



Dahua Technology UK Limited

Employee Safety Handbook

Prepared by



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Health and Safety Statement of Intent

It is Dahua Technology UK Limited's policy to ensure, so far as is reasonable, the health and safety of all persons affected by our work activities. The minimum standard we will adopt will be compliance with legal requirements and the associated appropriate codes of practice. However, our aim is not to only to comply with the letter of the law and technical requirements, it is to uphold high health and safety standards. We will assess the risks from our activities and will operate according to procedures that promote health and safety at work.

We accept our responsibilities for health and safety and are committed to giving health and safety equal importance with other business matters. We will ensure that the resources necessary to achieve the objectives of our Health and Safety Management System are made available to the appropriate employees. We require cooperation from all employees to enable us to fulfil our legal duties and the objectives of the Health and Safety Management System. To promote co-operation, procedures for consulting employees are built into the Health and Safety Management System. Employees have a duty to follow the standards and procedures laid down by us.

Equipment that enables tasks to be carried out safely will be provided and maintained to ensure their safe operation. Employees will be provided with appropriate training and instruction considered necessary to ensure that they know how to work safely. Risk assessments will be documented for significant tasks and where exposure to hazards cannot be prevented by any other means, appropriate personal protective equipment will be provided and instruction in its use and maintenance given.

We will maintain our premises in a safe manner and suitable facilities for welfare will be provided and maintained, as will arrangements to ensure access to first aid.

The Chief Executive Officer has ultimate responsibility for health and safety and will nominate a competent person to manage operations day to day. Other responsibilities for health and safety matters have been assigned as appropriate and are described in our 'Responsibilities' section of the Health and Safety Management System.

The Chief Executive Officer will oversee an annual review of the Health and Safety Management System and associated procedures to ensure their continued effectiveness. Where necessary to ensure legal compliance and promote continuous improvement, the Health and Safety Management System and associated guidance will be amended and communicated.

Environmental Policy Statement

Dahua Technology UK Limited will help to sustain natural resources and protect the environment. We are committed to ensuring the health, safety and welfare of any person who may be affected by the waste materials that result from our work.

Whilst the environmental obligations and responsibilities fall to all of us, management are primarily responsible for ensuring our environmental implications are inherent considerations in all our business decisions. Management are ultimately responsible for the implementation and promotion of this policy.

We will arrange for the disposal of our waste products regularly, safely and in accordance with the statutory requirements. We will actively re-use packaging materials wherever possible, including folders and documentation.

Our waste disposal arrangements will be regularly reviewed and will ensure that our paper and cardboard waste is recycled wherever possible and disposed of responsibly where not. Recycling initiatives will be taken where possible to help protect the environment and make better use of our resources. You are asked to consider the environment when printing.

Where possible the most environmentally friendly equipment will be provided with due consideration to you who work from home, ensuring that the consumption and energy required is considered prior to purchases.

We recognise that the empowerment of you is our strongest weapon in the battle for environmental protection and will therefore arrange for suitable training and awareness where possible on environmental implications of our work activities and the controls that are within our control. We will encourage you to be involved in developing environmental improvements.

We seek excellence in every area of our work and are committed to continuing to improve our environmental performance by minimising our environmental impact and making resource efficiency the focal point and requirement of all our operations.

We aim to foster an understanding of environmental issues appropriate to and in the context of our business and those who work with us. Our intention is to ensure that we continually improve the environmental impact of our activities.

To achieve this commitment, we will:

- Strive to continuously improve our environmental performance, regularly reviewing our activities and policy and setting new targets to reduce any environmental impacts caused by our activities. This will include the consumption of energy within our premises, the reduction of waste materials including paper and cardboard through unnecessary printing.
- Comply with the requirements of environmental legislation and integrate approved codes of practice into our business operations.
- Reduce our consumption of resources and improve efficiency in the use of these resources.
- Ensure energy and water is used efficiently in all activities to minimise the consumption of natural resources and energy.
- Manage our operations and activities ensuring we reduce emissions, pollution and waste.
- Promote the reduction, reuse and recycling of waste materials in all working activities to conserve resources and reduce waste disposal.
- Ensure all waste is disposed of in a safe and responsible manner through monitoring and taking necessary action where deemed appropriate,
- Procure goods and supplies which take environmental specifications into account, limiting the amount of waste products; we recognise that prevention is better than the cure.
- Raise awareness and encourage participation in environmental matters through discussions and training sessions for you upon induction and at appropriate intervals.

We recognise our responsibility towards the protection of the environment and issue this statement as a commitment of both management and employees to minimising the environmental impact of our operations.

Introduction

The main purpose of health and safety law is to prevent unsafe acts or situations which may arise, thus reducing the likelihood of accidents occurring and preventing injury or loss of life. Safety legislation provides clear information and guidance for us, it has been formulated to assist and protect us all. Risk occurs, it is an inevitable factor, but it must be managed to create a safe working environment.

We take health and safety seriously and we understand our duties as an employer. It is our intention to fully embrace all aspects of health and safety law applicable to us.

We intend to manage and conduct our activities safely to avoid any harm to persons who may be affected either directly or indirectly by our activities.

