



Hallam Express Health & Safety Policy

**BHI House
Bessemer Way
Rotherham
S60 1FB**

Safety Policy: Update & Review.

Review Date	Update description	Signature
2020	Policy review	<i>sdennis</i>
2021	Policy update	<i>sdennis</i>
2022-23	Policy review	<i>sdennis</i>
2024	Review and change to new site location	<i>sdennis</i>

Health and Safety Policy Statement

Hallam Express Ltd will, as far as is reasonably practical: -

- Make proper provision for the health, safety and welfare of its employees and others who may be affected by the company's activities.
- Maintain the property, buildings and environs in a safe and risk-free condition.
- Undertake risk assessments on all existing and new activities with the objective of reducing or eliminating risk.
- Specify safe arrangements for the use, handling, storage and transportation of articles and substances, which are potentially hazardous.
- Provide and maintain personal, protective safety equipment as necessary.
- Provide and maintain equipment and work practices that are safe and without risk to health.
- Provide written instructions, practical training and adequate supervision to discharge our health and safety obligations.
- Respond to any health and safety related issues raised by employees or others.
- Ensure our activities have no adverse effect on public health or the environment.
- Provide adequate funding to discharge our obligations to health and safety.
- All employees are expected to accept their responsibility to work safely, adhering to safety rules and work procedures, using safety equipment provided and generally to contribute to the maintenance of safe and healthy conditions.
- Employees, contractors, customers and others are expected to report, to the Directors, any potential unsafe condition, which they observe on the property or its environs.
- Responsibility for ensuring compliance with this policy and supporting documentation lies with the Directors.
- Responsibility for implementation, supervision and compliance on a day-to-day basis lies with the appointed members of staff, and they are held accountable for the operations within their control.

Health & Safety: Arrangements and Organisation.

To promote this policy, the company will appoint key personnel, who will report to the Directors and be responsible for the implementation and development of the health and safety arrangements.

All employees will be provided with adequate information, instruction and training to enable them to discharge their job responsibilities in a safe manner. This will be complimented with the issue of personal protective equipment (PPE) as necessary.

Based on the "Risk Assessment" process, procedures and guidelines will be developed and implemented in support of the health and safety policy statement.

All accidents will be reported to a direct line manager and recorded on an Accident Record Form, retained in the main office. The HR Manager must also be informed of any Reportable Occurrences and must then report these as required to comply with RIDDOR.

All third parties – members, visitors, contractors and others - must follow agreed safe working practices and arrangements whenever they are on Hallam Express Ltd property.

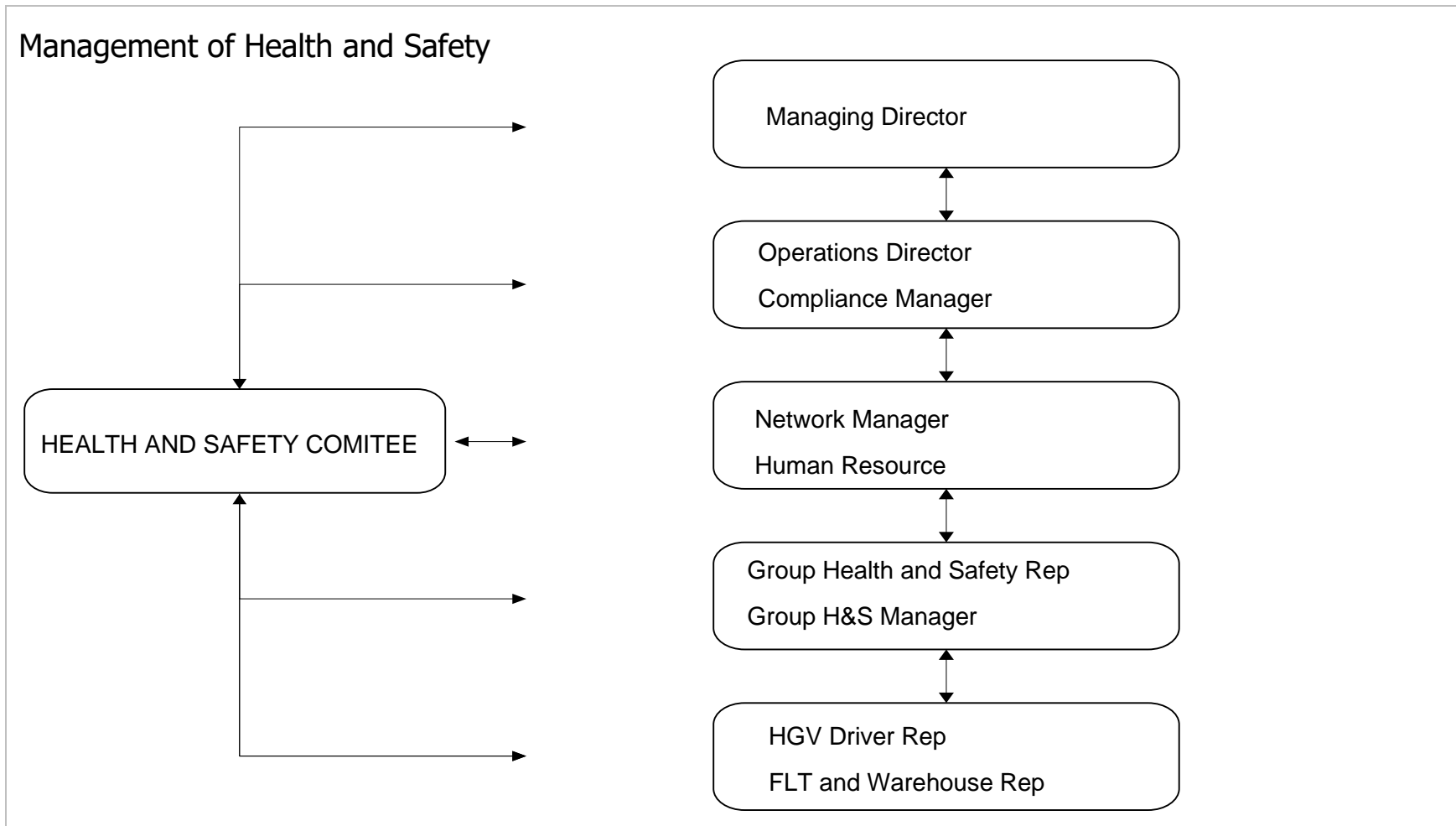
A health and safety manual will support this policy document including: -

- General safety instructions.
- Safe operating procedures for specific tasks.
- COSHH assessments.
- Risk assessments.
- Manual handling information.
- Training requirements and records.
- Safety awareness programme.

The relevant sections of the manual will be made available to all members of staff.

The health and safety policy statement, arrangements, responsibilities and supporting manual will be reviewed on an on-going basis to ensure compliance with existing and emerging legislation.

