

# UCC COFFEE UK LIMITED HEALTH AND SAFETY POLICY

Reviewed August 2020



## 1. STATEMENT OF GENERAL POLICY

**Our Health and Safety Policy commits the organisation at all levels to ensure that we:**

The directors of UCC Coffee UK Limited recognise the importance of ensuring the health, safety and welfare of all employees. We will, therefore, act positively to minimise the incidence of all workplace risks, where reasonably practicable, and ensure that all activities will be carried out with the highest regard for the health, safety and welfare of our employees, contractors, visitors and members of the public.

We are committed to complying with Health, Safety & Environmental Laws and regulations within all UCC Coffee UK Ltd operations, and will ensure that our responsibilities for health and safety are clearly allocated, understood, monitored, and fulfilled. We will regard legal requirements as the minimum standard to be achieved.

Consultation with and active participation of all employees is vital to the success of the health and safety objectives within this policy. To achieve this, we will actively consult with employees to nurture a positive attitude toward health and safety issues. Everyone will be encouraged to identify and report hazards and suggest innovative solutions so that we can all contribute to creating, maintaining and continuously improving a safe working environment.

The Managing Director has overall responsibility for this policy. The directors of the company have responsibility for implementing the policy in their area of control.

This policy will be reviewed annually and when required by organisational or legislative change.

Signed:

**Elaine Swift**  
**Managing Director**  
4th of August 2020

## 2. ORGANISATION FOR HEALTH AND SAFETY WELFARE

Overall responsibility for implementing the health and safety policy rests with the Managing Director with the day to day management of the health and safety management system being delegated to the EHS Department.

### All directors are responsible for:

- The provision of sufficient resources for implementing the general policy.
- Ensuring that all employees are fully aware of their responsibilities under the Health and Safety at Work etc. Act 1974 and that these responsibilities are fulfilled. As part of this duty they must actively participate in and support the mandatory Health and Safety training that is arranged for all management and staff.
- Ensuring that the company complies with all requirements of health and safety legislation.
- Ensuring that the arrangements made for health and safety and for securing the effectiveness of the general policy are implemented.
- Ensuring that all accidents and near misses, where necessary, are investigated and that the necessary reporting and recording procedure is implemented.
- Monitoring the effectiveness of the general policy and revising the policy when required within their departments.
- Ensuring that all inspections and examinations required by Part 3 of this policy are carried out and that adequate records are maintained in their area.
- Keep up to date on H&S within the business by pro-actively reading H&S communications, such as H&S Committee meeting minutes.

### The people director is also responsible for:

- Detailed investigations into H&S near misses, accidents and investigations and the reporting of these to both the board and the H&S Committee.
- General health and safety.
- Coordination of H&S paperwork.
- RIDDOR notification.
- Health and Safety training for both employees and managers.
- The assessment and compliance of contractors that either do work on behalf of UCC Coffee UK Limited or carry out work on UCC Coffee UK Limited premises.

### Managers Responsibilities are:

- Actively participating in and supporting the mandatory Health and Safety courses that are arranged for all management and staff.
- Ensuring that any necessary site inspections are carried out and findings recorded to establish the need for any special safety and health precautions.
- Ensuring that all plant and equipment complies with purchase, maintenance, use, repair and disposal procedures.
- Ensuring that the field based technical team receive regular inspections to include lifting equipment and tools with records kept.
- Ensuring that all work activities have been subject to a risk assessment with records kept.
- Ensuring that safe systems of work are properly devised and implemented for work activities.

- Establishing co-operative and consultative procedures within all work areas.
- Ensuring that all employees are fully trained to perform the tasks expected of them and that they are suitably supervised to maintain proper work practices.
- Ensuring that all accidents and near misses within their departments are recorded and investigated.
- Keep up to date on H&S happenings within the business by pro-actively reading H&S communications, such as Committee meeting minutes.