Overview – Legislation

We have a moral and legal duty to ensure the safety of everyone at work and those affected by our activities. This responsibility is reflected in Common Law, Statute Law, and regulatory enforcement.

Health and safety legislation goes beyond common sense, imposing absolute, practicable, or reasonably practicable duties. We ensure compliance through suitable risk assessments, systems, and control measures, supported by appropriate employee training.

Compliance starts with identifying relevant legislation and implementing robust safety systems, followed by regular checks and audits to maintain standards. Regulatory bodies expect adherence, and enforcement actions—including fines under Fee for Intervention (FFI)—can follow breaches, regardless of whether an incident has occurred.

Key health and safety legislation is freely available online, with user-friendly guidance from the Health and Safety Executive (HSE) at www.hse.gov.uk. We will obtain and reference the most relevant legislation to establish and maintain an effective Health and Safety Management System.

Communication and Consultation



Health and safety arrangements, rules and procedures have been introduced to reduce the risk of accidents occurring, and thus protect people against harm. However, effective communication is vital to ensure these measures achieve their desired intentions.

We aim to consult with employees and others and will involve them in the decision-making process and development of our safety arrangements.

This Health and Safety Management System is made available to all employees to familiarise themselves with its contents.

The Employee Safety Handbook provides general safety information and refers to where further information can be obtained. It also provides details of our rules, procedures and arrangements. Employees will be made familiar with the handbook content.

We have devised our policies and guidance to ensure safe working practices are documented. Information relevant to each job or employee role will be communicated to the relevant individual.

We have appointed various levels of management to implement, manage and assist with safety arrangements and procedures. Their duties include the communication of safety information to employees and others to ensure our policies, procedures and rules are being followed and standards are being maintained.

We will arrange the necessary training to ensure work is carried out with the appropriate mitigation of risk of harm. The Management Team are responsible for identifying any shortfalls in competence and consequent training needs. We will use credible and competent training providers for delivery of any external training.

It is inevitable that visitors and contractors will spend time at our premises. It is our intention to communicate any rules or procedures relevant to their safety to these persons, either before their visit or upon arrival.

Employee Responsibilities

Responsibilities include the following, but are not limited to:

- Understanding and complying with any rules, policies and procedures introduced for health and safety and complying with legislative requirements.
- Co-operating with the Chief Executive Officer and other employees to create and maintain a safe working environment.
- Assisting us with the preparation of risk assessments or safety checks – after suitable training.
- Co-operating with any risk assessments and control measures introduced.
- Not intentionally interfering with or misusing any safety devices or arrangements introduced in the interest of health and safety.
- Refraining from actions which are likely to cause harm to themselves or others.
- Keeping any work equipment in good condition.
- Assisting with workplace assessment activities upon request.
- Reporting any accident, unsafe act or condition.
- Ensuring that they understand our first aid arrangements and know where to seek assistance.
- Complying with our fire safety arrangements and participating with any evacuation drills.
- Informing us of any complaint, injury, illness or disease that they believe has been caused at work.
- Informing us of any personal circumstances or illnesses that may affect their safety or the safety and health of others whilst at work.
- Co-operating with us where an accident or incident is being investigated.
- Operating only items of equipment for which they have been trained, deemed competent and authorised to use. At the date of writing, the only items in our office that are considered to need training are the laminator, binder, shredder and coffee machines.
- Helping us achieve and maintain good housekeeping standards.
- Setting a good example for others to follow.

Accident, Incidents and Ill-health



The main purpose of accident investigation is to establish events leading up to the accident and/or any underlying circumstances that may have contributed to the occurrence.

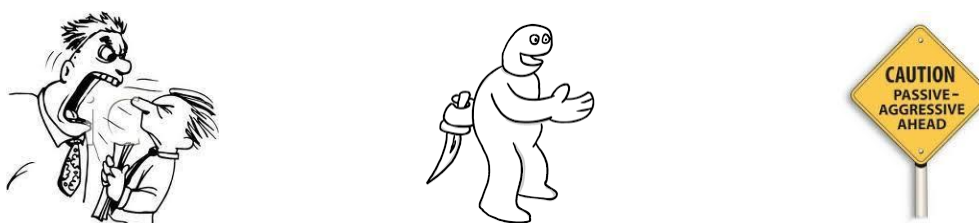
All accidents at work must be reported to The Office Manager (Maidenhead) or The UK Sales Manager (Leeds) and recorded in the accident book. Each accident will be investigated to prevent it happening again.

Incidents or 'near misses' will also need to be reported to The Office Manager (Maidenhead) or The UK Sales Manager (Leeds). Only by reporting these events can we improve standards and keep everyone safe.

We also want to know if you become ill or are affected by a disease or develop a musculoskeletal (bad back) problem.

We have a first aid kit on the premises, please ensure that you know where it is kept and you know who the first aid personnel are. This information can be found on our notice board or on the first aid information notice.

Aggressive Behaviour



It is possible that our employees will experience aggressive or violent behaviour. Such behaviour can result with injuries if not dealt with correctly. We have a duty for the safety and health of employees. Where necessary, we will provide employees with the necessary training to manage aggressive or violent situations.