Health & Safety Organisational Structure & Responsibilities



Health and Safety Responsibilities

Managing Director

The Managing Director has overall responsibility for ensuring our compliance with Health and Safety legislation but delegates the responsibility for implementation to the Management Team

The Managing Director will ensure that:

- The Company Health and Safety Policy is implemented, monitored, developed, communicated effectively, reviewed and amended as required.
- A health and safety plan for continuous improvement is in place and that Management monitor progress against agreed targets.
- Suitable and sufficient funds, people, materials and equipment are provided to meet all health and safety requirements.
- Adequate insurance cover is provided and renewed.
- Management staff with health and safety responsibilities are provided with support to enable health and safety objectives to be met.
- A positive health and safety culture is promoted and that management develop a proactive safety culture which will permeate into all activities undertaken and reach all personnel.
- A system of communication and consultation with employees is established.

Group Directors

The Group Directors have responsibility for ensuring our compliance with Health and Safety legislation. They will ensure that:

- Our Health and Safety Policy is implemented, monitored, developed, communicated effectively, reviewed and amended as required.
- Competent persons are appointed to provide health and safety assistance and advice.
- An adequate system of maintenance exists and operates to keep premises, plant and work equipment in a safe condition.
- Statutory examinations are planned, completed and recorded.
- There is regular communication and consultation with staff on health and safety issues.
- An effective training programme is established to ensure staff are competent to carry out their work in a safe manner.
- Safe systems of work are developed and implemented.
- Accidents, ill health and 'near miss' incidents at work are recorded, investigated and reported.
- Safety issues raised are thoroughly investigated and, when necessary, further effective controls implemented and communicated to staff.

- Adequate arrangements for fire and first aid are established.
- Contractors engaged are competent, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures.

Group HR Director & Group Health and Safety Team

The Group HR Director has responsibility for ensuring our compliance with Health and Safety legislation and Staff Welfare They will ensure that:

- Our Health and Safety Policy is implemented, monitored, developed, communicated effectively, reviewed and amended as required.
- Competent persons are appointed to provide health and safety assistance and advice.
- Monitor that statutory examinations are planned, completed and recorded.
- There is regular communication and consultation with staff on health and safety issues.
- An effective training programme is established to ensure staff are competent to carry out their work in a safe manner.
- Safe systems of work are developed and implemented.
- Accidents, ill health and 'near miss' incidents at work are recorded, investigated and reported monitoring patterns and trends.
- Safety issues raised are thoroughly investigated and, when necessary, further effective controls implemented and communicated to staff.
- Adequate arrangements for fire and first aid are established.
- Take disciplinary action for those not following or deliberately breaking H & S rules and procedures.
- Undertake regular site checks to ensure H & S and staff welfare are consistent with company policy and up to date.

Managers

Managers will ensure that in their areas of control:

- They actively lead the implementation of our Health and Safety Policy
- Health and safety rules are followed by all.
- They monitor their staff to ensure that they work safely, arrange increased supervision for new and young workers.
- Safe systems of work are developed and implemented.
- Risk assessments are completed, recorded and regularly reviewed.
- Accidents, ill health and 'near miss' incidents at work are investigated, recorded and reported.
- They communicate and consult with staff on health and safety issues.
- They encourage staff to report hazards and raise health and safety concerns.
- Safety training for staff is identified, undertaken and recorded to ensure staff are competent to carry out their work in a safe manner.

- Issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented.
- Premises, plant and work equipment are maintained in a safe condition.
- Personal protective equipment is provided, staff instructed in its use and that records are kept.
- Welfare facilities provided are maintained in a satisfactory state.
- Contractors engaged are competent, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures.
- Health and safety notices are displayed.
- Agreed safety standards are maintained particularly those relating to housekeeping.
- Health assessment requirements are identified and advised to management.
- Details of accidents, dangerous occurrences or diseases that are notifiable are reported to the Enforcing Authorities.
- Assist in investigating and recording accident investigations.
- Contact with external organisations such as the emergency services is co-ordinated the schedule of statutory examinations of plant and equipment is maintained, and managers are made aware of impending examinations.

Warehouse Supervisors

Warehouse Supervisors will ensure that in their areas of control:

- They implement our Health and Safety Policy.
- Health and safety rules are followed by all.
- They supervise staff to ensure that they work safely, providing increased supervision for new and young workers.
- They communicate and consult with staff on health and safety issues.
- Health and safety rules are followed by all.
- They encourage staff to report hazards and raise health and safety concerns.
- Issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented and communicated to staff
- Any safety issues that cannot be dealt with are referred to the Management Team for action.
- Hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures. agreed safety standards are maintained particularly those relating to housekeeping.
- Safety training for staff is identified, undertaken and recorded to ensure they are competent to carry out their work in a safe manner.
- Safe systems of work are developed and implemented.

- Accidents, ill health and 'near miss' incidents at work are recorded, investigated and reported.
- Personal protective equipment is readily available and maintained, and relevant staff are aware of the correct use of this and the procedures for replacement.
- Hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures.
- Risk assessments are completed, recorded and regularly reviewed, with any changes being brought to the attention of staff who may be affected.
- Contractors engaged are competent, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures.
- Health and safety notices are displayed.
- Agreed safety standards are maintained particularly those relating to housekeeping.

Employees

All employees must:

- Take reasonable care of their own safety.
- Take reasonable care of the safety of others affected by their actions.
- Observe the safety rules.
- Comply with the Health and Safety policy.
- Conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others.
- Dress sensibly and safely for their particular working environment or occupation
- conduct themselves in an orderly manner in the work place and refrain from any antics or pranks.
- Use all safety equipment and/or protective clothing as directed.
- Avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others.
- Maintain all equipment in good condition and report defects to their supervisor.
- Report any safety hazard or malfunction of any item of plant or equipment to their supervisor.
- Report all accidents to their supervisor whether an injury is sustained or not.
- Attend as requested any health and safety training course.
- Observe all laid down procedures for processes, materials and substances used
- Observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.

Health and Safety Committee

The Health and Safety Committee's responsibility is to facilitate communication and consultation on health and safety issues across the organisation. They are responsible for ensuring that:

- There is regular communication and consultation with staff on health and safety issues.
- Health and safety issues raised by employees are discussed and considered for action.
- Health and safety performance and standards are monitored.
- Trends in accident statistics across the organisation are identified and making recommendations for action.
- Health and safety is promoted and new initiatives are considered to progressively improve standards in all areas.
- Employees are aware of significant changes to our health and safety policy documentation.

