N.E. I.T. Solutions Ltd. Company Policy
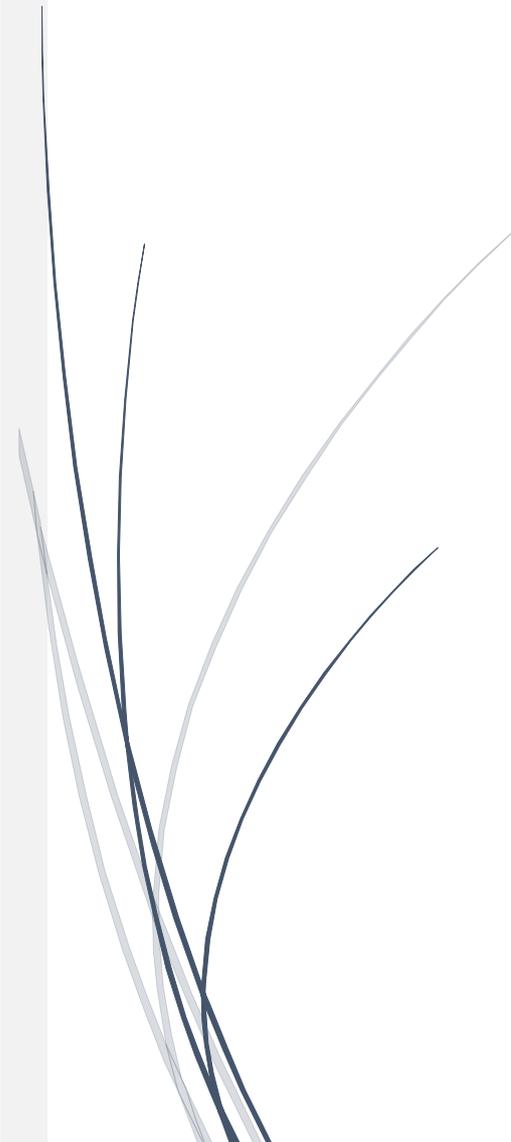
Jonathan Mills
N.E. I.T. SOLUTIONS LTD.

Contents

Health and Safety Policy & Procedures

Synopsis	This document contains the policies and procedures that form NE IT Solutions Ltd's Safety Management System.

	Name	Signature	Date Produced
Document Author	D Neasham	*D Neasham*	7th June 2017
Authorised by	J Mills	J mills	6th June 2017

Content

1.0 Safety Policy Statement

I am committed to ensuring the health, safety, security and welfare of NE IT Solutions Ltd's employees and all those affected by our operations.

I seek the active involvement of all employees to continuously improve the company safety culture and to minimise losses due to accidents, fire and property damage.

Specifically I shall ensure that:

- Adequate resources are provided to ensure that proper provision can be made for health and safety.
- Unsafe acts and hazards are identified using appropriate risk assessment techniques, and risks eliminated, controlled or reduced so far as is reasonably practicable.
- Safe systems of work are provided and maintained.
- All employees are provided with proper information, instruction, training and supervision to ensure their health and safety at work.
- The provision and maintenance of all plant, machinery and equipment is safe and without risk.
- The working environment is safe and without risk to health.
- Monitoring activities are undertaken to maintain stipulated standards.
- Employees are made aware of the responsibilities imposed upon them by the Health and Safety at Work etc. Act 1974.
- There are established and maintained effective procedures for consultation and communication between all levels of management and employees relating to matters on health, safety and welfare.
- The Company will seek to continuously improve the Health and Safety commitment and performance of all organisations who work with us.

This policy is formally reviewed annually, and is updated as the business changes.

Signature: *jmills*

Printed Name: Mr Jonathan Mills

Position: Managing Director

Date: 06/06/17   Next review due by……….06/06/18

1.2 Environmental Policy Statement

NE IT Solutions Ltd is committed to controlling and reducing the Environmental effects associated with business operations to satisfy current legislation, company policy and the demands of clients.

The Company applies the following principles to meet these objectives:

- All staff understands the Environmental impacts of the services they provide, the means by which such impacts may be controlled, reduced and the inherent economic, social benefits of continual improvement philosophy.
- The Environmental impact of the Company's operations is monitored and appropriate corrective action taken as necessary
- The Company encourages Environmental responsibility from suppliers and recognises Environmental feedback from clients and other interested parties.

All staff are actively encouraged to participate in Environmental Managements issues and development. The Company has a serious commitment to Environmental issues and in so doing aims to contribute a better understanding of that commitment to the public at large while keeping up-to-date with Environmental initiatives in relevant market areas.

The Company undertakes to review this policy statement and ensure that all company activities are for the good of the Environment.

It is the responsibility of all company employees to support and apply those sections of the company environmental policy and procedures that relate to their activities.

This policy is formally reviewed annually, and is updated as the business changes.

Signature: *jmills*

Printed Name: Mr Jonathan Mills

Position: Managing Director

Date: 06/06/17   Next review due by……….06/06/18

2.0 Organisation

2.1 Organisational Structure

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┌─────────────────────┐            ┌─────────────────────┐
│  Managing Director  │────────────│    Administration   │
│                     │            │       Support       │
└─────────────────────┘            └─────────────────────┘
           │
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┌─────────────────────┐
│ Employee Technicians│
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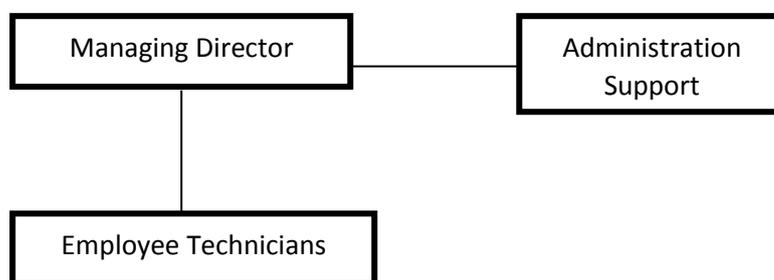
2.2 Responsibilities

The Managing Director is responsible for:

1   Conveying relevant safety information is communicated to employees and ensuring that they are consulted on safety issues.