Training will involve teaching employees to understand simple warning signs or "triggers" to help avoid aggressive behaviour. The term "trigger" is used to describe a situation that causes aggression such as making a person wait for an excessive time for something.

The key is to avoid aggressive or violent behaviour however we will ensure that you have the competence to manage such situations.

If you are harmed because of aggressive behaviour this must be reported and recorded in the accident book.

Alcohol & Drug Abuse



Alcohol and drug abuse have serious implications for users and for their work. Employees who are under the influence of alcohol and drugs can seriously affect their judgement and abilities whilst driving or carrying out their work activities.

You are encouraged to seek assistance in complete confidence from your Manager if you believe that you have a problem with alcohol, drugs or other substances.

You must:

- Inform us if you have personal issues with drugs or alcohol.
- Not under any circumstances attend work if you are experiencing the effects of alcohol or illegal drugs.
- Not under any circumstances consume alcohol or use illegal drugs whilst at work.

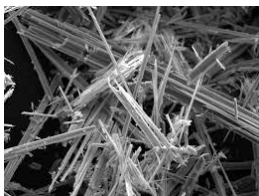
We are required to make a note of employees who show symptoms of alcohol or other intoxication when at work. These symptoms include:

- Smell of alcohol.
- Slurred speech.
- Unusual lack of co-ordination.
- Changes in behaviour, particularly aggressiveness.

No alcohol/or drugs are to be consumed on the premises unless they are prescription drugs from the employee's doctor. Employees are instructed to check with their doctor or pharmacist that the prescription drugs that they are taking will not impair their judgement.

Anyone found to be intoxicated by alcohol or drugs, appear to have been drinking or smell of alcohol on our premises, will be asked to leave the premises.

Asbestos



Asbestos on Clients Premises

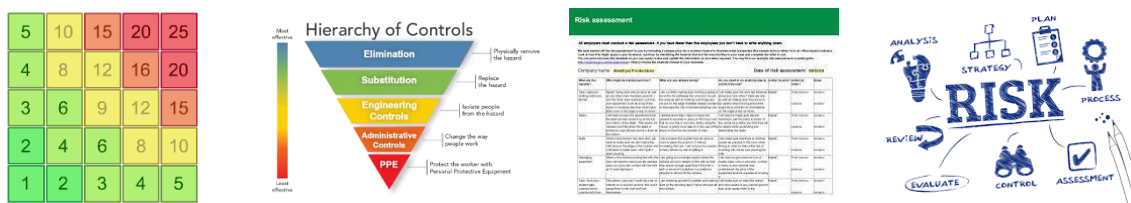
We are not a licensed asbestos removal company and you are not required to work with high asbestos-content materials. However, as we are sometimes engaged to work in old buildings, employees may be required to work near asbestos-containing materials (ACMs) or to work with low asbestos-content materials (e.g. corrugated asbestos cement sheets).

If during work you encounter a material that may contain asbestos and have not been informed about it before work started, you are instructed to immediately stop work and take advice. Work will not be allowed to recommence until the material has been identified and a safe system of work agreed.

Working Near ACMs

When working near an ACM or working with a low asbestos-content material, a site-specific risk assessment will be recorded, and a method statement written. If you are required to work with low asbestos-content materials, we will provide suitable training and personal protective equipment (PPE).

Assessing Risks



A risk assessment involves identifying the hazards present in the workplace or arising out of any work activity and evaluating the extent of the risk involved to employees and others, while considering the number and type of people exposed along with the duration and frequency of the exposure and the effectiveness of existing precautions.

We will ensure that risk assessments are completed for significant activities. Some employees will also have a significant part to play in the writing, communicating and reviewing of assessments and will be given suitable training to do this effectively.

We will ensure that:

- Assessments are carried out and records are kept.
- Control measures are introduced where risk assessments show these appropriate, and that they are implemented and followed – with the most significant hazards having the greatest priority for action.
- Employees are informed of the relevant results and provided with necessary training.
- Any significant change, injury or change in legislation or guidance leads to a review of relevant assessments.
- Assessments are regularly monitored and reviewed, and a schedule established.
- Suitable information, instruction and training will be provided to all persons involved in the risk assessment process to ensure a suitable level of competence.

All risk assessments will be subject to periodic review with a formal review taking place at least annually. Any changes will be communicated to those affected. Competent persons will be tasked with conducting the review.

Bomb Threats



**Be Prepared
Be Aware
Be Ready**



We recognise that there is the potential for any employee to be contacted about a bomb threat, and our procedure for such scenarios is below.

When an individual receives a telephone bomb threat it is important that they remain calm and obtain as much information from the call including:

- Details about the person.
 - Gender
 - Accent
- Background noises.
- Reason for the call.
 - Whether they used a code word as this will help the police determine whether the call is genuine or a hoax?
- Information about the bomb threat.
 - Location.
 - Time.

Once the call is finished employees should try to leave the line open. If another person is nearby then they should ask them to start evacuating the premises as soon as possible and contact the police immediately.

The Chief Executive Officer must be informed immediately.

