COMPANY POLICIES

PSC Flooring Ltd.

PSC FLOORING LIMITED

Health & Safety Policy

Contents Page

1.0 General Statement of Intent
2.0 Roles and Responsibilities
3.0 Arrangements
- 3.1 Accident Reporting & Investigation
- 3.2 Alcohol and Controlled Drugs
- 3.3 Asbestos
- 3.4 CDM Regulations
- 3.5 COSHH Assessments
- 3.6 COVID-19
- 3.7 Communication with workers
- 3.8 Contractors and Sub-Contractors
- 3.9 Control of Silica Dust
- 3.10 Control of Wood Dust
- 3.11 Display Screen Equipment (DSE)
- 3.12 Electricity at Work
- 3.13 Environmental Protection
- 3.14 Environmental Waste Management & Pollution Control
- 3.15 Equipment Inspections & Records
- 3.16 External Health and Safety Consultants
- 3.17 Fatigue
- 3.18 Fire Safety
- 3.19 First Aid Arrangements
- 3.20 Guidance
- 3.21 Hand Arm Vibration Syndrome (HAV)
- 3.22 Health & Safety Records
- 3.23 Health & Safety Training
- 3.24 Health Surveillance
- 3.25 Lone Working
- 3.26 Machinery Maintenance
- 3.27 Machinery Operation
- 3.28 Managing the Threat of Violence
- 3.29 Manual Handling Assessments
- 3.30 Method Statements (Safe Operating Procedures)
- 3.31 Noise
- 3.32 Personal Protective Equipment
- 3.33 Portable Appliance Testing (PAT)
- 3.34 Premises Security
- 3.35 Purchase Policy
- 3.36 Respiratory - General
- 3.37 Risk Assessments
- 3.38 Road Safety Transport
- 3.39 Safety Audits and Monitoring
- 3.40 Serious or Imminent Danger
- 3.41 Site Security
- 3.42 Transport & Company Vehicle Safety
- 3.43 Welfare
- 3.44 Working at Height

1.0 General Statement of Intent

PSC is committed to ensuring the safety of its employees, customers, members of the public and anyone else who are affected by our operations.

The company commits to operating in accordance with the Health and Safety at Work (etc) Act 1974, The Management of Health & Safety Regulations and all other current applicable regulations and codes of practice, so far as is reasonably practicable.

The management will ensure that significant risks are assessed and suitable and sufficient measures are adopted to allow each employee/contractor to carry out his/her duties safely and without risk to health. Suitable equipment will be provided and maintained in a safe condition, and safe systems of work will be devised.

The company shall strive to achieve continuous improvement in Health & Safety performance.

PSC Management will provide all necessary resources including time to ensure that all Health and Safety matters are adequately funded. This includes, training, personal protective equipment, adequate equipment/tools, maintenance for this equipment, external advice where necessary and any other resource necessary to ensure the Health and Safety of our staff.

Each employee/contractor will be made aware of his/her responsibility for his/her own health and safety and that of others. All employees/contractors will be given the opportunity to consult with the management on matters relating to Health & Safety, or to appoint a representative to do so.

Where necessary the company will arrange or provide suitable training for both management and operatives, in particular where new work practices or equipment are introduced.

The company will seek external advice as necessary to keep its health & safety policy, working practices and equipment up to date and in accordance with current legislation.

Ultimate responsibility in all areas of safety rests with the Managing Director. This duty is of no less importance than any of the responsibilities attached to that position.

Reviews of Health and Safety Policy will be made annually no later than 1 year after the date on this policy. The monitoring of all issues relating to this policy is the responsibility of the Managing Director.

2.0 Roles and Responsibilities

Organisation and Managerial Responsibilities;
The company is owned and managed by John Desmond who is directly responsible for Health and Safety matters within the company. The responsible person will seek external assistance where necessary to ensure that the company meets both its statutory obligations and the objectives laid down in this Health & Safety Policy.

We use Peninsula Health and Safety for gaining help and advice with Health & safety matters where required.

The organisation of the workforce is the responsibility of John Desmond, who holds the position of Director and who is responsible for ensuring that the companies Health & Safety Policy and associated procedures are implemented by all site operatives.

Day to day management of the companys operations is the responsibility of John Desmond who may be supported by site managers, each responsible for one site or customer premises. Depending on the size and nature of the site, the responsible person may be supported by one or more supervisors responsible for the direct supervision of the company operatives.

Employee/Contractor Responsibilities;

Each and every employee/contractor has a statutory duty to take reasonable care in relation to his/her own health & safety, and the health and safety of any other person who may be affected by his/her acts or omissions.

Therefore, it shall be the duty of all Employees/Contractors whilst at work:

To take reasonable care for the Health & Safety of themselves and others, who may be affected by their acts or omissions at work

To co-operate with the employer to ensure compliance with all the company Health & Safety policies and procedures

To refrain from intentional or reckless interference with equipment and/or systems provided in the interest of Health, Safety and the Environment

To co-operate with management when required on such things as accident prevention and all procedures with regard to Health, Safety and the Environment as set out in the Health & Safety at Work etc. Act 1974 and the Environmental Protection Act 1990 and all associated Regulations and ACOPs

To maintain good standards of housekeeping in our premises and on client premises

To report any accident or incident including near-misses (whether or not personal injury results) to the office

To report any defects in equipment without delay to their immediate Supervisor and not to attempt repairs which they have not been authorised and specifically trained to undertake

To ensure that no potentially hazardous item, substance or machine is brought on to site or used without the prior knowledge and authority of their immediate Supervisor

To use and if applicable wear any item of Personal Protective Equipment. It is a requirement of law that any equipment supplied for safety must be used, and when not in use it is properly cleaned, stored and maintained.

To undergo any Health, Safety, Environmental and operational training deemed necessary by the company

Staff Consultation;

If an employee/contractor becomes aware of any potential breaches of health & safety law, or unsafe working practices he/she must notify the MD or Site manager.

If an employee/contractor feels that health & safety procedures may be improved, for example by use of alternative equipment, he/she will be encouraged to discuss any suggestions with the management.

Specific Safety Functions and Named Responsibilities;

Safety Function	Person Responsible
All Aspects of Health and Safety	Nathan Desmond

3.0 Arrangements

This section defines our company arrangements and policies for dealing with our activities.

3.1 Accident Reporting & Investigation

It is the policy of PSC that all accidents, incidents and near misses are reported to the site and recorded into the company's accident record book which is kept online in our Safety First Package.

The main objective of accident, incidents, near misses reporting and investigation is to reduce incidents and prevent future accidents.

It will be the responsibility of PSC to notify the Health & Safety Executive in respect of any accident or occurrence for which notification is required by the current - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

The following must be reported:

1. Deaths
2. Specified injuries to members of the public on our premises and taken to hospital.
3. Over 7-day injuries - where an employee or self-employed person is injured at work and away from work or unable to perform their normal work duties for more than 7 consecutive days. This must be reported to the HSE using appropriate forms within 15 days of the accident.
4. Some work-related diseases as per RIDDOR dangerous occurrence - where something happens that does not result in an injury, but could have done, (Including an incident at work that has led to possible or actual exposure to COVID-19).
5. Gas Safe registered gas fitters must also report dangerous gas fittings they find, and gas conveyors / suppliers must report some flammable gas incidents.

Any accident resulting in more than minor injuries or incident which might have resulted in serious injury will be investigated by PSC. Depending upon the circumstances of the accident, PSC may seek the assistance of an external Health & Safety Advisor, both in the investigation and the formulation of preventative procedures to avoid repetition.

A study of the circumstances will help to reduce or remove the causes.

1. When the reports are examined over a period of time, it can be seen whether preventative measures have been effective in reducing accidents.
2. If these objectives are to be attained, investigation and reporting must be accurate, complete and consistent.
3. All accidents and incidents resulting in injury to employees and/or to any other persons, or near misses on the premises that PSC employees are working on must be reported immediately to PSC reception and/or owner and be recorded in the company Accident book and reporting systems.
4. Where there is more than one person injured in the accident a separate page should be used for each person.
5. All relevant questions must be completed for every accident resulting in personal injury.
6. Care should be taken in completing the Accident Report Form and PSC Supervisor wherever possible should ensure that the injured person reads the entry recorded on their behalf.
7. Care should also be taken when stating the nature of the injury unless a medical certificate has been submitted.

3.2 Alcohol and Controlled Drugs

It is categorically forbidden for employees to enter places of work, to drive a vehicle, use or operate equipment, or to assist or supervise in it's use, whether on or off company business, in an unfit state due to the influence of alcohol or illegal drugs such as glue and other substances. Disciplinary action will be taken if you are caught in the possession of illegal drugs on Company or Client property or in Company vehicles.

Employees taking medicines or prescribed drugs under the direction of their G.P, Dentist, or Hospital Doctor that may affect their ability to carry out their work duties have a duty of care responsibility and must notify their immediate Manager.

3.3 Asbestos

PSC policy is that we will not generally work with asbestos containing material products.

Asbestos is recognised as being an extremely hazardous substance and as such must be treated with the utmost care. When working on site, staff and contractors will assume any suspicious material is asbestos and stop work unless there is conclusive evidence to the contrary. Any suspicious material shall be reported to the site or building manager immediately.

An Asbestos Management Survey for the premises should always be made available. Its purpose is to locate, as far as reasonably practicable, the presence and extent of any suspected Asbestos Containing Materials (ACMs) in the building which could be damaged or disturbed during normal occupancy, including foreseeable maintenance and installation, and to assess their condition prior to starting work.

Refurbishment and demolition surveys should be made available where refurbishment work or other work involving disturbing the fabric of the building is carried out.

3.4 CDM Regulations

PSC recognises the requirements of these regulations and makes every endeavour to comply.

Briefly - The regulations call for:
Skill, Knowledge and Experience – (Competence of all)

A person must be capable of carrying out duties placed on them and must only accept knowing they are competent to carry out the task.
No person may arrange for a person to carry out works unless they are either,

- Competent
- Under supervision of a competent person

The business selects personnel based on ability and where possible seeks demonstration by certification. A training plan is maintained and personnel are encouraged to take on additional training in order to improve skills. Additional in-house training refresher sessions are provided in order to keep personnel up to date with current regulations.

Co-operation of employees, contractors and others
Every person involved in works must seek the co-operation of any other persons concerned at the same or adjoining site so far as necessary in order to ensure all may carry out works safely.
Similarly, they must co-operate to ensure others may continue with their works safely.
All persons involved must report anything which is likely to endanger the health or safety of themselves or others.
Supervisors have been appointed in order to ensure work is managed such that it may continue safely

where multiple trades or activities may be ongoing simultaneously. Liaison with others allows arrangements to be made that enable all to continue.

Co-ordination of activities
All persons must co-ordinate their activities with one another in a manner such that, so far as is reasonably practicable, the health and safety of persons carrying out the work and anyone affected by the construction work will remain safe from harm at all times.
It is recognised that all works may not be able to continue at the same time, therefore Supervisors will discuss and plan such that the project may progress safely.

Prevention of accidents
Every person must ensure general principles of prevention are applied, so far as is reasonably practicable, to ensure the safety of all and works during all stages of a project.
This is a priority in all activities and the business ensures that method statements and risk assessments are produced identifying arrangements for safe working. All personnel are briefed on these to ensure they understand these arrangements and the risks that may be encountered by not following procedures.