2   Ensuring that first aid provisions are available.

3   Ensuring that new employees receive specific training in any procedures, system or work equipment that they will be involved in or use during their employment, and to keep records of such training.

4   Ensuring that risk assessments are performed for all planned activities, and for new processes, plant or equipment before its use.

5   Ensuring employees are trained before using equipment, and records are maintained.

6   Reporting any accidents/incident/near misses to the Managers, ensuring they are recorded on the company accident book and to the HSE if reportable under RIDDOR.

7   Ensuring any accidents/incidents/near misses etc are investigated.

8   Ensure relevant safety information is communicated to employees on site.

Employee Technicians

Employees are responsible for:

1   Taking reasonable care for the health and safety of themselves and others who may be affected by their activities at work.

2   Making themselves aware of the companies policies and procedures

3   Co-operating with the Management on all matters of health and safety.

4   Acting in accordance with any written or verbal instruction as well as any safety training that has been provided.

5   Not interfering or misuse anything provided in the interest of health and safety.

6   Reporting any accident, no matter how minor, to their Managers and entering the details in the accident book.

7   Wearing any PPE that has been deemed necessary. To keep issued PPE in good condition, reporting faulted or damaged PPE with a view to getting it replaced.

Administration Support

The Administration Support is responsible for:

1   Ensuring the first aid provisions are kept fully stocked.

2   Ensure all accident report records are kept safe and available as required.

3   Ensure all Health and Safety documents including professional membership certificates are kept available with the company's files.

3.0 Arrangements

3.1 Risk Assessment

The company will ensure that all tasks and activities performed by employees are risk assessed prior to the activity being performed, following the recognised "5 steps" approach recommended by the HSE.

As the person with overall responsibility for health and safety, the Managing Director is responsible for ensuring assessments are completed and communicated to the relevant employees.

For each hazard identified, the risk assessment will note who might be harmed. It will not list everyone by name, but will identify groups of people, for example: employees, the public, visitors etc.

Risk assessments will be recorded and held by the company for at least three years.

3.2 Persons at Special Risk

The company recognises that it may employ some workers may from time to time who have an increased risk of injury or ill-health resulting from work activities.

The Company therefore requires that all employees advise the Managing Director if they are at and increased risk or become aware of any change in their personal circumstances which could result in their being at increased risk. This could include prior injuries, physical, taking medication, pregnancy or age.

3.3 Training

The company recognises the importance of ensuring that all employees are competent to carryout their tasks and activities to a high standard and in a safe manner. Any required training will include all relevant work and management training which will be maintained throughout the year. All training evidence i.e. certificates/registers will be submitted into the relevant employee files.

All employees engaged by the company must attend the training sessions provided.

3.4 First Aid

The company will ensure suitable first aid cover is available on site. This may be provided by the Principle Contractor, the Client or via one of NE IT Solutions Ltd employees.

A suitable first aid box is kept in the main office building. It is Admin Supports responsibility to keep the office first aid box fully stocked.

All company vehicles will contain a first aid kit for 10 persons. It is the driver's responsibility to ensure the first aid box is kept fully stocked.
Provision will be provided by the company upon request.

3.5 Accidents/Investigations

Purpose of procedure

To describe the company's procedures for reporting and investigating accidents and incidents at work.

All injuries however small, sustained by a person at work must be reported to the Managing Director and recorded in the accident book. Accident records are crucial to the effective monitoring of health and safety procedures and must therefore be accurate and comprehensive. The Managing Director will review the accident book on a regular basis and relevant accidents will be investigated and a report prepared, with any necessary action being taken to prevent a recurrence of the problem.

RIDDOR

The company is aware that the law on accident reporting is covered by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) which require the company to report work-related deaths, major injuries, or over 7 day injuries, work related diseases and dangerous occurrences (near miss accidents).

If there is uncertainty as to whether an accident is RIDDOR reportable, the company will either refer to the HSE website or contact its competent Safety Advisor.

The managing Director are responsible for ensuring that relevant accidents etc are reported under RIDDOR.

3.6 Fire

The Company will ensure it follows all regulations and guidance with regards to the Regulatory Reform (Fire Safety Order) 2005, by providing all necessary measures to prevent fires and reduce risks.

The Managing Director is responsible for checking escape routes and ensuring that fire extinguishers, alarms and evacuation procedures are being carried out.

If a fire is discovered it is any employees responsibility to sound the alarm and evacuate the building.

3.7 Tools and Equipment

Only competent persons within the company are authorised to use tools and equipment.

Before any item of equipment is introduced for the first time, a risk assessment will be performed. The purpose of this is to identify whether there are any particular hazards associated with its use in our workplace. Any significant risk assessment findings will be communicated to staff.

It is the responsibility of the user to carry out visual checks before use. Further formal checks will be carried out by the Management.

Approved PPE must be properly used when required. This is provided by the company.

3.7.1 Portable Electrical Equipment

Portable electrical equipment such as temporary lighting, drills, cutting equipment or other equipment such as kettles and microwaves will be subject to electrical testing, commonly known as Portable Appliance Testing" (PAT)
The equipment will tested by a competent person appointed by the M.D. Tested equipment will be marked as such. New electrical equipment will be marked as new, with the purchase date, so to be picked up in the next annual test. It is the M.D who is responsibility to ensure relevant portable electrical equipment is tested for all on-site equipment.

