

Health Safety and Environmental Management Systems

Author:	Garry Orr, Director of Operations (responsible for HSE)
Assessed By:	Garry Orr
Approved By:	Anthony Fitzpatrick
Document Ref. No:	QP01
Date:	01/07/2021
Next Review Date:	31/12/2021

Internal Operating Policy Register

Department	Page No	POLICY NAME	Person Responsible	Review Date
H&S	7	Health & Safety Policy Statement	Garry Orr	Nov-20
H&S	8	Quality Policy Statement	Garry Orr	Nov-20
H&S	9	Environmental Policy Statement	Garry Orr	Nov-20
H&S	10-12	Accident and Incident Reporting Policy	Garry Orr	Nov-20
H&S	13	Spills and Leaks	Garry Orr	Nov-20
H&S	14	First Aid	Garry Orr	Nov-20
H&S	15	Emergency Policy	Garry Orr	Nov-20
H&S	16	Refusal to Work on H&S Grounds	Garry Orr	Nov -20
H&S	17 - 18	Risk Assessment Policy	Garry Orr	Nov - 20
H&S	19 - 20	Environmental Assessment	Garry Orr	Nov -20
H&S	21	CoSHH Assessment Policy	Garry Orr	Nov-20
HR	22 - 23	Drugs and Alcohol	Garry Orr	Nov-20
H&S	24 – 25	Plant and Maintenance	Garry Orr	Nov-20
HR	26	Competence Management	Garry Orr	Nov-20
HR	27 – 29	Recruitment and Induction	Garry Orr	Nov-20
HR	30 – 31	Training Policy	Garry Orr	Nov-20
HR	32	Purchasing and Evaluation	Garry Orr	Nov-20
HR	33	No Smoking Policy	Garry Orr	Nov-20
H&S	34	Non-Conformance Reporting	Garry Orr	Nov-20
HR	35	Complaints	Garry Orr	Nov-20
H&S	36	Corporate and social Responsibility	Garry Orr	Nov-20
HR	37- 39	Business Contingency	Garry Orr	Nov-20
Company	40	Management Review	Garry Orr	Mar-21

Purpose

The Health, Safety and Environmental Management System (HSEMS) ensures our business is conducted in a way that offers a safe place of employment by providing all safety measures required under current legislation.

The environment we operate in considers all interested parties and ensures we minimise any impacts our business has on the environment and in local communities we operate from.

We as a business operate under clear legal and policy obligations that we implement through our policy and procedure practices, training of employees to ensure these practices are upheld and promote this policy through the workforce. We recognise that to ensure our impacts on business and personal lives are not only that of the management team, but all individuals employed in the process.

It is the responsibility of the management teams in each of the business locations to ensure the HSEMS is implemented at all levels within the business in accordance with our business' vision.

It is the responsibility of all employees to ensure that the HSEMS is complied with always with peer-to-peer encouragement being sought by the team to ensure that all unsafe acts are reported immediately to the senior managers in the business. Everyone has responsibility for everyone's safety.

This policy will describe how the HSEMS will be implemented throughout our business with the full backing of our Joint Managing Director's.

Scope

Synergy Hire Ltd is a supplier of self-drive construction machinery. Its Head Office is situated in Letchworth Garden City, Hertfordshire.

The policy has been written to account for future growth with other sites identified and will be implemented within those sites at the appropriate time.

Our policies are applicable to all employees, contractors and any others who undertake roles for and on behalf of our business.

Though not currently operating to ISO standards we will strive to achieve the levels required to be accredited with ISO9001, 14001 and OSHAS18001.

Definitions

Throughout this policy document, the same words and abbreviations will be commonly used. For clarity the meaning of each is:

Shall – Indicates a mandatory element to demonstrate requirements are met.

Should – Indicates an element that is preferred.

May – Indicates an element that is optional or an emerging practice.

Business – Always refers to Synergy Hire Ltd

HSEMS – Health, Safety, Environmental Management System

HSE – Health, Safety and Environment

RIDDOR – Reporting of Injury, Disease and Dangerous Occurrence Regulations

Depot – A location owned or leased by the business.

Depot Manager – The person designated with senior responsibility within the Depot environment.

Interested Parties – Persons directly and indirectly employed for work purposes within our business as well as local authorities, specialist agencies and law enforcement.

HSEMS Description

Our policies and procedures are implemented and maintained through the Plan, Do, Check and Act as described in the Health and Safety Executives publications.

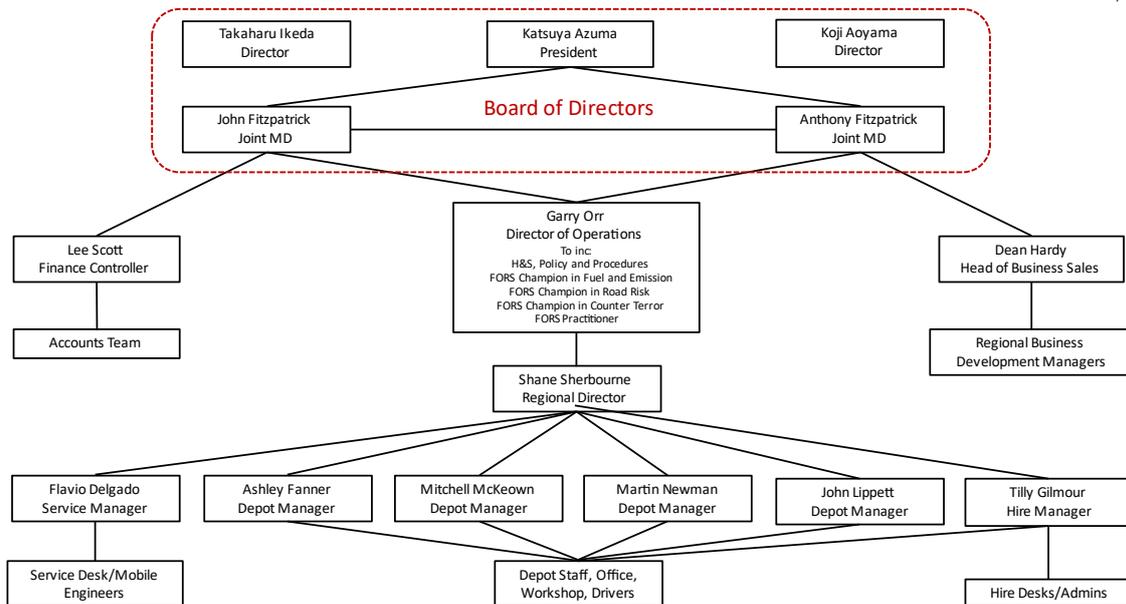


Roles and Responsibilities



Organisation Chart

Version4
Dated May 21
Reviewed By: Garry Orr
Next Review May 22



Joint Managing Director:

Our Joint Managing Directors have ultimate responsibility for all legal compliances, regulatory and legislative acts as part of their role. They will also ensure they have procedures in place for ensuring all interested parties comply with this HSEMS Policy always.

They also take overall responsibility for all HSE concerns throughout the business.

They will be proactive in encouraging the HSE policy to the senior managers to ensure they in turn follow and demonstrate all activities with in HSE Policy. This will engage all the workforce into the same thought process of the JMD's that will ensure continued improvement regarding Health, Safety and the Environment in which all work.

They will ensure there are adequate resources, not only financial, to enable this policy can be effectively applied within the business.

Directors:

Non-Board Member Directors are responsible for:

- Ensuring the requirements of the JMD's being implemented by all interested parties under their control.
- Lead by example and follow the HSEMS Policy always.
- Set KPI for Depot teams to achieve through planned audits.
- Provide clear instruction for tasks that are required whilst ensuring staff are trained for the requests.
- Conduct regular site visits both planned and ad-hoc to ensure compliance at depot level always.
- Communicate with team members to ensure they feel safe in the environment they are working in.
- Being proactive with all staff to encourage near miss reporting.