#### **Supervisors/Team Leaders responsibilities are:**

- Carrying out routine monitoring to ensure continued compliance with company rules and safe systems of work and submitting quarterly reports to this effect.
- Ensuring that contractors and visiting employees are fully acquainted with site procedures and that any necessary arrangements for safe working are made prior to work starting.
- Ensuring that all employees are aware of domestic and site procedures and that these are complied with.
- Keep up to date on H&S happenings within the business by pro-actively reading H&S communications, such as Committee meeting minutes.

#### **Employees Responsibilities are:**

To take reasonable care of their own health and safety and the health and safety of others who may be affected by their acts or omissions. Guidance will be given to employees concerning the standards of reasonable care expected.

- To co-operate with the company in the performance of Company Policy and legal duties. All compliance requirements will be clearly defined for each employee.
- Not to misuse equipment provided in the interests of safety or health. Full training will be provided so that employees know the correct use of equipment.
- To ensure that all safeguards, and protective equipment etc. are used where necessary. Supervision will be provided to prevent forgetfulness and error so far as is reasonable.
- Work as they have been instructed and trained in safe systems of work.
- Report all defects in plant and equipment, failures in systems or other potential accident causes as well as loss or damage to personal protective equipment and any accident involving injury, damage to plant and equipment or near miss. Reports to be made verbally to one of the directors or managers.
- All employees are required to report for duty free from the effects of alcohol and drugs. It is not acceptable to be under the influence of, or consume, alcohol or drugs whilst at work or on company business. This does not include medication prescribed by a doctor. Employees must inform their manager if any medication is likely to affect their or others' safety at work.
- Keep up to date on H&S happenings within the business by pro-actively reading H&S communications, such as Committee meeting minutes.

#### **Joint Consultation**

The directors will consult with employees or their representatives on matters regarding health and safety before decisions are taken.

Consultation will take place on matters regarding:

- Health and safety advice provided to employees.
- Planning and organisation of health and safety training.
- Consequences of the introduction of new technology/equipment.
- Accident/incident investigation.

## 3. ARRANGEMENTS

### 3.1 Plant & Equipment - General

All plant and equipment provided by UCC Coffee UK Limited will meet all relevant safety standards and will be maintained to ensure health and safety. Electrical equipment provided will be checked periodically and any necessary maintenance or repairs to damaged equipment will be carried out immediately.

Employees must not use any equipment not belonging to UCC Coffee UK Limited unless written authorisation has been obtained. Reasonable measures will be taken to ensure the safety of plant and equipment used on client's premises. Pre-use visual and documented checks should be undertaken on plant and equipment.

Any defect in plant, equipment, buildings, access or vehicles must be reported to the management team immediately and taken out of use where necessary. When working on client premises the client should be notified of any defects likely to affect health and safety.

### 3.2 Personal Protective Equipment (PPE)

Our activities can require the use of personal protective equipment and requirements will be included in our site risk assessments. Suitable equipment will be selected and provided. Employees must ensure that supplied PPE is worn, where equipment is lost or damaged, this should be reported to the line manager and a replacement requested.

### 3.3 Fire

**Fire Prevention** – Good housekeeping and the removal of rubbish is essential and care must be taken to ensure that combustible wastes are removed to a safe place regularly. Any flammable solvents, aerosols, etc will be stored safely in accordance with manufacturers' instructions.

It is equally important to prevent or control ignition sources. Routine electrical equipment checks help to ensure control of potential electrical sources. Other sources will also be controlled through regular checks.

Any condition which may pose a fire risk should be notified to one of the managers or directors immediately.

**Fire Extinguishers** - Appropriate fire extinguishers are provided in our premises. Employees will be instructed in the correct use of the appliances during their fire warden training which is arranged when required.

**Fire Alarm System** - The site Fire alarm system has a service contract in place to ensure it remains fully operational. The alarm is tested weekly.

All extinguishers are examined at least once per year and details entered into the Fire Equipment Register.