Office electrical equipment will be formally tested annually and visually inspected by the user before use.

On site equipment will be 110v only and this must also be visual inspection by the user before use, however this will be formally PAT tested more often due to the environment it is used.

The M.D. will ensure a full register is kept on all tested electrical equipment; this is to be retained on site and a copy within the main offices.

User inspections will follow check the following:

1. Condition of the lead
2. Condition of any casing
3. Check for burn or scorch marks.
4. Loose component
5. Condition of the plug and socket connected to.

All users of Portable Electrical Equipment will be provided with relevant Tool Box Talks on Electrical Equipment along with HSE guidance

3.8 Manual Handling

The company recognises that there are risks associated with employees performing manual handling activities. The company will perform risk assessments when new manual handling activities are identified.

It is the Managing Director responsibility to ensure that manual handling risk assessments are performed when required.

The manual handling risk assessment will consider the load, individual, task and environmental factors to ensure controls are adequate to protect the employees

The findings of any manual handling risk assessments will be used when designing any new work processes or systems.

One common control measure that arises from manual handling risk assessments is to provide employees with manual handling training. All employees involved or likely to be involved in such activities will receive manual handling training and continues assessment through regular tool box talks etc.

Before manual handling is considered the company will try to **avoid** the need for such tasks by providing mechanical lifting equipment such as conveyor, pallet truck, hoists or

a lift truck etc. If mechanical lifting equipment cannot be used it will then **reduce** the risk of injury from hazardous manual handling, so far as is reasonably practicable. The company will ensure:

1. Only competent persons carry out manual handling.
2. Lifting aids are provided.
3. Loads are split to make lighter
4. Walkways are kept clear, level and free from slipping hazards.

It is the Managing Director responsibility to ensure employees receive manual handling training and to include manual handling within the regular tool box talks.

Training and assessment will include the following safe lifting techniques:

Keep the load close to the waist. Keep the load close to the body for as long

as possible while lifting. Keep the heaviest side of the load next to the body. If a

close approach to the load is not possible, try to slide it towards the body

before attempting to lift it.

Adopt a stable position. The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.

Get a good hold. Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.

Start in a good posture. At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

Don't flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load.

Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.

Keep the head up when handling. Look ahead, not down at the load, once it has been held securely.

Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

Don't lift or handle more than can be easily managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.

Put down, then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

3.9 Asbestos

All employees that have the potential to be exposed to asbestos will receive asbestos awareness training. It is the Managing Director responsibility to ensure that relevant employees receive this training.

Before undertaking any works that will disturb the fabric of a building, the company will establish whether Asbestos Containing Materials (ACM's) are present. This will either be by arranging its own survey, or by requesting one from the client/principal contractor.

If ACM's are present, the company will expect it to be removed or isolated. This will be done by either the Principle Contractor engaging an approved asbestos removal company, or NE IT Solutions Ltd requesting the services of such a company.

It is company policy that employees must:

- Be annually trained in Asbestos Awareness.

- Not carryout work on the fabric of a building until the presence and location of Asbestos Containing Materials (ACM) has been determined.

- Report any suspected ACM's to their supervisor immediately upon discovery, ceasing work until the issue is resolved in line with the above procedure.

- Not work on ACM's without having viewed and understood a job specific risk assessment and associated job specific method statement.

- Follow all the guidance and training which has been provided when dealing with ACM's

3.10 Welfare Facilities

The company recognises that employees must have access to suitable welfare facilities when working on site and under normal circumstances provision will be via the Client or a Principle Contractor.

The role to which the company is appointed on a project will determine weather it supplies welfare facilities, or uses facilities supplied by others.

When facilities are supplied by another body (as above) the company will ensure that they are adequate, and are being maintained..

The company will ensure suitable welfare facilities are available, these will include:

· Washing facilities

· A drying room (specific to larger contracts)

· Running water

· Accommodation for taking meals and means of heating water

· Drinking water

. Soap and paper towels etc

. Facilities to heat food (specific for larger contracts)

3.11 COSHH

NE IT Solutions Ltd recognises that there is minimal use of any hazardous substances used within the company.

The company will:

- Avoid using hazardous substances so far as reasonably practicable.
- Assess the risks to health from hazardous substances used in or created by workplace activities.
- Use a safer form of substance when possible.
- Ensure employees do not carry out work which could expose them or others to hazardous substances without first considering the risks and the necessary precautions
- Provide employees with relevant COSHH information, instruction and training all substances used at work.

3.12 Vehicle safety

All employees must keep their Company vehicles clean and tidy as stated in their Contract of Employment. Employees must also keep a check on their tyres, brakes, lights. Horn, water and petrol and report any defects to the Managing Director. Employees must also:

- Follow the Highway Code
- Always check and secure any loads before driving
- Never overload their vehicle
- Not drive at excessive speeds or aggressively
- Adhere to the company policy prohibiting the consumption of alcohol before or during the working day.

3.13 Consultation and Communication

Procedure

It is NE IT Solutions Ltd policy to keep employees informed of relevant health and safety information. Examples may include:

- Information on H & S legislation.
- Results of any safety inspections/assessments
- Information on any accidents/incidents/near misses that may have occurred.
- Information on changes to equipment etc

The company uses several different methods to communicate with employees, depending on the urgency or importance of the information. These include:

- Toolbox talks
- Posting information on the safety notice board
- Issuing of safety bulletins
- Memos inserted into weekly pay slips.

It is the Managing Director's responsibility to ensure relevant safety information is communicated to employees on site.

The company will consult with employees before making any changes that may affect workplace health and safety, either individually or collectively via the channels described above.