Duties of Contractors
All Contractors and Principal Contractors have specific duties placed upon them under these regulations and all must be aware and endeavour to comply.
The regulations spell out these requirements for both Contractors and Principal Contractors.
The business is fully aware and endeavours to comply, so far as is reasonably practicable. All personnel have been made aware of these duties through in-house training.
The current CDM Regulations apply to most common building, civil engineering and engineering construction work including Domestic Projects. In the case of a domestic project, if using more than 1 contractor, a health and safety file must be produced. In any case, the Contractor must produce a Construction Phase Plan suitable for Commercial and Domestic Project.

In the event that a Project falls within the requirements of CDM, then the Principal Contractor must make provision for Welfare facilities as outlined under Schedule 2 of the CDM Regulations.
The appointed Principal Designer will be responsible for carrying out the CDM duties and ensuring the completion of the Project Health & Safety File.

On smaller projects where no PD is appointed, this role will be the responsibility of the Contractor when appointed by the client.
HSE must be notified of the site if the construction work is expected to either: last longer than 30 days and have more than 20 workers simultaneously involved on site at any one time; or exceeds 500 person days of construction work.

If a Project fits into CDM by either of the above factors, then HSE should be notified on-line before construction work starts using form F10.

3.5 COSHH Assessments

For all materials or substances utilised which may be hazardous to health, a formal COSHH Assessment will be carried out by PSC. A register of hazardous substances shall be kept at the head office along with all relevant Safety Data Sheets. A copy of relevant COSHH Assessment(s) will be communicated to the operative(s) providing instruction for safe use.

3.6 COVID-19

The spread of COVID-19, commonly referred to as the Coronavirus, is an exceptional circumstance with ongoing ramifications for PSC, employees, individuals and clients that may be affected by our work. As the situation continues to develop and change, PSC will provide updated advice, resources and guidance in line with current Government guidance to support our employers.

3.7 Communication with workers

PSC uses a variety of methods to communicate information to employees and sub-contractors. A quarterly formal Health and Safety Meeting is held to discuss any health and safety related issues. We will also pass information to employees via emails and bulletins posted on office Health and Safety Notice Boards.

Communication with employees whose first language is not English will be carried out using one or more of the following methods;

- Ensure adequate time to consult with employees where language and/or literacy may be issues so they can absorb the information and respond to you.
- Use an interpreter; this may be a trained work colleague.
- Get information translated and check that this has been done clearly and accurately by testing it with native speakers.
- Use pictorial information and internationally understood pictorial signs where appropriate.
- Where information has to be in English, use clear and simple materials, and allow more time to communicate issues.

3.8 Contractors and Sub-Contractors

PSC is responsible for assessing and controlling contractors and subcontractors working for or on behalf of PSC.

All contractors and sub-contractors who are working for the company must have complete the contractor's competence assessment before commencing work.

All contractors and sub-contractors will comply with PSC:

- Health & Safety Policy.
- Emergency procedures.
- Hazard/accident reporting procedures.
- All accidents and near misses need to be reported and recorded in the Accident Book located in main office.

A copy of the companies health and safety policy can be found on company notice boards which are situated in the office.

3.9 Control of Silica Dust

PSC is aware that Silica Dust causes a lung disease known as Silicosis (which may be related to Lung Cancer).

PSC will endeavour to remove Silica Dust from work by eliminating or substituting other materials. If this is not possible, exposure will be reduced by putting in place ventilation and other methods such as dust suppression and local exhaust ventilation extraction and containment systems to reduce silica dust to the lowest level reasonably practicable. If the level of dust cannot be adequately controlled then a facefit dust mask to minimum standard EN149 FFP2 or FFP3 will be worn.

3.10 Control of Wood Dust

PSC is aware that hardwood dust can cause respiratory illness or cancer and will therefore put in place extraction and filtration systems to remove and contain dust for safe disposal at source. All wood dusts have a workplace exposure limit of 5mg/m3.

Portable power tools will be selected to provide suitable extraction and filtration. Where this is not possible, portable extraction, containment and filtration will be made available. Suitable arrangements will be made for the safe disposal or recycling by a licenced waste management contractor.

Where wood dust cannot be fully extracted and contained, personnel are required to wear suitable dust masks to EN149 FFP2 or FFP3 dependant on assessment of dust. External advice may be sort on appropriate mask filtration requirements.

Personnel are aware of the hazards of wood dust and will not spread any residue dust by sweeping or blowing by air line. All cleaning works will be by vacuum, containment and sealed disposal.

3.11 Display Screen Equipment (DSE)

Working with Display Screen Equipment is recognised as being a major cause of injury and ill health. PSC will carry out DSE risk assessments and provide information, instruction and training to its entire DSE user staff. Employees must carry out the recommendations of the risk assessment and must report instances of injury or ill health suspected of being caused by DSE work to the person responsible for Health & Safety at their earliest convenience.

3.12 Electricity at Work

All work associated with an electrical system shall be undertaken in strict compliance with the CURRENT Electricity at Work Regulations.
Only competent and qualified electricians are permitted to work on electrical equipment and systems including changing of fuses, carrying out repairs or maintenance of electrical equipment and installation of accessories.

3.13 Environmental Protection

PSC has a policy to comply with the current Environmental Protection Act, other associated statutory legislation and Approved Codes of Practice (ACOP). This applies to all those who are employed within the company or who are protected by its undertakings. Employees are asked to co-operate in the operation of this policy and make a positive contribution to environmental protection by making themselves aware of the business environmental policy and complying with the control measures in place. The policy is on display on the Company Main H&S notice board and is also available to interested parties on request.

3.14 Environmental Waste Management & Pollution Control

PSC recognises the importance of meeting their legal requirements and to manage its waste responsibly, reduce the volume of waste sent to landfill and maximise reuse and recycling where possible. Waste is unwanted materials, substances, equipment arising from commercial or industrial activities and includes:

- Building and demolition materials; Substances/chemicals (toxic or otherwise);
- Discarded or broken utensils or equipment; Contaminated soil, materials, plant etc.

PSC management shall identify the potential waste disposal requirements of a project and make adequate provision to ensure it is suitably managed in accordance with the current Controlled Waste Regulations.

Management shall determine the nature of the waste for disposal and shall ensure that suitable assessment is undertaken; that appropriate safe working procedures are devised and suitable containment of waste arranged.
Where undertaking removal of waste materials or products, management shall ensure that they are registered as a carrier in accordance with the Controlled Waste (The Controlled Waste (Registration of Carriers and Seizure of Vehicles) (Amendment) Regulations).

Where contract carriers, are to be engaged to remove the waste, management shall confirm those appointed are suitably registered to undertake the business and shall confirm the proposed method and location of disposal.

PSC shall:

- Ensure that waste management is performed in accordance with all waste legislative requirements, including the duty of care, and to plan for future legislative changes and to mitigate their effects.
- Minimise waste generation at source and facilitate repair, reuse and recycling over the disposal of wastes, where it is cost effective.
- Coordinate each activity within the waste management chain.
- Promote environmental awareness in order to increase and encourage waste minimisation, reuse and recycling.
- Ensure the safe handling and storage of wastes on site.
- Provide appropriate training for staff on waste management issues.

3.15 Equipment Inspections & Records

The User must carry out a daily visual inspection of any equipment prior to its use, and must immediately report any defect, or suspected defect to the Supervisor.

The Responsible Person will arrange periodic inspections of all PSC equipment to include ladders, other access to height, PPE, tools, machines etc, and will keep a record of such inspections in compliance with PUWER.

Where an inspection reveals a defect, it will be the responsibility of the Responsible Person to ensure that the equipment is not used until such time as a suitable repair has been effected. If the equipment is beyond repair it must be discarded, whether or not a suitable replacement is available, and any work relying on the use of such equipment must be suspended until a suitable replacement is available.

3.16 External Health and Safety Consultants

PSC use Peninsula Health and Safety who will:

Advise of any new safety legislation or changes in existing legislation.

Provide general assistance to PSC to aid in the fulfillment of its obligations and duties as set out in statutes.

Assist, where required or requested, with the initial implementation of the changes required by changes in safety legislation.

It is the responsibility of PSC to ensure that the safety consultants are notified whenever assistance or support is needed.

3.17 Fatigue

Fatigue is the decline in mental and or physical performance.

Fatigue management is a shared responsibility between PSC and employee as it may factors that occur both in and outside of the workplace.To assist in the management of fatigue PSC will comply with current Working Time Regulations

All employees are required to attend work fit to safely perform their duties without risk to themselves or others. If you are experiencing fatigue it is important to identify the factors that are contributing to fatigue employees are encouraged to discuss any issues in confidence with the Managing Director or their nominated person.

3.18 Fire Safety

In the event of a fire in PSC premises the designated Responsible Person (RP) or alternatively in their absence their nominated representative will take charge. In their absence the most senior person on site will assume the responsibility.

Fire risk assessments will be carried out in all areas occupied by the organisation, the risk assessments will consider sources of ignition, sources of fuel and any additional source of oxygen over and above that present in the air. The assessment will evaluate the risk of a fire starting and the effect of the fire on people and property. The assessment will indicate control measures to remove or reduce the risk of fire starting. The significant findings of the assessment will be communicated to all relevant persons together with the necessary instruction and training to reduce the risk.

Means of Escape
In the event of fire occurring, it is vital that staff and other persons are able to evacuate the premises.

- All existing doors through which a person may have to pass to get out of the premises must be capable of being easily and immediately opened from the inside. Staff will not block or otherwise obstruct exits provided for emergency evacuation
- Access routes must always be maintained unobstructed to exit doors (internal and final exits) sufficient to allow easy access by the number of persons likely to use those routes, (750 mm minimum width) and employees must observe any line markers to indicate areas which must be kept clear.
- Stairways in buildings must be free from any risk of fire or spread of fire eg unauthorised portable heater, combustible material etc.
- Under no circumstances should fire doors be wedged open unless they are retained by automatic magnetic release systems or similar which are connected to the fire alarm system.

3.19 First Aid Arrangements

PSC will, where appropriate, carry out a First Aid Risk Assessment to help determine what measures need to be taken to determine adequate first aid arrangements which comply with current Health and Safety (First Aid) Regulations. This will include the provision of a first-aid kit on PSC locations, in PSC vehicles and also provision of persons trained in Emergency First Aid where appropriate.

PSC First Aider names and contact details will be displayed on the Health and Safety notice board. A nominated person will be responsible for maintaining the first aid provision and taking charge after an accident. This includes calling for an ambulance if necessary.

Where visits are carried out, PSC employees may be subject to that premises or organisation's own emergency arrangements. PSC employees must be advised on individual site emergency arrangements at point of induction.

3.20 Guidance

PSC commits to operating to the very highest standards of Health, Safety and Quality and will therefore carry out its operations in accordance with best practice as advised by the Health & Safety Executive and also various trade bodies and associations. This best practice will be reviewed on an annual basis and adopted annually or when evidence that significant improvements can be made by adopting sooner. Guidance documents are kept at head office and will be made available to staff and other interested parties.

3.21 Hand Arm Vibration Syndrome (HAV)

Anyone who regularly and frequently is exposed to high levels of vibration can suffer permanent injury. The construction industry has the second highest incidence of Vibration White Finger (VWF) injury which is one of the more common forms of HAVS.

PSC will ensure that staff are not subjected to excessive vibration through power tools etc. The company will endeavour to source low vibration tools and limit individual exposure to such tools. The company will also provide adequate information, instruction and training to its staff and contractors on the risks of HAVS.