Safety Manager:

The Operation Director will have responsibility for all matter relating to Health, Safety and Environmental issues. To perform these duties within the role, they will:

- Implement policy and procedures and manage the HSEMS in accordance with Policy.
- Ensure compliance of the HSEMS within the business to all interested parties.
- Investigate all reported incident, near miss and dangerous occurrence and report findings to Joint MD's.
- Establish root cause of any reported incident.
- Notify relevant authority where required for any H&S or Environmental concerns in line with current legislation.
- Conduct pre planned HSE audits in all depot locations, communicate the findings of these audits to Depot Manager and during HSE meetings with Joint MD's.

Depot Manager:

Each Depot Manager is responsible for their own depot. They must be fully conversant with this Policy Manual and be able to communicate both ways on the business organogram. To enable this, they will:

- Be aware of the responsibility of the position they hold in the business and act accordingly always.
- Promote the documents that form the HSEMS to all interested parties.
- Ensure all staff have received correct training to perform, competently, any duties asked of them.
- Perform audits in relation to all aspects within the HSEMS.
- Communicate with their team the importance of complying with this Policy always.
- Hold regular team briefings on any safety related matter.
- Record any type of incident in their depot on the correct form and make this available for investigations.
- Ensure any contractors working in our depots are aware of our policies always.
- Ensure all working equipment is safe and fit for use. Certain equipment requires certification on a regular basis.
- Housekeeping is the number one priority; a good clean well-kept yard is generally a safer environment for all persons to work in.

Employees:

Employees are responsible for daily working practices undertaken are completed within the working documents of the HSEMS, to do this they will:

- Proactively comply with all safety aspects and HSE matters while working for the business.
- Ensure the safety of everyone on the business by working to the written policy and procedures.
- Ensure work is methodically thought out prior to commencing. More than 2 persons working on same equipment, a nominated Job Manager should be agreed. This is not a position of authority, merely a tool to ensure no mistakes are made through unintentional acts IE starting a machine while your partner is working in the engine bay.
- Work in accordance with our Risk Assessments, if you have been tasked with a job there is no RA for, create your own dynamic one or ask for a written assessment to be completed prior to commencing works.
- Not work on nay machinery or equipment they have received no training on.

Regulatory Compliance

All our business activities will comply with current legislative requirements for our sector. We have developed Policy and Procedures to ensure this is possible. By producing one document for the depot network ensures the same message is given to all interested parties. These processes will be easier to manage as a rule giving equal knowledge to all to ensure that our workplaces remain safe always.

Health & Safety Policy

We at Synergy Hire Ltd consider the welfare and safety of our staff and others as a priority, being part of the Hitachi family, compliance is at the forefront of our corporate culture and is established around the Synergy Hire Ltd Codes of Conduct with all applicable statutory and other regulatory responsibilities as a minimum position.

1. Synergy Hire Ltd is operating to Health and Safety Management standards BS EN ISO 45001:2018 and intends to provide safe and healthy working conditions for all its employees and to ensure that its activities do not adversely affect the Health and Safety of employees or others. This is an integral part of our business and has equal status to other aspects of business performance.
2. As with other aspects of our business we are committed to achieving high levels of occupational Health and Safety performance. Compliance with legal requirements is the minimum acceptable standard and we are committed to progressive, cost effective improvements.
3. Synergy Hire Ltd will review this policy annually, and revise it as often as is appropriate, and will set and publish specific Health and Safety objectives.
4. Appropriate financial and physical resources will be provided to implement the policy.
5. The management of health and safety is a prime responsibility of managers at all levels, but the objectives of this policy can only be achieved with the support and commitment of all employees. Compliance with the policy is a condition of employment.
6. In order to gain the full cooperation of employees Synergy Hire Ltd will ensure that:
 - Employees or their representatives are involved and consulted on matters of Health and Safety.
 - All employees at all levels are aware of their general and specific responsibilities for Health and Safety.
 - All employees at all levels receive appropriate information and training and are competent to carry out their duties and responsibilities.
7. Expert advice will be obtained where necessary to determine the risks to Health and Safety within the establishment and the precautions required.
8. Duties and responsibilities for matters of Health and Safety and risk control systems for the implementation of the policy are set out in our Health and Safety Management System.
9. Synergy Hire Ltd will ensure that this policy and its objectives are understood, implemented and maintained at all levels within the organisation. This will be achieved by the progressive development of Health and Safety management systems, and by periodic auditing of those systems to ensure their adequacy and effectiveness.

Quality Policy

It is the policy of Synergy Hire Ltd to recognise and reinforce the importance of complying with all regulatory, statutory and legal standards which are aimed to ensure that Quality is seen as key to achieve the company's goals.

Synergy Hire Ltd recognise their customer's right to expect the service and goods they provide to be delivered by the specified time in the specified condition at the agreed price. Our commitment to our customers is to consistently provide high quality, professional and efficient services in order to meet, or exceed, the high standards and delivery expectations of our customers.

Synergy Hire Ltd will strive to comply with the requirements of ISO 9001:2015 so that we may expand our business nationally. Product inspection alone is not sufficient for ensuring the quality of products to be purchased by customers. We must construct a Quality Management System "QMS", including delivery processes, quality control systems and product quality standards, in order to produce and maintain required quality standards.

The Management team will show commitment and leadership, and bear the responsibility of establishing, implementing, integrating and maintaining the QMS. Quality is the responsibility of everyone within Synergy Hire Ltd. It is essential that all personnel are aware of the company's objectives and participate in this endeavour. The company recognises the need for constant review of the QMS, together with on-going staff training and feedback from staff and business partners to improve our practices and keep abreast of changing demands and skill requirements. Through direction and support every employee will understand the importance of the QMS and will be trained and be responsible for correctly performing the duties required by their specific role.

The QMS will be monitored, measured, evaluated and enhanced regularly and will be the ultimate responsibility of Top management.

This policy will be reviewed annually at management review meetings, or after any significant changes, to ensure it continues to reflect and achieve the company's commitment to quality.

Environmental Policy

Synergy Hire Ltd is fully committed to protecting the environment by ensuring all operations and activities comply with all environmental legislation and codes of practice to minimise, as far as is reasonably practical, any risk to the public, employees or the environment through strict environmental management of all processes, and is striving to operate to ISO 14001 standard, we shall:

- Comply with applicable legal requirements, UK and EU legislation and other environmental obligations.
- Synergy Hire Ltd senior management are committed to ensure that protection of the environment is firmly embedded in both the company's and employee's culture and will endeavour to influence its suppliers and customers in a similar manner.
- Strict management controls, coupled with routine audits of all facilities.
- Conservation of resources and the minimisation of emissions, prevent pollution, reduce waste.
- Consideration of the environmental impact of all our activities including suppliers, customers and stakeholders in all business strategies and initiatives.
- Train, educate and motivate staff to ensure they act with due consideration for the environment.
- Recycling of all types of materials whenever possible.
- Routine monitoring and authorised removal and disposal of waste materials.
- Regular assessments of all operations and processes, which could impact on the environment.
- Assessment of environmental impact of any new site development.

The Company is committed to continual improvement of environmental performance. This policy will be communicated to all staff to ensure that Synergy Hire Ltd personnel constantly strive to demonstrate the best practice design to safeguard the environment for future generations.

This policy will be reviewed annually at management review meetings, or after any significant changes, to ensure it continues to reflect and achieve the company's commitment to the environment.

Accident and Incident Policy

This policy is to define policy and procedures to be used in order to provide an effective procedure that ensures all reportable accidents, incidents and near misses are handled in a controlled manner to ensure compliance with the Reporting of Injury, Disease and Dangerous Occurrence Regulations (RIDDOR)

The procedures apply to all Synergy Hire Ltd employees, temporary workers, agency workers or visitors whose activities whilst working for the business result in injury, accident or other reportable incident.

The procedure also covers the reporting and investigation of events resulting on pollution or damage to the environment, property and equipment.