Tool Box Talks' will be carried to the employees on a regular basis to keep the staff up dated of H & S issues and guidance etc

It is company policy to encourage employees to raise any issues or concerns they have regarding health and safety. The employee should raise any issues directly to the M.D

3.14 Personal Protection Equipment (PPE)

NE IT Solutions Ltd will provide all employees with the appropriate PPE, free of charge.

Any Sub Contractors engaged by the company must provide there own PPE

PPE is managed by the Managing Director and it is their responsibility to ensure the appropriate PPE is issued to employees, and that a record of issued PPE is kept. This will include the item issued, date and signature of the recipient. A template to be used to record the issuing of PPE is provided in the forms sections.

It is the managing Director's responsibility to instruct current and existing employees on the correct use of any issued PPE before use.

A stock of PPE is held in the offices for employees requiring replacement items. As for new issue, a record of any replacements supplied will be kept.

All employees are required to wear any PPE that has been deemed necessary. They are also responsible for keeping their PPE in good condition, and reporting faulted or damaged PPE with a view to getting it replaced.

3.15 Induction Procedure

The company will ensure that all new employees receive suitable induction training. This will be conducted before the employee begins their expected duties.

The induction training will cover:

- Company working practices. (E.g. start/break/lunch/finish times)
- Location of welfare facilities.
- Work equipment use and maintenance
- First Aid arrangements.
- Identification of any known hazards. (Risk Assessment review)
- General company safety rules.
- Accident reporting procedures.
- The correct use of any required PPE
- Working at height.
- Manual Handling

A record of induction training that has been delivered will be kept by the Admin support.

Detailed specific safety training will also be provided to new employees, both before and during their employment.

3.16 Occupational Health

3.16.1 Pre –employment

Prior to starting work, new employees will be required to complete a pre-employment health questionnaire, in order to:

- To ensure that potential employees are fit for their job.
- To identify employees with health problems who may require special support or modification of duties to undertake their job successfully.
- To identify employees who may require periodic health monitoring to protect them in their work.

The focus of the questionnaire will be informed by the nature of the work and will include providing detail on;

1. Vibration
2. Noise
3. Muscular Skeletal Disorders
4. Skin Diseases

The Managing Director is responsible for ensuring potential new employees complete a pre-employment health questionnaire.

A blank version of the questionnaire is provided in Appendix 1

Should a problem arise which needs further clarification, the company will make a referral to an independent medical advisor of its choice. Where this becomes necessary, the right of an employee to access any medical report is protected under the **Access to Medical Reports Act 1988**. This and any related information will also be kept in accordance with the requirements of the **Data Protection Act 1998** at all times.

3.16.2 Continuing Health Surveillance

To ensure continuous surveillance all employees will be required to carryout the medical questionnaire on an annual basis.

The questionnaires will be issued to the employee and will be reviewed and discussed with the employee in confidence.

Any issues raised will be dealt with in confidence and in collaboration with the employees GP as agreed.

3.17 Working at Height

NE IT Solutions Ltd recognises and will comply with its duties laid down in the Working at Height Regulations 2005, and will take the following steps to manage the risks

associated with this activity.

The need to undertake work at height will be eliminated if so far as reasonably practicable.

All work activities that involve working at height will be carried out by competent persons. The Managing Director will be responsible for ensuring employees are competent to work at height.

Risks associated with working at height, will be identified and assessed and any control measures designed to reduce identified risk implemented before work takes place.

All equipment necessary to ensure safe access to and egress from the work place will be provided/erected by competent persons, and will be suitable and sufficient.

As required the Operative will access the necessity to ensure the surrounding danger zone is protected, and persons at ground level will be made aware when company employees that are working at height.

Regular inspections at sites where working at height is taking place will be made by the company.

It is the Squad leaders responsibility to report unsafe working places at height. All Squad Leaders and other Operatives are to inform the Site Manager of all hazards identified and are not to place themselves or others at risk under any circumstances.

4.0 Appendices

4.1 Appendix 1 – Employment Medical Questionnaire

Personal details:

Surname: ....   Forename(s): ....

Name and address of GP: ....

Employee number (for confidentiality)…………………………………………………

Date…………………………………………………………………………………………

Cut and file in different location to maintain data protection

Employee number………………………………………………………………………

In the last twelve months, have you experienced:	Y	N
1. Noise A reduction or change in your hearing capacity?		
2. **Vibration** • Tingling and numbness in the fingers? (which can cause sleep disturbance). • Not being able to feel things with your fingers? • Loss of strength in your hands? (you may be less able to pick up or hold heavy objects). • In the cold and wet, the tips of your fingers going white then red and being painful on recovery? (vibration white finger).		
3. Respiratory • Recurring soreness of or watering of eyes? • Recurring blocked or running nose? • Bouts of coughing? • Chest tightness? • Wheezing? • Breathlessness? • Have you consulted your doctor about chest problems since the last questionnaire?		

4. Dermatitis

- Any skin conditions problems, particularly to the hands?
- Red areas?
- Swollen fingers?
- Flaky skin?
- Cracked skin?

5. **Musculoskeletal Disorders/Manual Handling**
   - Any back problems including discs, ligaments or muscles?
   - Neck/shoulder problems including strains etc
   - Hernia's
   - Others

☐

If you have answered yes to any questions, please give details and approximate dates where relevant. This it will enable us to identify if further action is needed, or changes need to be made to working practices.

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4.2 Appendix 2 – Equipment Inventory

Type of equipment	Inspection and Maintenance Requirements	Who responsible
		User
		User
		User
		User
		User

INDUCTION POLICY AND CHECKLIST

POLICY STATEMENT

1. GENERAL

NE IT Solutions believes that all new employees MUST be given timely induction training. This training is regarded as a vital part of staff recruitment and integration into the working environment. This policy, associated procedures and guidelines define the Company's commitment to ensure that all staff are supported during the period of induction, to the benefit of the employee and Company alike.