Fire Marshall

The Fire Marshal responsibility is to assist in ensuring that everyone leaves the premises safely and communicate with the Fire Department. They are responsible for ensuring that:

- When the alarm sounds, switch off equipment, close windows/doors and evacuate by the nearest available exit.
- Work together to encourage employees to move well away from the building and ultimately move them promptly to the identified Assembly Point.
- That anyone known not to have evacuated must be reported directly to the Fire Service.
- They pick up high-visibility vest on the way out of the building/premises and put it on. sweep the area, close doors/windows in passing but not delaying their own escape unduly. Encouraging others to leave the building via the nearest safe exit, paying particular attention to unsupervised areas. The Fire Marshal would normally be the last person to leave the area.
- With regards to people with disabilities, there should already be instructions in place to evacuate them safely, however if not reassure them that they are safe in the refuge areas (check where these are for your building) and ensure the Fire Service is made aware of their location.
- Once outside, direct people away from the building and towards the identified Assembly Point.
- When re-entry is permitted by the Fire Service, a message should be conveyed by the Fire Marshals and to those at the Assembly Point. It would be useful if Fire Marshals could try to manage returning evacuees to avoid them completely blocking the entrance.
- If they have any difficulty with individuals, try to get names or other details, pass these on to the Human Resources Manager, who will then pursue disciplinary action against individuals who deliberately disregard safety procedures.
- Support the Operations Manager in undertaking and recording regular Fire Drills reporting any concerns or problems.

First Aider

The first aider has responsibilities is to preventing the worsening of the patient's condition and to promote recovery. They are responsible for ensuring that:

- Assess casualties and find out the nature & cause of their injuries.
- Ensure the First Aid kit is checked and stocked appropriately at regular intervals.
- Arrange for further medical help or other emergency services to attend.
- They manage the incident and ensure the continuing safety of themselves, bystanders and the casualty.
- If trained, priorities casualties based upon medical need.
- Provide appropriate first aid treatment as trained.
- If able, make notes/observations of casualties.
- Provide a handover when further medical help arrives.
- Fill out any paperwork as required.
- The first aider is to provide immediate, lifesaving, medical care before the arrival of further medical help. This could include performing procedures such as:
 - Placing an unconscious casualty into the recovery position
 - Performing Cardiopulmonary resuscitation (CPR)
 - Using an automated external defibrillator (AED)
 - Stopping bleeding using pressure and elevation
 - Keeping a fractured limb still

Implementation of the Health & Safety Policy

To implement the Health & Safety Policy contained in this manual (which includes General Safety instructions) further supporting policies, operating procedures and controls have been written.

In addition the following controls apply: -

1. A copy of the health & safety policy is available to all staff via SAGE HR together with any other relevant documentation, which will enable them to carry out their duties in compliance with the policy.
2. A copy of the safety policy statement will be posted on the company's main notice board.
3. Any new procedures / processes will be subject to risk assessment prior to implementation and further safe operating procedures will be added to the policy as necessary.
4. The health & safety manual will be reviewed on an on-going basis to ensure compliance with existing and future legislation, and updated as necessary.

General Safety Instructions:

The following general safety practices should be observed: -

- i. Before undertaking a task, staff should be aware of any safety instruction or safe operating procedure controlling the task and have been given suitable training. In case of doubt the senior appointed member of staff should be consulted.
- ii. Suitable to task personal protective equipment must be worn when specified. Defective safety equipment should not be worn and should be reported to the senior appointed member of staff for repair or replacement.
- iii. When handling any hazardous chemical or substance the safety leaflet or instruction label should be read and the appropriate precautions taken. Substances should not be mixed together unless specifically authorised or specified in the task.
- iv. All chemicals / hazardous substances must be properly labelled and stored in a suitable container, in compliance with COSHH assessments and suppliers data sheets.
- v. Staff handling hazardous substances should be familiar with the hazard classifications and their pictorial representation.

- vi. Hazardous manual handling operations should be avoided. Good, safe lifting practice should be employed at all times and assistance obtained as specified or necessary.
- vii. All accidents must be reported, and an accident record form completed.
- viii. No unauthorised person should carry out any maintenance, repair or modification to any plant, machinery or electrical equipment.
- ix. It is imperative that all machinery or equipment be switched off, and where appropriate gears disengaged and brakes applied before undertaking any adjustments or repairs.
- x. No member of staff should work alone without the means of being able to contact others immediately, in the event of an accident.
- xi. Staff should not indulge in, or encourage, any form of horseplay whilst at work.
- xii. It is incumbent on all staff to be in a fit and coherent state to carry out their duties in a safe and proper manner. Staff must not present themselves for work under the influence of alcohol or drugs. Neither must alcohol be consumed or drugs administered whilst at the place of work. (an exception to administering drugs is the need to treat a prescribed medical condition.)

Welfare

Purpose:

To provide the Hallam Express Ltd staff with welfare facilities, which satisfy the intent of the controlling regulations.

Legislation:

- a) The Health & Safety at Work Act 1974
- b) The Workplace (Health, Safety and Welfare) Regulations 1992

Arrangements

- The Main office buildings are provided with rest room facilities for all employees.
- Employees have the responsibility for the cleaning and hygiene standards in the rest room areas.
- Arrangements have been made for these facilities to be professionally cleaned three times per week.

Training & Competence

Purpose:

To achieve competence in Health & Safety matters and promote safe working practices.

Legislation:

The Management of Health & Safety at Work Regulations 1999

Requirements:

Adequate Health & Safety training will be provided for: -

- a) New employees including temporary/casual workers.
- b) Existing staff undertaking new tasks or responsibilities including the introduction of new equipment or vehicles.
- c) Employees who deputise for others.

Attendance at external courses will be arranged as necessary.

Training or retraining needs will be determined by performance monitoring, risk assessment and accident investigations.

The ihasco training portal is available for all employees for the use of Health and Safety Training.

Training and competence records will be kept in employees' personnel files.

Risk Assessment:

Purpose:

- a) To assess the Risks to the Health & Safety of employees, members, visitors and others who may be affected by the activities of the club.
- b) To make arrangements for implementing the Health & Safety measures that the Risk assessment shows to be necessary.

Legislation:

The Management of Health & Safety at Work Regulations 1999.

Requirements:

- Risk assessments will be carried out in all areas of Hallam Express Ltd activity including the office building, the warehouse and all environs and facilities and will include Machinery and Electrical appliances.
- The assessment will identify any significant hazards, who might be harmed or affected by the hazard and an evaluation of the risk involved.
- Emphasis should be placed on eliminating the risk. If this is not possible an assessment of existing controls should be made and consideration given to any further precautions or controls necessary to reduce the risk.
- Risk assessments shall be undertaken by the department managers for their own area of responsibility with the support of the Operations Director, and Group H&S Manager & Rep. Other expert help will be enlisted as necessary.
- The findings of Risk assessments will be recorded on an assessment form together with the actions necessary to control the risk. Risk assessment forms will be placed in a register.
- The findings of Risk assessments will be considered by the Health & Safety Committee and will remain on the agenda until all necessary actions have been implemented. In addition, the findings will be reported to the Directors.
- Risk assessments should be carried out when a new activity, process, item of Machinery, Equipment, Chemical or Hazardous substance is introduced.
- Adverse events or Audit findings may indicate the need for review of existing Risk assessments.
- A full review of Risk assessments should take place at intervals not exceeding two years.
- Copies of Risk assessments will be displayed in the relevant areas throughout the workplace, stored electronically on the company Health and Safety folders and brought to the attention of all employees who may be affected.

