

## Health and Safety Policy

**Statement of Intent**

The Company is committed to ensuring that all the legal requirements of Health and Safety legislation, including the Health and Safety at Work Act 1974, are fulfilled and that any risks to employees and visitors, including temporary workers, customers and public, are eliminated or controlled. This is ensured by the below commitments: -

- To manage and provide adequate control of the health and safety risks arising from work activities
- To protect employees, contractors and visitors at work through the prevention of injury, ill health and disease
- To eliminate where possible, hazards and reduce risks
- To comply with and keep up to date with all national and international health and safety legislation and standards
- To consult with employees on matters affecting their health and safety, including their work, risks and controls and training requirements
- To provide and maintain safe plant and equipment
- To provide and maintain appropriate personal protective equipment
- To ensure safe handling and use of substances
- To provide information, instruction and supervision for employees
- To provide clear instructions and information, and adequate training, to ensure employees are competent to do their work
- To prevent accidents and cases of work-related ill health
- To maintain safe and healthy working conditions
- To ensure environmental responsibility
- To implement emergency procedures, including evacuation in case of fire or other significant incidents
- To provide first aid arrangements, including trained first aiders and maintained first aid supplies
- To strive to achieve continual improvement in all matters relating to health and safety and well-being
- To review and revise this policy annually

All employees have a legal duty to take care of the safety of themselves and others who may be affected by their activities and to co-operate with the Company in complying with statutory requirements. All employees must familiarise themselves with the Company's Health and Safety Policy and its Safety and Fire rules. It is the responsibility of all employees to perform their assigned duties safely by following established, safe-working practices, the correct use of personal protective equipment and control measures and by reporting and, where it is within their job role to do so, correcting unsafe actions or conditions. The Company takes every precaution to eliminate hazards that might possibly harm the employee and it is the employee's personal responsibility to do nothing to harm themselves or any other member of the staff, contractor or visitor to site.

Signed



Suzie Warren, Company Secretary

Date Issued                      January 2024  
Next Review                      January 2025

## Organisational Responsibilities and Arrangements

The Board of Directors has overall and final responsibility for health and safety.

Suzie Warren, Company Secretary, has day-to-day responsibility for ensuring this policy is put into practice.

Adrian Hope, Facilities Engineer (IOSH certified), has responsibility for the day-to-day implementation of the policy.

<b>First Aiders</b>	Full: Emergency:	Adrian Hope, Hayley Klein, Chris Griffiths, Emma Peat, Jasmine Ede, Karen Norman Martin Bagley, Ross Dinley, Martyn Welburn, Kara Costello, Brendon Bamping, Kathryn Norman, Ebony Harper
<b>Fire Marshals</b>		Adrian Hope, Kara Costello, Martin Bagley, Callum McCarthy, Andrew Cook, Keith Hall, Jasmine Ede, Ross Dinley
<b>High Risk Areas</b>	Production: Warehouse:	Martin Bagley, Production Supervisor / Matt Chandler, Product Team Manager Ross Dinley, Warehouse Supervisor / Brendon Bamping, Despatch Supervisor / Steve Wong, Operations Manager

The Health and Safety Law Poster is displayed outside of the Chill-Out Room. Employees can access the Company's Employer's Liability Certificate via the Resources Section of the Intranet (Employer's Liability Act 1969).

Statement of General Policy	Responsibility	Action/Arrangements
Maintain safe and healthy working conditions, provide and maintain equipment and machinery to the required standard and ensure safe storage/use of substances	Company Secretary Facilities Engineer Operations Manager	<ul style="list-style-type: none"> <li>• Toilets, washing facilities, water and hot beverages provided.</li> <li>• Process in place for routine inspections, ad-hoc/urgent repairs, maintenance and testing of equipment and machinery and for recording and actioning any defects.</li> <li>• Process in place to ensure that substances have COSHH assessments if required.</li> <li>• Cleaner employed to ensure high standards of cleanliness.</li> <li>• In the event of employees, other than Warehouse/ Production personnel requiring access to the Warehouse, pedestrian routes are clearly marked.</li> </ul>
Emergency Procedures and First Aid	Company Secretary Facilities Engineer First Aiders Fire Marshals	<ul style="list-style-type: none"> <li>• Fire Risk Assessment – annually reviewed.</li> <li>• Escape routes, fire extinguishers, signage and lighting checked on a maintenance/visual schedule.</li> <li>• Fire drills conducted a minimum of twice a year.</li> <li>• Fire Marshals appointed and trained.</li> <li>• Five full first aiders and five emergency first aiders</li> <li>• First Aid Boxes – lower floor hallway locker, Lab and Production – checked on a quarterly maintenance schedule by the Facilities Engineer.</li> <li>• Accident reporting – these should be reported to and recorded by a member of the first aid team. The reports are then reviewed by the Company Secretary and at Health and Safety meetings and any preventative actions implemented. The Accident Book is held by Business Services.</li> <li>• Incident reporting – incidents and near misses should be reported to Facilities Engineer, Supervisors, Managers or Company Secretary. All incidents/near misses are logged and reviewed at Health and Safety meetings and any preventative actions implemented.</li> </ul>