2. AIM

It is the aim of the Company to ensure that staff induction is dealt with in an organised and consistent manner, to enable staff to be introduced into a new post and working environment quickly, so that they can contribute effectively as soon as possible. This induction policy, associated procedures and guidelines aim to set out general steps for Managers and Staff to follow during the induction process. It is expected that all Managers and Staff will adhere to this policy.

The Company expects that the implementation of good induction practice by Managers/Supervisors will:

- Enable new employees to settle into the Company quickly and become productive and efficient members of staff within a short period of time.
- Ensure that new entrants are highly motivated and that this motivation is reinforced.
- Assist in reducing staff turnover, lateness, absenteeism and poor performance generally.
- Assist in developing a management style where the emphasis is on leadership.
- Ensure that employees operate in a safe working environment.
- Will reduce costs associated with repeated recruitment, training and lost production.

3. THE COMPANY'S COMMITMENT

The Company Personnel Department / Head Office will:

- Issue guidelines to familiarise Managers and Staff with the induction process.
- Maintain and update an Induction Policy.
- Provide a checklist for managers and Staff to follow during the induction period.
- Ensure there is effective monitoring of the induction process particularly in the first three months.
- Deal with any problems promptly providing an efficient service for both Managers and Staff.

- Review all policy, procedure and guideline documents on a regular basis.
- Provide relevant formal training courses necessary to assist the induction process.

GUIDELINES FOR MANAGERS/SUPERVISORS

1. **GENERAL**

Starting a new job is a demanding and often stressful experience. Quite apart from the obvious challenge of tackling new tasks, there is also the need to become accustomed to a new organisation, a new environment and new colleagues. The purpose of induction is to support new employees during this difficult period and to help them become fully integrated into the Company as quickly and as easily as possible.

Induction has benefits for all involved in the process. Employees who settle quickly into the Company will become productive and efficient at an early stage and in turn will experience feelings of worth and satisfaction.

It is generally recognised that new employees are highly motivated and an effective induction process will ensure that this motivation is reinforced.

2. **BENEFITS OF INDUCTION**

The advantages of an effective and systematic induction process are as follows:

- To enable new employees to settle into the Company quickly and become productive and efficient members of staff within a short period of time.
- To ensure that new entrants are highly motivated and that this motivation is reinforced.
- To assist in reducing staff turnover, lateness, absenteeism and poor performance generally.
- To assist in developing a management style where the emphasis is on leadership.
- To ensure that new employees operate in a safe working environment.
- To reduce costs associated with repeated recruitment, training and lost production.

3. **INDUCTION CHECKLIST**

The Induction checklist is a very useful way of ensuring that information is imparted to new employees when they are likely to be most receptive. It avoids overloading employees with information during the first weeks whilst ensuring that all areas are covered. Managers/Supervisors should ensure that these matters have been properly understood whilst the checklist is being completed, perhaps in the form of a weekly chat with the new entrant. Arrangements should also be made for the employee to visit any relevant departments with which they have regular contact in the course of their duties. At the end of the process the induction checklist should be signed by the relevant parties and placed in the member of staff's personnel file.

4. **FIRST DAY OF EMPLOYMENT**

Preparations should be made for the arrival of the new entrant well in advance, for example, arrangements should be made to provide desk, equipment and lockers etc.

Most new employees tend to be concerned primarily with two matters:

a) whether they can do the job and

b) how they will get on with their new colleagues.

It is therefore important to introduce them to their new workplace and colleagues at the earliest opportunity. An introductory talk will be appropriate at this time and can be combined with the provision of general information and exchanging any necessary documentation. This talk should be as brief as possible, because the employee is unlikely to be receptive to detailed information at this stage, and should be conducted by someone who is well prepared and has sufficient time available. Managers/Supervisors should refer to the Induction Checklist and use it as a basis for discussion thus ensuring all documentation is complete.

A tour of the workplace should be arranged for the new entrant allowing the Company / Division to be viewed as a whole and the recruit to see where he/she fits into the organisation.

The new entrant will want to get to know his/her colleagues and quickly become part of the team and time should be made for this process. Colleagues should be briefed on the new entrant's arrival. If possible one of the new entrants colleagues should be nominated to ensure that he/she has every assistance in settling in quickly.

5. INDUCTION PROGRAMMES

Induction programmes must be geared to the individual's needs. Some of the more obvious new members of staff requiring special attention are as follows:

School Leavers

For most new employees, induction is concerned with getting accustomed to a new job. For school leavers, however, it is about adjusting to a whole new way of life - the world of work. Consequently, school leavers are likely to need more support than other groups. Wherever possible, induction and subsequent training should relate to knowledge and skills which go beyond the employee's own particular job. School leavers will need guidance on wider issues, such as career planning, acquiring qualifications, coping with the routine and discipline of work and managing money.

It would also be helpful for school leavers to be introduced to an approachable person to whom they could take any queries they might have.

Graduates

Graduates tend to have a high level knowledge but may not have the skills relevant to the job. They will want to feel that they are making a contribution from early on and to understand the organisation of the Company and their role within it. Also they will want to

have a clear picture of future career prospects and to gain broad experience with this in mind. The Trust should provide the graduate recruit with an adviser - such as a senior manager - who can organise the necessary breadth of experience and offer advice and support in relation to career progression.

