

# Health and Safety Policy and Procedures



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## Introduction

### General Policy Statement

The health, safety and welfare of all employees, learners, visitors and others who may be affected by our work activities is of prime importance. iMeta Training (“the Company”) provide, as far as is reasonably practicable, safe and healthy working conditions, equipment and systems of work.

We ensure that working practices are safe and without risk to health; that all necessary precautions are taken in respect to the safe use, handling and transport of materials and substances; that all places of work, equipment and transport are maintained in a safe condition and that adequate welfare facilities are provided.

We also ensure that relevant information, training and supervision is provided to employees, contractors, clients and visitors to our workplaces and that all parties have made adequate provisions for health and safety considerations.

All employees of the Company are required to take reasonable care for their own health and safety and the health and safety of anyone else who may be affected by their acts and / or omissions whilst at work.

The Health and Safety Policy includes systems of work, procedures and rules to reduce and control risks in the workplace. The Company understands and endorses their duties under the Health and Safety at Work Act 1974.

The Company will endeavor to meet all legislative requirements and good practice to ensure employees and learners work in a safe and healthy working environment.

We commit to;

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- To provide training and information as and when necessary to ensure staff and learners are assured of how to maintain a safe and healthy working environment.
- Provide and maintain a safe workplace for our staff, safe systems of work, safe equipment and healthy and safe environment.
- Promote the awareness of health and safety and encouraging ongoing health and safety best practice. Ensure any hazards are identified and regular assessments of risks are carried out.

## Learner Policy Statement

As a training provider the health and safety of learners whilst engaged in training with the Company is of paramount importance. Learners are entitled to learning in a safe and healthy working environment

The Company has a duty of care for their learner's health and safety, which will be applied via the following:

- For the Company to fully meet their legal obligations and duty of care to learners
- To promote the raising of standards for learner health and safety through support, and challenge, as appropriate
- To take appropriate action where expected standards are not met or maintained

## Scope of the Policy

This policy covers any office for the Company and any training venues operated by the Company. Any facilities offered by a third party should be used in accordance with their own Health and Safety Policy. In all cases, existing local health and safety regulations should be considered when preparing procedures specific to the Company.

Certain health and safety matters reside with the employer and will vary from site to site.

Normally these include:

- Fire instructions
- Fire drills and tests
- Evacuation procedures and assembly points
- Fire fighting equipment

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## Responsibilities

### MD

Has the responsibility for the implementation, operation and monitoring of the Health and Safety Policy. Specific duties include:

- Understand the requirements of *the Health and Safety at Work Act 1974* and any other legislation applicable to the company's activities.
- Ensure that the Company has in place an effective Health and Safety Policy and that all employees are aware of the policy and their specific responsibilities and training is provided to employees as required.
- Ensure, as far as is reasonably practicable, that adequate provision, including financial, is allocated to allow the requirements of the policy to be met.
- Co-operate fully with the enforcing authorities and ensure that all requirements are met.
- Ensure, as far as is reasonably practicable, that risk assessments of all the Company's activities are carried out, recorded and reviewed.
- To ensure all risks to Health and Safety are identified and that suitable systems are put into place to reduce the risks to Health and Safety.
- To establish emergency procedures.
- Ensure, as far as is reasonably practicable, that any contractors engaged to work on Company premises are competent to do so and are provided with all the information they require to enable them to work safely.
- Discourage horseplay and discipline those who fail to consider safety.
- To ensure all incidents are reported and that suitable investigations are carried out to avoid any re-occurrence.
- To ensure that professional advice is available on Health and Safety matters from either a suitably qualified member of staff who has the role of Health and Safety Advisor, or from an approved external source.
- Set a personal example.

### Operations Manager

Shall support the MD in the implementation, operation and monitoring of the Health and Safety Policy. Specific duties include:

- Be familiar with the Company's Health and Safety policy and implement it in areas under their control and assist and support the MD in his duties with regards to Health and Safety Management.
- Ensure that, where required, health and safety controls are defined and communicated to employees.

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- Ensure that all employees are suitably and sufficiently trained to enable them to work safely.
- Ensure first aid equipment is appropriate, there are sufficient stocks and equipment is within date.
- Ensure accidents are reported in the accident book and that information is passed to the MD.
- Set a personal example.

## Employees

Employees have duties under sections 7 and 8 of the *Health and Safety at Work act 1974* to:

- Take reasonable care of their own health and safety and that of anyone affected by what they do.
- Co-operate with their employer to enable him to comply with his statutory duties.
- Refrain from intentionally or recklessly interfering with or misusing anything provided in the interests of health, safety and welfare.

