Equipment Regulations the Company will conduct a health and safety assessment of all workstations where employees use display screens as part of their usual activity in the workplace.

Assessments will be made of each workstation to include ergonomics and lighting, and the risk to users reduced to the lowest extent reasonably practicable. All users of display screen equipment will be given appropriate and adequate training on health and safety aspects of this type of work, and will be given further training and information if organisation of the workstation be substantially modified.

13. C.o.S.H.H.

To comply with the Control of Substances Hazardous to Health Regulations (CoSHH) the Company has set up a system to assess, monitor and record employees risk to health.

The Company Health and Safety Officer records and maintains hard copies of all CoSHH assessments compiled, Material Safety Data Sheets (MSDS) and/or Safety Data Sheets (SDS) and will maintain the system.

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QUALITY MANAGEMENT



ISO 14001
ENVIRONMENTAL MANAGEMENT



ISO 45001
HEALTH & SAFETY MANAGEMENT

14. FIRE SAFETY ARRANGEMENTS

14.1 FIRE SAFETY

The Company's fire safety policy and procedures take account of special fire hazards in specific areas of the workplace and, where appropriate, have been highlighted in us written fire risk assessment.

The person with responsibility for the testing of fire alarms and firefighting equipment is Majeed Douglah and/or Ken Wells

All employees within the Company have a duty to report immediately any fire, smoke or potential fire hazards to the fire service (select a line, then dial 999).

All employees have a duty to conduct their operations in such a way as to minimise the risk of fire. This involves taking care when smoking, keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials.

The Health and Safety Officer is responsible for the provision and maintenance of fire prevention and detection equipment.

Divisional Managers are responsible for keeping their operating areas safe from fire, ensuring that their staff are trained in proper fire prevention practices and emergency procedures.

14.2 FIRE DETECTION EQUIPMENT

Smoke detection heads are connected to the buildings burglar alarm sounders.

14.3 FIRE FIGHTING EQUIPMENT

Fire extinguishers are located at strategic points throughout the workplace. Employees are expected to tackle a fire themselves only if it would pose no threat to their personal safety to do so. If the situation is dangerous or potentially dangerous the employee should evacuate the building immediately. See 15.6 below - Emergency Evacuation Procedure.

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14.4 FIRE EXITS

Fire exits are located at strategic points throughout the workplace. Exit doors and corridors must never be locked, blocked or used as storage space. See 15.6 - Emergency Evacuation Procedure.

Emergency lighting has been installed in exit corridors, above emergency exit doors and throughout the workplace in case of power failure.

14.5 SMOKING & VAPING

Smoking and vaping is prohibited in all areas (including all customer sites)

14.6 EMERGENCY EVACUATION PROCEDURE

In the event of the fire alarm being activated, or in any other emergency (such as a bomb scare), all employees must leave the building by the nearest available exit and assemble at the designated assembly point.

Practice fire drills will be conducted every week to ensure employee familiarity with emergency evacuation procedures

15. ACCIDENT INVESTIGATION AND REPORTING

It is the policy of the Company to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

The Company recognises that accident investigation as an essential tool in the prevention of future incidents. In the event of an accident resulting in injury a report will be drawn up by the Health and Safety Officer or other person appointed by the Managing Director, detailing:

- The circumstances of the accident, including photographs and diagrams wherever possible
- The nature and severity of the injury sustained
- The identity of any eyewitnesses

- The time, date and location of the incident
- The date of the report

All eyewitness accounts will be collected as near to the time of the accident as is reasonably practicable. Any person required to give an official statement has the right to have a lawyer or trade union representative present at the Company's expense.

The completed report will then be submitted to and analysed by the Health and Safety Officer who will attempt to discover why the accident occurred and what action should be taken to avoid a recurrence of the problem. A follow up report will be completed after a reasonable period, examining the effectiveness of any new measures adopted.

16. ACCIDENT PROCEEDURE

First aid stations are in areas where personnel are concentrated around the workplace. All JSA Service first aid stations are clearly marked and are easily accessible by all employees during working hours.

One-person Ken Wells is responsible for the proper use and maintenance of each first aid station.

First aid training is provided to JSA Staff.

The Health and Safety Officer or his authorised representative is responsible for reporting all cases of accident and disease to the Managing Director.

Accident records are compiled and stored by the Health and Safety Officer. The Managing Director is responsible for reporting cases of accident and disease to the relevant enforcing authority under the RIDDOR Regulations, where applicable.

17. VISITORS AND MEMBERS OF THE PUBLIC

The Company accepts its responsibility to ensure the health and safety of all personnel who come directly or indirectly into contact with this organisation or the consequences of our activities.

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Visitors will be met at reception always by a Company employee who will make them aware of any safety rules or risks involved during the visit.