**Fire Procedure** - In the event of fire the following procedure will apply to the building (notices are posted).

1. Raise the alarm
2. Follow the evacuation procedure below

**Fire Evacuation** - On hearing the alarm, staff will evacuate via the nearest safe exit and assemble outside the building at their designated assembly point where a roll call will be taken. Do not stop to collect personal belongings. Smoking is not permitted during a fire evacuation. The evacuation procedure will be practised at regular intervals (covering all shifts).

Employees must familiarise themselves with the client's fire procedure when working in clients' premises.

Some of our premises are subject to a Fire Certificate issued by the Fire Authority and certain measures are under the control of the building owner.

We will comply with certificate requirements imposed on us as occupiers and will carry out routine checks of the escape routes, fire signage and other precautions to ensure a safe means of escape exists at all times. Staff must report any issues which they think are likely to affect the means of escape. A fire risk assessment is conducted on all our sites and reviewed regularly.

### 3.4 First Aid

A first aid needs assessment is in place which establishes first aid site requirements and provisions. First Aid boxes are provided and maintained across all sites. These are regularly checked to ensure stocks are replenished.

Appropriate number of employees will be instructed in basic first aid procedure and must report any injury sustained during work activities to one of the managers. Trained First Aiders or Appointed Persons are available to take charge where first aid treatment is required and will summon the necessary assistance. They will maintain suitable first aid stocks.

Arrangements will be made so far as is reasonably practicable for employees to make use of any site first aid arrangements whilst working on client premises.

Injured persons requiring hospital treatment will either be driven to a hospital or an ambulance will be called.

### 3.5 Accident Reporting

**Injury accidents** - All accidents must be reported immediately to the individual's line manager and the Health and Safety Department. Where the accident occurs on a client's premises notification should also be given to the client. Details of all injuries will be entered in the accident record book and register.

Where injuries are recognised under the reportable injuries list i.e. deaths, specified injuries to workers, Occupational Diseases and a loss of more than 7 days from work, the Local Enforcement Authority will be notified using an online RIDDOR report.

Details of any fatality and major injuries will be notified immediately to the Enforcement Authority by contacting the Incident contact centre which operates during normal working hours (08:30am to 5pm) outside these hours an online report must be completed, same applies for Dangerous Occurrences.

Notification to the Enforcing Authority will be the responsibility of the Health and Safety Department in conjunction with the relevant line manager.

**Damage Accidents** - All accidents resulting in damage to plant or equipment must be reported to one of the directors or managers. If the equipment belongs to a client the client must also be notified.

**Near Miss Incidents** – All undesired events which under slightly different circumstances could have resulted in personal injury or property damage must be reported to one of the directors or managers immediately.

### 3.6 Accident/Defect Investigation

Any reported injury accident, near miss or serious reported defect will be investigated by the manager of the area concerned and the causes established. Defects which may result in injury or ill health will be repaired before further work or use and remedial action will be taken to prevent further accidents.

### 3.7 Accident Prevention

Regular inspections will be carried out of all plant and equipment, workplaces and work procedures by the supervisor or manager of that area. Where examination of certain pieces of equipment is required by law then UCC Coffee UK Limited will appoint a competent person to fulfil the legal requirements. Statutory inspections include all lifting equipment and accessories. Records will be kept of all routine electrical, workplace, plant and fire precaution inspections.

### 3.8 Substances

All substances (aerosols, cleaning agents, fumes, dusts etc.) will be assessed for possible health effects or safety requirements by consulting the relevant supplier's safety data sheets and referring to the EH40 workplace exposure limits. All relevant Control of Substances Hazardous to health (Coshh) assessments applicable to our operations are made available on the company SharePoint and these are reviewed annually. Appropriate precautions will be taken before use and no substance will be used or introduced unless approval is given by the H&S Department.

A chemical management policy will be followed by all managers to restrict the introduction of new chemicals that have not been approved.

### 3.9 Health Surveillance

UCC Coffee UK Limited will provide health surveillance for employees if a risk assessment indicates that it is necessary.

### 3.10 Risk Assessment, Procedures and Systems of Work

All work activities will be subject to a risk assessment to identify equipment, system and training needs.

Assessments will be carried out by competent persons in conjunction with the relevant managers and employees and advice sought from external sources where necessary.