3.22 Health & Safety Records

All records will be kept by PSC in written form indicated in the various appendices. Such records will include:

- Equipment Inspections
- COSHH Assessments
- Generic Risk Assessments
- Staff Training and Induction Records
- Accident Record Book

3.23 Health & Safety Training

PSC will provide training and refresher training as is necessary to ensure, so far as is reasonably practicable, the health and safety of all staff. During induction and upon any job transfer, safety training will be provided as necessary to ensure that individuals are trained in Health & Safety matters to a level appropriate to their responsibilities.

Induction Training

Every new employee will receive a safety induction on day one of his/her employment. The training will consist of fire safety, arrangements for first aid, manual handling, and display screen equipment use (where necessary), environmental and general safety. New employees will also be given instruction and safety training on display screen equipment they will be required to use whilst discharging their duties. A training record will be kept and maintained in our online system.

3.24 Health Surveillance

All employees of PSC are encouraged to carry out personal health checks. Any problems reported will be dealt with in a personal and confidential manner by senior management. Should PSC have any concerns regarding the wellbeing of any employee they may suggest a referral to a professional occupational health provider.

Or on request of an employee in matters relating to work related ill health issues, PSC will pay for conducting relevant medical surveillance where appropriate.

3.25 Lone Working

Lone working is only authorised in exceptional circumstances. When granted, mobile phone checks must be carried out between the employee and Management/Team Leader to ensure the safety of the employee. On completion, the employee is to call and confirm cessation of work.

3.26 Machinery Maintenance

All machines including power tools, jet wash equipment, saws, drills etc shall be subject to regular inspection by a competent person, who will withdraw damaged or unsuitable equipment from service immediately. A record of the inspection and actions will be made and recorded for reference. All machinery will also be subject to maintenance and service as per the manufacturers instruction and maintenance schedule OR at least annually in compliance with PUWER and records held.

3.27 Machinery Operation

All employees/contractors who are required to operate machinery or plant will have the appropriate training and be assessed to determine competency. Where required, the individual will hold a current licence / certificate to operate such machinery or plant. It is company policy to take severe disciplinary action against any person found to be operating machinery without the necessary competence.

3.28 Managing the Threat of Violence

PSC Staff must never engage in violent behaviour and should attempt to calm an angry situation.
If threatened with a weapon the assailant should be asked quietly but firmly to put it down. No physical attempt should be made to disarm the person. Do not encroach on the person s personal space. Give an angry or aggressive person more space. If the situation escalates and control is being lost, call for assistance. Withdraw but never turn your back.
If at any point you feel threatened or the situation is beyond your control you must leave the scene and call the appropriate authorities. All staff are to carry mobile phones at all times. AT ALL TIMES EMPLOYEES MUST REMEMBER THAT THEIR OWN SAFETY IS PARAMOUNT An accident - incident report must be filled in for all threats of and incidents of physical abuse.

3.29 Manual Handling Assessments

PSC will carry out specific manual handling assessments for any necessary operation which has been highlighted as requiring a detailed assessment by the general risk assessment. Where practical, manual handling should be avoided by utilising mechanical means to minimise the risks arising from manual handling.

Manual handling assessments will consider the load to be handled, e.g. tools, equipment, materials etc, its size and weight, the individual, the task and the environment in which the task takes place.
The assessment will also consider the possibility of kinetic lifting techniques to assist the movement of an object and to minimise the risks arising from manual handling.

3.30 Method Statements (Safe Operating Procedures)

Work Instructions (Method Statements) will be developed for all company operations. Information from the risk assessments will be used to formulate these documents which will be used in training and given to members of staff. The work instructions will be reviewed and updated either periodically or when something significant changes. Method statements are written using our online system and are made available together with Risk Assessments, to the Client.

3.31 Noise

Regular exposure to high noise levels can cause deafness and tinnitus. Noise assessments will be carried out when ever it is suspected that noise levels may be above 80 db(a), and hearing protection will be provided for all operatives likely to be affected. Information and advice to use hearing protection will be issued.

Where noise levels are at 85 db (a) or above, where possible, PSC will take measures to reduce the exposure of noise to its employees by means other than hearing protection. Where this is not possible, the area may be identified as a Hearing Protection Zone. The wearing of suitable hearing protection shall also be enforced.

3.32 Personal Protective Equipment

The need for Personal Protective Equipment will be determined through risk assessment and will be provided by PSC free of charge. The relevant PPE must be worn at all times whilst carrying out work and in compliance with any mandatory requirements of specific sites. Details of the correct PPE will be made available to employees within the risk assessments and method statements relevant to the works. No employee will be permitted to start work without the correct PPE and the necessary information, instruction and training to enable him to utilise the equipment correctly and without risks to safety and health. Persons found to be breaching PPE rules will be subject to disciplinary procedures which may include ejection from site.

3.33 Portable Appliance Testing (PAT)

The term ‘portable’ is used to mean portable, movable or transportable. Portable equipment is not part of a fixed installation but when used is connected to a fixed installation (or a generator), by means of a flexible cable, plug and socket. It includes equipment that is hand held or hand operated while connected to the supply.

All portable electrical appliances will be tested in accordance with the regulations, at the recommended intervals, 'as may be necessary to prevent danger'. It will be the responsibility of the site manager to ensure that all equipment provided is suitable for the task, including any provided by a Customer.

Each employee/contractor must carry out a daily inspection of any equipment prior to its use, and must immediately report any defect, or suspected defect to Owner/Site Manager.

3.34 Premises Security

The principle access to the premises for visitors should be via the main entrance to the designated reception area.

All security doors should be kept secure so that access is only via the main entrance to the reception.
No doors leading to the private areas of the building should be left unbolted, unlocked, or propped open (Emergency exit doors must still be able to operate as designed).
Out of Hours, no staff may enter the premises out of hours unless they have secured the prior approval of the director or their nominated person.

3.35 Purchase Policy

The Health and Safety at Work Act as amended imposes duties upon PSC and those providing goods and services to the company. Health & Safety legislation affects purchasing decisions including the use of sub-contractors or out-sourced activities. This also includes the purchase of new or hired-in equipment, maintenance services and goods; but is not limited to such legislation as The Supply of Machinery (Safety) Regulations as amended; The Provision and Use of Work Equipment Regulations (PUWER) and The Control of Substances Hazardous to Health Regulations. When purchasing or hiring machinery / equipment PSC will make sure it has all the relevant information and instructions on how it works, including the appropriate safety features and certifications of compliance. All suppliers of services will be competent and trained. All users of the equipment will receive suitable training and instruction before being allowed to use equipment. The equipment must be safe, meet all relevant UK Supply Directives and align with all current and relevant Conformity Assessments.

3.36 Respiratory - General

PSC are aware that exposure to dust and fume concentrations in excess of the stated occupational exposure limit may result in adverse health effects such as lung cancers, mucous membrane and respiratory system irritation and adverse effects on the kidneys, liver and central nervous system. Operatives using the same process may be exposed to different levels of fume. Thus, the risks for each job may, therefore, be assessed individually.

PSC will ensure that workers are fit to wear the selected and required RPE.

Some pre-existing medical conditions may restrict or prevent some workers wearing any RPE, or certain types of RPE. PSC will arrange for appropriate face fit testing or medical assessment prior to the use of RPE if required.

3.37 Risk Assessments

The Owner or their nominated representative will prepare a generic risk assessment covering the common risks encountered in the company's normal business. If necessary, external assistance will be sought to carry out the generic risk assessments. The significant findings of the risk assessments will be relayed to all staff.

The Owner or their nominated representative will carry out site specific risk assessment for sites where company employees/contractors are obliged to work. Such assessments will consider the health and safety of employee / contractors and the public on site. In particular the company is aware of the number of serious injuries from the incidence of Slips, Trips and Falls. The Owner therefore will pay particular attention to eliminating these hazards from each site.

All Risk Assessments will be produced using our online management system and are made available to all clients upon request. Employees should have a copy of risk assessments for the work they carry out.

3.38 Road Safety Transport

Covering vehicles in excess of 3.5 Tonnes GVW

PSC strives to prevent vehicle accidents and promote safe driving practices and consideration for the environment amongst all company drivers.

PSC will only employ drivers who hold relevant licences for the class of vehicle used. All vehicles will undergo regular vehicle inspection and maintenance in line with legislative and manufacturer requirements.

All company transport is managed in line with the requirements of current legislation and the Highway Code. Only experienced, capable and qualified drivers are allowed to drive on company business and licences are monitored on an ongoing basis. It is a legal requirement that drivers must wear seatbelts at all times and smoking in vehicles is not allowed. Any breach of these requirements will be dealt with by strict disciplinary procedures.

PSC endeavours to use the most efficient routing to minimise costs and environmental pollution, taking into account driving hours regulations and other fees/tolls and constraints. In order to ensure that our drivers are kept up to date on legal responsibilities, safety, speed limits, cyclists, breakdown, accidents, alcohol and drugs, mobile phones and fatigue; information is conveyed via frequent tool box talks.

PSC requires drivers to undergo eye-sight checks every two years and ensure that the company is kept advised of any medical condition or prescribed medication which might impair their driving so that appropriate assistance and safeguards can be implemented.

All drivers must abide by the driving hours regulations and submit the vehicle Tachograph chart at the end of each shift or journey or when requested by VOSA or other regulatory bodies.

On no account may Goods Vehicles over 3.5 tonnes be operated without a Tachograph or Driver Card at any time. Tachograph disks or Driver Cards must not be used by other than the named User/s.

The company sets its controls based on the findings of risk assessment. These are to be reviewed at least annually or more often if required.

The company will monitor their drivers' hours to ensure legal driving hours are not exceeded in accordance with tachograph rules.

3.39 Safety Audits and Monitoring

At regular intervals PSC will carry out a health & safety audit. The audit will consider the effectiveness of the welfare facilities; emergency procedures, safe methods of work etc. identified at the outset, and will identify any corrective action required. Where PSC considers it necessary in order to maintain the desired level of health & safety, they may seek the assistance of an external Health & Safety Advisor in carrying out audits and identifying corrective actions.

3.40 Serious or Imminent Danger

These procedures are in line with Regulation 8 of the current Management of Health & Safety at Work Regulations.

It is a policy of PSC that no employee or sub-contractor will be made to work in dangerous conditions without due regard to health and safety and all employees should be aware that there are regulations and procedures regarding serious or imminent danger.

Managers, supervisors and employees are reminded that they must not under any circumstances undertake work or instruct others to undertake work where there is a risk of imminent danger without adequate controls, safety procedures, training and personal protective equipment being in place to minimise that risk.

PSC authorises any employee to remove himself/herself to a relative place of safety when he/she has reason to believe he/she is at serious risk or in imminent danger. Work will not resume in that area until the risk has been minimised.

Some emergency events can occur and develop rapidly, thus requiring employees to act without waiting for further guidance, for example, in a fire. Employees must, on arrival at new sites, make themselves familiar with the emergency procedures, escape routes and location of fire fighting equipment etc prior to starting work.

Under no circumstances will work activities take priority over safety considerations.

3.41 Site Security

The security of client's premises and sites on which PSC employees work is taken very seriously.

We recognise that risks such as arson, fire, vandalism, theft and general mischief pose a threat not only to health and safety but also to project completion deadlines.

Where appropriate Machinery and equipment will be locked away or immobilised and materials will be stored securely. Materials, tools and equipment are kept to a minimum. Waste materials which could be used for the purposes of arson and other site waste will where practical be located in a position as not to draw attention & will not be allowed to overflow. Flammable substances are locked away in appropriate storage units.

