

London Network for Pest Solutions Ltd - Health & Safety Policy

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Policy Documents

Part A – Policy statement

Part B – Organisation & Responsibilities

Part C – Arrangements (Company Policies)

Part D – Monitoring, Review & Auditing

London Network for Pest Solutions Ltd Health and Safety Policy Statement

Part A – Policy Statement

(To be displayed prominently in all London Network for Pest Solutions office premises)

It is our aim to comply with the Health & Safety at Work Act (1974) and prevent accidents and cases of work-related ill health, as well as to provide adequate control of health and safety risks arising from work activities, as far as reasonably practicable.

We will achieve this by undertaking relevant risk assessments and ensuring action required to remove/control risks will be carried out. We will check that the implemented actions have removed/reduced the risks and will report the findings of the risk assessments to all relevant employees. We will review assessments annually or when the work activity changes, whichever is soonest. The individuals identified in this policy have been allocated specific responsibilities

It is the duty of all employees to act responsibly, and to do everything they can to prevent injury to themselves and fellow workers. Although the implementation of policy is a management responsibility, it will rely heavily on the co-operation of those who actually produce the goods and take the risks.

As Managing Director, I will have lead responsibility on all matters concerning safety, developing strategies that reduce the risks to staff and others. The following principles will apply throughout the organisation:

- **A positive safety culture**, which is actively and visibly supported by the Board of Directors, managers and staff, and will be encouraged throughout the organisation.
- **Health and safety management is an integral part of the managers' and Technical Co-ordinator's function and will be integrated into our duties and the decision-making processes.** All staff have specific duties and responsibilities to comply with this and all other company policies to ensure that systems of work and supervision are designed to take account of all health and safety risks.
- **Equal importance will be given to achieving health and safety targets**, as with all other business targets, and its performance will be monitored. **Where possible, we will adopt systems that exceed the requirements within statutes, regulations, codes of practice, guidance and best practice.** Ensuring the continual improvement to health and safety performance is a mandatory requirement for all staff.
- **Systems will be developed and maintained for the effective communication of health and safety matters.** Employees will be positively engaged and consulted in the decision-making process.
- **Appropriate information, instruction and training will be provided to employees**, including induction training to ensure competency and safe performance of their duties.

- **Incidents and 'near-misses' will be reported, analysed and investigated**, to provide information for future planning and ensure that current policies and procedures are being followed and remain adequate.
- **Equipment and machinery will be safe for use and fit for purpose.** Managers and officers are responsible for ensuring that adequate servicing arrangements are in place to maintain equipment and machinery, ensuring that it is fit for purpose at all times.
- **Employees have specific responsibilities to support management in their activities.** Employees have a key role in supporting management by complying with policies and procedures and alerting management to any hazards, physical or procedural and must take care of themselves and anyone that could be affected by their activities.
- **Arrangements for the effective planning, development and review of this policy statement** and other safety arrangements will be clearly stated in supporting documents.

Safety is the responsibility of everyone within the organisation.

Effective management of health and safety can only be achieved by a co-operative effort from all levels in the organisation. I am personally committed to making London Network for Pest Solutions Ltd one of the safest places to work and I expect total commitment from all employees in helping me achieve this.

Signed:



Date: 06/01/20

Paul Cooper - Managing Director

London Network for Pest Solutions Health & Safety Policy

Part B – Organisation & Responsibilities

Purpose

The London Network for Pest Solutions is a pest control company dealing with treatments for pest infestations in a variety of premises, including residential and commercial sites, schools, religious buildings and open spaces.

The purpose of Part B of the London Network for Pest Solutions Ltd health and safety policy - Organisation and Responsibilities - is to define the responsibilities of the key post holders and, in general terms, all categories of staff so that everyone understands their role in the management of health and safety within the company.

In addition it is to describe the organisation of health and safety management in London Network for Pest Solutions Ltd.

Related Policies

The responsibilities listed are of a general nature. Specific responsibilities are further explained within Part C - Arrangements sections of this policy. Therefore, this policy should be read in conjunction with the documents stated above.

Who is governed by this policy?

All London Network for Pest Solutions Ltd employees.

Executive Summary

This Section is in accordance with the requirement placed on London Network for Pest Solutions Ltd, by the Health and Safety at Work etc. Act, 1974, Section 2 (3), to include with its Policy Document details of the organisation for achieving health and safety for its employees and other persons for whom it has a duty of care. In so doing this Section outlines the delegation of responsibility and the safety responsibilities at all levels of the company.

This Section also outlines the company's organisation to comply with the Health and Safety at Work etc. Act 1974 Section 2(7) in regard to the setting up and maintenance of a Safety Committee structure appropriate to the nature of the company's activity and organisation, and adequately reflecting employee representation.