UCC keep a record of all activities for which assessments have been made and these are available on the company drive to share with employees.

All assessors will be trained to conduct risk assessments, and this is refreshed regularly.

All work activities will be carried out in accordance with current good practice as a minimum requirement.

It is our site policy that risk controls are applied in the following order:

- **Elimination** - eliminate the hazard.
- **Substitution** - substitute the hazard for a less hazardous one.
- **Engineering controls** - isolate people from the hazard.
- **Administrative controls** - change the way people work, reduce exposure time, safety signage, work instructions.
- **PPE** - as a last resort, use personal protective equipment.

Risk Assessments are reviewed on an annual basis, when there is a change in process or an accident/incident deems a change necessary.

Special procedures and Safe Systems of Work will be detailed where these are shown to be necessary by risk assessments. These will be detailed separately and will be issued to all employees where relevant.

### 3.11 Manual Handling

Manual handling is a major part of the company's activities. All employees will receive adequate training in the kinetic movement of objects.

Mechanical equipment is provided so to assist with the movement of beverage equipment and such equipment must be used at all times when practicable. The specific risk assessments details the necessary controls to follow when completing tasks involving manual handling.

Trolleys are provided for moving beverage making equipment and these must be used at all times. Employees will not carry these machines up awkward or long flights of stairs or put themselves at risk of injury through any other awkward handling operations involving these or any other objects. Employees should seek an alternative route or reduce the overall weight by removing modules where possible to do so.

### 3.12 Company Vehicles

All company vehicles will be maintained in good order and regularly inspected and serviced in accordance with manufacturer's recommendations and Ministry of Transport requirements. Private vehicles used for company business are subject to the same requirements.

Drivers will be provided with a driver's handbook that details H&S advice/instruction. It is the responsibility of the driver to ensure maintenance, servicing and MOT is scheduled and completed in a prompt manner.

Driving licenses are checked regularly by our appointed fleet management company through the DVLA.

Any queries relating to company fleet is raised through our internal fleet co-ordinator or fleet management company.

### 3.13 Training & Information

All employees will be trained for the activities in which they are involved and all new employees will be taken through an induction training programme that includes an HR induction and a suite of Health and Safety courses.

All employees will be given instruction in the safe use of equipment, emergency procedures and individual responsibilities for safe working. This will include work at clients' premises where appropriate.

Refresher training on H&S matters will be given as appropriate. All employees will have access to readily understandable health and safety information in the form of this Policy and other documentation and notices as required.

### 3.14 Smoking

Employees are not allowed to smoke on company premises or in company vehicles at any time.

When employees or temporary workers are working at clients' premises, their rules regarding smoking are to be adhered to.

### 3.15 Discipline

Employees will be provided with information on company health and safety rules and a copy of the company health and safety policy on induction.

Employees will be disciplined in accordance with the company procedure for any breach of safety rules or policy requirements.



### 3.16 Contractors

Contractors will only be allowed to work for the UCC Coffee UK Limited following an appraisal of their health and safety standards relating to staff competence, methods of work, equipment and materials, risk assessments, safety policy and Insurance Information.

All contractors upon attending the site for the first time must receive the site's Health and Safety induction. It is the responsibility of any persons bringing contractors to site to ensure this training takes place. This should be refreshed every year.

Contractors will be subject to routine monitoring and will be expected to maintain standards in line with policy.

Permits to work are issued where necessary.

### 3.17 Visitors

Visitors to site will be supervised at all times by the person whom they are visiting and are required to follow company health and safety rules, including the use of appropriate personal protective equipment where required.

Visiting drivers or other such visitors requiring only to use the company's facilities must first get permission from a manager.

Visitors must not take or be under the influence of drugs or alcohol while on UCC Coffee UK Limited's premises.

### 3.18 Employee Welfare Facilities

UCC Coffee UK Limited will provide:

#### Toilets and hand wash basins

- Clean, well-ventilated toilets.
- Wash basins with hot and cold running water.
- Soap and hand driers.