3.42 Transport & Company Vehicle Safety

It is the policy of PSC to only employ drivers who are competent.

Driver approval and competence

A person may only operate company vehicles if he or she;

1. Has held a full UK licence for a minimum of 2 years
2. Has not been disqualified from driving for drink and/or drug offences in the last 5 years nor has any prosecution pending
3. Holds the correct licence for the type of vehicle being operated

Drivers must inform the company of any circumstances that may lead a driver to being unfit for driving duties.

Drivers must inform the office immediately they become aware of any pending prosecution for any driving offence.

All drivers will be asked to provide detail of driving licence number, national insurance number and Post Code registered on driving licence in order that annual checks may be made on applicable vehicle licences and any penalty points registered.

3.43 Welfare

In most cases company employees / contractors will be able to use toilet / washing facilities within the customer's premises.

It will be the responsibility of PSC designated Site Manager to ascertain if this is possible prior to commencement of a contract. Where it is not possible, it will be the responsibility of the Site Manager to establish the location of suitable temporary or public facilities.

Where work is carried out in people's homes we will make a verbal request to use their washing facilities if required.

3.44 Working at Height

It is the policy of PSC to comply with the current Work at Height Regulations. Work at height will be avoided wherever possible. Where work at height can not be avoided, the site foreman is responsible for carrying out a risk assessment and selecting appropriate work equipment to provide safe access to height and ensuring the appropriate safety measures to prevent falls are implemented.

Only trained and competent staff will be allowed to work at height and apprentices will be closely supervised.

Where the risk of a fall can not be eliminated the foreman will put in place measures and equipment to minimise the distance and consequences of a fall should one occur.

Health and Safety General Policy Statement

PSC Flooring Limited recognises that it has responsibilities for the health and safety of our workforce whilst at work and others who could be affected by our work activities. We will assess the hazards and risks faced by our workforce in the course of their work and take action to control those risks to an acceptable, tolerable level.

Our managers and supervisors are made aware of their responsibilities and required to take all reasonable precautions to ensure the safety, health and welfare of our workforce and anyone else likely to be affected by the operation of our business.

This business intends meeting its legal obligations by providing and maintaining a safe and healthy working environment so far as is reasonably practicable. This will be achieved by;

- providing leadership and adequate control of identified health and safety risks;
- consulting with our employees on matters affecting their health and safety;
- providing and maintaining safe plant and equipment;
- ensuring the safe handling and use of substances;
- providing information, instruction, training where necessary for our workforce, taking account of any who do not have English as a first language;
- ensuring that all workers are competent to do their work, and giving them appropriate training;
- preventing accidents and cases of work related ill health;
- actively managing and supervising health and safety at work;
- having access to competent advice;
- aiming for continuous improvement in our health and safety performance and management through regular (at least annual) review and revision of this policy; and
- the provision of the resource required to make this policy and our health and safety arrangements effective.

We also recognise;

- our duty to co-operate and work with other employers when we work at premises or sites under their control to ensure the continued health and safety of all those at work; and
- our duty to co-operate and work with other employers and their workers, when their workers come onto our premises or sites to do work for us, to ensure the health and safety of everyone at work.

To help achieve our objectives and ensure our employees recognise their duties under health and safety legislation whilst at work, we will also remind them of their duty to take reasonable care for themselves and for others who might be affected by their activities. These duties are explained on first employment at induction and also set out in an Employee Safety Handbook, given to each employee, which sets out their duties and includes our specific health and safety rules.

PSC FLOORING LIMITED

Quality Assurance Policy

Quality Assurance Policy

PSC Flooring Limited is committed to:

Providing customers with high quality installations and services which meet requirements and are fit for their purpose.

Enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objective of which is to prepare staff to perform their work more effectively.

Promoting the culture of continual quality improvements and the philosophy of getting things “right first time”.

Rigorously controlling the supply, installation and completion to programme of all projects.

Promoting the quality management systems and ensuring implementation is achieved by internal auditing, management review, corrective and preventive action.

Everyone is responsible for the quality within the company and for maintaining high standards.

QUALITY CONTROL POLICY

PSC Flooring Limited shall strive to provide excellent service to every customer through the continuous development of our quality management system.

The Management of this company recognizes that the quality of our service shall not be compromised. To achieve these objectives, full support and unreserved commitment of executive management is given to:

a. The implementation of an effective documented quality control system, in order to gain control over all activities that can affect service and product quality.
b. Promote awareness by all personnel that the achievement of quality depends on the contribution of each individual.
c. Satisfy customer requirements, improve Productivity, reduce Non-Conformance and Increase profit.
d. Improving turn-around time.
e. Improving Employee development.
f. Aim to achieve Zero Defect.

PSC Flooring's policy is based primarily on the continual improvement of our suppliers and our own Management System.

QUALITY CONTROL PLAN

The following items comprise our Quality Control Plan:

1. All work will be performed in accordance with the Contract Requirements. PSC Flooring Limited will maintain an Inspection System which assures compliance with the contract requirements. Any indication of system deficiencies whether discovered as a result of the client's or PSC Flooring's checks and tests, will result in modification to the system to correct these deficiencies.
2. This policy does not endeavour to repeat or summarize contract requirements. It describes the process which PSC Flooring will use to assure compliance to those requirements. It is understood that the level of QC accountability and control exercised by PSC Flooring on these items will be consistent with the details of the plan.
3. The Designated Employer Mr Nathan Desmond has overall responsibility for the successful completion of the project.
4. The assigned Site Manager will be responsible for overseeing day to day construction operations from a QC standpoint and report to Mr. Desmond on a daily basis. The Site Manager will assure that all required tests and documentation are completed, and the results submitted in the time frame required. The Site Manager is empowered to suspend any operations which deems to be in non-compliance with the contract, and/or order corrective measures to assure compliance. The required Daily Inspection records will also be completed by the Site Manager.
5. As the number of operations or their dispersion on the project starts to overextend, QC responsibilities will be specifically assigned to PSC Flooring supervisory personnel responsible for given operations; or an assistant to him will be provided. In either case, standards of application of the QCP will be the same. The names and relevant details of any personnel assuming QCP responsibilities will be submitted to the client in advance.

6. PSC Flooring has experienced and highly professional staff that are used to the responsibility entailed by the QC requirements. We therefore do not anticipate any personnel or training problems in complying with them. If any such problems occur, PSC Flooring will take whatever action are necessary to correct them including retraining, providing more supervision or removal of poorly functional personnel.

7. The Contracts Manager will be responsible for overseeing:

    a. Specification and ordering of materials and consumables for project.
    b. All staff training to be completed and signed including Toolbox Talks
    c. Procurement of all contractor services
    d. Risk Assessments
    e. Invoicing

8. The assigned Site Manager will be responsible for overseeing:

    a. All equipment to be used must be inspected and records to be signed.
    b. All PPE to be checked and re-issued if necessary.
    c. Site safety
    d. Contractor induction and site safety briefing

PSC FLOORING LIMITED

Sustainable Development Policy

1. PURPOSE AND SCOPE

PSC Flooring Limited employs this Policy to define the fundamental principles for its commitment to the well-being of its Users, communities, and the environment, uphold the Company's Core Values and comply with Applicable Law.

This Policy applies to anyone accessing, participating in, or impacting the Program including, but not limited to, employees, consultants, contractors, and temporary employees.

2. INTRODUCTION

PSC Flooring Limited is committed to being the leader in environmental sustainability ("Sustainability") and protecting the Earth's natural resources through education, innovation, and the efficient use of land, energy, water, and green products/services in all its operations. It is committed to mitigating climate change and to meeting global policies and legislation to reduce carbon emissions.

PSC Flooring takes reasonable steps to manage its Environmental Footprint and to reduce energy and water consumption and increase waste diversion where possible.

3. POLICY

3.1 Sustainability. All PSC employees are responsible for supporting PSC Floorings Sustainability goals.

3.2 The company is responsible for implementing processes and controls that identify, respond to, and remediate issues with regards to environmental or Sustainability issues and/or information regarding PSC Floorings facilities, products, services, and supporting processes.

3.3 Environmental Management.

- 3.4.1 Minimize Environmental Footprint. All PSC employees must take reasonable and appropriate steps to minimize the Environmental Footprint, including purchasing and procuring environmentally responsible products and services used and taking steps to reduce waste to landfill. Waste includes, but is not limited to, electronic devices, paper, glass, plastic, and metal plus food products. When disposing of waste, Users must comply with applicable Law, including the PSC Flooring's policies regarding Information Security, Privacy, and Information Management.
- 3.4.2 Environmental Incident Response. All PSC employees must take reasonable and appropriate action regarding any environmental incident caused whilst on site.

3.4 Reporting and Monitoring Environmental Risk. All PSC employees must take reasonable and appropriate action to minimise Environmental Risk whilst on site.

3.6 Training and Communication.

• The Company will provide appropriate Sustainability training to PSC employees

• Company directors shall develop ongoing communications with key stakeholders both internally and externally about Sustainability

3.7 Management of Third-Party Vendors.

• Third party contractors are responsible for supply and development of Sustainability products and services to the Company.

4. RESPONSIBILITIES

It is the responsibility of all Users to understand and comply with this Policy. Upon discovery of a violation or perceived violation of this Policy, the User will immediately notify the a member of the Directors as soon as possible.

5. DEFINITIONS

“Applicable Law” means any applicable regulation, statute, rule, industry standard, contractual requirements, Company policies, standards (including privacy notices) and procedures.

“Company” means PSC Flooring Limited

“Environmental Footprint” means the measurement of natural resources or sources (e.g., oil, coal, gas, water, plants and wood) used by the Company through business activities such as working, printing, traveling and meetings. These activities are translated into common sets of measurements and then can be defined as a footprint of a business, building, person or activity.

“Environmental Incident” is an environmental activity (e.g., unplanned event, natural disaster, etc.) that impacts Facilities and requires review, intervention, and/or remediation by the Company.

“On site” means the place that PSC Floorings are actively delivering a project – this is usually the clients place of work.

6. VIOLATIONS

Any violation of this Policy may result in disciplinary action, up to and including termination of employment. This document shall not be construed to represent a contract of employment between Company and any User or third party.

Any User who is requested to undertake an activity which he or she believes is in violation of this Policy must report his or her concerns to his or her manager, or Director as soon as possible.

PSC FLOORING LIMITED

Behavioural Safety Policy

Behavioural Safety Policy

PSC Flooring Ltd will endeavour to provide effective Health and Safety (H&S) leadership on all projects, in order to promote a positive H&S culture and to engage our management and employees in decisions that affect their health, safety and wellbeing. Safe behaviour at work is of paramount importance and, as such, needs to be treated as a critical work-related skill.

It is estimated that up to 90% of workplace injuries are caused by unsafe behaviour. Our continuing aim is to promote an understanding of safety and identify how we can positively influence safety behaviour within our business. PSC operates a number of initiatives to support a reduction in this type of incident:

1. Setting and monitoring objectives and targets in relation to behavioural safety.

2. Visible H&S leadership is invaluable and, as such, managers are briefed / trained in behavioural safety techniques through attending in house and external training events.

3. Briefing / training all employees to recognise both safe and unsafe practices and encouraged to stop unsafe activities and suggest improvements to working methods through attending in house / external training events.

4. All employees have the opportunity to confidentially report unsafe working conditions / practices via the email, text or phone.