Statement of General Policy	Responsibility	Action/Arrangements
Continuation of: Emergency Procedures and First Aid	Company Secretary Facilities Engineer First Aiders Fire Marshals	<ul style="list-style-type: none"> <li>Health and Safety meetings are used to review trends in accidents/incidents and any preventative measures implemented, including revisions of equipment, PPE, etc.</li> <li>In the event of RIDDOR reporting being necessary, this will be undertaken by the Company Secretary and/or the Facilities Engineer.</li> </ul>
Prevent accidents and work-related ill health by managing health and safety risks in the workplace	Company Secretary Facilities Engineer Commercial Assistant	<ul style="list-style-type: none"> <li>Risk assessments are completed for equipment, work practices, substances and environment with any risks assessed in i-Auditor and then eliminated or controlled. Risk assessments are reviewed according to the level of risk, when new equipment is installed, processes change or following an accident or near miss. Risk assessments are available to all employees via the Intranet.</li> <li>Employees are given training on well-being issues such as mental health in the work place. Employees have access to a free counselling helpline through the Company's insurance.</li> <li>All work stations are set up to comply with Display Screen Equipment Regulations 1992 (amended 2002) and remote workers are given guidance on the safe use of equipment. New employees are encouraged to advise their manager/HR if their work station requires adjustment. All employees have access to an osteopath service subsidised by the Company. The office chairs are recommended by the osteopath and foot rests and back supports are provided if required.</li> </ul>
Provide clear instruction, information and provide training to ensure employees are competent to do their job roles and handle equipment, machinery and substances safely	Company Secretary Facilities Engineer Managers Supervisors Business Services team	<ul style="list-style-type: none"> <li>All employees, subcontractors and temporary workers are given health and safety inductions.</li> <li>All employees are given specific training for their job roles.</li> <li>In high risk areas, such as Production, employees follow PowerPoint presentations, which aid safe working practice and consistency of finished product.</li> <li>All hazardous substances are kept in the 'Chemical Cupboard' in the Production Area and a fire resistant cupboard outside of the Product Team office, with the product SDS, first aid and training instructions. Employees are specifically trained to use the substances and access to the substances is restricted</li> <li>Warehouse personnel are trained to receive any hazardous substances and the Returns process is in place to prevent product that has been in contact with unidentified substances being returned.</li> <li>All fork lift operators receive external training and regular refresher training. All fork lift users are trained to carry-out daily pre-use checks.</li> <li>Competency assessments are carried out annually for higher risk equipment. The Facilities Engineer also carries out periodic surveillance checks on Warehouse and Production employees.</li> <li>Appropriate personal protective equipment is provided, and users are trained in the correct usage, checking and storage of the equipment. Employee equipment training covers when PPE is mandatory or advised. Cold weather PPE is offered to all relevant employees and is reviewed annually.</li> <li>Breaches of Health and Safety are dealt with under the Company's Disciplinary Policy and serious breaches could be treated as gross misconduct.</li> </ul>