To ensure compliance with these duties, employees' responsibilities are to:

- Co-operate with the Company in securing the objectives of the health and safety policy.
- Report any hazards or unsafe equipment immediately to their manager.
- Assist in the maintenance of good housekeeping.
- Observe all safety rules when working on and off the premises.
- Report any injury or incident immediately to their manager.
- Operate only equipment they have been trained and authorised to use.
- Assist in any investigations carried out in relation to health and safety issues.

## Communication

The Company acknowledges that it has a duty under the *Health and Safety (Consultation with Employees) Regulations* to consult employees on health and safety matters.

Employees will be provided with such information as is necessary to enable them to participate fully and effectively in the consultation. Such information will be provided by the means most appropriate to the matters and circumstances concerned. These may include, but will not be limited to, the following: -

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- conversations with individuals;
- staff meetings;
- information displayed on notice boards;
- letters/memos attached to payslips.

The Company encourages all employees to take an active interest in health and safety matters and welcomes positive suggestions for improvement. Any employee wishing to raise a matter for discussion should bring it to the attention of their Line Manager.

## **Risk Assessment and Accident Reporting**

### **Head Office Risk Assessment**

The Company accepts its duty under the *Management of Health and Safety at Work Regulations* to carry out risk assessments. It recognises that the purpose of risk assessment is to identify significant hazards and to ensure that risks are, where reasonably practicable, eliminated or, where elimination is not possible, reduced to an acceptable level.

The Company's aim is to:

- identify hazards;
- identify all persons at risk from the hazards identified;
- ensure that controls are adequate to reduce risks to acceptable levels;
- where necessary, action further controls;

A Head Office Risk assessment will be carried every 12 months. Records of the assessment will be held at Head Office.

Any recommendations or required changes arising from this assessment must be approved by the MD. Once approved; the actions will be added to the Health and Safety Action Plan; which will be reviewed quarterly. The full assessment and the action plan will be made available to staff. The changes will be implemented and reviewed accordingly.

All changes arising from the health and safety assessment which affect Employees must be communicated to all staff; it is the responsibility of the MD. to ensure this takes place.

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## Head Office Fire Risk Assessment

In addition to the Head Office Risk Assessment, a Fire Risk Assessment must be carried out; procedures for actions arising from this are as with the full premises risk assessment.

The Company will undertake a fire risk assessment for each site and review this regularly, at least annually, following an incident or drill event or in the case of significant change to the business processes or site layout. The MD is responsible for ensuring there are adequate fire risk assessments across the group.

The fire procedures and controls will be communicated to all employees during induction. This will include a walk around the site to highlight the escape routes and the assembly point. The fire procedure will be displayed on site.

Staff are reminded that visitors should be accompanied at all times & escorted to the assembly area in the event of an emergency evacuation.

Individual contractor hosts are responsible for ensuring that any contractors working on site are made aware of the fire procedures.

In addition to a Fire Assessment the MD. must ensure adequate controls are maintained. This includes:

- Ensuring all escape routes are clear and accessible
- Fire Extinguishers are accessible and adequately maintained
- Fire Alarms are tested at all offices on a weekly basis
- Fire Drill is carried out bi-annually

In the event of a fire the fire warden will sound the fire alarm and evacuate the building in line with the instructions displayed on the 'In the event of a fire' posters. Fire Wardens will check that the office is clear, doors and windows are shut (if possible) and that everybody is accounted for.

## Head Office First Aid – Accident Reporting & Provision

The Company will ensure that there is a fully competent first aider or appointed person available within the group wherever possible.

Our first aid appointed person will be suitably trained and hold a current first aid certificate issued by an organisation whose training is approved by the Health and Safety Executive. The name of the first aid appointed person will be on the first aid notice, which will be posted on site.

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All accidents must be reported via the accident book – your manager will help you complete the form.

The senior person on site will be responsible for controlling emergencies, e.g., summoning an ambulance.

## **First Aid Kits**

First aid kits are available at Head Office. Managers will ensure that the first aid kits are fully stocked and that the first aid equipment is within date.

Anyone removing and using equipment from the first aid kits, should ensure that the operations manager is made aware in order that the equipment can be restocked.

## **Accident Investigation**

All accidents, no matter how small, are to be reported.

The Health and Safety Manager will determine the level of investigation required based on the nature of the accident. Accident investigation will be conducted in line with the accident investigation form.

The Health and Safety Manager is responsible for reporting accidents in accordance with RIDDOR. Records of all such reportable injuries will be kept for a minimum of three years.