5. Our aim is to open up a mature dialogue with these key people in our continuing efforts to improve safety on our sites.

6. PSC will issue warning to staff and offer retraining when there has been a breach of our Health and Safety Procedures and Policies. Examples include, but are not exclusive to the below:

- Not working in accordance with the Safe Systems of Work

- Not wearing (or tampering with) required PPE for the task being carried out

- Not working in accordance with the PSC Code of Conduct.

Two warnings within a 12-month period could result in immediate suspension followed by disciplinary action (within 2 weeks). This may lead to a formal action, investigation, hearing, warning, performance improvement plans or dismissal.

Should the unsafe act deemed to be Gross Misconduct then the individual shall be dismissed forthwith.

Site managers or operatives that disregard safety instructions and procedures will be disciplined.

Safety procedures, instructions, equipment, and tools have been provided to keep staff safe.

All employees and others working on behalf of PSC are required to comply with this policy. It is briefed and acknowledged by all employees during the induction process, following any changes, and is available on request.

Subcontractors and other interested parties can access this Policy via the company office - copies available on request.

The Directors of PSC are committed to this Policy and are responsible for ensuring its arrangements are implemented and upheld. It will be reviewed annually and revised as often as may be deemed appropriate.

PSC FLOORING LIMITED

Environmental Policy Statement

Environmental Policy Statement

PSC Flooring Limited are committed to providing a quality service in a manner that ensures a safe and healthy workplace for our employees and minimises our potential impact on the environment. We will operate in compliance with all relevant environmental legislation and we will strive to use pollution prevention and environmental best practices in all we do.

Our Policy therefore, is to :

- Integrate the consideration of environmental concerns and impacts into our decision making and activities,
- Minimise our waste and then reuse or recycle as much of it as is possible.
- Minimise energy and water use within our buildings and processes in order to conserve supplies and minimise the consumption of natural resources.
- As far as is possible, purchase products and services that do the least damage to the environment.
- Train, educate and inform our employees about environmental issues that may affect their work,
- Promote environmental awareness among our employees and encourage them to work in an environmentally responsible manner,
- Communicate our environmental commitment to clients, customers and the public and encourage them to support it
- Where required by legislation or where significant health, safety or environmental hazards exist, develop and maintain appropriate emergency and spill response programmes.

PSC FLOORING LIMITED

Modern Day Slavery and Human Trafficking Policy

Modern-Day Slavery and Human Trafficking Policy

Our Modern-Day Slavery and Human Trafficking company policy is designed to outline the purpose and procedure for reporting any Modern-Day Slavery and Human Trafficking.

The company is committed to adopting a zero tolerance to modern slavery and human trafficking, and all forms of corruption and bribery, directly and indirectly, associated with these criminal acts. While no such abuse is tolerated, an open and transparent approach is required by the company and our suppliers, to ensure we take steps to identify and tackle any instances of modern slavery in our supply chain.

Scope

This Modern-Day Slavery and Human Trafficking Policy affects all employees and independent contractors.

Policy elements

Modern slavery is a serious and organised crime that destroys communities and causes significant harm to victims. It is the illegal exploitation of people for personal or commercial gain, and involves people being coerced and forced into providing a service to others. It is a crime that affects people of all genders, ages (including children) and ethnicities and is a violation of fundamental human rights. This policy covers Modern-Day Slavery and Human Trafficking in accordance with the Modern-Day Slavery Act 2015 and sets out the steps the Company has taken to ensure that slavery and human trafficking is not taking place in our supply chains or in any part of our business. Due to the nature of our business, we assess ourselves to have a low risk of modern slavery in our business and supply chains.

Responsibility and implementation of this Policy

PSC Flooring Limited requires all employees to understand and comply with this policy and as such are given adequate and regular training on it and the issue of modern slavery in supply chains. Directors at PSC Flooring Limited will be responsible for implementing this policy and ensuring that all colleagues are aware of the policy by making it available.

It is the responsibility of each employee of the Company or those contracted to work on behalf of the company to ensure the prevention, detection and reporting on modern slavery in any part of the Company's control. You are required to avoid any activity that might lead to a breach of this policy.

The company will introduce appropriate arrangements to monitor the application of and use of this Policy, dealing with any queries about the policy, and auditing internal control systems and procedures to ensure they are effective in countering modern slavery.

Employees are obliged to report any instances of modern slavery in our company or within our supply chain including:

- Slavery
- Servitude
- Forced Labour
- Compulsory Labour
- Human Trafficking
- Corruption and bribery, directly and indirectly, associated with these criminal acts

Procedure

If you believe or suspect a breach or conflict with this policy has occurred or may occur, that may be interpreted as Modern-Day Slavery or Human Trafficking as defined by the Modern Slavery Act 2015 they must report it to their immediate supervisor. These breaches (suspected or actual) will then be reported to the national authorities (as required by the National Referral Mechanism (NRM)). Depending on the incident, official forms may have to be completed and submitted. The employee who reported the incident has a duty to cooperate if called in for questioning to provide details needed.

Embedding the principles

We will continue to embed the principles through:

- providing awareness training to staff on the Modern Slavery Act 2015 and informing them of the appropriate action to take if they suspect a case of slavery or human trafficking
- continuing to take action to embed a zero-tolerance policy towards modern slavery

PSC FLOORING LIMITED

Mental health and wellbeing policy

Mental health and wellbeing policy

This policy provides our PSC board commitments, and describes how PSC Flooring, plan to establish, promote and maintain the mental health and wellbeing of all staff through workplace practices.

We believe that the mental health and wellbeing of our staff is key to organisational success and sustainability.

Our goals

- To build and maintain a workplace environment and culture that supports mental health, overall health and wellbeing, and prevents discrimination (including bullying and harassment).
- To increase employee knowledge and awareness of mental health and wellbeing issues and behaviours.
- To reduce stigma around depression and anxiety in the workplace.
- To facilitate employees active participation in a range of initiatives that support mental health and wellbeing.
- Provide the necessary training and resources to deliver the above.
- Develop a programme of initiatives from our at-risk areas, identified in our business.
- To provide support for those affected from issues relating to deterioration in their wellbeing.

Scope

• This policy applies to all employees of PSC Flooring including contractors.

Employee's responsibility:

- Understand this policy and seek clarification from management if needed.
- Support fellow workers in their awareness of this policy.
- Support and contribute to our aim of providing a mentally healthy and supportive environment for all workers.
- Take reasonable care of their own mental health and wellbeing, including physical health.
- Take reasonable care that their actions do not affect the health and safety

of other people in the workplace.

- Share issues with their line manager in confidence where issues may affect their wellbeing or ability to undertake duties, or which could put others at risk.
- Where you are feeling like support may be required, we endorse the use of Samaritans
- In the event of emergency, or someone identified in vulnerable condition you are encouraged to call 999

Managers have a responsibility to:

- Ensure that all who are working for/on behalf of PSC are made aware of this policy
- Actively support and contribute to the implementation of this policy, including its goals
- Manage the implementation and review of this policy.

PSC FLOORING
LIMITED

Project Review and Monitoring Procedure

Project Review and Monitoring Procedure

PSC Flooring Limited is committed to providing reviewing and monitoring all projects.

PSC Flooring Limited Project Review and Monitoring strategy identifies better monitoring and management of projects as one of its key corporate priorities. This includes moving towards tighter financial management, procurement, asset and risk management and setting and meeting targets for achieving priorities.

PSC Flooring Limited is seeking to fulfil this objective through the introduction of a corporate wide approach to project management.

Aims and Objectives

The policy and procedure will enable service areas to understand the steps required to initiate, monitor, deliver and evaluate projects in a controlled way. This will in turn ensure that PSC Flooring Limited:

- is able to meaningfully control its projects,
- understand the justification for the project,
- identify the resources necessary for its delivery
- evaluate their success,
- demonstrate the above to outside bodies.

The document will provide clear guidance and best practice on:-

- Defining a project and producing a business case
- The processes employed to execute a successful project.
- Roles and responsibilities of the project team

Defining a Project

A project is defined as containing the following features:

I. A clearly defined business case which is regularly reviewed to assess its ongoing viability
II. A defined start and end.
III. Defined and measurable outcomes.
IV. A project plan containing activities in order to achieve the outcomes specified and against which progress can be measured
V. An analysis of risk and steps to avoid or mitigate
VI. A defined budget, or other definition of resources available to complete the project
VII. A temporary management control structure with clear and accepted roles and responsibilities of the project management team

Procedure

Business Case

A business case is the basis of any project and without a viable and approved business case, a project will not be initiated. The business case is completed to aid management to assess whether the project should be initiated and is developed in response to a management need.

The business case usually forms the steps of the quotation process and includes:

- Viability including the measurable benefits to the organisation
- Profitability
- Strain on Resources
- Health & safety review

The Project Plan

This is set out by the Contracts Director and defines the roles within the project including that of the Project Manager who is responsible for: -

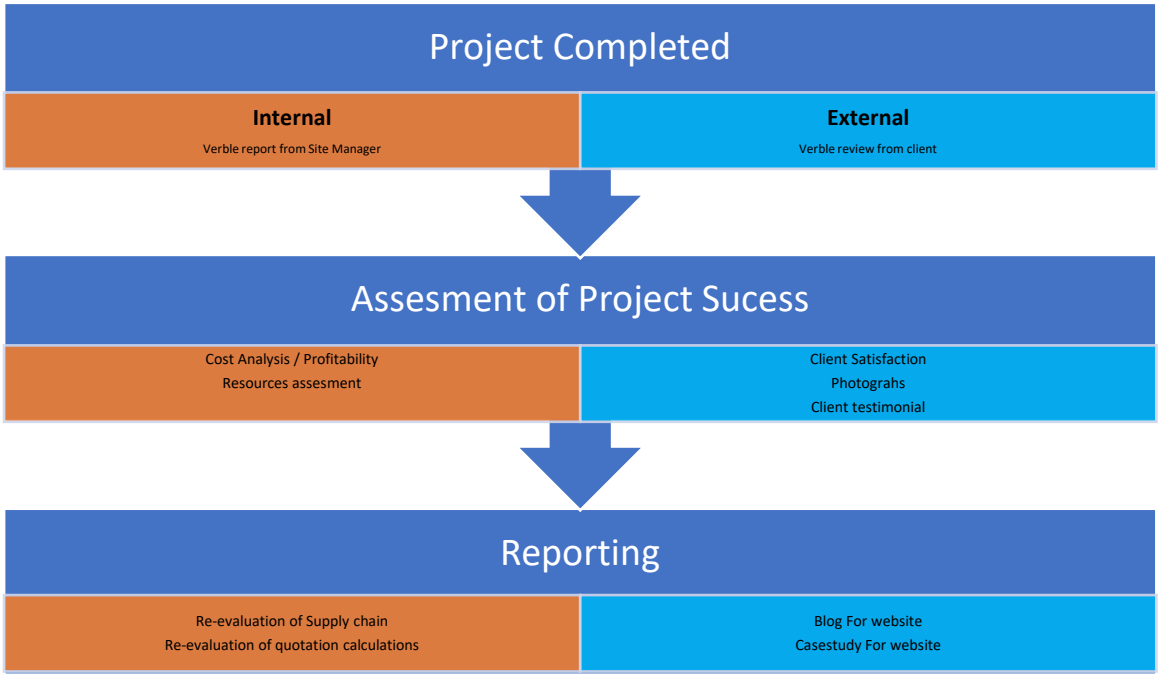
- planning and the day to day running of the project within the terms of the project brief
- providing all necessary reports.
- gaining approval for any deviation from the project brief

Risk Assessment

An analysis of risk and steps to avoid or mitigate. The risk assessment is carried out prior to project commencement and involves completion of all necessary risk assessments. A site manager will carry out a daily site inspection sheet to assess all risks on site.