Managers

Whilst many of the points in the checklist apply equally to all new managerial staff, in most cases individual induction programmes will be necessary. These should be drawn up in consultation with new managers, taking into account their backgrounds and experience and the nature of their new roles. Priority should be given to helping new managers establish and maintain relationships with management colleagues and opportunities should be provided for them to spend time in other relevant departments to facilitate this process. This will help managers quickly to gain an understanding of the Company's philosophies, strategic plans and business plans.

Ethnic Minorities

In some cases, it may be necessary to design induction programmes with the special needs of ethnic minorities in mind. Language problems and attitudes amongst existing staff may be areas requiring particular attention. This is preparation that should be completed before any member of staff joins the Company. The Company will not tolerate racist or prejudiced behaviour in any form.

Long-term Unemployed

Previously long-term unemployed people who have been recruited may have been absent from the working environment for some time so it will be helpful to recap on some of the issues relating to school leavers. these should, of course, be adapted to suit older workers, who may need to build up confidence and the induction process can be used to update knowledge of basic office technology (photocopiers, fax machines, telephone systems, etc. as well as computers).

Other Groups

Other groups that may need special attention include disabled employees and women returning to work after having raised a family.

These groups will also require the induction procedure as women returning to work may, like the long-term unemployed, be out of touch and lacking in confidence. Disabled employees may have all or a combination of induction needs, but these needs may be compounded by their disabilities. Part of the induction process for disabled employees will involve checking such things as wheelchair access to parts of the workplace, toilets and lifts etc. The necessary reasonable adjustments to the workplace required to accommodate the disabled individual should be completed prior to them commencing, and carried out in discussion with the individual or their adviser.

COMPLETING THE INDUCTION PROCESS

Induction can be said to end when the individual become fully integrated into the organisation. Of course, there is no set timescale within which this will happen and follow up is essential. Giving new employees the opportunity to ask questions several weeks into employment can be useful, and the induction checklist will provide this opportunity. In some areas, such as understanding wider aspects of the organisation, follow up after a number of months may be appropriate.

INDUCTION PROGRAMME FOR NEW STAFF

DEPARTMENT...

NAME OF EMPLOYEE...

JOB TITLE..

DATE COMMENCED...

This is a checklist of information for Induction which managers / supervisors should use with new staff as part of their induction programme within the first few days, and certainly within the first two weeks of employment. Health and Safety items should be identified immediately. The new employee should be asked to tick each subject as he/she has been informed about it, and sign the end of the form. The manager / supervisor then sends the form to the Personnel Department / Head Office for inclusion in the employee's personnel file.

Not all the following subjects are applicable to all departments. Should this be the case, record N/A.

Please read the guidance notes below before completing this form.

Guidance Notes

Certain groups of staff have specific induction needs. the main groups are detailed below, with particular points to take account of, highlighted.

ITEMS SPECIFIC TO THE FOLLOWING GROUPS OF STAFF

Staff with Disabilities

Disabilities include for example physical handicap, deafness, blindness, mental handicap. consider the following for discussion:

1. Confirm the nature of the disability.

2. Clarify if the employee has any special needs relating to disability.

3. Check whether employee has any particular concerns regarding the workplace.

Graduates and College/School Leavers

These staff may have no previous work experience and will need careful integration into the department. Discuss the following:

1. Role within the department.

2. Reporting responsibilities.

3. Allocation and prioritisation of work.

Staff Returning to Work after a Period of Absence

This includes staff who were previously unemployed, women returning after starting a family, or after any other prolonged period of non-employment. Discussion should include, for example:

1. The difference between the employee's previous working environment and this new one.

2. Changes in skills required for this area of work.

3. Requirement for training to update skills.

Managers and Professional Staff

These staff require a broader induction to put their post in context.

1. Structure and culture of department.

2. Role in relation to Department / Company as appropriate.

3. Training course in supervisory and management skills, if required.

ITEMS TO COVER WITH EACH NEW EMPLOYEE

The Department

1. Department function •

2. Introduction to colleagues •

3. New entrant's own job •

4. Supervision •

5. General layout - entrances and exits •

6. Telephone system, bleeps and intercom systems •

Conditions of Employment

1. Information on hours of work, including duty rotas, shift systems "on-call" breaks •

2. Time recording, flexi-time •

3. Bonus scheme, allowances •

4. Probationary periods of employment •

5. Company Pension scheme and eligibility •

6. Reporting in when sick including when on leave •

7. Arrangements for requesting leave: annual leave, unpaid leave, compassionate leave •

8. Issue of uniforms, and uniform policy, protective clothing, replacement, laundry arrangements •

Health and Safety, Security, Fire

1. Health and safety information relevant to the department •

2. Issuing of fire instructions and procedure •

3. Location of fire-fighting equipment •

4. Accident reporting •

5. First aid facilities/pre-employment health screening/role of Occupational Health / Company Doctor•

6. Loss of personal effects •

7. Security of department/building •

8. Arrangement for keys, passes, ID Badges etc. •

9. Violence and aggressive behaviour •

10. Management of monies/valuables •

11. Major Incident procedures •

Conduct

1. Personal presentation •

2. Disciplinary procedures •

3. Courtesy to the customer and the public •

4. Confidentiality •

5. Noise Control •

6. Acceptance of gifts •

7. Statements to the Press •

8. Local rules regarding smoking •

9. Private use of telephones •

10. Standards of Business Conduct •

Facilities

1. Cloakroom, lockers, lavatories •

2. Canteen •

Education, Training, Promotion

1. Study leave •

2. Means of advancement, promotion opportunities •

3. Employee appraisal, review systems •

Employee Involvement and Communication

1. Employee or Trade Union representative •

2. Communication arrangements •

3. Information sources, e.g. notice boards, circulars etc. •

4. Food and Health Policy •

5. Handling Complaints •

Items Specific to Department

1. Pay •

2. Notice of termination of employment •

3. Sick certificates •

4. Waste disposal •

5. Control of infection •

6. Lifting and handling •

OTHER RELEVANT ISSUES SPECIFIC TO DEPARTMENT

I have been informed about and understand the above items.