Accidents that occur when working away from the Company's premises must be reported to the client's supervisor as well as being reported to your Line Manager as soon as possible.

## **Reporting & Investigating RIDDOR**

**The following are reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.**

### **Deaths**

If there is an accident connected with work and an employee, or self-employed person working on the premises or a member of the public is killed, the Director with responsibility for health and safety will contact the emergency services without delay and will notify the HSE immediately. Telephone on 0845 300 99 23

### **Major Injuries**

If there is an accident connected with work and an employee, or self-employed person working on the premises sustains a major injury, or a member of the public

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suffers an injury and is taken to hospital from the site of the accident, the Director with responsibility for health and safety will notify the enforcing authority without delay.

***The following are classed as major injuries are (but not limited to):***

- Fracture, other than to fingers, thumbs and toes;
- Amputation;
- Dislocation of the shoulder, hip, knee or spine;
- Loss of sight (temporary or permanent);
- Chemical or hot metal burn to the eye or any penetrating injury to the eye;
- Injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation or admittance to hospital for more than 24 hours;
- Any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours;
- Unconsciousness caused by asphyxia or exposure to harmful substance or biological agent;
- Acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin;
- Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.

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## Reportable over-seven-day injuries

If there is an accident connected with work (including an act of physical violence) and an employee, or a self-employed person working on the premises, suffers an over-seven-day injury, the Director with responsibility for health and safety will report it to the enforcing authority within fifteen days.

An over-7-day injury is one which is not "major" but results in the injured person being away from work OR unable to do their full range of their normal duties for more than seven days. We will the enforcing authority by telephoning the Incident Contact Centre on 0845 300 99 23 or completing the appropriate online

## Reportable diseases

If a doctor notifies the Company that an employee suffers from a reportable work-related disease, then we must report it to the enforcing authority. Reportable diseases include (but not limited to):

- Certain poisonings;
- Some skin diseases such as occupational dermatitis, skin cancer, chrome ulcer, oil folliculitis/acne;
- Lung diseases including occupational asthma, farmer's lung, pneumoconiosis, asbestosis, mesothelioma;
- Infections such as: leptospirosis; hepatitis; tuberculosis; anthrax; legionellosis and tetanus;
- Other conditions such as: occupational cancer; certain musculoskeletal disorders; decompression illness and hand-arm vibration syndrome.

## Reportable dangerous occurrences (near misses)

If something happens which does not result in a reportable injury, but which clearly could have done, then it may be a dangerous occurrence which must be reported immediately to the Incident Contact Centre on 0845 300 99 23 or complete the appropriate online form (<http://www.hse.gov.uk/riddor/online.htm>). Reportable dangerous occurrences include (but are not limited to):

- Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment; Explosion, collapse or bursting of any closed vessel or associated pipework; Electrical short circuit or overload causing fire or explosion;
- Collapse or partial collapse of a scaffold over five metres high, or erected near water where there could be a risk of drowning after a fall;
- Explosion or fire causing suspension of normal work for over 24 hours;
- Sudden, uncontrolled release in a building of 100 kg or more of flammable liquid; 10 kg of flammable liquid above its boiling point; 10 kg or more of

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flammable gas; or of 500 kg of these substances if the release is in the open air;

- Accidental release of any substance which may damage health.

**Major learner accidents which occur whilst they are on a Government, Local Authority funded programme must be reported to the DfE and Local Authority in question in accordance with their guidance.**

- In the case of fatal accidents and 'major injuries' (as defined in RIDDOR) – inform your account manager immediately by telephone or e-mail and send a completed learner incident record form within 10 days of becoming aware of the incident.
- For all other RIDDOR events e.g., injuries resulting in more than 3 days absence or post-19 learners taken to hospital as a result of an accident, send a completed learner incident record form within 10 days.
- For all accidents, a copy of the employers accident form must be obtain and held on the learner's records.

Where the provider is in direct control of the learner and activity, they are responsible for carrying out the investigation and reporting the matter, together with recommendations, to the MD. This report should be submitted within 3 working days, where practicable, otherwise an interim verbal report may be given pending the final report.

If the incident takes place at a work placement or involves a learner such as an employed apprentice, the employer has the primary responsibility and the provider should work in partnership with them to obtain the relevant information required by the funder.

Any investigations required will be carried out by the MD.

## **Health and Safety Training for Learners**

In addition to the risk assessments prior to learning the Company also conducts Health and Safety Induction with each of its learners to ensure they are aware of their responsibilities and to help ensure learners stay safe in the workplace.

Induction – learners are provided with a Health and Safety briefing at Induction.