Project Managers Report

Once a project is finished a step by step analysis of the project will be carried out.



PSC FLOORING LIMITED

PURCHASING POLICY

Purchasing Policy Statement

PSC Flooring Ltd. are committed to sourcing and procuring fairly and ethically, and wherever possible will take account of social, environmental and ethical impacts.

PSC Flooring Ltd. will only purchase goods and services which are absolutely necessary, ensuring we minimise waste and inefficiencies, whilst endeavouring to make a positive contribution to the environment and local communities.

The purpose of this policy is to ensure that all our employees, contractors, suppliers and other business partners, know and understand their obligations with regards to our responsible purchasing policy and principles and consequences of non-compliance in this area.

This includes ensuring that we have adequate systems and controls in place to ensure our procurement process adheres to all applicable laws and regulations and is open and transparent in nature.

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, including directors.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

Purchasing Principles

PSC Flooring Ltd. maintain the following Purchasing Principles - To ensure we purchase responsibly PSC Flooring Ltd. will:

1. Ensure that all relevant employees are aware of the Responsible Purchasing Policy.
2. Work collaboratively with suppliers to continuously improve environmental, social and ethical standards.
3. Ensure the protection and confidentiality of information shared with us.
4. Ensure that our procurement process is adhered to and our suppliers are managed effectively.
5. Ensure that supplier's working on our premises are treated with the same respect for diversity and workplace safety as our own teams.
6. Select our suppliers on objective and transparent criteria (where applicable) that include the consideration of environmental, social and ethical performance.
7. Cease trading with suppliers showing persistent disregard for our responsible purchasing policy.
8. Use a risk based approach to our supplier management.

PSC Flooring Ltd. expect all of our suppliers to:

1. Comply with all relevant legislation in the countries in which they operate and all relevant International Labour Organisation (ILO) conventions.
2. Communicate their expectations for compliance to this policy to all relevant employees and suppliers.
3. Provide evidence to enable assessment of adherence to our supplier due diligence procedures.
4. Demonstrate continuous improvement in their approach to sustainable and responsible purchasing.

PSC Flooring Ltd are committed to local sourcing wherever possible. We believe that by locally sourcing our goods and services we can support the local economy by boosting income and encouraging jobs growth, and that we can reduce our carbon footprint and therefore help tackle climate change.

Health & Safety

All employees and suppliers should expect to work in an environment that is both safe and healthy. We take steps to prevent accidents occurring in the normal course of work, as well as training our teams on health and safety and undertaking the appropriate risk assessments to ensure our teams remain safe. We expect our suppliers to adopt similar standards of health and safety and demonstrate their commitment to safe working environments.

Equality & Diversity

All employees and suppliers should expect to work in an environment that is free of harassment and discrimination on the basis of race, colour, sex, age, religion, political opinion, nationality and or national extraction, sexual orientation, disability or social origin. We are committed to promoting equality of opportunity and treatment when purchasing goods and or services.

Anti-Bullying & Harassment

All employees and suppliers should expect to work in an environment that is free of physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of bullying and or intimidation. We have clear policies and procedures in place which are communicated to our teams and suppliers to ensure a safe working environment, and we will not hesitate to take appropriate action in the event our policies are breached.

Anti-Modern Slavery

PSC Flooring Ltd. are committed to ensuring there is transparency in our own business and in our approach to tackling modern slavery throughout our supply chains, consistent with our disclosure obligations under the Modern Slavery Act 2015.
We expect the same high standards from all of our suppliers and prohibit against the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude, whether adults or children, and we expect that our suppliers will hold their own suppliers to the same high standards.

Anti Bribery & Corruption
PSC Flooring Ltd. operates a zero-tolerance policy with regards to bribery and corruption. We have an Anti-Bribery & Corruption Policy in place, and equally expect our suppliers to demonstrate the existence of a similar process and procedure.

Environment
We seek to ensure that appropriate attention is paid to environmental issues when we purchase products and services.
We recognise that our suppliers will vary in size but encourage all to demonstrate continuous improvement in environmental performance. Therefore, suppliers should be able to demonstrate:

a) How they minimise the use of energy, water and recycle where practical and applicable.
b) How they minimise waste and dispose of it in a safe, efficient, and environmentally responsible manner.
c) How they are working towards minimising their carbon footprint.

Our Procurement Process
An individual or the business identify a need for a product or service. The process of identifying a need may be an existing product that simply needs to be reordered or the introduction of a new product or service.
Procurement needs are split into 3 areas, internal, delivery and marketing and events. When a need is identified the Request to Procure form may be required and forward to the directors for review and approval.

Source & select suppliers / vendors
When determining how we will procure, we will first assess whether we already have a supplier engaged who can provided what is needed, or if a new supplier needs to be sourced.

If a new supplier is required, we will research the market and obtain information and quotes from three potential suppliers. Where needed we will undertake commercial negotiations. Where we are procuring a product or item, or the cost is associated with a specific event, tickets, membership etc. this will likely be done so utilising the Company credit card, and the terms of purchase will be as stipulated by the supplier. The next steps in the process will not be applicable to this type of procurement.

Where we are purchasing services (i.e. engaging with businesses who will be providing ongoing services to us), we will request the supplier completes a supplier evaluation form supported by documentary evidence. On acceptance of the Supplier evaluation form and supporting evidence we will progress to the purchase requisition.

Purchase Requisition
On approval of the supplier evaluation form, a contract will be arranged. There are 2 types of contract:

1. Purchase order and accompanying conditions– this will be utilised for one-off purchase's for which we will be invoiced for.
2. Service Agreement accompanied by a purchase order – this will be utilised for ongoing services provided to PSC Flooring Ltd.

The contract will specify terms and conditions including agreed scope, timescales, costs and invoicing terms. The directors will be responsible for issuing the Agreement / Purchase Order to suppliers, and the

finance team will track and monitor invoices linked to the purchase order to ensure budgets are not exceeded.

Supplier records are kept on our supplier register, and we track and monitor aspects such as insurance expiration, purchase orders and key personnel and contacts.

Supplier Management
The terms and conditions agreed within the service agreement enable PSC Flooring Ltd. to manage supplier relationships and resolve any potential issues that may arise during the contract.

We meet with our key suppliers regularly to review performance, progress, and address any issues we may have with the service delivery. If issues arrive prior to the meetings, we will escalate our concerns to the designated supplier contact and record them.

Maintaining a healthy relationship with our key suppliers plays an important role in our future procurement needs and ensures continuity with our preferred services.

Contract Termination
Service Agreement will terminate for 2 reasons:

1. The Agreement will terminate naturally because of the contract expiring and no renewal.
2. The Agreement will be terminated early by either party serving notice.

On termination of the Agreement, we will archive the suppliers' records and retain all information relative to our engagement with them as per our retention and disposal policy.

Communication & Awareness of this Policy
We will communicate and provide relevant employees with training on our responsible purchasing policy and procedure to help them understand their duties and responsibilities under this Policy.

Our responsible purchasing policy is available for our suppliers / vendors to access, and we will communicate to them in the event there are any changes to our Policy.

Breaches of this policy
Any employee who breaches this policy will face disciplinary action, which could result in dismissal for misconduct or gross misconduct. We may terminate our relationship with other individuals and organisations working on our behalf if they breach this policy.

ETHICAL PURCHASING POLICY

Introduction

PSC Flooring Ltd. recognises that dealing with a wide range of suppliers is a complex task, often requiring local judgement and an open approach to the business relationship. However, with due regard to our status and "purchasing power" we retain the right to expect certain minimum standards of business conduct from suppliers, our employees and other stakeholders. This stance forms the basis of our Ethical Purchasing Policy.

Our commitment

PSC Flooring Ltd. has a legal and ethical obligation to ensure that our purchasing activity and standards place priority on safety and are environmentally sound, efficient and well managed on behalf of our business and its stakeholders.
All staff that have contact with suppliers are tasked with obtaining and retaining the best value, most competitive products and services available. However, managing purchasing and efficient supply reaches far beyond simply getting the best value for money. We are committed to ensuring that the products and services we buy are obtained from sources that respect our safety, health, environment, product quality, social, ethical and legal standards and sustainability requirements.

PSC Flooring Ltd. will seek to purchase goods and services which:

1. Do not jeopardise people's safety in any way.
2. Comply with legislation regarding their impact on the environment.
3. Are produced and delivered under conditions that do not involve the intimidation, abuse or exploitation of other people.
4. Are fair value for the price, quality and volume offered.
5. Meet all legislative, industry and company safety standards. PSC Flooring Ltd. will seek alternative suppliers where there is evidence that suppliers have violated our company policy and where there has been no tangible corrective action to re-address the situation.

Contracts with suppliers

By agreeing to supply PSC Flooring Ltd., suppliers will need to demonstrate an understanding and acceptance of our ethical purchasing policy. Our suppliers will be required to agree to work with us to continuously improve compliance to the standards agreed, both within their own organisation and with their own suppliers further along the supply chain.
In line with our commitment to the foregoing, PSC Flooring Ltd. will:

1. Communicate its commitment to the Ethical Purchasing Policy to all relevant employees and suppliers.
2. Co-operate and work with suppliers who genuinely seek to apply the standards within their own business processes and in their own relevant supply chains.
3. Seek to continually review and improve the manner in which suppliers are appointed, reviewed and audited.

Business standards required of suppliers

PSC Flooring Ltd. expects certain minimum standards of performance, Business behaviour and legal and ethical compliance from its suppliers and everybody associated with those suppliers

These minimum standards are;

Health, Safety and the Environment

We are committed to excellence in maintaining standards of Health, Safety and Environmental Management. Our commitment to the Health and Safety of our Employees, Customers and Suppliers are paramount in the effective operation of this policy.

We will carefully consider our business relationships with any organisation that is proven to violate locally applied pollution legislation and will, where appropriate, terminate any such arrangement/Contract.

Child Labour

1. There shall be no new recruitment of child labour.
2. Companies shall develop or participate in and contribute to policies and programmes which provide for the transition of any child found to be performing child labour to enable her or him to attend and remain in quality education until no longer a child; "child" and "child labour" being defined in the appendices.
3. Children and young persons under 18 shall not be employed at night or in hazardous conditions.

Cheap Labour and Human Rights

PSC Flooring Ltd. aims to trade with organisations who:

1. Pay their Employees' wages and benefits that meet local industry benchmarks and National Minimum Wage requirements
2. Do not impose excessive working Hours, or poor and unsafe working conditions for their Employees.
3. Do not abuse or intimidate their Employees

PSC Flooring Ltd. will only trade with organisations that operate within the Law. PSC Flooring Ltd. supports the elimination of forced child and slave labour.

PSC FLOORING LIMITED

Drug and Alcohol Policy

Drug and Alcohol Policy

Part I: Policy Details

1. What does this policy cover?

We are 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 our aims in reducing and managing alcohol and drug problems in the workplace.

Alcohol and drug problems are associated with a wide variety of costs for employers and employees. These costs include ill-health sickness absence, reduced work performance, and accidents.