#### Drinking Water

UCC Coffee UK Limited will supply drinking water, with suitable cups in all main offices, warehouses, workshops and stores areas.

#### Accommodation for clothing and changing facilities

UCC Coffee UK Limited will provide lockers and changing facilities where workers wear uniform.

#### Facilities to rest and eat meals

UCC Coffee UK Limited will provide a place for employees to eat that is suitably equipped and away from the employee's normal place of work.

#### Ventilation

UCC Coffee UK Limited will provide;

- A supply of clean, fresh air drawn from the outside or ventilation systems. It will be uncontaminated and circulated throughout the workplace.
- Ventilation will also remove and dilute warm air and create movement without draughts.



## **Temperature**

Within the office building, UCC Coffee UK Limited will provide;

- A reasonable working temperature, usually at least 16 degrees, or 13 degrees for strenuous work.
- Warm clothing and rest facilities where necessary, for example in the warehouse during the cold months.
- Heating systems which do not give off dangerous or offensive levels of fumes into the workplace.
- Sufficient space in workrooms.

## **Lighting**

UCC Coffee UK Limited will provide;

- A good level of lighting and will use natural light where possible.
- A good level of local lighting at workstations where necessary.

## **Cleanliness and waste materials**

UCC Coffee UK Limited will provide;

- Clean premises, furniture and fittings such as lights.
- Clean floors and stairs, which are not slippery.
- Appropriate disposal methods for waste materials.
- Contract cleaning services to provide daily cleaning.

## **Workstations and seating**

Workstations have been arranged so that people can leave them swiftly in an emergency.

- Seat back rests support the small of the back and the company provides foot rests if necessary.
- Work surfaces are at a sensible height.
- There is easy access to controls on equipment.
- Display Screen Equipment Awareness training is provided and refreshed regularly. Workstations should be set up in accordance with training.

## **Maintenance of the workplace and the work equipment**

UCC Coffee UK Limited will ensure that;

- Buildings and work equipment are kept in good repair.
- Space for safe movement and access, for example to machinery is maintained.
- Outdoor routes are kept safe during icy conditions, for example salted/sanded and swept.

## **Floors and traffic routes**

UCC Coffee UK Limited will ensure that;

- Floors, corridors and stairs are free of obstructions, for example trailing cables.
- Surfaces are not slippery.
- Outside areas are well lit.
- Safe passages for pedestrians and vehicles is provided by using marked routes and dividers.
- Surfaces are level and even without holes or damage.
- Hand rails on stairs.

Use of welfare facilities for field service staff attending customer sites, should be agreed with the site contact. Staff to ensure facilities that are used is left in a clean and tidy manner.

# CURRENT COMPANY POST HOLDERS - 22 JULY 2020

## Directors:

Managing Director  
**Elaine Swift**

People Director  
**Laura Turrell**

Finance Director/Company Secretary  
**Anthony Jessup**

Technical Director  
**Pat Cooke**

Commercial Director  
**Marcus Swift**

Marketing Director  
**Dan McGrath**

This Policy has been designed and created to provide management and employees of UCC Coffee UK Limited with concise details of their responsibilities with regards to the Health and Safety at Work etc. Act 1974 (HSW) and the Management of Health and Safety at Work Regulations (Management Regulations).

## References:

- Health and Safety at Work etc Act 1974
- Management of Health and Safety at Work Regulations 1999
- Provision and use of Work Equipment Regulations 1998
- Control of Substances Hazardous to Health Regulations 2002
- The Health and Safety First Aid Regulations 1981
- Personal Protective Regulations 2002
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Manual Handling Operations Regulations 1992
- Workplace (Health, Safety and Welfare) Regulations 1992
- Health and Safety Display screen equipment Regulations 1992

Failure to address the provisions of the Health and Safety at Work etc. Act and the Management of Health and Safety Regulations is a breach of the law and can result in penalties including imprisonment and substantial fines.

The above provides a summary of our site arrangements, in some instances a separate more detailed Policy may be available for a specific subject matter.