COSHH Assessment

Purpose:

- a) To assess the risks to the health of Employees, Members, Visitors and Others who may be affected by the use of hazardous substances across the property and its environs.
- b) To implement measures to eliminate or control the risk imposed by the use of Hazardous substances, i.e. substances which are labelled as being highly flammable, flammable, very toxic, toxic, harmful, irritant or corrosive.

Legislation:

The Control of Substances Hazardous to Health (COSHH) Regulations 2002

Requirements:

- COSHH assessments will be carried out in all areas of Hallam Express Ltd activity where chemical substances hazardous to health are used or stored.
- COSHH assessments shall be undertaken by the H&S Team. Other expert help will be enlisted as necessary.
- All hazardous substances should be listed, and the list placed on record. Their hazard can be established from the label on the container or from the data sheet supplied by the manufacturer.

The assessment will evaluate the risk to health by consideration of: -

- a) The chance of exposure occurring.
- b) The level of possible exposure.
- c) The duration and frequency of exposure.

Should the assessment indicate that a significant risk is posed, control or prevention methods should be considered and implemented as necessary. Ideally elimination or substitution of the hazardous substance is the preferred option. The use of Personal Protective Equipment should be specified as a last resort.

A record of the assessment should be made on a COSHH assessment form and recorded in a register.

The assessment must be reviewed immediately if there is any reason to suppose that the original assessment is no longer valid or there has been significant change to the circumstances or nature of work. Otherwise, each assessment should be reviewed annually, and all operations using hazardous substances will be reviewed every two years.

COSHH assessments shall be carried out when any new substance of a hazardous nature is introduced.

Arising from COSHH assessments employees should be informed of any precautions or Personal Protective Equipment necessary to provide safeguard for Health & Safety.

Personal Protective Equipment shall be subject to regular inspection and review of effectiveness.

The storage, handling, use and disposal of substances or their containers will be specified on the manufacturers data sheet, and these instructions should be closely followed.

Copies of COSHH assessments will be displayed in the relevant areas throughout the workplace and brought to the attention of all employees who may be affected.

Manual Handling

Purpose:

- a) To assess all operations within the workplace, which involve manual handling with the objective of reducing the risk of injury to the lowest level reasonably practicable.
- b) The assessment will be part of the overall risk assessment required by the Management of Health & Safety at Work Regulations 1999.

Legislation:

- a) The Manual Handling Operations Regulations 1992
- b) The Management of Health & Safety at Work Regulations 1999

Requirements:

- Manual handling risk assessments will be carried out in all areas of Hallam Express Ltd operation and activities.
- The Manual handling risk assessments shall be undertaken by the managers, within their own areas of responsibility. Other expert help will be enlisted as necessary.
- The assessment will consider the task, the load, the working environment and individual capability.
- Consideration should be given to eliminating the task. If this is not possible, measures to reduce risk of injury to the lowest level reasonably practicable should be determined.
- The findings of Manual handling risk assessments will be considered by the Health & Safety Committee and will remain on the agenda until all necessary actions have been implemented.
- Copies of the manual handling risk assessments will be displayed in the relevant areas throughout the property and brought to the attention of all employees who may be affected.

Fire Prevention's / Fire Precautions:

Purpose:

- a) To promote good housekeeping practice to minimise the risk of Fire.
- b) To identify Fire prevention practices and procedures.
- c) To identify the drill in the event of a Fire.

Legislation:

The Regulatory Reform (Fire Safety) Order 2005

Requirements:

- 1) General Operating Practice.
 - a. Fire Risk Assessments will be carried out to identify potential sources of Fire and the measures required to control them.
 - b. In addition the following practices should be employed to minimise the risk of Fire.
 - i. Work areas should be kept tidy and waste disposed of regularly.
 - ii. Smoking is prohibited whenever flammable liquids or gas are present.
 - iii. Only competent qualified persons should carry out work on Electrical installations. Faults should be reported, and the services of a qualified person obtained. The power should be isolated following any malfunction.
 - iv. Only approved portable electrical equipment should be used. The use of non-approved personal electrical appliances is not permitted.
 - v. All electrical equipment should be switched off after use.
 - vi. The use of adapters and extension leads should be avoided as far as possible.
- 2) Fire Precautions.
 - a. Staff should be familiarised with the location of Firefighting equipment and its type. i.e. Water, Foam, Dry Powder, Co2 etc.
 - b. Nominated staff should be trained in the various types of Fire extinguisher and their correct application.

- c. Firefighting equipment should be serviced and checked annually by an approved provider. In the event of use of any equipment, the approved provider should be contacted immediately to have the unit recharged.
- d. The Fire alarm system and Fire exits should be checked Weekly, as detailed in the safety monitoring system schedule and records kept in a logbook.
- e. The emergency lighting system should be checked Monthly, as detailed in the safety monitoring system schedule and records kept in a logbook.
- f. A full evacuation of the premises should be undertaken annually and recorded in the logbook. This should be organised in conjunction with the Health & Safety Committee.

3) Procedure in the event of Fire.

- Break the glass of the nearest Fire alarm.
- Tackle the Fire if safe to do so, using the correct type of Fire extinguisher or ring the Fire Authority (dial 999).
- Leave the building by the nearest exit.
- Do not delay to collect personal belongings.
- Do Not Run.
- Report to the Assembly Point, which is located in the Car Park next to the shelter.
- The Fire Marshall should check (if it is safe to do so) that work places, public rooms, shower and toilets have been vacated.

The procedure in the event of a Fire should be displayed at suitable locations throughout the premises.

In the event of Fire, the safety of life shall override all other considerations such as saving property and extinguishing the Fire.

Personal Protective Equipment

Purpose:

- a) To identify those tasks which Risk assessment indicates require the use of Personal Protective Equipment (PPE) to reduce the hazard to health or likelihood of injury.

- b) In such cases, to provide effective PPE and institute a system of regular maintenance and inspection.

Legislation:

The Personal Protective Equipment at Work Regulations 1992

Requirements:

- Risk assessments of operations, particularly those involving dangerous machinery and hazardous substances, will identify those which as a last resort require the use of PPE to reduce the risk to an acceptable level.
- The Risk & COSHH assessment forms will be used to define the areas in which staff are at risk and require PPE.
- Utilising the above information the most suitable type of PPE specific to the task will be selected taking account of the nature of the job and the demands it makes on the individual.
- Appropriate information, instruction, and training in the use of any article of PPE, will be given by the line manager/supervisor.

Reporting Accidents & Incidents:

Purpose:

- a) To comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013, which requires that injuries, diseases and occurrences in specified categories be notified to the relevant enforcing authority.
- b) To allow trends in Health & Safety to be monitored and preventative action taken.

Legislation:

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

Requirements:

- All accidents and incidents, no matter how small, should be reported to the H&S Team and a record of any accident kept on an Accident Record Form (Seemingly trivial cuts and bruises can sometimes reveal the potential for more serious injury and should be reported).

- The record must include the date, time, place of the occurrence, and personal details of those involved and a description of the nature of the event.
- The H&S Team will report the occurrence if necessary to the enforcing authority in compliance with RIDDOR 2013.
- All accidents / incidents will be considered and reported to both the Health and Safety Committee and the Directors.