Responsibilities

The Operations Director shall be responsible for ensuring full compliance is adhered to regarding this policy.

The person responsible for the depot shall ensure that all relevant information is recorded in the Accident book at the location of work on the date and time of incident.

Procedure

It is the responsibility of employees, employees, temporary workers, agency workers and visitors to ensure that all accidents, incidents, occupational health, no matter how small are recorded in accordance with this procedure.

All dangerous occurrences and potential hazards should be reported immediately to the Depot Manager or his line managers so that necessary actions may be implemented to reduce an identified risk.

All staff, during their induction, will be made aware of this policy.

Regular updates to policy change will be notified between various methods like, Tool Box Talks, Notice Boards or social media. These updates will also be shared with other interested parties and will include findings as well as lessons learned from any accident, incident or dangerous occurrence.

Employees responsibilities are:

- Immediately make safe any location where an accident or incident occurred.
- Protect the site of accident or incident until Operations Director overrides the instruction.
- If a person is injured or suffering ill health, notify a nominated First Aider.
- Make the injured party as comfortable as they can without taking risk or further injuring.
- Contact a member of the management team as soon as practicable.
- Where the injured party has sustained serious injury the First Aider shall be responsible for contacting the emergency services, they may do this through 3rd party, the 3rd party will relay the message from the First Aider to Emergency Services.
- At no point should the injured party be left on their own.
- All accidents or incidents shall be recorded in the accident book located in the office of each depot. The injured party, if able, should make the recording.
- The Operations Director should be notified immediately for all accident book entries.
- The management team are to complete the incident report, and this should be forwarded to the Operations Director as soon practicable.

Should the incident be of a serious nature the Operations Director shall attend the site and, if required, shall review the risk assessments with the management team. The manager will ensure completion of the incident report forms as well as taking suitable imagery of the incident location.

All other incidents will be dealt with by the line manager with details recorded in same manner as above.

During investigation of incident, witness statements will be taken in writing and held on file.

Copies of investigations will be available for the Directors to view and assess to ensure full compliance with procedures have been correctly undertaken.

RIDDOR

A legal requirement for any injury or dangerous occurrence to be reported to the Health and Safety Executive. The reports must be made within regulatory times. Synergy Hire Ltd will report these online on form F2508.

It is important for all staff to understand the regulations as well as the Duty of Care the business has to its employees, contractors and visitors. Only the Operations Director will complete the online report.

The following paragraphs define the criteria of reporting with a brief description of meaning;

Death or Major Injury

If there is an incident or accident connected with our work activities and our employees, temporary workers, agency workers or visitors working on our premises is killed or suffers a major injury (including as a result of physical violence), a member of the public is killed or taken to hospital, we shall notify the authorities without delay. This is followed up by completing form F2508 online.

Over 7-day injury

If there is an incident or accident connected with our work activities and our employees, temporary workers, agency workers or visitors working on our premises suffers an injury that results in over 7 days absence from work, a completed form F2508 shall be sent to the HSE. A 7-day injury does not need to be major but results in the employee being off work for more than 7 days.

Disease

If a doctor notifies Synergy Hire Ltd that our employee is suffering from a work-related disease, then we will send a completed disease report to the relevant authority.

Dangerous Occurrence

If something happens which does not result in notifiable injury but could have done, then it may be classed as a dangerous occurrence. This should be reported immediately to the Operations Director via telephone. An investigation will take place with findings published and if required a completed report F2508 sent to HSE.

Investigations

These will be completed by the Operations Director who will appoint suitable personnel to conduct and report on local investigations.

Investigations will commence within 24 hours of incident being reported.

Synergy Hire Ltd will co-operate fully with enforcement teams where required as part of any formal investigation or inquiry. Records will be made available within 24 hours of request by any enforcing authority.

Review

The Operations Director will review each investigation and make changes where required. The relevant risk assessments will be reviewed and if amended, communicated throughout the business. A risk assessment will be reviewed when there may be:

- A change of control measures
- Introduction of new technology
- Following an incident or near miss
- Changes in legislation
- New risks established while performing the task while being carried out.

Records

These will include:

- Records of communications to employees
- Historical records kept in accordance with current regulatory requirements.

Definitions of RIDDOR reportable incidents

Major Injury	Disease	Dangerous Occurrence
Fractures, other than fingers thumbs or toes	Certain poisoning	Overturning of machinery
Amputation	Some skin conditions	An explosion
Dislocation to shoulder, knee or hip	Ling disease	Uncontrolled release of flammable liquids or gas
Loss of sight	Certain infections	Accidental release of any substance that may damage health
Admittance to hospital for over 24 hours	Other conditions like Hand Arm Vibration	
Unconsciousness caused by exposure to chemicals		
Chemical burn to eye		

The above is not a full exhaustive list but further details are held on the HSE website.

Environmental Incidents

We will notify the relevant authority the following types of environmental incidents.

- Damage or danger to the natural environment
- Pollution to water or land
- Illegal dumping of hazardous waste

The environment agency hotline number is 0800-807060

Examples of reports to the Environment Agency.

- Spillages of hazardous chemicals into the drain network, over 20 litres
- Spillages of lower hazardous chemicals into the drain network, over 25 litres
- Spillages of petrol over 100 litres
- Spillages of diesel or oils over 200 litres

Emergency Spill Policy

<p>What to do if you see a spill or leak Spills should never be allowed to drain off into the drains, any body of water or into the ground.</p> <p>It is important to review and maintain our procedures to ensure spills and leaks are kept to an absolute minimum.</p> <p>All spill control measures must be ‘fit for purpose’ at all times, monthly walk round checks should be completed.</p> <p>Be prepared to control spills or leaks and follow the guidance opposite.</p> <p>If you or a fellow colleague experience any dizziness, eye irritation or difficulty in breathing, leave the area immediately and seek fresh air. DO NOT re-enter the area to rescue any persons in that area. Raise the alarm immediately and wait for assistance.</p> <p>PROCEDURE FOR SMALL LEAKS</p> <ol style="list-style-type: none"> 1) Ensure correct and appropriate PPE is available for any persons cleaning up the spill. 2) Contain the spill. 3) Stop the leak where possible. 4) Clean up small spills by using rags, cloth, spill dry. 5) Dispose of waste material appropriately. 	<p>Procedure for Large Spills</p> <ol style="list-style-type: none"> 1) Evacuate the area. 2) Ensure adequate ventilation, prior to attempting to clear the spill or leak. 3) Notify Manager. 4) Protect yourself. DO NOT attempt to clear spill without proper and adequate PPE being worn. 5) Try and contain the spill, working from the outside toward centre of spill. 6) Block any drains in the vicinity of the spill. 7) Any materials used to contain the spill should be disposed of in the correct manner. 8) Spills may require notification to authorities, this will be responsibility of the Manager. 9) Spills of over 1000 litres are deemed to be ‘large’ and may be required to be cleared by an Emergency Response Unit. 10) Do not enter contaminated area until cleared to do so.
---	--

First Aid Policy

This policy is to define policy and procedures to be used in order to provide an effective procedure that ensures sufficiently trained First Aid personnel are available in the workplace during normal working days.

Responsibilities

The Director of Operations shall be responsible for ensuring full compliance is adhered to regarding this policy.

The person responsible for the depot shall ensure that all training is kept up to date.

Procedure

When access to places of treatment is difficult due to size and location of depots and the location of First Aid facilities, there is a likely need for more than one first aider to be provided in addition to number of employees on site.

Assessing First Aider requirements

For office-based staff, a single person in each depot will be appointed. It is anticipated that there will be no more than 15 persons in each office location. The named First Aider will be displayed clearly in each office location in multiple areas within the office environment.

For Yard and Workshop based staff a single person shall be appointed. It is anticipated there will be no more than 15 persons in each office location. The named First Aider will be displayed clearly in each office location in multiple areas within the office environment.