Statement of General Policy	Responsibility	Action/Arrangements
Engage and consult with employees on day-to-day health and safety conditions	Company Secretary Facilities Engineer Managers Supervisors	<ul style="list-style-type: none"> <li>Employees are actively encouraged to raise any health and safety concerns or 'near-misses' either through direct conversation, or the Monthly Employee Questionnaire.</li> <li>Health and Safety information is also communicated via the HR Portal, Tool Box Talks (Facilities Engineer), First Aid Meetings, Workplace and meetings between the Facilities Engineer and the Operations Department.</li> </ul>
Provide a positive working environment	Company Secretary All Employees	<ul style="list-style-type: none"> <li>Employees are required not to engage in, or permit any form of discrimination, harassment or victimisation. The Company has a non-swearing or blaspheming policy.</li> </ul>
Ensure environmental responsibility	Company Secretary Facilities Engineer All Employees	<ul style="list-style-type: none"> <li>Resins and other substances are disposed of according to regulations. Cardboard and polythene waste are baled and collected regularly; this is stored at the end of the car park, away from the building and smoking area to avoid the risk of fire and tripping.</li> <li>No smoking inside the premises, with a designated smoking area located away from entrances to the building, product and refuse collection points.</li> </ul>
Ensure the safety of all visitors to the site including, contractors, couriers, interviewees, suppliers and customers	Company Secretary Facilities Engineer Operations Manager All employees	<ul style="list-style-type: none"> <li>All contractors read and sign the Company's Health and Safety policies and are given visitor passes to record their presence on site or, if regular, visitors have their fingers prints logged to allow them access to the building via biometrics.</li> <li>All other visitors to the site are issued visitor passes and are always accompanied by an employee. All regular visitors to site that have access to the site unaccompanied are advised of emergency, first aid and welfare arrangements.</li> <li>Couriers are allowed access to the restrooms and are aware of the marked pedestrian routes and do not have access to any other areas.</li> </ul>
Ensure all contractors are competent and safeguard health and safety of everyone on site	Company Secretary Facilities Engineer Operations Manager	<ul style="list-style-type: none"> <li>When on site contractors are the responsibility of the employee who appointed them. The employee must also ensure that they follow all Company health and safety guidelines and check the quality of their work.</li> <li>Prior to commencing work, they must provide, as necessary, risk assessments, method statements, insurance paperwork, material safety datasheets.</li> </ul>
Ensure health and safety within the supply chain; ensure the supply chain is ethically sound	Company Secretary Facilities Engineer	<ul style="list-style-type: none"> <li>All product entering the premises are subject to quality checks.</li> <li>Where appropriate products are supplied with Safety Data Sheets and CE certification.</li> </ul>
Continuation of: Ensure health and safety within the supply chain; ensure the supply chain is ethically sound	Company Secretary Facilities Engineer Procurement Manager	<ul style="list-style-type: none"> <li>Manufacturers are checked to ensure they are compliant with the Modern Slavery Act 2015 and regular visits take place to some of our manufacturing sites.</li> </ul>
Ensure the safety of remote workers – sales personnel, service personnel and foreign travellers	Company Secretary Managers Facilities Engineer	<ul style="list-style-type: none"> <li>For service visits, a site safety questionnaire is required prior to the visit and method statement when requested by the customer.</li> <li>Off-site sales personnel are in constant contact with the office and their manager.</li> <li>Most foreign visits are to known suppliers, customers and countries; lone travelers are required to contact the office daily. For any other foreign travel, the organiser is required to follow the guidance in the Foreign Travel Policy.</li> </ul>

*Risk Assessments are accessible via Workplace and Business Services. Company Policies are accessible via the HR Portal.*

## Health and Welfare

As part of Fileder's commitment to protecting the health, safety and welfare of our employees, the Company has invested in and is proud of their Company Benefits. Employees will find full details of an array of benefits to support their health and wellbeing on workplace including:

- 1) Corporate membership to Benenden Healthcare is provided to all employees following a successful probation period. Benenden provides a third way that complements the NHS, providing members with speedy access to medical experts and, when necessary, opening the door to private medical care in cases where a lengthy wait could be faced for an NHS diagnosis or treatment. Included in this benefit is access to online fitness and wellness programmes, 24/7 GP advice line (including prescription dispensary services), mental health support line, counselling services (including debt, relationship etc), physiotherapy services as well as support for dependents and ill-health financial assistance. This benefit is paid for by the company, who also cover the tax and NI element of it.
- 2) In addition to the above, we also have a separate counselling service policy. This service provides all Fileder employees (including any members of their immediate family living at the same address and children who are full-time students living away from home) with a confidential counselling service over the telephone including, where appropriate, onward referral to relevant voluntary and/or professional services, see counselling policy for further details.
- 3) The Company currently provides on and off-site exercise classes and have a Wellness Suite on site free of charge to employees and access to an osteopath, for a nominal charge of £8.
  - a. The classes currently on offer are boxercise classes and gym sessions; these classes/sessions are given by a qualified personal trainer. It is the employee's responsibility to ensure that they are medically capable of participating in these classes/sessions. The employee must sign a disclaimer before attending any classes/sessions and the employee must inform the instructor of any areas of concern or medical conditions.
  - b. The Onsite Wellness suite is equipped with various peloton machines, yoga matts and accessories and a TRX. Yoga and wellness classes are also due to be available towards the end of quarter two.
  - c. The osteopathy service is via a qualified osteopath and is available to all employees once they have successfully completed their probationary period.
  - d. Fileder's 5-year long service award promotes employee wellbeing by offering a gym membership, golf membership, national trust membership or a healthy online food subscription.

These services can be withdrawn without notice and will only be available for as long as employee participation is at a reasonable level. Fileder provides these services in good faith and cannot be held responsible for any resulting issues.

Owner: Business Services (EH)

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