R.I.D.D.O.R.

Reporting is performed on-line at the website address below: -

<http://www.hse.gov.uk/riddor/report.htm>

All incidents can be reported online but a telephone service remains for reporting fatal and major injuries **only** - call the Incident Contact Centre on **0845 300 9923** (opening hours Monday to Friday 8.30 am to 5 pm).

First Aid

Purpose:

- a) To comply with the requirements for First Aid as specified in the Health & Safety (First Aid) Regulations 1981.
- b) To provide First Aid to minimise the consequences of illness or injury until the assistance of the medical services can be obtained.
- c) To treat minor injuries which do not require the attention of the medical services and which would otherwise receive no treatment.

Legislation:

The Health & Safety (First Aid) Regulations 1981.

Requirements:

- To provide adequate and appropriate equipment, facilities and personnel to ensure their employees receive immediate attention if they are injured or taken ill at work.
- Employers should carry out an assessment of first-aid needs to determine what to provide.

First Aid Equipment.

Hallam Express Ltd has provided First Aid Boxes, Eye Wash Bottles, Burns Kit and Bio Hazard Kit which are appropriate to the type of work undertaken on the premises.

These are located in the main Office and in the kitchen , identified on the First Aid information notices.

First Aiders.

Hallam Express Ltd will appoint Qualified and Emergency First Aiders who must hold current First Aid certificates acceptable to the Health & Safety Executive.

The duties of the First Aiders are to: -

- Render First Aid in cases of minor injury.
- Provide First Aid to minimise the consequences of illness or injury until the assistance of the medical services can be obtained.
- Assist completion of an Accident Record Form.
- Replenish the contents of the First Aid Boxes after use.
- Check the contents of the First Aid Boxes at monthly intervals and record that the check has been carried out.

Provision and Use of Work Equipment:

Purpose:

These regulations place duties on people and companies who own, operate or have control over work equipment. PUWER also places responsibilities on businesses and organisations whose employees use work equipment, whether owned by them or not.

Legislation:

The Health & Safety at Work Act 1974
Provision and Use of Work Equipment Regulations 1998 (PUWER)

Requirements:

PUWER requires that equipment provided for use at work is: -

- suitable for the intended use
- safe for use, maintained in a safe condition and inspected to ensure it is correctly installed and does not subsequently deteriorate
- used only by people who have received adequate information, instruction and training
- accompanied by suitable health and safety measures, such as protective devices and controls. These will normally include emergency stop devices, adequate means of isolation from sources of energy, clearly visible markings and warning devices
- used in accordance with specific requirements

Some work equipment is also subject to other health and safety legislation in addition to PUWER. For example, lifting equipment must also meet the requirements of LOLER, pressure equipment must meet the Pressure Systems Safety Regulations and personal protective equipment must meet the PPE Regulations

Lifting Operations and Lifting Equipment:

Purpose:

These Regulations (often abbreviated to LOLER) place duties on people and companies who own, operate or have control over lifting equipment. This includes all businesses and organisations whose employees use lifting equipment, whether owned by them or not.

In most cases, lifting equipment is also work equipment so the Provision and Use of Work Equipment Regulations (PUWER) will also apply (including inspection and maintenance).

Legislation:

The Health & Safety at Work Act 1974
Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

Requirements:

All lifting operations involving lifting equipment must be properly planned by a competent person, appropriately supervised and carried out in a safe manner.

LOLER also requires that all equipment used for lifting is fit for purpose, appropriate for the task, suitably marked and, in many cases, subject to statutory periodic 'thorough examination'. Records must be kept of all thorough examinations and any defects found must be reported to both the person responsible for the equipment and the relevant enforcing authority.

If lifting operations are undertaken, you must manage and control the risks to avoid any injury or damage.

Where lifting operations are undertaken involving lifting equipment the must be:

- planned properly
- using people who are sufficiently competent
- supervised appropriately
- carried out in a safe manner

Portable Electrical Equipment:

Purpose:

To identify the level of inspection required in order to maintain all Portable Electrical Appliances to control the risks of injury, which can arise from the use of electricity.

Legislation:

The Health & Safety at Work Act 1974
Electricity at Work Regulations 1989

Requirements:

All portable equipment requiring maintenance shall be listed together with its location and intended use.

The inspection and testing to maintain adequate assurance of safety is provided by a combination of actions applied at three levels.

1. Checks by Users.

These checks are carried out by the user, after a minimum of training, each time the piece of equipment is used. There is no requirement to record the findings of the inspection other than to bring to the attention of senior persons any equipment which is faulty or in need of repair.

2. Formal Visual Inspections.

Formal visual checks will be carried out by senior persons, in their respective areas, at quarterly intervals to an agreed programme. Appropriate training on what to look for and what is acceptable will be given.

A checklist of items should be followed, and checks should include that the correct fuse is fitted, that the cord grip is effective and cable terminations are secure and correct, the plug and cable is not damaged. Also, that there is no sign of internal damage, overheating or ingress of liquid or foreign matter.

Faulty equipment should be taken out of service and not used again until repaired by a competent person and declared safe to use. If necessary, equipment should be tested following modification or repair.

The results of the inspection at quarterly intervals should be recorded in a Portable Electrical Equipment Test Record register.

3. Combined Inspection and Testing.

This more rigorous inspection and testing will be carried out on an annual basis by an electrician qualified to NICEIC standards, who will provide a formal report on the condition of the equipment. Among other deficiencies, testing is designed to detect loss of earth integrity or degradation of insulation. Equipment passing the inspection and testing will be tagged to this effect. In addition the tag will bear the next 'due' date of inspection.

It is emphasised that no 'unauthorised equipment' should be used on Hallam Express Ltd premises. If such equipment is found in the course of a formal inspection its use should be immediately discontinued.

Lone Workers

Hallam Express Ltd will provide an adequate communication system enabling all employees to receive instruction or gain assistance at all times, if required.

The company will: -

- i. Ensure that a means of communication is provided enabling contact with specified personnel/points of contact (i.e. mobile phone).
- ii. Ensure that any equipment to be used is in a safe and secure condition.
- iii. Ensure that alarms are provided if / when they are felt required.
- iv. Provide appropriate training and instruction for employees to carry out all tasks.
- v. Provide any equipment necessary to ensure the safety of the lone worker.
- vi. Establish and provide an adequate procedure for adoption in the event of automobile breakdown.

Contractors:

Purpose:

- a) To review contracts placed with contractors to ensure that they state that the contractor is responsible for the Health & Safety of his own employees and that their work practices conform to the requirements of all relevant Health & Safety legislation.
- b) To provide employees of contractors with the appropriate information and instructions regarding risks to their Health & Safety, which are peculiar to our premises or activities.

Legislation:

- a. The Management of Health & Safety at Work Regulations 1999.
- b) The Construction (Design & Maintenance) Regulations 2007.

Requirements:

Hallam Express Ltd are responsible for ensuring that contracts placed for work on the premises are reviewed to ensure that the contractor is responsible for the Health & Safety of its employees and that its work practices conform to the requirements of all legislation.