If an employee identifies a suspicious package, we should evacuate everyone from the premises and call the police immediately. Employees are instructed to not touch or handle the package and try to stop others from approaching it.

Disability Compliance

Where we employ persons that are disabled, or where existing employees have become disabled, we have a duty to make reasonable adjustments so far as is reasonable, for example layout, to protect the health, safety and welfare of the employee. To do so, we are obviously dependent on the relevant employee disclosing their disability to us.

To ensure the health, safety and welfare of employees with disabilities, we will review our existing risk assessments to make sure that they reflect the disability of the employee. If necessary, we will carry out an individual risk assessment of the employee. We will consider that employees may not be able to assist in emergency situations.

In cases where employees are temporarily disabled, such as a broken limb, adaptations may not be reasonably practicable. In these circumstances, we will offer the employee alternative work or if there is no alternative work to offer the employee, then we may consider excluding them from the workplace temporarily.

Display Screen Equipment



We will take all reasonable steps to secure the health and safety of those who work with display screen equipment (DSE).

We acknowledge that health and safety hazards may arise from the use of this equipment. It is our intention to ensure that any risks are reduced to a minimum. Whilst it is generally recognised that the use of DSE can be undertaken without undue risks to health, it is appreciated that some employees may have genuine reservations and concerns. We will give information and training to enable a fuller understanding of these issues.

We will:

- Carry out an assessment, or provide information for self-assessment of each workstation, considering the DSE, the furniture, the working environment and the worker. This needs to be done when an employee joins the firm, every 2 years thereafter, and whenever someone's desk position changes. It also needs to be done for all home workstations.
- Take all reasonable measures to remedy any material risks found because of the assessment.
- Educate staff that they need to incorporate changes of tasks within the working day, to prevent intensive periods of on-screen activity. This will be covered through an E-Learning programme.
- Review software to ensure that it is suitable for the task.
- Contribute appropriately to the cost of eye and eyesight tests at regular intervals and where a visual problem is experienced.
- Contribute to any corrective appliances (glasses or contact lenses) where required specifically for working with DSE.
- Advise you, and all persons applying for work with DSE, of the risks to health and how these are to be avoided.

Where a matter related to health and safety in the use of DSE is raised, we will:

- Investigate the circumstances.
- Take corrective measures where appropriate.
- Advise employees of actions taken.

We will give sufficient information, instruction and training as is necessary to ensure the health and safety of workers who use DSE. This provision also applies to persons not in direct employment, such as temporary employees and contractors.

Electrical Safety



Electricity can kill, and the risk is often underestimated as it cannot be seen. It can cause burns, shock, fire and fatalities. We acknowledge our legal duties and will take the necessary precautions to minimize any accidents or incidents occurring to the extent reasonable.

We will request a copy of the fixed wiring certificate from the Landlord at least every 5 years or arrange to have the fixed wiring inspected at the appropriate periodic intervals.

We understand preventative maintenance is the key to help minimise accidents. We will undertake periodic Portable Appliance Testing (at least annually) to identify electrical faults; all faults must be reported and the necessary action arranged for repair.

A portable appliance is generally any electrical equipment that has a plug. These are to be treated with the same respect as fixed installations. Plugs can get damaged, wires and pins can become loose and leads can get split or flattened increasing the risk of a shock, burn or fire. Plugs that get hot, smell or spark are not to be used until they have been repaired.

To ensure appliances are safe to use we will ensure:

- Periodic internal monitoring checks will be conducted that will include a review of electrical appliances.
- All employees are instructed to visually check equipment before use and report any defects.
- Portable appliance testing will be organized for all electrical equipment on site, regardless of whether it belongs to the company or employees at appropriate intervals. The frequency of inspection and testing will depend on the equipment and the environment in which it is used.
- All new items brought onto the premises after the portable appliance test date will be tested on the next recommended testing date.
- All inspections, testing, maintenance and repairs will be conducted by a suitably competent person.
- The use of extension leads will be monitored and 'daisy chaining' will be avoided.

Under no circumstances is any employee to undertake any electrical work unless they are authorised and qualified to do so.

You must take responsibility for the equipment you use and complete simple visual checks to wires, plugs and sockets. If they look damaged, smell, spark or smoke – put them out of use!

Fire – Emergency Information



Fire causes a significant risk to us and anyone in our building. We acknowledge our duties as described by the Regulatory Reform Fire Safety Order and intend to fully comply with these.

All employees have a duty to prevent fire. Information and training will be provided to help you understand our fire safety precautions and our procedures.

We rely on employees to help maintain our fire safety standards. Employees are to report any unsafe condition or damaged/missing equipment.

Designated employees have been assigned duties to help manage our fire safety arrangements. Our procedures take into consideration the needs of persons with disabilities, impaired senses or people unfamiliar with the layout of our building.

You must:

- Be familiar with and follow our fire safety procedures.
- Cooperate with us and participate with fire safety drills.
- Not misuse or interfere with any portable fire-fighting equipment or any other fire safety devices.
- Not obstruct any escape routes or exits.