When determining the level of first aid cover required each Depot Manager shall consider the work location, distances to emergency facility within the depot environment, nature of work, potentially dangerous tools and machinery and hazards caused by other parties etc.

Training

Currently First Aider competencies have a 3-year expiry date. Refresher Training will be completed prior to the expiry date of any nominated first aider. The expiry date shall be clearly displayed on each notice board within the offices and depot locations.

Facility

Each first aid box shall be checked for contents on a monthly basis.

Records

These will include monthly audit checks of first aid box contents.
Evidence of certification of all first aiders.

Emergency Policy

This policy is to define policy and procedures to be used in order to provide an effective procedure that ensures if an emergency alarm is activated, all employees are to evacuate the premises by following the procedures below.

Responsibilities

The Director of Operations shall be responsible for ensuring full compliance is adhered to regarding this policy.

The person responsible for the depot shall ensure that all training is kept up to date.

Procedure

In the event of a fire alarm test or fire drill, an appropriate announcement will be made prior to the test/drill over the intercom system.

If no announcement was made, you must assume the fire alarm was sounded for an actual emergency. In all emergency or drills, when the fire alarm sounds, all employees should immediately stop whatever they are doing and quickly yet safely exit the building.

All employees should exit buildings by way of the nearest emergency exit that will be marked with a green illuminated sign above the exit door, exiting to the outside.

Once you have exited the building, follow the exit signs to the evacuation point in a controlled manner. People who exit the premises, first must position themselves far enough away from the building to enable everyone to stand clear of emergency vehicles. The street must be always kept clear, so as not to hamper the movement of emergency vehicles into the area.

Before leaving the premises, the most senior person on site, will call the emergency services and leave all doors unlocked to allow the emergency services crew easy access.

Once outside the building, the most senior person or marshal shall confirm that:

1. The emergency services have been called (999).
2. Congregate all employees in the evacuation area, confirm that all employees and visitors are out of the building.
3. Designate someone to meet the emergency services at the front entrance to provide additional information.

Once outside, do not re-enter until the building is declared safe by the Fire Department and you are informed to do so by the most senior level staff member.

Practice drills will be conducted on at least an annual basis.

Refusal to Work on H&S Grounds

This policy is to define policy and procedures to be used in order to provide an effective procedure that ensures if an employee refuses to work on H&S grounds the procedures detailed below will be acted upon.

Responsibilities

The Health and Safety at work Etc. Act 1974 requires Synergy Hire Ltd to ensure, so far as reasonably practicable, the health and safety of our employees and anyone else who may be affected by our activities.

To carry out this policy, responsibilities for health and safety have been clearly defined, allocated and accepted at all levels. All employees must play their part in implementing this policy if safety standards are to constantly improve.

Procedures

The Refusal to Work process is as follows:

- If an employee (individual) believes that a task or condition will endanger either themselves or others, work should cease, and the situation be immediately reported to the person in charge, usually Depot Manager.
- The situation will then be reviewed by the person in charge and consideration will be given to the safety impact on the individual and others. Wherever possible, immediate and appropriate action must be taken to resolve the situation.
- As a result of the review, the system of work will either be confirmed as safe or amended. If the individual with this outcome, they will resume work.
- If the situation cannot be resolved, a review will be undertaken by the Director of Operations against all legislative standards and industry best practice to determine the safety impact of the task or condition.
- Changes to working arrangements will be documented and implemented by the Director of Operations, authorised by the Managing Director. This may include amendments to internal Procedures, Work Instructions, Processes, Risk/COSHH Assessments. Additional levels of training and competence may be required by individuals or further briefings as appropriate.
- Full details of the eventual, agreed outcome will be forwarded to the complainant where appropriate. Suitable records will be maintained.
- Where opportunities for improvement in safety standards or safety problems are identified they will be tackled promptly, with sufficient resources, to ensure that they are adequately dealt with, implemented and briefed to all employees.

Risk Assessment Policy

This policy is to ensure that Synergy Hire Ltd discharges its responsibilities under the H&S at Work Act relating to workplace hazards and its control as far as reasonably practicable. This shall be achieved by detailing the procedure for carrying out and recording suitable risk assessments for its work activities.

The measures that are assessed will be subject to a full written assessment, the risks identified will be communicated to all Synergy Hire Ltd employees with copies of assessment issued and displayed on notice boards and other areas within the business.

Definitions

Competent Assessor – A person with good knowledge, experience and understanding of the workplace and the activities carried out. They will also possess the skills required to make sound judgements and knowledge of how to reduce risks by the best means possible.

Risk – The likelihood of potential loss, harm or injury arising from a hazard.

Hazard – Something that has the potential to cause loss, harm or injury.

An assessment required by legislation which:

- Disregards negligible risk
- Correctly identifies a hazard.
- Identifies the legal requirement relating to the hazard.
- Quantifies those at risk.
- Establishes the probability of frequency and severity to exposure.
- Provides enough and suitable information to enable any required controls measures to be put in place.
- Enables any required control measures to be prioritised.

Procedure

A Risk Assessment log will be used and maintained to record significant hazards within the scope of the business's activities. The log is issued regularly and forms part of our induction process for staff as part of our company induction.

The Operations Director will maintain the log. The assessment shall:

- Identify who or what is put at risk by the task being undertaken.
- Identify as many typical and significant hazards relating to the business's activities.
- Identify Health, Safety and Environmental legislation
- Identify current control measures.
- Identify additional control measures that may be required to reduce risks further to be as low as is reasonably practicable based on the control measures as follows:
 - Eliminate the risk at source.
 - Substitute the risk for one less hazardous.
 - Reduce the risk at source.
 - Enclose the risk.
 - Train, supervise and inform all employees of the risk.
 - Provide PPE

Where specialist advice is required the Operations Director will coordinate and utilise experienced staff to aid in the risk assessment process.

Review

The Risk Assessments will be reviewed at least annually or where there is change to one or more of the following:

- A change of control measures
- Introduction of new technology
- Following an incident or near miss
- Changes in legislation
- New risks established while performing the task while being carried out.

Any changes to the risk assessments will be distributed and communicated throughout the business. The Operation Director will ensure the log is updated and the MD's (Joint) are aware of changes being made.

Records

These will include:

- Records of communications to employees
- An up-to-date inventory for all products
- Historical records kept in accordance with current regulatory requirements.

Environmental Assessment Policy

A level of significance shall be given to each activity. Once all activities have been given a level of significance, realistic targets and objectives can be set to reduce the significance of that activity.

When the levels of significance have been reduced, these will become normal practices and target and objectives will no longer be set. It would mean that during regular meetings, more activities may be identified. These activities may rise in significance meaning targets and objectives may need to be set as matter of priority.

Definitions

Environmental aspect – Element of business activities, products or services that can interact with the environment. A significant environmental aspect is an environmental aspect that has or can have a significant environmental impact.

Environmental impact – Any change to the environment whether adverse or beneficial, wholly or partially, resulting from the business activity, product or service.

Procedure

An Assessment log will be maintained to record significant hazards within the scope of the business's activities.

The Operations Director will maintain the log. Responsibility will be to:

- Maintain the register of environmental activities aspects and impacts.
- Review the register as part of the annual management review.
- Make changes to the register as required to remove or add activities as required.

Each activity, aspect and impact will be reviewed by the business and given a level of significance. Where specialist advise is required the Operations Director will coordinate and utilise experienced staff to aid in the assessment process.

Assessment

The register for all environmental rating shall contain the following headings:

- Activity
- Aspect
- Impact
- Control Measure
- Legal Requirement
- Volume
- Magnitude
- Impact
- Level of significance

The environmental activity should be completed by using the Aspect and Impact Register.

The Operation Director will identify what legislation and regulation applies to each activity. Consideration will then be given as to how relevant pieces of legislation will affect the overall level of significance for each aspect.

Each activity will need to be assessed by assigning a value to the following headings.