Signature:....................................Date:..............

I confirm that the above Induction Programme has been completed for the above member of staff.

Signature of Head of Department/Designated Officer

_____ Date____

Environmental Policy

Protection of the environment in which we live and operate is part of N.E. I.T. Solutions Ltd. values and principles and we consider it to be sound business practice. Care for the environment is one of our key responsibilities and an important part of the way in which we do business.

In this policy statement we commit our company to:

· Complying with all relevant environmental legislation, regulations and approved codes of practice;

· Protecting the environment by striving to prevent and minimise our contribution to pollution of land, air, and water;

· Seeking to keep wastage to a minimum and maximise the efficient use of materials and resources;

· Managing and disposing of all waste in a responsible manner;

· Providing training for our staff so that we all work in accordance with this policy and within an environmentally aware culture,

· Regularly communicating our environmental performance to our employees and other significant stakeholders;

· Developing our management processes to ensure that environmental factors are considered during planning and implementation;

· Monitoring and continuously improving our environmental performance.

The policy statement will be regularly reviewed and update as necessary. The management team endorses these policy statements and is fully committed to their implementation.

Equal Opportunities and Diversity Policy

General statement

No employee or job applicant will receive less favorable treatment on the grounds of race, color, nationality, ethnic or national origin, gender, gender reassignment, marital status, sexual orientation, disability, trade union activity, age, religion or belief, social or economic status, political beliefs, or will be disadvantaged by conditions or requirements which cannot be justified.

Race Discrimination

All employees at within the Company can expect the following: -

- That the Company will work towards eliminating unlawful racial discrimination.
- That it will promote equality of opportunity.
- That it will promote good relations between people from different racial groups.
- That any unlawful discriminatory behaviour, including harassment or bullying by individuals or groups, will be regarded extremely seriously and could be regarded as grounds for disciplinary action, which may include dismissal.
- The Company will also work to ensure that there will be no discrimination on the ground of religious beliefs.

Disability Discrimination Act 1995 (Amended 2005)

The Disability Discrimination Act 1995 makes it unlawful for employers with 20 or more staff to discriminate against current or prospective employees with disabilities because of a reason relating to their disability. One exception to this is if the person's Health and Safety is put in danger from the job.

Less favourable treatment of a disabled person will be justified only if the reason for it is both material to the circumstances of the particular case and substantial. This means that the reason has to relate to the individual circumstances in question and not just be trivial or minor.

The company will make every effort to ensure individual circumstances are considered, no general assumption of any individuals capabilities are made and professional advice is taken when needed.

However less favourable treatment will be justified if the disabled person cannot do the job concerned, and no adjustment that would enable the person to do the job (or another vacant job) is practicable.

Recruitment

Recruitment material will state that the company is committed to a policy of equal opportunities in employment.

Posts will normally be publicised internally and externally. Careful consideration will be given to the most appropriate means of advertising posts, and steps will be taken, subject to budgetary constraints, to ensure that notices of job vacancies are advertised in a range of media which are accessible to potential applicants from all areas of the community.

Selection

Staff responsible for short-listing, interviewing and selecting candidates will be clearly informed of selection criteria and the need for their consistent application. Guidance will be given on the effects which generalised assumptions and prejudices about race, colour, nationality, ethnic or national origins, sex, marital status, age, disability, family circumstances, sexual orientation, religious or political beliefs might have on selection decisions.

Interviewers will take care to avoid questions which could be construed as discriminatory, e.g. questions about marriage plans, marital status, family intentions, children, or domestic responsibilities.

Signed: J Mills
Name: Jonathan Mills
Job Title: Managing Director
Date: 05/01/18

Health & Wellbeing Policy

1. **Statement of Principles**
    1. This policy forms part of the Company's general Health & Safety policy arrangements as well as contributing to the promotion of good health
    2. The Company is committed to providing a working environment and management practices which promote employee wellbeing and good health.
    3. The Company will fulfil its commitment by:
        - Identifying potential hazards or circumstances which might contribute to inappropriate levels of work-related stress and conduct risk assessments to eliminate or control the risks from such stress. These circumstances and risk assessments will then be kept under review;
        - Increasing awareness and understanding of stress related issues and the importance of general good health and wellbeing through identification, prevention, control and subsequent monitoring of causes of stress at work including where appropriate training and health promotion
    4. Staff will be encouraged to take a responsible approach to health and wellbeing issues, including assisting those conducting risk assessments of stress in the workplace.

2. **Definitions**
    The Health & Safety Executive defines stress as being "the adverse reaction people have to excessive pressures or other types of demand placed on them". However it is important that the difference between "pressure" and "stress" be acknowledged: pressure does not necessarily give rise to stress and pressure can sometimes motivate. Whilst acknowledging that pressure and stress may also be caused by a range of issues external to the workplace, the Company's prime responsibility is to address work related stress.

