



Health and Safety Policy

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Company: Direct Healthcare 24 Ltd
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Health and Safety Policy

This Policy statement is issued in accordance with our obligation under Section 2(3) Health and Safety at Work Act 1974 to prepare a written policy statement; and our obligation under Regulation 5(2) of the Management of Health and Safety at Work Regulations 1999 to record our arrangements for the effective planning, organisation, control monitoring and review of health and safety preventative and protective measures.

This policy applies to all employees, officers, consultants, self-employed contractors, casual workers, agency workers, volunteers and interns. It also applies to anyone visiting our premises or using our vehicles.

This policy does not form part of any employee's contract of employment and we may amend it at any time. We will continue to review this policy to ensure it is achieving its aims.

Our Policy

As an employer we have a legal responsibility towards the health and safety of our staff and we take this very seriously.

We recognise that we have a legal duty to ensure, so far as is reasonably practicable, the health, safety, and wellbeing of our staff while they are at work.

So far as is reasonably practicable we aim to achieve the following:

- Safe equipment and systems.
- Safe methods of handling, storage and transport of articles or goods.
- Provide employees with information, instruction and training.
- Ensure the place of work is safe with means of access and egress.
- Provide a safe working environment.
- Emergency procedures in cases of fire or other major incident
- A no smoking policy other than in designated areas.
- Premises and equipment kept clean and in good condition.
- All workplaces comply with legal requirements as to access, space to work, temperature, ventilation, noise control and safety from hazardous substances.
- Compliance with all Health and Safety legislation and Regulations.

Organisation of Health and Safety.

The Board of Directors have primary responsibility for the way in which the company conducts its business and are therefore responsible for the health and safety of our employees and other people affected by the way in which we conduct our business.

The measures we take to maintain our health and safety responsibility are implemented through the management staff and all our employees who, of course, also have duties under health and safety law. We have appointed a Safety Officer who is responsible for ensuring that the board of Directors are fully aware of the current law and up to date practices that we should comply with and for putting the necessary measures in place. He will regularly review all health and safety arrangements.

In each office the company will have a Safety representative who will represent their health and safety interests and liaise with the HR department and the Safety Officer. We will ensure any Safety representatives receive the appropriate training to carry out their functions effectively.

The Safety Officer will liaise regularly with the management team, Safety representatives and, when necessary, will consult with independent experts and advisors as well as the HSE. The Management team and Safety representatives have been consulted in the preparation of this Policy Statement and have agreed its contents.

The Safety Officer appoints members of staff with responsibility for:

- First Aid
- Fire fighting
- Emergency Evacuation procedures

All members of the management team are aware of the importance of health and safety issues. The names of the current Safety Officer and members of staff with specific responsibilities are set out in the annex to this policy statement.

Arrangements for Health and Safety.

Risk Assessments are carried out and written records are available for inspection. Copies are supplied by the Safety Officer to the relevant members of the management team and Safety Representatives. We regularly review working practices to ensure that best practices are adhered to or adopted and that safety hazards are identified and, so far as reasonably practicable, accidents are avoided.

In particular we regularly monitor the safety of all equipment or machinery provided for use by employees. Maintenance is regularly and scrupulously carried out and proper records are kept. All equipment and machinery provided complies with the appropriate UK standards and is designed or adapted for the purpose for which it is used. All employees who use or supervise the use of such equipment or machinery are properly trained in its use including Health and Safety considerations.

Workstations and work routines will regularly be reviewed to ensure that they comply with the law and to ensure that the employee has adequate breaks from the use of display screen equipment. Free eye and eyesight tests are available for those appointed to use display screen equipment and for those who currently use this equipment at regular intervals. We will pay for glasses prescribed for the use of an employee when operating display screen equipment but not for designer frames or for lenses other than those prescribed specifically for use in connection with the operation of display screen equipment.

Regular and proper training will be given to perform your work competently and safely. Health and Safety guidance is given to all new employees upon joining and regular refresher updating sessions are held for existing employees. We require the full co-operation and participation of all employees. Supervision is provided as required in accordance with experience and maturity or physical and mental abilities.

Our premises are kept clean and safe by regular cleaning and maintenance inspections. Any repairs and maintenance required are carried out as soon as reasonably practicable.

All employees are however obliged to take reasonable care for their own safety and for that of others who may be affected by their acts or omissions and to co-operate fully with us in the arrangements made in relation to Health and Safety matters.

Any breach or non-observance of the Health and Safety policy constitutes a disciplinary offence in accordance with our Disciplinary policy. This could lead to dismissal.

All employees must:

- Adhere to the prescribed safe system of working.
- Report any faults or defects in machinery or equipment immediately to the Safety Officer.
- Report any safety concerns at all immediately to the Safety Officer.
- Report all accidents and injuries at work, however minor, to the Safety Officer who will ensure that any necessary preventative measures are introduced.
- Notify us of their pregnancy or any illness or medical condition (including the taking of prescribed medication) that may be relevant to their health, safety and welfare).

Employees have a responsibility to report any potential Health or Safety hazard including infectious or other diseases, accidents or injuries associated with the workplace. Examples are as follows:

- Fire risks, e.g. accumulation of combustible waste, blocking or obstruction of fire doors, corridors, or smoking in non-smoking areas.
- Electrical problems, e.g. worn cables, loose connections, multiple connectors to power sockets, faulty wiring or trailing cables.
- Defective equipment.
- Defective flooring e.g. worn or frayed carpets, uneven or slippery surfaces.
- Unsuitable loading or stacking.
- Broken glass or spillages.
- Carelessness by an employee or other person on the premises, e.g. attempting to repair equipment without proper training.
- Taking of prescribed or other medicine that may affect them when driving or operating machinery or impair concentration or alertness.

Only those qualified to do so and employed for that purpose may carry out repairs or maintenance to machinery or equipment.

All accidents and injuries must be recorded in the accident book which is kept in the Harrow Head Office.

Employees should be aware which members of staff have training in First Aid (see Annex below). We provide a First Aid box that is clearly marked as such. The location of the First Aid boxes is set out in the Annex. If anyone becomes ill while at work and requires medical attention arrangements will be made to call a doctor or emergency services or take the employee to Accident & Emergency at the nearest hospital.

We have a procedure for evacuation and dealing with fires or other emergencies, details of which are displayed throughout the buildings where people work and a copy is attached to this Policy Statement. Fire/emergency exits are clearly marked and regularly checked to ensure that there is a safe means of exit during an emergency. The Safety Officer is responsible for ensuring fire risk assessments are undertaken and implemented, and for ensuring regular checks of fire extinguishers, fire alarms, escape routes and emergency lighting. Fire drills are held on a regular basis to ensure that staff are able to evacuate the building safely. Nominated individuals will be trained in the correct use of fire extinguishers.

You should notify your line manager if there is anything (for example, impaired mobility) that might impede your evacuation in the event of a fire. A personal evacuation plan will be drawn up and brought to the attention of the relevant fire wardens and colleagues working in your vicinity.

All staff are required to log in on arrival at work and to log out every time they leave the premises. All visitors including customers and official inspectors, contractors and delivery personnel must be logged when they enter and leave our premises.

Staff are encouraged to suggest improvements to the Health and Safety policy and suggestions should be made to the Safety Officer.

Signed:  Date: April 2026

Chris Coyle, Director