Volume: this is in relation to the actual amount of use by the business. An example being petrol storage on site, if held in low volume then a low score would be applied.

Likelihood: this is where legal controls will have their greatest impact. An example being petrol stored on site in large volumes may be very high but the legal requirements on storage of petrol may mean the likelihood of it having an environmental impact is low.

Magnitude: this is the worst-case scenario. If an aspect does get into the environment, what would be the size of impact on the environment. An example being the amount of petrol being stored on site may be low and the likelihood of an impact low but if it did leak into the environment the actual magnitude might be high.

The scores for each activity and relating aspect will be allocated as follows:

- 1= low
- 2 = average
- 3 = medium
- 4 = high
- 5 = very high

The following calculation is then made to give the actual level of significance for each activity:

Volume + Likelihood x Magnitude = Level of Significance

The result of the above calculation will be mean the level of significance will be assigned to each activity.

- 0 – 20 = low level significance
- 21 – 30 = Medium level of significance
- 31 – 50 = High level of significance

Activities with high levels of significance will have objectives and targets set against them and a programme developed on how to reduce them will set.

Records

Historical records kept in accordance with current regulatory requirements.

CoSHH Policy

This policy is to ensure that all substances purchased or supplied to Synergy Hire Ltd are assessed to identify the hazards associated with their use, storage and safe disposal.

The measures that are assessed will be subject to a full written assessment, the risks identified will be communicated to all Synergy Hire Ltd employees with copies of assessment issued and displayed on notice boards and other areas within the business.

The abbreviations or definitions within the document will be:

PPE - Personal Protective Equipment

Competent Person – Personnel who have been assessed as competent to undertake specific tasks.

CoSHH – Control of Substances Hazardous to Health

Procedure

Managers will compile a list of all products that contain harmful substances as determined by labels on any products purchased.

To meet this requirement:

- The Manager must compile and keep an inventory of all hazardous products being used in their area of responsibility.
- For any new products purchased, the manager shall ensure the Data Safety sheet is supplied prior to the purchase of goods and notify the Operations Director that a new assessment is required.
- If new products are found in the business, by non-purchased means, they are to be destroyed OR the manager will gain the Safety Data Sheet and pass to the Operations Director for approval of use. A new assessment should be completed prior to first use.
- Ensure all CoSHH assessments are freely available and close to view for all staff who may use the products.
- Ensure storage of goods in the correct containers and are stored in accordance with the assessment.
- All products not in use, MUST be stored in correct cabinets.
- Ensure staff adhere to the assessment for the product and PPE is worn accordingly.

Employees responsibility:

- To ensure all products are used in accordance with the assessment provided.
- PPE to be used according to the products safety assessment.
- Ensure the products remain in original or clearly marked containers.
- Do not use any products without first confirming a safety assessment has been completed.

Records

These will include:

- Records of communications to employees
- An up-to-date inventory for all products
- Historical records kept in accordance with current regulatory requirements.

Alcohol and Drugs Policy

Introduction

This company is committed to providing a safe, healthy and productive working environment for all employees, contractors, customers and visitors involved in its operation. This policy sets out the company's aims in reducing and managing alcohol and drug problems in the workplace.

Alcohol and drug problems are prevalent in society and are associated with a wide variety of costs for both employers and employees. These costs include ill-health sickness absence, reduced work performance and accidents. The consumption of alcohol and drugs has implications for health and safety at work since these substances impair co-ordination, judgement and decision making as such this is a policy matter.

Policy Aims and Objectives

Aim: To clearly state the company's position on alcohol and drugs within the workplace.

Objectives

- To ensure the company complies with appropriate legislation.
- To minimise the risks associated with alcohol and drugs in the workplace.
- To have clear rules regarding alcohol and drugs in the workplace
- To encourage the early identification of employees who may be experiencing alcohol or drug problems.
- To provide support for employees experiencing alcohol and drug problems

Definitions

Alcohol problem - An alcohol problem is defined as any drinking, either intermittent or continual which interferes with a person's health and/or social functioning and/or work capability or conduct.

Drugs - Any drug, whether illegal, prescribed or over the counter or solvents such as glue, butane, etc. In the case of prescribed and over the counter drugs, their possession and use by the employee is acknowledged as legitimate.

Drug problem - The use of illegal drugs, the deliberate use of prescribed or over the counter drugs (when not for a medical condition) and the use of solvents, either intermittent or continual which interferes with a person's health and/or social functioning and/or work capability or conduct.

Legal Information considered

The Health and Safety at Work Act 1974 requires employers to protect the health, safety and welfare of their employees and others who may be affected by their activities, as far as is reasonably practicable.

The Management of Health and Safety at Work Regulations 1999 requires employers to carry out a risk assessment to identify hazards in the workplace and put measures in place to minimise these risks.

The Misuse of Drugs Act (1971) is the main legislation covering drugs and categorises them as classes A, B and C. These drugs are called controlled substances and class A drugs are the most harmful under this act. It is illegal for anyone, whether at work or not to produce, supply or be in possession of illegal drugs. Employers may be liable if they knowingly allow dispensing, manufacturing, possession, using or selling on their premises.

Policy Rules

The company requires all employees to report for duty free from the effects of alcohol and drugs. It is not acceptable to be under the influence of alcohol or drugs at work or consume alcohol or drugs during hours of work- this includes paid and un-paid breaks.

Employees found in possession of illegal drugs or using illegal drugs whilst at work will normally be reported to the police.

In some cases, the legitimate use of prescribed drugs can affect a person's ability to do their job. In such instance's employees should inform their line manager.

Implementation of the Policy

Identification of an alcohol and/or drug problems may become apparent through several means, for example the following (particularly in combination) may result in a problem being suspected:

- Persistent short-term absence unauthorised absence.
- Poor time keeping.
- Reduced work performance.
- Poor working relationships.
- Deterioration in appearance
- However, it must be remembered that these factors can have several other causes.

Plant Use and Maintenance

Purpose

This procedure outlines the systems employed to ensure that all Plant and Equipment is fit for purpose. The procedure also outlines the actions to be taken when the plant or equipment is faulty. When purchasing item checks must be made sure they conform to British Standards

Responsibility

Depot Manager

- To ensure that fitters and other staff have competence and knowledge prior to issuing tasks.
- To ensure the plant and equipment remains calibrated in accordance with the manufacturer guidelines.
- Maintain the service record log within inspHire for all aspects of work undertaken.
- Provide adequate tools to ensure the machinery can be loaded/unloaded, washed and prepared safely.

Fitters

- Keep the tools supplied by the business in good, clean and serviceable condition always.
- Ensure servicing and testing are completed in line with manufacturer guidelines.
- Ensure the maintenance programme is kept where machinery will be serviced at a minimum of every 500 hours or 12 months, whichever is the sooner.

Procedure

Purchasing:

The plant and equipment will be from authorised and approved suppliers.

Identification:

The plant will be by issuing a unique fleet number which will be marked on the machinery in predominant positions. The serial number and fleet number will be added as a unique reference on inspHire for identification purposes.

Inspection:

Plant and equipment will be regularly inspected, each time prior to hire. Checks will be completed to ensure service and calibration certificates are held within the machine and are in date.

If any plant or equipment is found to be faulty or requiring basic checks, they will be identified and quarantined in designated area of depot.

Thorough Examination:

All plant and equipment that require testing under the Lifting Operations and Lifting Equipment Regulations (LOLER 1998) will be performed by suitably trained employee or 3rd party.

Copies of the written examination will be kept on file with the certificate being produced and being placed in the cab of machine. A record of testing will be kept on inspHire for machinery, workshop equipment certificates will be held on network drive.

LOLER checks will be completed on an annual basis or in case of incident where further checks may be completed.

Portable Appliance Testing:

Though not a legal requirement, Synergy Hire will complete electrical testing annually or sooner of required. This testing is only for appliances that are unplugged from main power supply on regular basis. Suggested timescales for other appliances are:

Office Equipment = 24 months

Kitchen Equipment = 24 months

When tested the portable appliance will be fitted with a sticker detailing when inspected and next inspection date.