The Operations Director is responsible for the day-to-day supervision of contractors working directly for them.

Contractors may be requested to provide copies of: -

- Their Health and safety policy and employees training records.
- Written Risk assessments relating to equipment or substances to be used on Hallam Express Ltd property.
- Copies of any documentation covered by The Construction (Design & Maintenance) Regulations 2007.

Notwithstanding the contractor has a duty of care to advise the Hallam Express Ltd of any risk to our employees from equipment or substances introduced by the contractor.

Similarly Hallam Express Ltd has a duty to the employees of the contractor to provide them with appropriate information and instructions regarding risks, which are peculiar to our premises or activities.

Potential Industrial Diseases

It is the intention of the Hallam Express Ltd to comply with all appropriate legislation and encourage good practice and wherever possible remove the risk of exposure where this is not possible to minimize and control any residual hazard to persons likely to be exposed.

These diseases generally fall into two categories:

1. Physical - asbestos, dust & fumes, noise, vibration^[11]_{SEP}
2. Biological - Hepatitis B & C, Tetanus, Leptospirosis, Toxocariosis, Dermatitis

Asbestos Management:

Hallam Express Ltd will comply with the Control of Asbestos at Work Regulations and:

-

- a) Carry out an investigation for the presence of Asbestos in the premises.
- b) Consult with others (i.e. Landlord, Architects & Builders) who may be able to provide more information if required.
- c) Have samples surveyed if any doubt as to Asbestos content may be present.
- d) Assess the condition of any Asbestos containing materials at regular intervals.
- e) Record the condition of any Asbestos containing materials at regular intervals.
- f) Make arrangements for the safe repair or removal of the Asbestos containing material.

Dust & Fumes

Purpose:

The reduction of potential effects of dust.

Policy:

By the implementation of good practice and compliance with statutory regulation the generation of dust from a variety of sources can be eliminated or controlled. Sources of dust generation are:

- 1. Machinery from exhausts, grinding, welding and cutting, spraying, battery charging
- 2. Activities such as sweeping & blowing, cleaning dried debris from equipment.

Requirements:

Compliance with regulation (i.e. Provision and Use of Work Equipment Regulations PUWER) and good practice will reduce the exposure to the various sources of dust which include the wearing of appropriate PPE for the task being undertaken.

Consideration of those likely to be affected by dust generated during the activity should also be taken into account when planning the activity.

Noise

Purpose:

To comply with the requirements for controlling noise as specified in the Health & Safety Control of Noise at Work Regulations 2005.

Policy:

- a. Assessment of noise level so that permitted levels of exposure are not exceeded and where necessary adequate precautions to eliminate or reduce the noise level.
- b. Assessment to determine LEPD (Daily Noise Exposure) should be carried out where necessary
- c. Where possible, alternative methods of work are employed to eliminate or reduce possible noise levels
- d. Plant and equipment is selected and maintained to minimise noise levels.
- e. Where prolonged exposure is unavoidable, work should be planned to give operatives adequate rest breaks away from the noisy environment.
- f. Where possible, site noisy equipment away from working or public areas
- g. Ear protection supplied must be suitable for the conditions of exposure and adequate information in the proper use of any equipment provided for protection.
- h. Instructions regarding the wearing of hearing protection in those areas designated is provided and adhered to.

Vibration at Work

Purpose:

To comply with the requirements for control of exposure to vibration at work as specified in the Health & Safety Vibration at Work Regulations 2005.

The object of this policy and supporting procedures is to ensure that the Hallam Express Ltd give adequate regard to the planning, organisation, implementation, monitoring and reviewing of Hand Arm Vibration issues that may affect Employees and Contractors.

Policy:

In order to provide adequate protection to employees the following should be considered:

- Hand Arm Vibration Syndrome (HAVS) is a wide spread industrial disease connected with the use of hand held or hand guided power tools and equipment.
- Vibration can effect other parts of the body causing Whole Body Vibration Syndrome (WBVS) normally effecting persons who drive plant or operate hand tools in confined spaces.
- Provide and adhere to suitable risk assessments.
- Employees should co-operate in risk reduction of HAVS issues and advise the company of any formal or suspected diagnosis of WBVS or HAVS injuries associated with work activities.
- Hallam Express Ltd will provide all employees with relevant information and training on HAVS issues.

A hierarchy of control will be observed throughout the company for managing HAVS issues as follows:

1. Elimination
2. Substitution
3. Low vibration equipment
4. Reduce vibration between equipment and operator.
5. Minimise the force required to control and apply the equipment.
6. Reduce the length of exposure.
7. Provision of personal protective equipment such as anti-vibration gloves

It is the aim of the company to ensure early consideration of HAVS / WBV issues at the planning stage of the work activity.

All equipment provided for use by employees will have the relevant information regarding the safe operation of the equipment including HAVS issues attached.

Biological disease

Purpose:

To encourage and promote the development of good practice in order to avoid the contraction and spread of diseases, which can be present in certain locations on a golf course, these include: -

- Hepatitis B & C

- Tetanus
- Leptospirosis
- Toxocariosis
- Dermatitis
- Lyme disease

Policy:

Compliance with regulation and good practice will reduce the exposure to the various sources of disease and the wearing of appropriate PPE for the task being undertaken should be done at all times.

Consideration of the above and how a worker may be affected during the activity should also be taken into account when planning the activity.

Other potentially high risk activities

Confined Space Entry

Purpose:

To ensure that any work activity requiring entry into an area or space which can be defined as a confined space under the Confined Space Regulations 1997 (and the associated Approved Code of Practice) is carried out strictly in accordance with those regulations.

Policy:

Any maintenance activity or special works relating to an area or space which can be defined as a confined space under the Confined Space Regulations 1997 a specific method statement and risk assessment must be prepared and reviewed by a suitably competent person prior to work commencing.

Under no circumstances must a person attempt to enter any confined space without prior approval to do so.

Working at Height

Policy:

Any work activity requiring work at height must be carried out in conformity to the Work at Height Regulations 2005.

Purpose:

To ensure that any work activity requiring working at height is carried out under the control of a specific method statement and risk assessment prepared and reviewed by a suitably competent person prior to work commencing taking into account the requirements of the Work at Height Regulations 2005 and is carried out strictly in accordance with those regulations.

APPENDICES

Appendix 1: Environmental Policy

Hallam Express Ltd is committed to minimising the impact of its activities on the environment.

Environmental Policy Statement:

Hallam Express Ltd will comply with all current environmental legislation and endeavour to: -

- a) Reduce any adverse impact on the environment arising from the activities of the business.
- b) Minimise the use of energy and resources consumed while undertaking our business in a safe and professional manner.
- c) Meet and wherever possible exceed the environmental requirements of our customers and appropriate legislative bodies.
- d) Improve the company's environmental performance in the most economical way possible using the best available techniques.
- e) Inform and train our staff in the understanding and fulfilment of their environmental responsibilities.
- f) Take due care over our duty of environmental care, not only to ourselves but also with all companies with whom we engage in contract with.
- g) Consider the impact our company's activities may have on neighbouring commercial businesses and also the general public.
- h) Maintain waste reduction and segregate the company's general waste for separate and controlled disposal in accordance with UK government requirements.
- i) Ensure that each member of staff is adequately informed that they are duty bound to act in an environmentally responsible manner.