The employee being visited is responsible for ensuring the Health and Safety of his/her visitor, and that the visitor is provided with proper protection against hazards he/she may be exposed to during the visit and is fully briefed on any fire/safety/evacuation procedures relevant.

18. SUB-CONTRACTORS

The Company will plan, co-ordinate, control and monitor the activities of contract companies to effectively minimise the risks presented to employees, other persons on site and the public.

- The Company will only utilise the services of approved Sub-contractors.
- Approved Sub-contractors are those who have been assessed and accepted through the Company vendor assessment procedure.
- Sub-contractors will observe the Company Safety Rules and instructions given by persons enforcing the Company Safety Policy.
- Sub-contractors will not work on the Company premises until the Safety Rules are read, understood and formally accepted in writing.
- Sub-contractors will not work on Company premises unless adequately insured.

19. SITE WORK (Contractor)

Employees and Sub-contractors working on site for the Company should read and comply with any 'in-house' safety rules set by the customer or his agent, in addition to those set up by our safety regulations and where applicable, the document entitled 'Health, Safety and Welfare Code of Practice.

See CDM REGULATIONS below for specified requirements of JSA Service acting as a Contractor for CDM: 2015 and other client operated sites.

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The Company's employees will ensure that in addition to the Health and Safety at Work Act, any code of practice or statutory regulation relevant to the work on site will be adhered to including but not limited to the following:

- Management of Health and Safety at Work Regulations
- Construction (Design and Management) Regulations
- COSHH (Control of Substances Hazardous to Health)
- PUWER (Provision and Use of Work Equipment Regulations)
- LOLER (Lifting Operations and Lifting Equipment Regulations)
- RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)

20. PERMIT TO WORK SYSTEM

In circumstances where Company employees or Sub-contractors working on site are engaged in any non-routine work that can produce a health and safety risk over and above those normally encountered in the workplace a Permit of Work system operated by the Principle Contractor (CDM: 2015) or the client's AP will be complied with. The Permit to Work issued will be based upon the schedule of work included within the RAMS document submitted beforehand and issued after a briefing with the PC or client's AP prior to works commencing.

Where appropriate, a separate 'Hot Work' permit system will be instigated as part of any formal control measure and will necessarily include specific site requirements over and above those specified by JSA Service within RAMS documentation.

21. METHOD STATEMENTS AND RISK ASSESSMENTS

The Company will prepare and issue detailed Method Statements for certain work activities, prior to their commencement.

No deviation from the Method Statement will be allowed without prior written permission of the Company Health and Safety Officer, or in the case of site works - the Contract Manager acting on behalf of the Company.

A Method Statement will contain but not be limited to the information listed below: -

- Where will the activities take place - site address, exact location.
- When will the activities take place - dates and times.
- What are the extent of the activities?
- How will the activities be completed, materials used, plant and equipment used, permit to work, protective clothing and equipment used, and special precautions etc.

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- Who will supervise the works - are those responsible competent to do so?
- Who will carry out the works - have they received the appropriate information, instruction and training?
- Risk to the Sub-contractor, other Contractors and Sub-contractors employed on the site, the Employer's personnel, as well as members of the public (if appropriate) should be addressed.

The RAMS document will be issued to the JSA Service Personnel undertaking the work, who should read and follow the Method Statement. Should prevailing conditions require the document to be amended, this must be completed by the RAMS originator prior to re-issue.

The RAMS document should be signed by the named individuals within the document.

The JSA Service personnel will be expected to complete a Pre-start / Dynamic Risk Assessment of the site conditions prevailing and will ensure that any agreed Control Measures required are in-place before commencing work.

The Sub-contractor must be in possession of a detailed Method Statement prior to commencement of the activity, knowing their responsibilities for the safe and successful completion of the activity.

All persons working on the activity must read the Method Statement and sign it to show that they understand the method of work and the controls in place.

All Method Statements and Risk Assessments will be in a format agreed with the Company.

22. CDM REGULATIONS

The extent of the work to be undertaken on a work site may fall within the requirements of the Construction (Design and Management) Regulations, in which event the 'Principal Contractor' and its sub-contractors to the Company and its Sub-contractors employed upon the site must comply in full of all such Regulations whilst carrying out their work activities.

JSA Service may operate as a Principle Contractor for a CDM: 2015 project or may be employed distinctly to operate as Contractor to the same Regulation under a client-appointed PC, depending upon the nature of the project and the contractual rôle required of JSA Service for that project.

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Contractor

As required, the Company and its Sub-contractors will provide the necessary documentation, drawings, test data and manuals etc., relating to the works undertaken, to keep the Construction Stage Site Health and Safety Plan up to date in both cases.

For the rôle of Contractor, JSA Service will act in strict accordance with the scope of works specified for it to undertake and in full compliance with the site rules in force.

Liaison would be directly to the Principle Contractor unless otherwise arranged and agreed by all stakeholders in advance.