PAT will be outsourced with equipment register being maintained by the contractor.

Any item that fails an inspection will be quarantined awaiting authorisation of repair or disposal.

Safe Use of Equipment

All machine guards must remain in place and in good condition.

Appropriate PPE should be used when using any plant and equipment, this must be worn correctly.

Guard's, when fitted, must be used when the equipment is being used.

Follow manufacturer guidelines for safe use of equipment.

Reference the SSOW for all equipment.

Records

Records of testing and inspection shall be retained for 3 years.

Competence Management

Purpose

The purpose of this procedure is to provide a management system for the provision of training and assessing the competencies of our workforce to ensure our work activities are completed in compliance with all legislative and regulatory requirements of the business needs.

Scope

The procedure will apply to all staff that undertake critical tasks for the business. Competency checks dependant on the role are covered in our recruitment policy.

Procedure

All staff whose role is to move machinery, drive LGV, load or unload, service, inspect and repair plant and equipment shall be assessed for competence to perform those duties.

Competence checks will be completed through supervisory checks of works being carried out by trained personnel. Initial checks for competency begin prior to engagement by checking qualifications.

Method of Assessment

Workplace: The employee would be observed performing tasks as they occur in the workplace.

Practical: Where the employee may be set a specific task in test conditions.

Questioning: This may form written or oral during training, all answers to be registered as evidence of knowledge and competence.

Other forms of evidence of competence could include:

Product Evidence: as witnessed by 3rd party or provision of real works completed and evidenced by a training instructor.

Prior Learned Skills: the employee can provide training records, records of achievement for specific tasks.

Training and assessments will be carried out by internal or external parties to assess practical and theoretical knowledge through formal assessment.

Training can also be provided by product manufacturer.

Types of training will be determined by the Operations Director and will be based on each employee's position within the business.

Records

The Operations Director will maintain a training log that will show evidence of:

- Training dates
- Person trained.
- Trained by
- Competence standard
- Method of assessment used to gain competence.
- Expiry Date / further training due by

Recruitment and Induction

The purpose of this policy is to ensure the business provides a structured approach to recruitment and induction of new employees to work for the business.

The recruitment and induction policy apply to all potential job applicants applying to work for the business.

Recruitment

We shall continuously assess the needs for new staff resource and the competence they will bring to the business. The requirement and status of the employment term (permanent, temporary, part time or agency) of new staff shall be considered prior to any new contract of employment being issued.

If the event of an applicant applying to an advertised position for employment within our business, we will need:

Full Name

Address

NI Number

Work Visa details (if applicable)

Daytime Contact Number

Competencies

When contact has been established with the above information recorded a member of the management team will make the required checks either directly with the contact or professional sources to confirm legalities regarding working in UK, competences and any other certificates held.

Following satisfactory checks, the applicant will be contacted and asked to attend an interview. To comply with the Equality Act 2010, the applicant will be asked if they require any reasonable adjustments that may be required for them to attend an interview.

Interview

There are key points to establish during interviews:

- Previous experience in our sector
- Reason why the applicant is looking to work for our business.
- Reason for leaving last employment.

These points shall be followed up when undertaking references.

The aptitude of the applicant will be monitored during the interview process to ensure suitability and ability to work for our business.

The applicant will be required to provide original qualification certificates to the interview. If competencies could not be checked prior to interview, these must be checked during the Interview stage.

The applicant will be notified by post or email, within 10 days of interview of their success or failure to secure the post within our business.

Non-Interview

There may be occasions where interviews are not carried out. Some circumstance for this could be:

- Unsuitable for the nature of work
- The person is known to our business or management team.

References

References from the successful candidate's previous employment will be taken prior to any correspondence to the applicant. Sensitivity for the point of reference shall be taken. If requested, we will not contact the applicant's current employer.

The references will generally be undertaken by phone with details recorded on the application form.

If the reference comes back with negative comments, further references may be applied for.

The employment of staff is at the discretion of the management team.

Checking an Applicant entitlement to work in UK

The list of documents below must be provided by the applicant, regardless of nationality, and checked by the business to ensure the applicant is legally entitled to be work in the UK.

One of the following:

- A passport showing the holder is a British Citizen, or has right to abode in the UK.
- A document to show the holder is from the EU. Passport or National ID card
- A permit to reside in the UK.
- A passport or other document that has been endorsed to show the holder can stay indefinitely in the UK as the family member of an EU citizen.
- A passport or travel document that has been endorsed to show the holder can stay and work in the UK.
- An Application Registration Card issued by the Home Office to an asylum seeker stating that the holder is permitted to take employment.

If the applicant is unable to provide a document from the above, they then MUST provide TWO original documents from One of the combinations below;

Combination ONE

A document giving the persons permanent NI number and name. This could be a P45, P60, NI Card or letter from Government agency.

and to provide ONE of the following:

- A full birth certificate issued in the UK which includes the holders' parent(s) names; or
- A birth certificate issued in the Channel Islands, Isle of Man or Ireland; or
- A certificate of registration or naturalisation stating that the holder is a British Citizen; or
- An Immigration Status Document issued the Home Office indicating that the named person can stay indefinitely in the UK with no time limit; or
- A letter from the Home Office indicating the named person can work in the UK.

Combination TWO

A work permit or other approved document allowing employment that has been issued by Works Permit UK; plus.

A passport or other travel document endorsed to show that the holder can stay and work in the UK; or
A letter from the Home Office confirming the person named can stay in the UK and can take the work permit employment in question.

The business is required to check and take copies of all relevant identification documents presented by the applicants to satisfy itself the potential candidate is the rightful owner to the documents. The checking of the documents will include:

- Checking photographs to ensure the person pictured matches the appearance of the applicant.
- Check that the birth dates are consistent with the applicant's appearance.
- Check the document have not gone past expiry dates.
- Check any endorsements of the applicant's documents suit the type of work being offered.

If the applicant has provided documents with different names the business must request further documentation. This could be in the form of marriage certificate, divorce settlement, change of name by deed poll, adoption certificate.

Failure to complete the required document process will mean any offer will be retracted by the business.

Induction

The induction process shall include and introduction the business, it's Policies and Procedures that form the basis of induction. The induction process will be recorded using the Induction Form record.

The induction may be tailored to the individual based on the type of works and duties they will be performing. The term N/A or a blank box may be used for any induction items that are not applicable.

The induction form is broken into sections and include:

Holiday and Sickness periods

Timesheets

Payment arrangements

Working hours

H&S procedures, First Aid, Fire Prevention and Precautions

Smoking on the premises

Familiarisation

Records

All records relating to the selection and recruitment of staff shall be forwarded to the Operations Director for review. The successful applicant will be authorised by the Operations Director for all posts. Records will be held for the period determined by current employment laws.

Training Policy

The policy is to enhance and motivate each member of staff through job and personal development. The policy seeks to provide learning opportunities for all staff so that by performing their individual jobs effectively, they will continue to contribute to the success of the business.

Purpose

The training policy aims to enable staff to gain increased satisfaction from working within the business and to develop individual careers through enhanced qualifications.

The policy aims to help staff develop the skills and knowledge necessary to make a more effective contribution to the business's success.

Objectives

We have identified these objectives as necessary to allow our staff to develop within our business:

- Monitor and maintain our staff recruitment process.
- To provide comprehensive induction that will allow the business to create training plans.
- To provide relevant training to all staff to allow the individual personal growth.
- Monitor and maintain training strategy.
- Monitor the type of training provided to ensure the best results for both the employee and business.
- To support staff through ongoing development.

Responsibilities

The Director of Operations will have overall control the training plans for each employee. They will ensure the training provided will be co-ordinated in a manner to suit the business needs while ensuring the best requirements of the employee are considered.

The training plan in place will be flexible to suit the business needs to ensure the business operates smoothly always.