Any person discovering a fire is to:

Immediately raise the alarm by shouting FIRE, FIRE, FIRE. If you feel as though you cannot safely attempt to put the fire out or have not received the appropriate training, leave the building by the nearest exit and continue to shout FIRE, FIRE, FIRE whilst ensuring that the Fire and Rescue Service are contacted by dialling 999 and state the details of the incident, then giving the full address.

Never assume that someone else has called the Fire and Rescue Service, call 999 yourself.

Then, without delay:

Evacuate to the emergency assembly point.

- If successful extinction of fire, the fire service must be informed.

First Aid



First aid at work covers the arrangements for the initial management of any injury or illness suffered at work. It does not include giving tablets or medicines to treat illness. The regulations do not prevent persons that are specially trained to act beyond the initial management stage from doing so.

We will provide adequate and appropriate equipment and facilities to enable the provision of first aid to our employees if they are injured or become ill at work.

We will also provide an adequate and appropriate number of suitable persons to render first aid to our employees if they are injured or become ill at work. Such persons will undergo appropriate training.

To provide a suitable level of first aid we will:

- Nominate an employee to manage our first aid arrangements.
- Nominate and train sufficient persons to ensure employees receive immediate first aid attention: and / or
- Liaise with others to ensure first aid cover is available and provided by suitably qualified persons.
- Provide adequate and appropriate first aid equipment and facilities.
- Display notices providing information regarding first aid including where and how to obtain help.

We will ensure that adequate provision is made to cover both planned and unplanned absences of first aiders. We will ensure that any new joiners are trained as part of their induction.

All first aid containers will be clearly marked with a white cross on a green background. They will contain suitable first aid materials, in sufficient quantities and nothing else. For most applications, sufficient quantities may be considered as:

- A general guidance card on first aid.
- Twenty individually wrapped sterile adhesive dressings (assorted sizes) appropriate for the environment.
- Two sterile eye pads, with attachments.
- Four individually wrapped triangular bandages (preferably sterile).
- Six safety pins.
- Six medium sized individually wrapped sterile un-medicated wound dressings (approx. 12cm x 12cm).
- Two large sterile individually wrapped un-medicated wound dressings (approx. 18cm x 18cm).
- One pair of disposable gloves.

Hazardous Substances – Office Cleaning Products



The Control of Substances Hazardous to Health (COSHH) Regulations requires that we assess and control exposure to any hazardous substance. A hazardous substance can present itself as a liquid, powder, solid or as a bacteria or virus. Injury or ill health can be caused by contact, ingestion, inhalation or through cuts.

We will tell you if any of the products in our workplace are potentially harmful and how to use them safely. We will do this by following some simple controls:

- We will maintain a hazardous substance inventory record.
- We will obtain safety data sheets on the products we use.
- We will write COSHH assessments for the products identified or
- Where possible remove or replace hazardous products with a more environmentally friendly product.
- Give you instructions and training on the use of hazardous products.

Health Surveillance

We acknowledge that some of our activities have the potential to cause work-related illnesses. Therefore, we will take reasonable steps to monitor our employees' health. The aim will be to detect early signs of the onset of work-related illnesses so that suitable actions can be taken to prevent illnesses developing. All employees will be requested to complete a voluntary medical questionnaire upon employment with us.

You must:

- Inform us of an injury, condition or illness that may affect your ability to conduct work safely or affect the safety of others.
- Inform us if you are taking prescribed drugs or medicines that may affect your performance at work.
- Report any incident, injury or ill health you believe has been caused at work.
- Inform us of any illness or condition that you believe could be affected further because of our work.
- Ensure any injuries or wounds receive appropriate attention.

Hazardous Substances



The Control of Substances Hazardous to Health (COSHH) Regulations requires that we assess and control exposure to any hazardous substance. A hazardous substance can present itself as a liquid, powder, solid or as a bacteria or virus. Injury or ill health can be caused by contact, ingestion, inhalation or through cuts.

We will tell you if any of the products in our workplace are potentially harmful and how to use them safely. We will do this by following some simple controls:

- We will maintain a hazardous substance inventory record.
- We will obtain safety data sheets on the products we use.
- We will write COSHH assessments for the products identified or
- Where possible remove or replace hazardous products with a more environmentally friendly product.
- Give you instructions and training on the use of hazardous products.

Home Working



Working from home has many benefits, particularly in reducing overheads, eliminating the need for commuting, offering flexibility in working hours and allowing employees to work when otherwise they might not be able.

Home workers are subject to the same health and safety requirements as workers based on our premises and will be managed accordingly. We will:

- Ensure that appropriate risk self-assessments are completed.
- Ensure that risk self-assessments are reviewed annually.
- Ensure home workers are provided with suitable induction training on commencement of employment.
- Ensure appropriate equipment is provided for the home worker's health, safety and welfare, to the extent they do not have this already.
- Provide, where practicable, scope for varying work patterns and to allow employee input in how the work is carried out to ensure home workers take periodic breaks during the working day.
- Ensure that home workers are kept informed of what is going on. Recognising and satisfying the need for social interaction will reduce stress.
- Encourage home workers to 'network' with colleagues.
- Make the home worker aware of their duty to report any incidents or accidents that occur because of work related activities using the accident procedure.
- Ensure home workers are aware of the need to monitor their own working conditions and report any problems accordingly.
- Fully train all home workers in the tasks that they are employed to do and the equipment they will be using.