Consumption of drugs and alcohol (including prescription and over the counter drugs) or intoxication during working hours implicates the health and safety of the individual and others, since these substances impair coordination, judgement, and decision making. Irresponsible behaviour resulting from the misuse of drugs and/or alcohol may damage our reputation and/or business, and as such, is a policy matter.

2. Policy Objectives

I. To state our position on alcohol and drugs within the workplace.
II. To ensure we comply with appropriate legislation.
III. To minimise the creation of risks caused by or associated with alcohol and drugs at work.
IV. To have clear rules regarding substance misuse in the workplace.
V. To provide employees with training on the adverse health effects of alcohol and drugs.
VI. To encourage the early identification of substance misuse
VII. To support employees experiencing alcohol and drug problems.
VIII. To provide sufficient training and support to line managers to make sure they feel able to support employees experiencing problems.

3. Definitions

Alcohol abuse – we define alcohol abuse as any drinking, either intermittent or continual, which interferes with health and/or social functioning and/or work capability or conduct.
Drug – we define drugs as illegal, prescribed and over the counter medicines and solvents. In the case of prescribed and over the counter drugs, we recognise that their possession and use by the employee is legitimate.
Drug abuse – we define drug abuse as the use of illegal drugs, the deliberate misuse of prescribed or over the counter drugs, and the use of solvents, either intermittent or continuous, which interfere with health and/or social functioning and/or work capability or conduct.

4. Legal

Under the Health and Safety at Work Act 1974, we recognise the duty to protect the health, safety, and welfare of employees and others who are (or may be) affected by their activities, as far as is reasonably practicable, and we are committed to taking measures to ensuring

this safety.

> *Under the Management of **Health and Safety at Work Regulations 1999**, we will carry out a risk assessment to identify workplace hazards and put measures in place to minimise these risks.*
>
> *Under the **Misuse of Drugs Act (1971)**, it is illegal for anyone, to produce, supply or be in possession of illegal drugs.*

Employers may be liable if they knowingly allow an employee, customer, or service user to dispense, manufacture, possess, use or sell drugs on their premises.

Part II: Policy Details

5. Policy Rules

We require all employees to come to work free from the effects of alcohol and drugs.
Working under the influence of alcohol or drugs, or consuming alcohol or drugs during hours of work, including paid and unpaid breaks, is unacceptable behaviour.
Employees found in possession of illegal drugs or using illegal drugs while at work will normally be reported to the police.
If the legitimate use of prescribed drugs is likely to affect job performance and safety, employees should inform their line manager immediately.

6. Education

We are committed to promoting health and welfare at work. We will provide employees with information on safe and sensible drinking and the risks associated with drug use.
We will disseminate this information via written materials and email communication.
We are committed to providing suitable and sufficient training to help managers enforce this substance misuse policy and support any employees with a problem. Additional support can also be sought from Human Resources.
New managers will be made aware of their responsibilities in relation to this policy via the company induction programme. New staff will be made aware of this policy during the induction and will be sent a copy with their contract of employment.
This policy will be sent to all staff during induction and will thereafter be available on local drives.

7. Identifying a problem

Substance misuse may become apparent through a number of signs. The following list of signals (particularly in combination) could indicate an issue. This list is not exhaustive.

- Persistent short-term absence.
- Frequent unauthorised absence.
- Recurrent small accidents.
- Poor time keeping.
- Inconsistency in work performance.
- A breakdown in working relations.
- Paranoia/aggression.
- Deterioration in physical appearances, such as dental problems/weight loss.

Substance misuse may become apparent through a number of signs. The following list of s
These factors can have a number of other causes, and we encourage managerial staff to use all the information at their disposal and intellectual discretion to identify a potential problem.
Colleagues may be the first to notice when an employee is misusing substances. If a member of staff suspects an alcohol or drug problem in a colleague they should either:

- Encourage the person to seek help from support agencies.
- Report the matter to a manager (particularly if the person is involved in a safety critical job).
- Persistent short-term absence

8. Misconduct

Our policy is principally concerned with ongoing issues of substance misuse. We class these as 'capability issues' as the problem will primarily impact how the individual performs their job.
In circumstances where an employee breaches the policy on an individual case, such as reporting for work drunk or being under the influence of drugs at work, we will class this behaviour as a conduct issue and handle it via the normal disciplinary procedures.
If an employee, for example, is violent at work while under the influence of any substance or deals illicit substances at work or any other very serious incident, we will consider this serious misconduct and are justified in summary dismissal.
If an employee admits to having a substance misuse problem, the disciplinary process may be held in abeyance. This will be subject to the successful outcome of treatment and improvement of performance/job capability.
If the employee subsequently admits to a substance misuse problem following an instance of serious misconduct, we may carry out the support route and the disciplinary route in tandem.

9. Voluntary Referral

Employees who suspect or know they have a drug or alcohol problem are encouraged to seek support at an early stage. In such instances, we recognise that it is up to the discretion of individuals regarding informing their line managers.

Referral by Management
Managers will offer support to employees who are suspected of having an alcohol or drug problem.
If the problem has become apparent because of a decline in work performance, management will place the employee on a performance improvement plan where the employee will be required to demonstrate improvement and satisfactory completion of the support programme. If performance does not improve, disciplinary action will be taken.

We will give employees the opportunity to attend treatment within work time. If an employee is absent, normal sick pay arranges will apply.

10. Confidentiality

All appropriate staff, such as occupational health and human resources, must maintain confidentiality for any employee who is experiencing problems with drugs and alcohol.

Appropriate staff must not divulge information regarding individual cases to third parties. Information can only be divulged in cases where safety would be compromised by not doing so.

11. Relapse

We acknowledge that relapse is common with alcohol and drug problems and, in normal circumstances, we will support employees through two relapses after treatment.
We will treat subsequent relapses on a case-by-case basis. During any review, we will take into account the needs of the department and the business needs of the organisation.
Managers should make sure that employees are aware that disciplinary procedures may begin following subsequent relapses.

12. Return to Work

After the successful completion of treatment, the company will try to make sure that the employee returns to their existing role. However, if the employee is unable to fulfil their required duties, we will consider alternatives duties.
The completion of treatment will not affect promotional prospects. Into account the needs of the department and the business needs of the organisation.
Managers should make sure that employees are aware that disciplinary procedures may begin following subsequent relapses.

13. Equal Opportunities

This policy applies equally to all staff regardless of grade, experience, or role within the company.

14. Monitoring and Review

This policy will be subject to monitoring to review how the policy works in practice. We will review this policy in twelve months.

*In compliance with the **Employment Protection (Consolidation) Act (1998)**, we will give all staff twelve weeks' notice of any changes to this policy.*

PSC FLOORING LIMITED

Equal Opportunities Policy

Equal Opportunities Policy

Part I: Policy Details

1. What does this policy cover?

We do not tolerate discrimination or harassment in any part of PSC Flooring Limited's operations. We are fully committed to promoting equal opportunities in employment.

So, this policy covers any and all aspects of our company operations, how we treat those who work for and with us and how we recruit or engage others to join that community.

This means that our policy covers, but is not limited to, the following:

a. Your pay and your employment conditions
b. Our recruitment processes
c. How we may appraise, reward, incentivise, promote, train, and commit to the continuing professional development of our workers
d. Our procedures for addressing grievances and disciplinary matters
e. How we end employment contracts and exit employees, including related matters, such as how we give references
f. How visitors, clients and suppliers and other key business contacts and stakeholders are treated

It also means that we will ensure, as far as possible:

a. full access to everyone applying for job vacancies and job opportunities with our business, and
b. that all relevant decisions are made on the basis of objective criteria.

You should familiarise yourself with this policy and all PSC Flooring Limited's other policies, including, in particular our Grievance Policy and our Harassment and Bullying Policy.

2. Who does it apply to?

All employees, apprentices, consultants, officers, contractors, interns, volunteers, job applicants, agency and casual workers.

3. It is not part of your employment contract

This policy is not part of your employment contract. We, PSC Flooring Limited , may amend this policy at any time.

4. What is discrimination?

Under UK employment law, there are a number of characteristics relevant to an individual who is covered by the policy that must not unfairly be considered (if accounted for at all) in decisions

relating to any aspect of their working life.

These characteristics are called ‘protected characteristics’ and they are listed immediately below:

a. Age
b. Disability
c. Gender reassignment
d. Marital or civil partnership status
e. Pregnancy or maternity
f. Race (which includes colour and ethnic/national origin)
g. Religion or belief
h. Sex
i. Sexual orientation

If employment-related decisions are made about an individual on the basis (whether wholly or partially), of any of these protected characteristics, it is almost inevitable that unlawful discrimination will have taken place.

The sorts of actions that would fall into this category of unlawful and prohibited initiatives, include (but aren’t limited to) those set out below. These actions need not be intended or directly committed by someone (indirect responsibility may be sufficient for someone to have unlawfully discriminated) and an omission or failure to do something may be just as culpable as a positive action.

We will not tolerate their practice by anyone within our business:

a. **Direct discrimination**...

   when someone with a protected characteristic is treated less favourably than somebody else has or would have been in identical circumstances.An example of this would be where an applicant for a job is rejected on grounds of their racial background. Further examples would be where a pregnant employee, or one with young children, is not promoted

b. **Indirect discrimination**...

   when a group of people with one of the protected characteristics is disadvantaged by a provision, criterion or practice that is applied to all staff (unless the treatment may be justified for a good business reason). Examples of this would be:

   a. Insisting, without good reason, that all staff must work full time, (which indirectly discriminates anyone with child-care responsibilities, women in particular)
   b. Requiring all staff to work onsite and refusing to consider a request to work remotely or under alternative conditions, like flexible hours to avoid commute times, which could disadvantage someone with a disability or a phobia (e.g. someone who suffers

claustrophobia or panic attacks on commuting routes)

c. Refusing to provide a room for reflection and prayer, which would discriminate against individuals practising certain faiths

d. Dismissing or not employing a woman because she is pregnant or of child-bearing age

c. **Harassment**...

covers hostile, humiliating, degrading, intimidating or similarly offensive treatment or conditions to which an individual with one or more protected characteristics is subjected**.** Any such actions deprive an individual of their dignity and violate them. We draw no distinction between actions that may be labelled as 'joking' and not intended to cause offence, and those that may have been more direct and premeditated in their delivery. So, for example, in line with legal definitions, reflecting general standards of decency, we will regard any of the following as falling within the definition of harassment:

a. making lewd comments and/or displaying pornographic material

b. calling someone unkind, derogatory or otherwise unwelcome names or nicknames

c. making insensitive jokes, whether about someone directly, or the content of which would be evidently offensive to anyone with a protected characteristic

d. excluding colleagues and/or making them feel that they have no option but to exclude themselves

You should refer to our Bullying and Harassment Policy for a full run-down of the matters that we consider to be covered by this definition.

d. **Victimisation**

This has a particular meaning under UK employment law and it is narrower than an ordinary dictionary definition, covering the situation only where:

a. a worker has complained of discrimination (or harassment),

b. or has supported a fellow worker in making a complaint about these concerns,

and has then suffered reprisals from others, including those responsible for that worker's employment prospects and working conditions.

e. **Other discriminatory actions that are also prohibited**

The UK's employment law also identifies other actions that can be unlawful under the equal opportunities legislation. Examples of these include:

a. Failing to make reasonable adjustments to minimise certain disadvantages suffered by a disabled employee (or job applicant)

b. Instructing another person (or applying pressure on them) to discriminate

c. Knowingly assisting somebody else when they carry out a discriminatory act
d. Discriminating against somebody believed to have a protected characteristic, whether or not they actually do, or because they associate with a third party who does.