Depot Managers will be responsible for implementing employee staff training to suit their depot needs during staff induction.

They will establish the training requirements for all employees under their control.

They will ensure H&S obligations are met during this training.

For any persons employed in more senior position than Depot Manager, the Operations Director will complete the induction process, assuming the responsibilities detailed above.

There are no exclusions to the type of training offered. No individual will be excluded due to race, gender, marital or family status, disability, sexual orientation, nationality or any other criteria which could be deemed discriminatory or divisive.

Training requirements shall be identified by:

- Senior Directors
- Depot Managers
- Appraisals
- Staff requests

Training will be dependent on certain criteria:

- The training will directly allow the employee to fulfil their roles in the business.
- Prioritising the type of training to ensure the employee's training matches career progression.

Evaluation

Responsibility lies with the depot manager to ensure their team is performing to the highest possible standards. To enable this, they should:

- Review each employee periodically to ensure training is up to date with standard required to complete the role effectively.
- Review the type of training provided to ensure it suits the employee and the business.
- Review the effectiveness of training and development and change if required.

Purchasing and Supplier Evaluation

Purpose

This policy and procedure documents how Purchase Orders will be processed by using only approved suppliers. This policy also includes how suppliers will be evaluated.

Scope

The process applies to all staff who have been given responsibility and authorisation for ordering plant, equipment and services.

The procedure covers the selection and evaluation process for all suppliers to Synergy Hire Ltd. The goods they will supply and how their services will be monitored to ensure they are the best option for Synergy Hire Ltd

Procedure

The purchase of any equipment for use by Synergy Hire Ltd will only be completed by authorised personnel who will always raise a purchase order number through inspHire. No goods are to be purchased with a verbal order number. All suppliers will be made aware no payment will be received by them unless an official order number is received.

For suppliers not on inspHire database, purchases may be allowed by credit card, on the odd occasion and only when the business will see immediate benefit. If goods are purchased by credit card, the card holder must complete monthly returns and provide original VAT receipts. Payment only receipts will not be processed.

Evaluation of Suppliers

Suppliers will be selected based on products they supply, all suppliers will be evaluated using the Supplier Evaluation Form and must meet the criteria of the business, they will hold relevant certification and conform to current regulations.

Suitability will be assessed by a member of the Senior Management in a timely manner with decisions based on answers completed only on the evaluation form. No personal decision will be applied and is non-discretionary.

Audits of critical suppliers may take place if services from the supplier do not meet our criteria or have failed to complete the evaluation form adequately.

Placing Orders

Only authorised personnel will speak with suppliers. Where no fixed pricing is in place, the purchaser must negotiate the best deal for the business. Goods will only be purchased by raising an official order number. For non-core equipment, 3 quotes will be required prior to placing orders.

In the case of the business requiring emergency goods where the business will suffer detrimental losses, 3 quotes are not required. In this case the person requesting emergency supplies will:

- Provide the buyer with reason for emergency supply.
- Name of supplier.
- Description of products required.
- Costs.

Receiving Goods

When goods are received into the business, a copy of the delivery will be given to the office team who will 'Goods Receive' the stock onto inspHire.

The person who has taken delivery of the goods is responsible for checking accuracy of the goods supplied against the delivery note.

No Smoking Policy

This Policy is intended to ensure that all employees and visitors to Synergy Hire premises benefit from a smoke free environment.

As part of its continuous review of Health and Safety matters, the Company has considered the current evidence of the health risks associated with passive smoking, as well as the discomfort suffered by non-smokers exposed to tobacco smoke.

The aim of the Smoking Policy is to guarantee the right of non-smokers to breathe smoke free air at work, whilst considering the needs of those who smoke. The Policy is not concerned with whether people smoke, but with where they smoke whilst at work.

Any concerns employees may have regarding smoking at work should be reported immediately to a Manager.

Health & Safety of Employees

The Company takes the view that smoking constitutes a fire risk and a hazard to the health of all its employees, both smokers and non-smokers.

Smoking will not be permitted in any Synergy Hire premises other than designated areas, including car parks and grounds; this policy also extends to Company vehicles. This restriction always applies, including outside normal working hours.

All visitors, temporary staff, contractors and clients will be expected to abide by the terms of the Smoking Policy. Appropriate signs will be displayed at all entrances to the premises and employees should tactfully remind visitors of the Policy if necessary.

The Company understands that some of its employees may feel unwilling or unable to give up smoking, such colleagues may step outside the premises during breaks to smoke a cigarette, however, they must return to their workplace at the due time. Break times will continue to be monitored.

Support for smokers

It is recognised that some smokers will need to adjust to this Policy and may welcome some support. If you would like further information or advice about coping with this Policy or would like to use this opportunity to give up smoking, please contact a local Lloyd's pharmacy/your practice nurse or www.gosmokefree.co.uk.

Please note that this smoking policy forms part of the Company's Health & Safety Policy. Any employee who ignores the smoking ban will be treated in accordance with the Company's Disciplinary procedure and in the case of repeated offences, will result in termination of employment.

The HR Department/Manager will be responsible for informing all job applicants of this rule before offers of appointments are made or accepted.

Employees who meet visitors from outside the Company on the Company's premises are required to explain this rule politely but firmly and to ensure that such visitors comply with the smoking ban.

This policy extends to the use of electronic cigarettes, and the same rules apply as above.

Non-Conformance Reporting

The purpose of this procedure has been established to ensure non-conformances of any sort are being recorded in an objective manner that will include investigation, root cause and corrective actions.

The actions taken as a result of investigation will be used to continually improve the effectiveness of the business through communication not only to the directors of the business but to all employees.

Responsibility

The Operations Director is responsible for ensuring the completed reports are dealt with to satisfied completion, storing the records, communicating with directors and employees with lessons learnt.

Depot Managers are responsible for ensuring non-conformances are actioned in a timely manner and reported to the Operations Director as soon as practicable.

All employees are responsible for ensuring compliance with any investigation in relation to any non-conformance report.

Directors are responsible for reviewing non-conformance reports and ensuring the corrective actions are communicated responsibly.

Identification

To effectively operate this procedure, we have identified the actions we need to achieve to investigate any non-conformance and how to take corrective actions.

A non-conformance is a failure that impacts our business to achieve an acceptable level of customer service and expectation.

Corrective actions are completed to prevent similar non-conformances.

Reporting Non-Conformances

In general, most of our non-conformances will be the result of a customer complaint who feels that our business has not achieved the usual high standards we aspire to.

In this case, a non-conformance report will be completed and forwarded to line manager. The form will be presented to the Operations Director who will decide the corrective actions required.

A non-conformance may also be raised as a result of an external audit report where we are required to take corrective actions as a result of the auditors visit. In this case, there is no need to raise a non-conformance report as we will use the external auditors report.

Corrective Actions

The Operations Director will ensure a full investigation is carried out. Details of the corrective actions required will be documented on the report.

There may be instances where no further action is required. This will be entered on the report.

When the non-conformance is the result of a customer complaint, the customer shall be notified of the outcome of investigation, records of this communication will be entered onto report.

Resolution

The Operations Director will ensure the reports are completed with actions recorded and communicated across the business.

Customer Complaints

Purpose

To define the process for recording and responding to complaints received by Synergy Hire Ltd from any interested party.

Scope

This procedure will cover all formal complaints relating to our business activities, products and services.

Definition

A complaint is considered to be one of the following:

- A documented critical observation regarding how the business has performed on an occasion from any interested parties who request a response noting our corrective actions.
- A verbal complaint from an employee regarding any aspect of the business that is of concern, and they consider senior managers to investigate.

Responsibility

Upon receipt of complaint the person will determine whether the complaint warrants further action. If the complaint does require investigation, they should notify their line manager.

A line manager will be responsible for completing a non-conformance report and forwarding to the Operations Director for corrective actions to be considered.

The Operation Director will, if required, communicate with all employees the corrective actions taken regarding a complaint.