Legionella Management



The Landlord is responsible for the implemented arrangements to prevent the growth of legionella bacteria in water systems in accordance with the HSE's 'Approved Code of Practice (L8) – Legionnaires Disease: The Control of Legionella Bacteria in Water Systems' and 'HSG274 Legionnaire's disease: Technical guidance' and Health Technical Memorandum 04-01: The Control of Legionella, Hygiene, "Safe" Hot Water, Cold Water and Drinking Water Systems.

Lone Working Policy



Dahua Technology UK Limited seeks to protect those employees who work alone and undertakes to, as far as reasonably practicable, minimise the risks to the health and safety of its employees and those who may be affected by their activities.

We acknowledge that it is the company's duty to make sufficient provision for the management of health and safety in the workplace and to fully implement the requirements of the Management of Health and Safety at Work Regulations by providing the facilities, procedures and resources for a suitable and sufficient management system.

This policy sets out the commitments and arrangements of Dahua Technology UK Limited for minimising the risk of physical and non-physical assaults against employees, risk of injury and improving overall personal safety and arrangements for lone working.

Definition - Physical and Non-physical Assault

Physical assaults – General Baseline Definition:

“The intentional application of force to the persons of another, without legal justification, resulting in physical injury or personal discomfort.”

Non-physical assault – General Baseline Definition:

“The use of inappropriate words or behaviour causing distress and/or constituting harassment.”

Definition – Lone Working

Lone working is intended to cover all work proposed to be undertaken alone, where the risk to the individual lone worker may be increased either by work itself, or by the lack of on-hand support should something go wrong. However, it is important that these risks are not over-exaggerated, as this can have a detrimental effect, by endangering an unnecessary perception of fear amongst employees that is disproportionate to reality. For the most part, lone working is likely to be a situation where an employee finds themselves to be the only person in the office. However, lone working can also occur when working from home.

Policy Statement

We acknowledge that there may be an increased risk to health and safety of employees and others when working alone. Risk assessments should be undertaken to identify risk to a lone worker and measures introduced to minimise risks wherever reasonably practicable.

Employee Responsibilities

All employees have a general duty to take reasonable care of their own safety and that of others who may be affected by their actions.

All employees must further ensure that they will:

- Cooperate with the company to enable it to meet its obligations in respect of the prevention of the reduction of risks related to lone working.
- Be vigilant and ensure that any known or identified risks are immediately reported to The Office Manager (Maidenhead) or The UK Sales Manager (Leeds) as a minimum requirement.
- To be aware of out of hours arrangements and The Office Manager (Maidenhead) or The UK Sales Manager (Leeds) contact details so that immediate contact can be made in the event of an emergency.
- Report any accident or incident in accordance with the provisions of the incident reporting procedure.
- Complete e-learning lone working training.

Monitoring, Audit and Review

The effectiveness of this policy will be assessed by incident reporting and follow-up action of any incidents involving lone working. Accidents and incidents will be analysed by The Office Manager (Maidenhead), The UK Sales Manager (Leeds) and the Chief Executive Officer.

Manual Handling



We will ensure that operations which involve manual handling are minimised, so far as is reasonable. Measures to achieve this include ergonomic design of our workplace and activities and the provision of automated or mechanical aids such as trolleys.

Bending and stooping to lift a load significantly increases the risk of back injury. Items will ideally be lifted from no lower than knee height to no higher than shoulder height. Outside this range, lifting capacity is reduced and the risk of injury is increased. Where items are required to be lifted from above shoulder height, a stand or suitable means of access will be provided. Items which are pushed or pulled should be as near to waist level as possible. Pushing is preferable particularly where the back can rest against a fixed object to give leverage.

Carrying distances will be minimised, especially if the task is regularly repeated. Repetitive tasks will be avoided wherever possible. Tasks which involve lifting and carrying will be designed in such a way as to allow for sufficient rest breaks to avoid fatigue. We will avoid tasks which require twisting the body wherever possible.

The load is to be kept as near as possible to the body trunk to reduce strain and should not be of such size as to obscure vision. An indication of the weight of the load and the centre of gravity will be provided where appropriate.

Unstable loads are to be handled with caution. The potential change in centre of gravity can result in items falling. We will ensure that there is a secure handhold, using gloves where necessary to protect against sharp edges or splinters.

Persons with genuine physical or clinical reasons for avoiding lifting will be made allowance for, as will pregnant women, who will not be required to undertake hazardous lifting or carrying tasks.

Employees are to ensure that:

- You report (in confidence) any personal conditions which may be detrimentally affected by the manual handling activity.
- You comply with instruction and training which is provided in safe manual handling activities.
- Your own health and safety is not put at risk when carrying out manual handling activities.
- You use equipment which has been provided to minimise manual handling activities.
- Any problems relating to the activity are reported to a responsible person.

When you have planned the task and decided it is safe to continue – proceed using a safe lifting technique which involves the following basic stages:

- Feet Apart.
- Knees Bent.
- Back Straight.
- Raise your Head.
- Secure Grip.