1. Overall Execution of the Policy

The Managing Director is responsible for the overall execution of the company's Policy for Health and Safety and for setting up and monitoring the measures to enable the company to comply with the duties and responsibilities placed upon it. In so doing the Managing Director will delegate as necessary to the appropriate staff of the company.

2. Drafting, Implementation, Monitoring and Auditing of Policies and Procedures

The Managing Director is responsible for the company's safety policies and procedures, including the implementation of policy, the performance standards for the measuring/monitoring and auditing of the safety management system and for health surveillance through an Occupational Health provider.

3. Specific Management Responsibilities

Specific safety responsibilities of the following company staff are:

Organisation & Arrangements

Managing Director – Organisation and arrangements for health and safety – for full details (see Appendix A);

Technical Coordinators – responsible to the Managing Director for the organisation and arrangements for health and safety processes within the area under their control and the staff that they supervise – (see Appendix B);

Pest Control Technicians – Responsible for following all procedures and policies relating to health and safety and conforming with all work practices in PART C (also see appendix B & C)

Communication

Managing Director – responsible to the Board of Directors for communication of health and safety matters to staff (see Appendix A);

Sales Manager – responsible for ensuring that new contracts have a specific risk assessment carried out and recorded on a site specific risk assessment form, a copy of which will be placed in the site folder

Pest Control Staff – responsible for ensuring that site specific risk assessment forms are followed and to carry out their own general risk assessment where none exists (e.g. in domestic sites)

Note: The responsibilities listed are of a general nature. Specific responsibilities are further explained within the Arrangements sections of this policy and company policies and procedures. In addition the job profiles drawn up for each individual post are to reflect the health and safety responsibilities specific to that post.

Employee Responsibilities

All employees have a duty to take reasonable care of the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

This includes:

- a. Keeping themselves informed of current health and safety policies as relate to their work activities;
- b. Observing all safety procedures as they affect the work they undertake;
- c. Maintaining up to date risk assessments/health and safety checklists for all active carer households;
- d. Reporting to their line manager or another named individual any accident, assault or dangerous occurrence, whether personal injury is involved or not;
- e. informing management without delay of any dangerous work situations or any shortcomings in health and safety arrangements;
- f. having due regard for the safety of others who may be affected by their actions or the work being undertaken;
- g. Attending such health and safety training as is necessary for the work they undertake;
- h. Co-operating with management to enable London Network for Pest Solutions Ltd to comply with the law on health and safety.
- i. Wearing of Personal Protective Equipment supplied specifically identified to protect the employee

Any employee, temporary staff or contractor who commits an unsafe act or fails to observe safe practices will be subject to disciplinary action.

Appendix A – Health & Safety Responsibilities of London Network for Pest Solutions Ltd Managing Director

1. General Responsibilities

The Managing Director is responsible to the Board of Directors for the organisation and arrangements for health and safety that have been made in London Network for Pest Solutions Ltd in order to comply with the duties and responsibilities placed on the company.

The Managing Director will prepare a written statement of their general policy with respect to health and safety and this will be approved by the Board of Directors.

2. Roles and Responsibilities

The Managing Director retains overall responsibility and accountability for ensuring this health and safety policy is maintained and for guaranteeing its continuous effectiveness and success. He will also ensure that action is taken to remedy any deficiencies in the arrangements or performance, which have been drawn to his attention, and will arrange for the periodic review of the policy and management system. He will ensure adequate financial resources are made for the implementation of this health and safety management system.

These are statutory responsibilities which cannot be delegated.

He will also:

- Nominate an appropriate person to act as the Health and Safety Lead Director and ensure that adequate resources are made available to enable the role to be performed effectively.
- Demonstrate an active commitment to continual improvement in the health and safety performance of all work and tasks being carried out.
- Ensure that disciplinary procedures exist covering refusal to comply with, or failing to follow health and safety procedures.

Successful operation of any Health and Safety Policy and Management System depends on effective delegation of responsibilities to those that are competent and capable of carrying them out, and subject to the statutory obligations detailed above, the following arrangements have been put into place to allow effective implementation of the Health and Safety Statement of Intent and associated Policies.

2.1 Equipment

These arrangements must ensure that:

- a. relevant equipment carries a CE or BSI mark and a valid certificate of conformity is provided for use at work;
- b. equipment covered under the General Product Safety Regulations must conform to relevant safety standards;
- c. all applicable statutory regulations are strictly adhered to, and non-statutory guidance (e.g. HSE, Guidance Notes) followed;
- d. installation and operation is in accordance with manufacturer's instructions;
- e. maintenance, testing and records are in accordance with manufacturer's instructions and statutory requirements (where applicable);
- f. Appropriate training, including refresher training, is given to the equipment users/operators and those who supervise them.

2.2 Systems of Work

The setting up and maintenance of systems of work that are proven safe and without risks to health and the arrangements to allow for the monitoring and auditing of the safe system of work.