All employees are always required to act professionally during the investigation process and fully partake in communicating when requested by line managers to enable resolution of any complaints.

It is our policy to investigate all complaint to completion before the end of 7 working days from day of complaint.

Corporate Social Responsibility Policy

We believe that a commitment to the principles of corporate social responsibility (CSR) not only makes good business sense but also complements our core business strategy and corporate values. Our policy is based on the following principles:

- To minimise the impact and maximise the benefits that our work has on the environment and people around us.
- To integrate our CSR considerations into all our business decisions.
- To comply with, and exceed where practicable, all applicable legislation, regulations and codes of practice.
- To review, annually report, and to continually strive to improve our CSR performance.

In developing our strategy and setting out our policy for the first time we aim to deliver gradual but continuous improvements in our performance every year. As a result, our approach continues to evolve as we learn lessons along the way. To help define our policy we have divided it into four key areas:

Community

Helping to keep families safer on their journeys and encouraging an active lifestyle.

We recognise that we play an important role in our local communities and we aim to make the communities in which we operate better places. We encourage and empower our employees to get involved with their local communities and use their skills and where possible the Company's resources to help create a mutual benefit.

People

Finding, supporting and developing great people throughout their Synergy Hire journey

We strive to ensure all colleagues enjoy their work and have opportunities to consistently amaze our customers through their friendly expertise. As such, we continue to invest in our apprenticeship and leadership development programmes and actively look for ways in which we can promote and increase the diversity of our workforce.

Environmental Management

Managing our impact on the environment in a responsible and ethical manner

We know that our work has an impact on the environment and that we have a duty to manage that impact in a responsible and ethical manner. We do this through identifying all significant environmental impacts and putting processes into place to prevent, reduce and mitigate them. This also makes good business sense.

Responsible Trading

Building and maintaining the highest standards amongst our suppliers

We are committed to maintaining high standards amongst our suppliers. We oppose the exploitation of workers, and we will not tolerate forced labour, or labour which involves physical, verbal or psychological harassment, or intimidation of any kind. We will not accept human trafficking or the exploitation of children and young people in our business and undertake all reasonable and practical steps to ensure that these standards are maintained.

Business Contingency

Introduction

Synergy Hire Ltd has produced a Business Contingency Plan for its premises located in Dunham's Ln, Letchworth Garden City, Herts, SG6 1LL

It is important that all persons employed within the site as well as any visitors are made aware of this plan and the key aspects therein. All visitors and staff should make themselves aware of all H&S, Environmental procedures and requirements including waste and spillage controls.

The site will have, in prominent positions, the following:

Spill Control Systems

Drip Trays

Liquids held in correct containers.

Parking arrangements

Emergency escapes

Information on how to manage spills.

It is important that this is all employees can demonstrate depot emergency procedures.

The Plan

Address: Dunham's Ln, Letchworth Garden City, Herts, SG6 1LL

Responsible Person: Shane Sherbourne

In case of emergency all persons must report directly without stopping for any personal belongings to the main gates to the front of the property.

Number of permanent staff members = less than 15

Responsibility

Each employee is responsible for ensuring his own safety as well as looking out for others and immediately stopping any acts that he sees as dangerous. Any dangerous act is to be reported to the Operations Director immediately. Any dangerous occurrence will be investigated thoroughly, record findings and act on any remedial actions required.

In case of emergency, contact Shane Sherbourne.

Other emergency numbers:

Fire Brigade: 999

Only to be contacted in the event of fire or significant spillage. They may be able to pump fluids into safe area away from drains into temporary storage areas.

Environmental Agency: 0800-807060

In case of emergency where significant spillage has led to fluids entering the drains and waterways.

Access to site

The only point of access is through the main double gated entrance directly off Dunhams Lane, Letchworth Garden City. Any non-employees will be accompanied throughout the time spent in the depot.

Key Holders: Garry Orr
Shane Sherbourne
Tilly Gilmour

Description of location

The depot is not shared with any other business and is owned by Synergy Hire Ltd. The depot is the main operation centre for the business and has current operator's licence registered to the address with authority to park vehicles and trailers.

Surrounding areas

The depot is surrounded by other commercial businesses on all sides.

Activities undertaken at the location include loading and unloading of machinery, parking vehicles overnight and some mechanical repairs.

Storage of Materials

Small volumes of flammable materials are located on site that will include part filled oil containers, aerosol cans and welding equipment for maintaining the fleet of vehicles owned by the business.

Environmental Hazards

Small volumes of oil and flammable liquids with parking of LGV vehicles as well as other non LGV units.

Spillage Control Measures

There are emergency spill kits available in various positions throughout the depot. The quantities held reflect a small risk of major spill.

Business Contingency and Recovery Plan

The plan details the arrangements for business continuity of Synergy Hire Ltd following the aftermath of a disaster and its recovery.

The main servers for the business are located away from the business address at the MD's home location. This is backed up daily from his address. The amount of digital data detail held in the depot is that of a normal busy business with less than 10 employees. Its primary function is a transport only hub.

Emergency Phase

The emergency phase begins with the initial response to the disaster. During this phase arrangements are implemented to protect life and property. Security of the location and surrounding area is established as local support from the emergency services are called.

Disaster Notification

If computers are damaged, and the network is disabled, the MD must be notified immediately or at earliest opportunity.

The MD will assess the extent of disaster and contact key staff to coordinate this plan. The assessment will identify the extent of damage and the estimated downtime as a result of the outage. The assessment will also determine the possible reactivation of the business network.

All affected employees will be notified at the earliest opportunity and be instructed with alternative work options.

The MD shall ensure all Clients are suitably advised regarding the potential disruption to services offered, the Client will be kept fully up to date up to and including notification of full recovery of business.

Activation of a Hot Site

The business will look at viable alternatives with regards to temporary offices and these will be termed as a Hot Site.

The MD will be responsible for coordinating the activation of the Hot Site where staff will be assigned their daily duties from temporarily until normal operations can be resumed.

Recovery Phase

The time required for full recovery will depend on the severity of the disaster, there will be no pre-determined time allocated for normal operations to resume. The primary goal will be to ensure smooth operations with minimal Client disruption until normal services are resumed.

Insurance

The MD will notify his insurer at the earliest opportunity to ensure suitable funds are made available to ensure arrangements are put in place and recovery actions can be undertaken in a timely period.

Management Review

Purpose

The purpose of this procedure details the method of reviewing the quality management system and describing how deficiencies are documented to ensure it is up to date, controlled and effective. The review ensures the quality systems continuing suitability and effectiveness in satisfying the senior management of the business that quality policies and objectives are being maintained.

The management reviews will be undertaken annually.

Responsibility

It is the Director of Operations responsibility to coordinate the management review process, and to:

1. Prepare the management review agenda and minutes.

2. Ensure that management reviews are conducted at planned intervals.

3. Determine the review schedule and dates in coordination with participating attendees.

The Director of Operations ensures that each management review includes:

1. Quality management system data, e.g. results of internal audits, KPIs, etc.

2. Opportunities for improvement.

3. Monitoring of quality, environmental and health and safety objectives.

4. Results of the reporting and evaluation of the cost of poor quality.

Each Department in the business will prepare a report to be circulated prior to the meeting, which summarises our organization's performance.

Representation at the review includes:

Top management, Directors within the Operations team, Head of Sales

The agenda will include but not limited to the following categories:

Status of actions from previous meeting.

Health and Safety Report.

Changes in external and internal issues that are relevant to the quality management system.

Information on the performance and effectiveness of the QMS.

Customer satisfaction and feedback from relevant interested parties.

The extent to which quality objectives have been met.

The relevance of the quality policy.

Process performance and conformity of products and services.

Non-conformities and corrective actions.

Monitoring and measurement of Audit results.

Performance of external providers.

Adequacy of resources.

Effectiveness of actions taken to address risks and opportunities.

Opportunities for improvement.

Supplier quality and delivery.

Review of action items.