New and Expectant Mothers



We have a duty to protect new and expectant mothers from hazards that may be present. We will carry out risk assessments for each employee who is either pregnant or has recently become a new mother. We will continually review the risk assessments after three months or sooner if necessary to manage new risks that may be present.

The assessment addresses issues such as:

- Manual handling.
- Display screen equipment.
- Fire and electrical safety.
- Temperature, lighting and ventilation.
- Welfare facilities.
- Stress.
- Trips and falls.

Employees are responsible for ensuring that walkways are free from obstructions and that trailing cables are not creating trip hazards.

The office space has been designed to enable employees to work comfortably. People who have concerns over the office area are to report it accordingly.

Personal Protective Equipment



Personal Protective Equipment (PPE) is a term used to describe a wide range of equipment including clothing, footwear, protective glasses, hearing protection.

PPE required for our activities and tasks are identified as a result of conducting risk assessments. We will ensure that any PPE provided is of the appropriate BS/EN quality standard. For PPE to be effective, it must fit correctly and be compatible with other items of PPE, this we will check when items are issued.

We will provide PPE free of charge. We may request that employees sign for the receipt of any equipment. Employees have a duty to act responsibly, to wear and take care of any equipment issued to them and for ensuring the protection offered remains effective.

As an employee you:

- Have a duty to wear any PPE provided by us.
- Must wear and use the PPE in the way it was intended – therefore it must fit you.
- If PPE does not fit correctly - report it.
- PPE must be suitable for the risk and the job in hand – if it is not – report it.
- PPE must not itself create a new risk – if it does – report it.
- You have a duty to take care of the PPE and not to abuse it.
- If there is anything wrong with the PPE provided e.g. worn out, broken, missing, in need of maintenance or cleaning etc. you must report it.
- Make sure multiple items of PPE worn together are compatible with each other.

Failure to wear even the most basic PPE can result with injuries or illness, it is therefore important that employees comply with our procedures.

Please Note: - The wearing of headphone is not permitted as this may hinder you hearing of any warnings.

Safety Signs



Safety signs are a useful way of communicating health and safety information. The Health and Safety (Safety Signs & Signals) Regulations covers various means of communicating health and safety information including acoustic signals (e.g. fire alarms), hand signals and the marking of pipework containing dangerous substances.

Shelving



Shelving not only helps us to organise things precisely but also provides ample space to store things in their appropriate place. We have assessed the risk for use of shelving and all shelving will be installed to manufacturers recommendations and secured to a wall to prevent it from toppling.

Employees are to ensure:

- Always place heavier loads on lower or middle levels.
- Store long and heavy items on their side to prevent the risk of tipping.
- Label all heavy items so materials can be located more quickly.
- That you do not climb on the shelving.
- Report any damage as soon as possible.

Slips, Trips and Falls



Slips, trips and falls are the most common cause of injuries in a workplace, and we have a duty to protect persons visiting our premises from them. We have assessed the risks for slips, trips and falls. To prevent the occurrence of slips, trips and falls all employees have a responsibility to maintain a safe working environment.

You must also play an important role by keeping the work areas clean and tidy and report any hazards or hazardous conditions as and when you see them.

Smoking



We have a duty to ensure that people have the right to a smoke-free environment, and so are protected from the dangerous effects of tobacco smoke.

All areas of our premises are designated as non-smoking. Any employee wanting to smoke must use the designated area. Smokers are requested not to smoke immediately outside the premises. This applies to employees, visitors and contractors.

We are required to ensure that smoking is prohibited in virtually all enclosed or substantially enclosed workplaces and public places.

Appropriate 'No Smoking' signs are clearly displayed. There will be no ashtrays or cigarette litter inside the building.

Training

Training is essential to help achieve competence. It is vital that employees receive suitable and sufficient training enabling them to work safely and avoid unnecessary risk, and we intend to identify what is required and implement it.

At the time of induction and at periodic intervals thereafter we will consider the training needs of employees and organise appropriate training. We will provide the necessary time, funding and resources to implement any training that is deemed necessary.

All new starters will be subject to our induction process prior to starting work. The induction process is designed to help new employees understand our fundamental safety arrangements. This will involve welfare, fire and general safety awareness training. Additional training sessions on the key mandatory disciplines will be completed and recorded. Toolbox talks and specific job training for equipment and tasks will be assessed and completed. Shadowing and monitoring techniques will be used.

Following completion of initial induction training, a training needs evaluation will be conducted appropriate to the job and activities each person is likely to participate in. Training, instruction and supervision will then be organised to help safely integrate the employee into our workplace and activities.

Employee Rules

The following set of rules applies to all employees that work with us.

In the interests of health and safety it is important that employees cooperate with us and follow these rules.

Employees are responsible for the safety of themselves and that of others. We will ensure that rules have been communicated and are enforced.