## **Safe working practices**

1. Employees must not operate any item of plant or equipment unless they have been trained and authorised to do so

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2. Employees must report to Management immediately any fault, damage, defect or malfunction in any item of plant, equipment, implement or utensil
3. Employees under the age of 18 years must not operate any item of plant or equipment unless they have received sufficient training or are under constant supervision
4. Employees must not make any repairs or undertake maintenance work of any description unless authorised to do so

## Working conditions and environment

1. Employees must make proper use of all equipment and facilities provided to control working conditions/environment.
2. Employees must keep stairways, passageways and work areas clear and in a clean and tidy condition.
3. Employees must dispose of all rubbish, scrap and waste within the working area, using the facilities provided.
4. Employees must use the correct methods when removing any articles of waste for disposal.
5. Employees must clear up spillages or liquids within the work area in the prescribed manner.

## Display Screen Equipment (DSE)

The Company recognises its responsibility to ensure the health and safety of employees required to use DSE at work.

The company will ensure the following procedure is followed:

- A risk assessment will be conducted on workstations falling under Regulations.
- Training shall be provided on hazards related to DSE
- All new workstations will conform to the minimum requirements specified under British and European standards.
- Job design and content will be modified, if practicable, to comply with recommendations in the risk assessment.

## Personal Protective Equipment (PPE)

Appropriate personal protective equipment will be issued to employees as and when necessary for work activities as identified in relevant risk assessments.

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Training will be provided for employees on the safe use, storage and maintenance of the relevant equipment before issue and a written record detailing what PPE has been issued will be signed by the employees on receipt of the equipment and the hard copy kept on file.

Any defects or malfunction of PPE must be reported to the operations manager.

The provision and maintenance of learner PPE is the responsibility of the employer. The Company will ensure through the Workplace Risk Assessment that PPE is supplied for learners and training on its correct use is provided.

## **Hazardous Substances**

The Control of Substances Hazardous to Health (COSHH) Regulations requires employers to assess the hazards related to the use of hazardous substances in the workplace. Hazardous substances are many and varied, but if a substance has the potential to cause harm to an individual then it is hazardous. Harm can be initiated through:

- contact with the skin and / or eyes
- entering the body through cuts in the skin
- entering the body through inhalation of the substance
- entering the body through the mouth e.g. swallowing of the substances or contamination on hands touching the mouth.

The Company will identify all hazardous substances used on site and will carry out COSHH risk assessments using the material safety data sheet (MSDS) provided by the supplier. Once completed, COSHH risk assessments and related control measures will be communicated to the relevant employees. This communication will be documented for record purposes.

Where learners are in contact with Hazardous Substances during their employment learners will be required to follow the company COSHH policy. The Company will ensure learners and employers are aware of this requirement.

## **Noise at Work**

The Company acknowledges that excessive noise can damage hearing and would carry out appropriate assessments of noise where it is considered there is a risk; however, due to the nature of the business, it is not considered there is a risk to health from excessive noise.

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## Manual Handling

Manual handling risks are considered prior to each work activity and appropriate risk assessments undertaken. The method of work is adapted to minimise manual handling risks wherever possible, including use of alternative lifting and carrying methods. Our employees are advised not to manually handle loads which they feel incapable of moving safely.

## Plant and Equipment

The following procedures apply to all Company Plant and Equipment

- Management is responsible to ensure new and existing equipment is safe to use and complies with British Standards and Statutory Regulations
- Management will ensure all equipment and buildings are maintained in accordance with Statutory Regulations and Codes of Practice.
- Operation of equipment must be in accordance with manufacturer's instructions.
- The Company will ensure repairs and maintenance are carried out by competent, authorised persons only.

## Electricity at Work

The Company has set out the following procedure:

- All equipment will be PAT tested with certificate on file
- Management will ensure electrical equipment is purchased and maintained to the requirements outlined in the Electricity at Work Regulations 1989 and to British Standards.
- Management will ensure a competent person who has adequate knowledge and experience, conducts all electrical work.
- Employees, clients/ learners and visitors must not interfere with or misuse electrical equipment or systems. Doing so may result in disciplinary action.
- Employees, customers/ learners and visitors must report any defects on electrical equipment to management immediately.
- Electrical equipment and systems will be maintained in accordance with statutory provision.
- Records of inspection on electrical equipment will be held at Head Office.

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## **New and Expectant Mothers**

The Company is aware of the fact that new and expectant mothers may be exposed to additional risk at work due either to themselves or their baby. We are therefore committed to reducing these risks to the lowest possible level.