2.3 Articles & Substances

It is the responsibility of the Managing Director to ensure that any hazardous substances used in any process within the company is adequately assessed and the exposure of employees to the hazardous substances either prevented or adequately controlled. By:

- a. Carrying out COSHH assessments as required;
- b. The introduction of appropriate control measures and safe systems of work to prevent or control the risks;
- c. Ensuring that all control measures are used and safe systems of work observed;
- d. Ensuring all equipment, including personal protective equipment, is adequately maintained and subject to thorough examination and test at appropriate intervals;
- e. Ensuring that where failure or deterioration of a control measure could result in a serious health threat ensure monitoring is carried out and records kept;
- f. Where appropriate health surveillance is carried out and records kept;
- g. Informing, instructing and training employees about risk and the precautions to be followed when using hazardous articles or substances.

2.4 Occupied Premises

Arrangements are made to ensure that all premises occupied by employees of the company are maintained in a safe condition, (some of these items may be the landlord's responsibility) and that there is a nominated Officer in charge of the premises who is the 'Premises Controller'.

2.5 Persons NOT Employed by London Network for Pest Solutions Ltd

The Managing Director is to ensure that arrangements made for health and safety make provision for persons who are not the employees of London Network for Pest Solutions Ltd who may:

- a. be contracted to carry out activities on behalf of the company;
- b. be otherwise affected by the company's activities;
- c. have reason to resort to the premises under their day to day control;
- d. be required to, or have reason to, operate or use equipment which is the property of the company.

Any arrangements made are to afford such persons the same level of protection as is afforded employees of the company.

2.6 Contracts

The Managing Director is responsible for arranging contracts and is to ensure that such contracts include adequate provision for health and safety. Any contractual arrangements will allow for the monitoring of the contractors' activities to ensure compliance with health and safety contractual and statutory requirements.

2.7 Budgets

The Managing Director is to ensure that the company's financial budgets make sufficient provision to maintain the required level of health, safety and welfare for all activities undertaken or contracted by the company.

2.8 Training

The Managing Director is to arrange for the appropriate level of training in order to ensure that their employees work safely. Particular attention is to be paid to: -

- a. New Employees - The need for induction training, particularly in emergency procedures;
- b. Equipment Operators - The need for specialist training, particularly where potentially hazardous equipment is involved e.g. pressure systems;
- c. Managers/Supervisors - The need to ensure that all levels of management are fully trained, aware of their health and safety responsibilities, and of their responsibilities to ensure the staff under their supervision or management fully comply with the requirements of this health and safety policy.

2.9 Supervision

The Managing Director is to make arrangements to establish and maintain a suitable level of supervision of the company's activities. These will ensure that such activities are performed safely without risk to health and enable the organisation and arrangements for health and safety across the company to be effectively monitored and controlled.

2.10 Health Surveillance

The Managing Director is to liaise with an Occupational Health provider to ensure that employees undergo health surveillance where required and are fit for the work to be undertaken.

2.11 Consultation

The Managing Director is to establish and maintain arrangements to ensure consultation, in good time, on matters of health and safety with their employees. Through:

- a. Team meetings and briefings;
- b. Trade Union appointed Safety Representatives (where applicable);
- c. Representatives of employee safety, where they exist, on matters affecting employees, or groups of employees, the representative was elected to represent.

Appendix B – Health & Safety Responsibilities of London Network for Pest Solutions Limited’s employees

London Network for Pest Solutions Ltd & its employees are responsible to their manager for the organisation and arrangements for health and safety within the area under their control.

The duties for health and safety supervision of staff are delegated to the Managing Director or named individual by the Managing Director. The named person supervising will ensure that the following duties are assigned and undertaken by staff.

Such duties include:

- a. Carrying out risk assessments (including fire evacuation plans for office based activities) for all activities that they are responsible for (and ensuring these are up to date and that identified actions are completed as agreed) in consultation with the customer;
- b. Where identified by risk assessments, drawing up of safe systems of work, in consultation with the customer and bringing such systems to the notice of the relevant customer or client;
- c. Ensuring that any trainees or new staff under their supervision are provided with adequate induction training for their role, including making them aware of all the relevant working procedures/safe systems of work and emergency procedures;
- d. Being actively involved in the prevention of accidents, and work associated ill health, and the promotion of safety awareness, in the place of work where they have supervisory responsibility;
- e. Carrying out investigations into all accidents, with the Managing Director when appropriate. Reporting as directed by the company’s health and safety arrangements. Initiating remedial action to prevent reoccurrence;
- f. Keeping themselves up to date with the relevant contents of the company Health and Safety Policy and any other local policies, procedures or safe systems of work;
- g. Consulting with customers on matters of health and safety prior to the commencement of any work;
- h. Monitoring and reviewing of the local safety arrangements and levels of supervision of safe systems of work;
- i. Keeping the Managing Director informed of any situation changes or problems affecting health and safety;
- j. Liaising with the Managing Director (in their capacity as Health and Safety Co-ordinator) on any specialist training needs that have been identified;
- k. Carrying out regular inspections of the work area under their control to identify any physical hazard or threat (including suspect items and unauthorised personnel) and report any security breach to the appropriate authority;
- l. Initiating action to remedy faults identified on regular inspections and ongoing monitoring to ensure actions are completed satisfactorily.