General work procedures and rules - employees are to:

- Understand their responsibilities as an employee and comply with any rules and procedures that apply to them.
- Not use equipment that requires training until they have been provided with the necessary training and authority for its use.
- Not operate any potentially dangerous equipment if under the influence of drugs or alcohol.
- Not willingly cause damage to any work equipment.
- Use any personal protective equipment we provide and deem necessary for specific tasks.
- Use suitable footwear.
- Not endanger their own safety or the safety of others.
- Help achieve and maintain high standards of housekeeping.
- Not interfere with any safety arrangements or equipment we provide.
- Observe the no smoking policy.
- Not bring any personal electrical devices into work without permission.
- Report any faults or unsafe conditions.

Welfare and Working Environment

We aim to provide a working environment that is both safe and meets the welfare needs of all employees. To help us maintain the standards we strive to achieve, we expect employees to cooperate with us and follow our rules, policies and procedures.

Lighting is periodically assessed in our work areas to ensure the correct amount of natural light or illumination is available for working activities or moving around. Insufficient or too much lighting can have a detrimental effect on work, safety and health.

Emergency lighting is provided to facilitate the safe evacuation in the event of an incident occurring.

We understand it is important to maintain a reasonable working temperature and circulation of air. There are no set legal temperatures; however, guidance is available which sets out an 'acceptable' lower limit of 16°C. We will establish reasonable conditions and monitor as and when issues arise with thermometers.

We have considered the needs of employees and others and have provided a suitable quantity of toilets and washing facilities. Hot and cold running water is provided in sanitary conveniences along with suitable hand drying means.

It is important that employees take breaks, particularly if they are undertaking detailed and high concentration working periods. There are facilities to make hot and cold drinks. We request in the interests of hygiene that employees keep this area clean and tidy.

Sources for obtaining safe drinking water are provided. These will be identified at the time of induction for new employees.

Work Equipment

The term work equipment is used to describe machines, tools, installations or equipment that requires periodic maintenance and is used for completing work whether owned or on loan/hire. The term is broad and applies to any work equipment we use.

Training will be provided for employees and anyone else authorised to use our work equipment. Training and supervision will continue until such a time when a user is deemed competent and supervision is no longer needed.

All training will be overseen and training records maintained.

We expect all work equipment users to check to confirm equipment is safe before it is used. If problems are identified these are to be reported to ensure a repair is arranged. All faulty or damaged equipment must not be used until a suitable repair has been completed.

Employees are not to use work equipment if:

- They have not received appropriate training.
- They are unfamiliar with the operation.
- The equipment is faulty, or they identify a fault.
- There is insufficient room around the equipment to work safely.
- They require personal protective equipment and none is available.

Employees using a stepladder to carry out a work at height task are instructed to:

- Check for signs of obvious damage, such as big dents, loose rungs or fittings and if noted, not to use them.
- Check all four stepladder feet are in touch with the ground, rubber feet attached, and the steps are level.
- Only carry light materials and tools and DON'T overreach.
- Do not stand and work on the top three steps unless there is a suitable handhold. (Includes the top platform).
- Ensure any locking devices are engaged.
- Ask a colleague to steady the steps and pass items up or down.
- Not attempt the task if they are worried or uncertain.
- Try to position the stepladder to face the work activity and not side on. However, there may be times when space does not allow for this.
- Try to avoid work that imposes side loading.
- If unavoidable, they are to ensure that the steps are held by a colleague or consider waiting for others to assist them.
- Maintain three points of contact at the working position e.g. 2 feet and 1 hand or when both hands required, 2 feet and the body or belly or 2 feet and knees.
- When deciding if it is safe to use no hands on the ladder, whether it is light work, whether it avoids side loading, whether it avoids overreaching, whether the stepladder can be tied and whether a handhold is still available to steady themselves before and after the task.

Using a step up stool:

- Employees are to ensure to wear sensible shoes, not heels or flip flops.
- Employees are instructed not to overreach or twist or stretch up to tip toes.
- Employees are instructed to be sure to ensure the step up stool is undamaged before use.

Workplace Housekeeping



We will consider housekeeping issues on a day-to-day basis and all employees have a general responsibility to keep the work areas tidy and report hazards.

Employees are instructed to not forget out-of-the-way places that would otherwise be overlooked. The orderly arrangement of operations, tools, equipment and supplies is an important part of a good housekeeping program.

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Employee Name:

Date:

Our Duty and Responsibility

We fully accept our health and safety duties and responsibilities. We have in place an effective safety management system to protect employees and others from harm. Any information, training, procedures or equipment needed to enable an employee to work safely is provided.

Your Duty as an Employee

As an employee you have a duty:

- To take reasonable care of your own health and safety, and of actions that may affect the safety of others.
- To cooperate with us and the provisions we introduce to satisfy and comply with any statutory requirements applicable to us.
- To not interfere, misuse or willingly interfere with any equipment we introduce for reasons of health and safety.
- Wear personal protective equipment as instructed, look after items issued and report any defects.

You are responsible for your own acts and your omissions.

Employee Acceptance

I have read the health and safety policy statement and safety handbook as provided to me. I fully understand my responsibilities and duties at work. By signing this form, I am confirming acceptance of my duties and responsibilities assigned to me. I acknowledge all rules, safe working procedures and policies and intend to comply with these during my employment.

Employee Name

Employee Signature

Date

Please ensure this form is completed and returned.