Operational Issues:

- Prior to the implementation of any significant new developments or work activities undertaken, the management will make an assessment of their possible environmental impact and co-operate closely with the relevant authorities and communities during the planning and development stages.
- The management will ensure that all equipment and premises are designed, operated and maintained in a responsible manner following standards, which provide the maximum practicable environmental protection.

- The management will ensure that all vehicles are operated and maintained in a responsible manner that provides maximum practicable environmental protection.
- The management will encourage recycling wherever possible and investigate methods to minimise waste.
- The management will wherever possible actively seek to purchase and use the least hazardous substances for impact on the environment.
- A Spillage Kit is available for use in the warehouse.
- Double skinned or bunded tanks are provided for all fuels, oil and chemical storage.
- Major parts refurbishment / recycling undertaken.

Communication:

- The management will ensure that all employees are aware of this Environmental Policy and make available training and information to help improve their environmental awareness.
- The management will delegate specific responsibilities to supervisors and employees where appropriate and carry out regular reviews of performance against tasks.
- The management will make certain that any relevant information about Hallam Express Ltd activities concerning Health, Safety and the Environment is available to all employees, customers, civil and statutory authorities.
- The management will establish a means of communicating with the local community to ensure that their interests and concerns are recognised.

Emergency Procedures:

- If a major spillage of Oil or other hazardous substance occurs immediate action must be taken to contain and prevent it from entering any drains or watercourses. Suitable materials such as sand, absorbent granules, mats or socks are available and should be used to contained clean up the spillage.
- If a major spillage occurs the Environmental Agency should be contacted immediately on their Emergency Hotline (tel : 0800 807060), as the Agency staff may be able to provide advice and assistance which could prevent a spill ending in pollution.

Control:

- The management have set measurable objectives for each activity aimed at achieving the required performance standards within a reasonable time scale in a controlled, efficient and effective manner.

- The management will monitor operations and carry out regular checks to ensure that the standards established within this policy are maintained, and that any specific objectives set for each activity are achieved.

Appendix 2: Security Policy Statement

Hallam Express Ltd is committed to providing a safe and secure environment for staff, customers and third parties.

The key points of its strategy to achieve this are:

- Continual risk assessment, to identify and improve areas where the security of our staff and others may be compromised.
- Zero tolerance of physical or verbal abuse to our staff, by providing training for customer facing staff and robust incident reporting and reaction processes. All incidents of violence are investigated, recorded and reported and staff given support following any attack.
- Minimise the opportunity for theft by use of security technology and appropriate storage of goods, cash and other valuable items.
- Security measures are installed and tested on a regular basis. Staff are trained in the use of alarm systems.
- There is an agreed way to deal with robberies; staff know to surrender cash and goods to protect themselves.
- Hallam Express Ltd is in regular contact with local police.
- The property perimeter is fenced and secure, doors are locked and access restricted outside of official opening times.
- Keys are strictly controlled and locked away. Clear policies are in place for key control and lock up procedures and staff are fully trained in them.

Appendix 3: "Whistleblowing" Policy

Making a Disclosure in the Public Interest

Hallam Express Ltd is committed to the highest standards of openness, probity, and accountability.

Introduction

An important aspect of accountability and transparency is a mechanism to enable staff and other members of the company to voice concerns in a responsible and effective manner.

It is a fundamental term of every contract of employment that an employee will faithfully serve the employer and not disclose confidential information about the employer's affairs.

However, Directors believe that where an individual discovers information, which they believe shows serious malpractice or wrongdoing within the company, then this information should be disclosed internally without fear of reprisal, and there should be arrangements to enable this to be done independently of line management.

Furthermore, the Public Interest Disclosure Act, which came into effect in 1999, gives legal protection to employees against being dismissed or penalised by their employers as a result of publicly disclosing certain serious concerns.

It should be emphasised that this policy is intended to assist individuals who believe they have discovered malpractice or impropriety. It is not designed to question financial or business decisions taken by the Hallam Express Ltd nor should it be used to reconsider any matters, which have already been addressed under harassment, complaint, disciplinary or other procedures.

Scope of Policy

This policy is designed to enable employees of Hallam Express Ltd to raise concerns internally and at a high level and to disclose information, which the individual believes shows malpractice or impropriety.

This policy is intended to cover concerns, which are in the public interest and may at least initially be investigated separately but might then lead to the invocation of other procedures e.g. disciplinary. These concerns could include:

- Financial malpractice or impropriety or fraud
- Failure to comply with a legal obligation or Statutes
- Dangers to Health & Safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour
- Attempts to conceal any of these

Safeguards

i. Protection

This policy is designed to offer protection to those employees of Hallam Express Ltd who disclose such concerns provided the disclosure is made:

- in good faith
- in the reasonable belief of the individual making the disclosure that it tends to show malpractice or impropriety and if they make the disclosure to an appropriate person (see below). It is important to note that no protection from internal disciplinary procedures is offered to those who choose not to use the procedure. In an extreme case malicious or wild allegations could give rise to legal action on the part of the persons complained about.

ii. Confidentiality

Hallam Express Ltd will treat all such disclosures in a confidential and sensitive manner.

The identity of the individual making the allegation may be kept confidential so long as it does not hinder or frustrate any investigation. However, the investigation process may reveal the source of the information and the individual making the disclosure may need to provide a statement as part of the evidence required.

iii. Anonymous Allegations

This policy encourages individuals to put their name to any disclosures they make. Concerns expressed anonymously are much less credible, but they may be considered at the discretion of the club.

In exercising this discretion, the factors to be taken into account will include:

- The seriousness of the issues raised
- The credibility of the concern
- The likelihood of confirming the allegation from attributable sources

iv. Untrue Allegations

If an individual makes an allegation in good faith, which is not confirmed by subsequent investigation, no action will be taken against that individual.

In making a disclosure the individual should exercise due care to ensure the accuracy of the information. If, however, an individual makes malicious or vexatious allegations, and particularly if he or she persists with making them, disciplinary action may be taken against that individual.

Procedures for Making a Disclosure

On receipt of a complaint of malpractice, the member of staff who receives and takes note of the complaint, must pass this information as soon as is reasonably possible, to the appropriate designated investigating officer as follows:

- Complaints of malpractice will be investigated by the appropriate manager unless the complaint is against the manager or is in any way related to the actions of the manager. In such cases, the complaint should be passed to the General Manager for referral.
- In the case of a complaint, which is any way connected with but not against the Secretary / General Manager, the Directors will nominate a Senior Manager to act as the alternative investigating officer.
- The complainant has the right to bypass the line management structure and take their complaint direct to the Managing Director. The Managing Director has the right to refer the complaint back to management if he/she feels that the management without any conflict of interest can more appropriately investigate the complaint.