3. **Policy Objectives**
    1. The aims of the policy are to:
        - Provide advice and information about minimising risks to health
        - Outline specific responsibilities
        - Educate staff about the causes, effects and management of stress
    2. To achieve these objectives the Company will:
        - Carry out risk assessments to identify health and wellbeing issues related to work
        - Implement appropriate control measures to minimise risks to health and wellbeing
        - Monitor and audit arrangements in an effort to improve the quality of the working environment
        - Raise awareness of the causes, signs and symptoms of stress and stress-related illness, and of the ways in which the Company supports individuals

- Educate employees in techniques for recognising and coping with potentially stressful situations

4. **Causes of stress**

The Health & Safety Executive (HSE) has identified six primary areas of risk in the causes of stress. The following HSE chart identifies the main causes of stress and provides a brief indicator of what can be done to manage these risks:

Cause of Stress	What can be done
Demands *Employees often become overloaded if they cannot cope with the amount of work or type of work they are asked to do*	The job design and the provision should be considered to identify ways to manage the overload. Consideration should also be given to alternative work patterns and environment.
Control *Employees can feel disaffected and perform poorly if they have no say over how and when they do their work..*	Consideration should be given to how employees are involved in decision making and their contribution as individuals and as part of teams.
Support *Employees can feel isolated and stressed if they feel they cannot speak with their line managers or if they do not feel they have adequate support or provided with constructive feedback and advice*	Employees should be given the opportunity to discuss the issues causing stress with their line manger sympathetically and should be kept informed of any developments or changes.
Relationships *Employees can often experience problems relating to bullying, harassment or discipline as a result of poor working relationships or lack of recognition or reward.*	The policies and procedures relating to handling grievances, absence, misconduct and bullying and harassment should be reviewed on a regular basis.
Role *Employees can feel anxious if there is ambiguity regarding their role or where there is a lack of clarity in terms of what is expected of them.*	Particular attention should be paid to the induction of new staff and the creation of meaningful and well structured job descriptions. Every effort should be made to maintain a close link between individual targets and organisational goals.

Cause of Stress	What can be done
Change *Changes in market demands, technology and organisational structure can lead to insecurity and uncertainty.*	Where changes are anticipated every effort must be made to communicate Consult with all those affected and to discuss and resolve issues together.

5. **Responsibilities**

   All staff have a responsibility to comply with Health & Safety measures instituted by the Company.

   Management responsibilities are as follows:

   1. That the identified proactive initiatives, behaviours, systems and policies are embedded in the culture of the organisation.
   2. That the strategy is driven via collective responsibility at Senior Management level.
   3. Active implementation and promotion of the principles and behaviours contributing to positive staff wellbeing.
   4. Alertness to employees' personal circumstances and offering additional support where appropriate to members of staff experiencing risks to their wellbeing derived from outside work, e.g. bereavement or separation.
   5. Ensuring effective communication between management and staff
   6. In particular, ensuring effective communicating where there are organisational and /or procedural changes which can give rise to increased levels of stress in the workplace.
   7. Ensuring that bullying, harassment and discrimination are not tolerated in the Company
   8. Ensure that employees are consulted at all times over all aspects of their employment that may cause stress or impact on their health and well-being when changes affecting them are planned.
   9. Ensure that employees receive appropriate training and resources to carry out their duties.
   10. Ensure that staff are provided with appropriate developmental opportunities.
   11. Manage absence in accordance with the Company's Policy
   12. Consider workloads to ensure jobs are realistic and manageable.
   13. Monitor working hours, overtime and holidays to encourage individuals to take breaks as required by legislation.
   14. Recognise that employees may have experiences in their personal lives that may make them vulnerable to pressures at work and which may have a temporary influence on their work performance e.g. health issues or personal circumstances

15. Treat all discussions with employees around personal stress as confidential unless it is necessary to involve others to deal with the issue and the employee gives written agreement for disclosure.

Employees will:

1. Take reasonable care of their own health and safety and co-operate with Management in any measures taken to reduce stress
2. Be committed to avoiding causing health and wellbeing problems for other employees.
3. Be proactive in identifying occasions when they may be suffering from health and wellbeing problems, either work-related, or due to external factors, and alert their manager to these where appropriate.

6. **Stress Risk Assessments**

   The Company is obliged to assess the nature and scale of risk to the health of its staff in order to implement appropriate preventative and protective steps.

1. The policy recognises that employees' tolerance thresholds differ and that non-work factors may play a part in determining an individual employee's response.
2. It is of paramount importance that employees share with the Company any relevant information which might impact upon their ability to cope with reasonable pressures at work, to include issues such as Disability etc.

7. **VDU Policy**

   Visual Display Units (VDU) are fast becoming an essential tool in the workplace for an increasing number of workers, the most common forms being desktop computers and portable notebooks (Laptops).

   The Company must assess which of their employees are VDU users, dependant upon the nature and extent of their use of the equipment.

   Health and Safety Regulations apply where staff regularly use VDUs as a significant part of their normal work. Employees covered by the Regulations can ask their employer to provide and pay for an eye and eyesight test. This is a test by an optometrist or a doctor. There is also an entitlement to further tests at regular intervals; the optometrist doing the first test can recommend when the next should be. Employers only have to pay for spectacles if special ones (for example, prescribed for the distance at which the screen is viewed) are needed and normal ones cannot be used.

8. **Employees Behaviour**

   All Employees have a duty to themselves, their colleagues and the Company to work in a safe and responsible manner. To that end they must, so far as is reasonably practicable:

- Assist the Company in achieving its health and safety objectives

- Take action to prevent work related accidents and ill health

- Report unsafe processes, practices and equipment to managers

- Raise health and safety concerns with managers

- Report all health and safety incidents however minor to managers

- Follow the appropriate safety rules and procedures relating to each work activity

- Use the control measures, protective clothing, equipment and devices where provided

- Not intentionally or recklessly interfere with, or misuse anything provided in the interest of health, safety and wellbeing

- Co-operate in screening and health surveillance procedures as required

- Always set a good example to others and always behave in a responsible manner and never instigate or participate in any form of reckless behaviour

Health and Safety Office – Edward Scott / Jonathan Mills

Policy to be reviewed August 2012 and yearly thereafter