All JSA Service personnel required to be present on a client's site, whether CDM: 2015 or as normally contracted, would be required to attend a client-operated Site Induction prior to commencing work.

All JSA Service personnel required to undertake work on a client's site will be included within RAMS documentation prepared and submitted to the PC, or client in advance of the start date.

All JSA Service personnel will require a valid Permit to Work issued by the Site AP upon arrival and before any quoted and specified work within the RAMS documentation commences.

Each JSA Service Engineer will have an Engineering Services (ACRIB) Skill Card stating their professional qualifications, in addition to the following training provided:

- Health, Safety & Environmental
- Working at Height
- Manual Handling
- Asbestos Awareness
- IPAF
- PASMA

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Principle Contractor

For CDM; 2015 sites operated by JSA Service in the rôle of Principle Contractor, JSA Service will provide:

- The planning, Management, monitoring and coordination of the entire construction phase of the project to ensure that all work is carried-out without risk to health & safety.
- The preparation of a written Construction Phase Plan (CPP) agreed with the client and the Principle Designer at the design stage of the project, prior to works commencing.
- To manage the investigation, reporting and testing of suspected asbestos and to create and maintain an Asbestos Register based upon the findings of the report commissioned.
- To ensure that all personnel working on the site have undertaken Asbestos Awareness training within the previous 12 months of the project start date.
- To ensure the provision of suitable and maintained welfare facilities on a site(s) where project works would be undertaken. This will include assurance that the facilities will be regularly inspected, maintained, cleaned and kept hygienic for use at all times.
- To ensure the management of security at all designated points of access / egress to the building(s) and to maintain a daily register of attendance and to prevent any unauthorised presence or work being carried-out.
- To provide a Site Induction for all workers employed on the CDM project and to ensure the competency of each worker before they are permitted to commence work. Similar features would be expected of JSA Service to attend in their rôle as Contractor to that provided by JSA Service acting as a Principle Contractor.

A Site Induction would be undertaken by the JSA Service Project Manager / Supervisor having SMSTS / SSSTS qualification respectively. Site Induction would include, but not be limited to the following, dependent upon the site and nature of the project:

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- Upon arrival to the site
- Site registration
- Key personnel for Permits and access keys / passes
- Site plan and lay-out – illustrating work areas having restricted access
- Parking
- Deliveries
- Traffic routes and of any one-way system
- Pedestrian walkways and access points
- Site rules for conduct
- Site rules for health & Safety
- Raising an alarm – sounders, beacons and evacuation procedures
- Positions of notice / information boards
- Line Management
- First aid points and contact details of First Aiders
- Details of Emergency Services and call points (with site address and location)
- Welfare facilities, including first aid point(s) washrooms, changing rooms, dining and toilets
- Site exit procedures

JSA Service would also be responsible as Principle Contractor:

- To ensure that all works under the control of JSA Service, as Principle Contractor are compliant with legislation and of the agreed site rules issued prior to the start of the project.
- To manage work allocated to site workers to a prepared schedule of site works.
- To liaise directly and cooperate with the Principle Designer, and to share information regarding all aspects of the project work.
- To Manage waste produced for the duration of the project work.
- To assist with each query posed by the client, Principle Designer or contractor concerning the project.

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23. ENVIRONMENTAL POLICY STATEMENT

The Company is aware that its normal work activities can have wide-ranging environmental implications, which can be potentially either damaging or beneficial to the environment. The policy of the company is therefore to:

- Comply with current legislation and strive to promote best environmental standards within the Company
- Assess and improve the environmental impact of its activities and take action where applicable
- Encourage personal responsibility and effort on the part of all employees (and Sub-contractors where appropriate) to prevent environmental damage, and act as good neighbours to others affected by the Company's work activities
- Aid, training and information as necessary to Company personnel at all levels
- Carry out regular audits of environmental performance

To achieve the aims of the Company in improving environmental standards within the laid down Company Policy, the Directors, Divisional Managers, Supervisors and Site Foremen will, as far as is reasonably practicable, implement the following:

- Carry out work in accordance with relevant legislation and comply with Company Environmental Policy
- Transport waste by registered carriers to licensed tips or incineration centres
- Take measures to prevent ground, river and coastal water pollution
- Take measures to minimise noise pollution
- Implement a 'Good Neighbours' policy
- Ensure that Ozone depleting gases such as CFCs and Halons are not discharged into the atmosphere.
- Act to protect wildlife, habitats, flora and fauna, trees archaeological and heritage remains
- Ensure that materials wastage is minimised, promote recycling options for water and paper, and conserve energy
- Minimize vehicle exhaust pollutants
- Investigate and take remedial action on any reported environmental incidents and implement measures to prevent repetition.

The person with overall responsibility for implementing this Policy for JSA Service is:

Signed 

Allan Wilkinson
Managing Director

Dated: 6 January 2026

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