If there is evidence of criminal activity, then the investigating officer should inform the police. Hallam Express Ltd will ensure that any internal investigation does not hinder a formal police investigation.

Timescales

Due to the varied nature of these sorts of complaints, which may involve internal investigators and / or the police, it is not possible to lay down precise timescales for such investigations. The investigating officer should ensure that the investigations are undertaken as quickly as possible without affecting the quality and depth of those investigations.

However, the investigating officer, should as soon as practically possible, send a written acknowledgement of the concern to the complainant and thereafter report back to them in writing the outcome of the investigation and on the action that is proposed. If the investigation is a prolonged one, the investigating officer should keep the complainant informed, in writing, as to the progress of the investigation and as to when it is likely to be concluded.

All responses to the complainant should be in writing.

Investigating Procedure

The investigating officer should follow these steps:

- Full details and clarifications of the complaint should be obtained.
- The investigating officer should inform the member of staff against whom the complaint is made as soon as is practically possible. The member of staff will be informed of their right to be accompanied by a trade union or other

representative at any future interview or hearing held under the provision of these procedures.

- The allegations should be fully investigated by the investigating officer with the assistance where appropriate, of other individuals / bodies.
- A judgement concerning the complaint and validity of the complaint will be made by the investigating officer. This judgement will be detailed in a written report containing the findings of the investigations and reasons for the judgement. The report will be passed to the Managing Director as appropriate.
- The Managing Director will decide what action to take. If the complaint is shown to be justified, then they will invoke the disciplinary or other appropriate Hallam Express Ltd procedures.
- The complainant should be kept informed of the progress of the investigations and, if appropriate, of the final outcome.

If the complainant is not satisfied that their concern is being properly dealt with by the investigating officer, they have the right to raise it in confidence with the Managing Director, or one of the designated persons described above.

If the investigation finds the allegations unsubstantiated and all internal procedures have been exhausted, but the complainant is not satisfied with the outcome of the investigation, Hallam Express Ltd recognises the lawful rights of employees and ex-employees to make disclosures to prescribed persons (such as the Health and Safety Executive, the Audit Commission, or the utility regulators), or, where justified, elsewhere.

Appendix 4: Prevention Of Bullying And Harassment At Work Policy

Statement of Policy

Hallam Express Ltd is committed to encouraging and maintaining good employee relations within a working environment, which fosters team working and encourages employees to give of their best.

Everyone in the company and those who have dealings with Hallam Express Ltd has a responsibility to maintain good working relationships and not use words or deeds that may harm the wellbeing of others.

In addition to the obligations placed upon both employers and employees by the Equality and Human Rights legislation, everyone has the right to be treated with consideration, fairness, dignity and respect. This contributes to a workplace environment in which individuals feel safe and can work effectively competently and confidently.

The policy applies to all staff working within the organisation and to all employees working off the premises. It extends to include non-permanent workers such as secondees, contractors, agency, temporary staff, consultants and any other workers.

Zero Tolerance - Hallam Express Ltd has a “zero tolerance” policy and will investigate vigorously any formal allegations of bullying or harassment.

Key Principles

- Hallam Express Ltd will provide and sustain a safe working environment in which everyone is treated fairly and with respect. Those working or dealing with Hallam Express Ltd must not encounter harassment, intimidation or victimisation on the basis of gender, race, colour, ethnic or national origin, sexual orientation, marital status, religion or belief, age, trade union membership, disability, offending background or any other personal characteristic.
- Everyone carries a personal responsibility for their own behaviour and for ensuring that their conduct is in accordance with the principles set out in this policy. In addition, each person has a responsibility to report any instance of bullying or harassment, which they witness or which comes to their attention. Employees have a responsibility to act as role models, pro-actively addressing instances of bullying and harassment. Managers should also make themselves aware of their responsibility.
- Harassment may be defined as any conduct which is :-
 - unwanted by the recipient
 - is considered objectionable.
 - causes humiliation, offence, distress or other detrimental effect.
- Harassment may be an isolated occurrence or repetitive: it may occur against one or more individuals. Harassment may be, but is not limited to:
 - Physical contact – ranging from touching to serious assault, gestures, intimidation, aggressive behaviour.
 - Verbal – unwelcome remarks, suggestions and propositions, malicious gossip, jokes, offensive language.
 - Non-verbal – offensive literature or pictures, graffiti and computer imagery, isolation or non-co-operation and exclusion or isolation.
- Bullying is unlikely to be a single or isolated instance. It is usually, but not exclusively repeated and persistent behaviour that is offensive, abusive, intimidating, malicious or insulting. Bullying includes but is not limited to :
 - Conduct which is intimidating, physically abusive or threatening
 - Conduct that denigrates, ridicules or humiliates an individual, especially in front of colleagues.
 - Humiliating an individual in front of colleagues

- Picking on one person when there is a common problem.
 - Shouting at an individual to get things done.
 - Consistently undermining someone and their ability to do the job.
 - Setting unrealistic targets
 - “cyber bullying” i.e. bullying via e-mail. (This should be borne in mind where employees are working remotely and are managed by e-mail. Care and sensitivity should be practised with regard to the choice of context and language).
- Any employee who wishes to make a complaint of harassment or bullying is encouraged to first discuss matters informally with their line manager, provided that they feel able to do so. Should the issues not be resolved at this stage, or the employee feels unable to raise the issue informally, then a formal resolution should be sought.
 - When a complaint of Harassment or Bullying is brought to the attention of a manager at any level, whether informally or formally, prompt action must be taken to investigate the matter. Corrective action must be taken where appropriate, and this may require an investigation under the Company’s Disciplinary Policy and Procedure.
 - All matters relating to the investigation of complaints of harassment or bullying will be treated in strict confidence. Any breach of confidentiality in this regard may render those responsible liable to disciplinary actions. However, it will be necessary that any alleged perpetrator is made aware of the allegations against them and the name(s) of those making the allegations together with the name(s) of any witnesses.
 - No employee will be victimised or suffer detriment for making a complaint of harassment or bullying and no manager shall threaten either explicitly or implicitly that an employee’s complaint will be used as the basis for decisions affecting that employee. Such conduct will be treated as a very serious disciplinary offence. Similarly, managers are required to act on any complaint of harassment or bullying.
 - All formal complaints of harassment or bullying must be notified by the recipient of the complaint to HR for recording in accordance with the requirements of the Equality and Human Rights legislation. This legislation requires such records to be maintained and the incidence of bullying and harassment to be monitored.
 - This policy and procedure will be reviewed periodically giving due consideration to legislative changes.

Appendix 5: Bribery At Work Policy

Hallam Express Ltd, by law must abide by the requirements of the Bribery Act (2010).

If any member of staff bribes (or attempts to bribe) another person, intending either to obtain or retain business, or to obtain or retain an advantage in the conduct of the company's business; or any member of staff accepts a bribe (or allow another person to receive a bribe), this will be considered gross misconduct, subject to formal investigation, and disciplinary action up to and including dismissal may be applied.