Part II: Our procedures and approach to this policy

1. Duties and responsibilities

Overall responsibility for the effective implementation and operation of the policy lies with PSC Flooring Limited's management]. All managers are expected to lead by example, and attain and maintain appropriate standards of behaviour within the teams they manage.

However, everyone who works in and with PSC Flooring Limited is responsible for ensuring that this policy works to prevent the activities that it prohibits from taking place within our business.

Because we are a values-led business, this goes beyond the legal obligations that each one of us has, (and regardless of our job titles or how long any of us has worked for or with PSC Flooring Limited).

However, you need to be aware that the breach of these legal obligations alone will mean that any individual can be found personally liable for unlawful discrimination where they have breached this policy and they will face disciplinary action by us and potentially other legal actions. This is because if you breach this policy, you may also make the Company liable for your actions, and both of us may have to pay compensation to anyone who claims against us.

We therefore expect you to take personal responsibility for adhering to this policy's aims and commitments and for promptly and appropriately drawing any breaches of them to our attention.

We always welcome feedback on how we can best promote and ensure equal opportunities throughout PSC Flooring Limited. Please let your manager know if you have any ideas or would like to be involved in any of our existing initiatives.

2. Recruitment, promotions and identifying candidates for other opportunities

In any selection process that we use within our business, whether we're selecting interviewees for job opportunities, offering jobs, identifying individuals for promotion or considering other opportunities or necessities (like redundancy situations), we will apply a rigorous, objective selection process using non-discriminatory criteria, as far as possible.

We emphasise here, however, that both direct and indirect age discrimination may be justified and lawful, if the less favourable treatment, criterion or practice amounts to a proportionate means of achieving a legitimate aim.

A legitimate aim must relate to a genuine business need on our part that is not related to age discrimination itself. For example, a legitimate aim potentially justifying age discrimination might

include:

- Economic factors such as business needs and efficiency;
- The health, welfare and safety of the individual concerned (including the protection of young people or older workers);
- The particular training requirements of the job.

All job adverts and opportunity announcements must be:

- Discussed with and signed off by PSC Flooring Limited's Directors , one of whose responsibilities is to ensure that any advert is compliant with this policy
- Located and/or circulated so as to reach as wide and diverse a pool of interested candidates as possible, and
- Worded so as to encourage, as far as possible and reasonable, applications from individuals of all characteristics to apply – or, at the very least, so as not to discourage any individuals with protected characteristics from applying.

There may be circumstances where some indication of required skills (that do discriminate) is justified and where self- deselection is inevitable, for example, where the job vacancy is for a window cleaner who works at height, wearing abseiling harnesses. The job advert might specify that interested candidates must be willing and capable of abseiling to be considered for the job.

If you are involved in interviewing and or any other part of our recruitment process, you must never ask a job applicant about their health, attendance record, or whether they have a disability before making a job offer to them (except in very limited circumstances).

You can ask someone if they have any particular needs or requirements with which you can assist if they are coming to meet you for an interview. In certain limited cases, it may also be permitted to make a job offer conditional on a successful medical examination.

During interviews or other interactions with candidates for a role, you must not ask anything that might infer a bias against any candidate with one or more protected characteristics. So, for example, asking a candidate if they are married, intend to have children (or any more children), or whether their religion permits them to work at weekends, are strictly no-go zones.

If you are ever in doubt about what can or must not say, or if you believe that a particular job vacancy needs a medical examination as part of the recruitment or onboarding process, you must check the position with PSC Flooring Limited's Directors.

3. Monitoring the policy and our personnel

During any recruitment and onboarding process, we may ask questions that include some protected characteristics to help us monitor our diversity and how we are succeeding in our commitment to promote equal opportunities. Including health or disability questions in equal opportunities monitoring exercises is acceptable, but the data gathered must not be used for any employment-related decisions, such as whether to offer a role or opportunity to a particular candidate.

We may also record and analyse information about equal opportunities more generally within the workplace. We do this so that we can make sure this policy operates successfully. The data

helps us to refine it, review the composition of our workforce, and to promote workplace equality.

When you join the Company, you give us consent to gather and process this data about you.

4. Handling breaches and enforcement

We take all allegations of breach and any breaches that we discover very seriously. All allegations and/or suspicions of breach will therefore be thoroughly investigated.

If you wish to complain or raise an allegation of breach (or potential breach) under the policy, you should contact PSC Flooring Limited's Directors as soon as possible. If you want to take formal action, you will need to follow our grievance procedure and read our policy on harassment and bullying.

Anyone raising a concern about matters covered by this policy, who does so in good faith, will have our full support and co-operation in getting to the bottom of what has happened and any appropriate action that needs to follow on from that examination. This will be the case regardless of our conclusions and including where we determine that the allegation was mistakenly made. There will never be any reprisals against those who genuinely have, or consider that they have, valid grounds to bring concerns about discrimination to our attention.

However, complaints made in bad faith, for whatever reason (including where this is an attempt to avoid or to deflect disciplinary action), will be treated as misconduct and may lead to a dismissal for gross misconduct.

We will also take prompt disciplinary action against you if we discover that you have harassed or discriminated against anyone else in breach of this policy. If we conclude that your behaviour amounts to gross misconduct, we will be within our rights to dismiss you without notice and with no payment in lieu of that notice.

PSC FLOORING
LIMITED

Accident Investigation and Reporting Policy and Procedure

Accident Investigation and Reporting Policy

Our accident reporting company policy is designed to outline the purpose and procedure for reporting any on-the-job accidents. The company is committed to enforce all health and safety guidelines to avoid such occurrences and expects employees to comply. However, accidents are sometimes inevitable. Our provision in this case is to ensure all accidents are reported timely so they can be investigated properly, and preventative measures can be reviewed and reinforced.

Scope

This accident report policy affects all employees and independent contractors.

Policy elements

On-the-job accidents that must be reported include any incidents that may cause minor or severe injuries or incidents that are results of negligence or inadequate safety precautions. The victims may be employees who were injured while performing their duties or other people that were on company premises or vehicles.

Accidents must be reported as soon as possible to expedite investigation and increase likelihood of important findings. The sooner the cause or details of the accident are identified, the sooner the company can establish preventative measures for the future.

What should be reported under the Accident Reporting Policy?

PSC Flooring Limited encourages employees to report all accidents no matter how minor. Accidents that involve very minor injuries like small cuts, non-extensive bruises etc. and would not normally require any action on behalf of PSC Flooring Limited (e.g. the breaking of a drinking glass) do not have to be reported (although employees could report them if they want). On the other hand, accidents that involve (or could have involved) more severe injuries and require investigation and action from the company must be dutifully reported. Employees are obliged to report any of the following:

- Fatalities
- Damage to the head, skull and face
- Damage to any of the senses (e.g. partial or complete loss of hearing, sight etc.)
- Incapacitation or dislocation of limbs that hinder functionality and movement (including paralysis and amputation)
- Damage to the skin (e.g. extensive burns, bruises or cuts)
- Blows or injuries to the spine, back and ribs
- Harm to the nervous system or loss of consciousness through electrocution, hypothermia etc.
- Poisoning
- Contamination from hazardous substances or transmission of diseases
- Any other injury that requires hospitalization or medical care

Especially when an employee needs medical coverage, the accident must be reported immediately since insurance benefits may have to be approved after the investigation.

Employees are also required to report occurrences that may not have involved injuries or victims but could be potentially dangerous in that respect if repeated. These include but are not limited to:

- Explosions
- Slippery surfaces
- Water or gas leaks
- Inadequate insulation of circuits
- Collapses of walls, ceilings etc.
- Breaking of window glasses or frames

Procedure

When an employee witnesses or is involved in an incident they must report it to their immediate supervisor (personally, in writing or by phone if the accident occurred remotely) within one week. If the employee anticipates an accident due to perceived negligence or inadequate safety, they must notify their supervisors as soon as possible so the accident can be prevented.

Depending on the incident, official forms may have to be completed and submitted.

The accident and any sustained injuries must be recorded in the accident book.

PSC Flooring will then initiate an investigation or request an investigation from authorities if appropriate.

The employee who reported the accident has to cooperate if called in for questioning to provide details needed. As a general rule, the employee must provide information in the incident report as accurately as possible on the following:

- The place of the accident
- The date and time of the accident
- The people involved or injured
- Their position or involvement in the accident
- Their actions immediately after the accident

Reporting to RIDDOR

Accidents where necessary will be reported to RIDDOR – All incidents falling into one of the following categories will be reported by PSC Flooring Limited:

- Fatal and non-fatal injuries.
- Occupational diseases.
- Dangerous occurrences (often referred to as ‘near misses’).
- Incidents that result in more than seven days’ absence from work.
- Incidents involving gases.

Disciplinary Consequences

PSC Flooring Limited places great importance in this policy. All employees are obliged to comply. Any employee that is discovered to have been aware of a serious accident and failed to report it will face appropriate disciplinary consequences. When employees are the cause of an accident, they must report it immediately to minimize legal repercussions.

Employee action if an accident occurs

Step 1: Check there is no immediate risk of danger

Immediately after the incident has occurred you must assess the situation and decide whether there is a risk of further damage or injury. Ensure that you do not put yourself in danger. Your own health is the most important thing to consider here, so do not act unless it is safe to do so. If you are able to remove the source of danger, then carefully do so to manage the risk. For example, you may be able to safely turn off equipment or vehicles.

Step 2: Ensure that the colleague receives the appropriate medical assistance as necessary

Have the qualified first aider look at the injured person. If onsite, please refer to the designated first aider and retrieve the first aid kit from the van. Having assessed the situation, the first aider should be able to determine whether the situation is serious enough for those involved to receive medical care.

You should call the emergency services on 999 for very serious accidents, or 111 for medical advice if it's a non-emergency.

Step 3: Report to a manager or supervisor

When an employee witnesses or is involved in an incident they must report it to their immediate supervisor. This should be done as soon as possible at the point of the accident – **this must be done** personally, in writing or by phone if the accident occurred remotely within one week.

Step 4: Record the incident in the PSC Accident book

As a general rule, the employee must provide information in the incident report as accurately as possible on the following:

- The place of the accident
- The date and time of the accident
- The people involved or injured
- Their position or involvement in the accident
- Their actions immediately after the accident

PSC Flooring will then initiate an investigation or request an investigation from authorities if appropriate including RIDDOR.

PSC Flooring Ltd.

EMPLOYEES' LEGAL RESPONSIBILITIES

All employees have a legal duty to take reasonable care for themselves and others and to co-operate with management on all aspects of health and safety.

You must co-operate with and follow all emergency arrangements.

You must ensure that you report all accidents, near misses or damage to equipment and property as soon as possible. You must co-operate and assist with accident or incident investigations when asked.

You must refrain from deliberate acts or interference with anything provided in the interests of health, safety and welfare. This includes alteration, removal or deliberate disablement of guards and other safety devices and unauthorised alteration or repair of equipment.

You must carry out your tasks in a safe manner and follow any instructions, procedures or Safe Systems of Work given to you by managers and supervisors. If you identify a hazard or hazardous situation, you must immediately, or as soon as possible report, it to the person managing the work.

You also have a duty to ensure that all personal protective equipment provided for you is worn as directed, kept clean, maintained and stored in the correct manner.

Remember that these are statutory duties. The Enforcing Authorities can prosecute individual employees who fail to comply. Prosecution can result in heavy penalties - fines and or imprisonment.