We will undertake risk assessments, as appropriate in relation to employees who are or could be new and expectant mothers.

## **Stress Management**

Stress is the reaction some people have to excessive pressures imposed upon them. As a result, stress occurs when people worry that they 'can't cope'. Stress, therefore, may be seen as the impairment of physical and behavioural performance from real or perceived challenges.

It is our policy to:

- Take stress seriously and to sympathetically help those employees who admit to feeling over stretched.
- Provide managers with information to enable them to recognise the signs of stress.
- Encourage managers to watch for signs of stress and to listen to employees' views regarding the pressures of their work.
- Ensure adequate training is provided in order that employees can carry out their tasks confidently.
- Provide, where practicable, scope for varying work patterns and to allow employee input in how the work is carried out.
- Ensure that people are treated fairly and consistently.
- Take accusations and cases of bullying and harassment seriously and investigate all such accusations and incidents.
- Encourage good two-way communication.
- Prioritise tasks and, where possible, give warning of urgent work.
- Seek professional outside help if it is suspected that stress may be a problem in the workplace.

## **Contractors**

In order to meet our legal obligations with regard to contractors, we will ensure that, prior to engaging any contractor, we will ensure they are competent and that, for the duration of the works, this is carried out safely. Only approved contractors will be allowed to commence work on site.

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The following factors will be considered as part of our procedures for approving contractor activities:

- Sight of the contractor's own documented safety policy (where there are five or more employees – a requirement under s.2 of the Health and Safety at Work Act 1974), method statements, and permits to work etc., as applicable.
- Clarification of the responsibility for provision of first aid and fire extinguishing equipment.
- Details of articles and hazardous substances intended to be brought onto our premises, including any arrangements for safe transportation, handling, use, storage and disposal.
- Details of plant and equipment to be brought onto our premises, including arrangements for storage, use, maintenance and inspection.
- Clarification for supervision and regular communication during work, including arrangements for reporting problems or stopping work in cases where there is a serious risk of personal injury.
- Confirmation that all workers are suitably qualified and competent for the work (including a requirement for sight of evidence where relevant).

Clearly, it will not be necessary to go to such elaborate lengths where the contract is very short and will not create hazards of any significance. The complexity of the arrangements will be directly proportional to the risks and consequences of failure.

Similarly, as the main occupier of the premises, we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract.

The Company has a permit to work system for controlling contractor activities on site. Contractor hosts are responsible for drafting and issuing permits and managing contractors whilst on site. Completed permit to work copies will be held by the operations manager.

## **Applicable Legislation**

General health and safety advice can be obtained from a Health & Safety Manager. Additional advice, on-line publications and information are available from the Health and Safety Executive web site ([www.hse.gov.uk](http://www.hse.gov.uk)). Some of the specific legislation that applies to this organisation includes:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1992

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- Workplace (Health, Safety and Welfare) Regulations 1992
- Health and Safety (Display Screen Equipment) Regulations 1992
- Noise at Work Regulations 1989
- Manual Handling Operations Regulations 1992
- Control of Substances Hazardous to Health Regulations 1999

## Statutory Notices

Statutory notices are to be displayed at each site detailing our Health & Safety Managers and local authority contact. The Health and Safety Managers are to ensure that these notices are prominently displayed at each site.

Employers' and Public Liability Insurance is required to cover our operations at all sites. This is arranged annually with other forms of insurance. However, the Health and Safety Manager is to ensure that adequate cover is maintained at all times and certificates of insurance are prominently displayed at each site.

## Review of Health and Safety Policy

### Changes to the Policy and Procedures

Any changes to the Health & Safety policy and procedures will be trained out to all staff. This is the responsibility of the CEO.

Managers are responsible for ensuring that any changes are implemented and that their staff and customers/ learners are duly informed.

## Review of Policy and Procedure

The Health and Safety policy and procedures will be reviewed, at least, annually. However, significant changes will be communicated at the earliest opportunity to all relevant staff.

## Rules covering serious breach of Health & Safety

An employee will be liable to be disciplined if he/she is found to have acted in any of the following ways: -

- A serious or wilful breach of safety rules.
- Unauthorised removal or interference with any guard or protective device.
- Wilful damage to, misuse of or interference with any item provided in the interests of health and safety or welfare at work.
- Unauthorised removal or defacing of any label, sign or warning device.

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- Misuse of chemicals, flammable, hazardous or toxic substances.
- Smoking in any designated “No Smoking” area.
- Horseplay or practical jokes which could cause accidents.
- Making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence.
- Misuse of any item of equipment, utensil, fitting/fixture, vehicle or electrical equipment