Appendix C - Health & Safety Responsibilities of staff employed in operational duties

All operational staff and sub-contractors contracted by London Network for Pest Solutions Ltd have a responsibility to adhere to all relevant aspects of London Network for Pest Solutions Ltd health and safety policies.

Such duties include:

- to take reasonable care of your own health and safety;
- to take reasonable care not to put other people – your customers and members of the public - at risk by what you do or don't do in the course of your work;
- to adhere at all times to the requirements identified in your personalised health and safety checklist and risk assessment and to carry out actions as agreed on these assessments;
- to co-operate with line managers and technical coordinators, making sure you get proper training and you understand and follow the company's health and safety policies;
- to follow the training you have received at all times;
- not to interfere with or misuse anything that's been provided for your health, safety or welfare;
- to report any injuries, strains or illnesses you suffer as a result of doing your job.
- Following any changes to the way you work that London Network for Pest Solutions Ltd may implement for your safety.
- to tell Line Manager if something happens that might affect your ability to work, like becoming pregnant or suffering an injury;
- tell someone or your Line Manager if you think the work, or inadequate precautions, are putting anyone's health and safety at serious risk.
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In the case of problems or concerns:

You should raise any initial problems or concerns with your allocated line manager. If you do not feel that your problem or concern is sufficiently addressed then they can be raised with the Managing Director or the Chair of the Board of Directors.

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Part C – Arrangements

London Network for Pest Solutions Ltd has a comprehensive set of health and safety arrangements in place, both adapted from London Network for Pest Solutions Ltd best practice, and local arrangements dealing specifically with things such as office premises, safe working practices, generic method statements, COSHH sheets and MSDS.

3. Arrangements - systems and procedures

This part of the policy deals with the practical arrangements by which the policy will be effectively implemented.

Statement of general policy	Responsibility of: Name/Title	Action/Arrangements (What are you going to do?)
Safety Training	Paul Cooper (MD) Pradeep Lawrence (Technical Co-ordinator)	All permanent and temporary staff as well as contractors will be provided adequate training where necessary through various methods – refer to PP24 for more information & PPE as required (refer to PP27). We will ensure that suitable arrangements are in place to cover employees engaged in work remote from the main company site.
Accident Reporting & Investigations	Paul Cooper (MD) Pradeep Lawrence (Technical Co-ordinator)	Employees are instructed to report all accidents, incidents and near misses and these will be recorded and investigated as necessary – refer to PP23. Where required risk assessments and/or safe working practices will be amended as a consequence of the investigation.
Arrangements for Fire Safety, Electrical Safety and Emergency Arrangements	Paul Cooper (MD) Pradeep Lawrence (Technical Co-ordinator)	All permanent places of work will have appropriate fire and electrical risk assessment carried out as well as emergency arrangements. Escape routes well signed and kept clear at all times. All electrical equipment will be PAT tested on a regular basis. Refer to PP25 All fire safety regulations put in place by building manager of rented office space (used only on ad-hoc basis) will be adhered to and complied with, including fire drills, evacuation procedures, etc. Home working staff are to conform to normal domestic fire safety checks, such as fire alarms smoke detectors and CO2 monitors.
Risk Assessments and safe systems of work	Paul Cooper (MD) Pradeep Lawrence (Technical Co-ordinator)	Risk assessments and safe working practices for all pest control work has been completed and will be reviewed on a regular basis. Refer to PP14.
Access to competent health and safety advice	Paul Cooper (MD) Pradeep Lawrence (Technical Co-ordinator)	All health and safety policies will be communicated to permanent/temporary staff and contractors via a variety of methods- refer to PP22. All employees can obtain further information by contacting the MD or Technical Co-ordinator.
Vehicles & Equipment – servicing and maintenance	Paul Cooper (MD) Pradeep Lawrence (Technical Co-ordinator)	All company vehicles procured will comply with DVLA requirements and undergo regular servicing and MOT certificates obtained when necessary. All equipment will be assessed prior to use, maintained in good working order and serviced where necessary or disposed of where it does not become safe to use. Refer to PP26 All Display Screen Equipment assessed and adequate for use, with eye sight testing facility made available on request – refer to PP09.
Personal Protective Equipment (PPE)	Paul Cooper (MD)	All activities risk assessed to determine if PPE is required. All staff and contractors will be provide adequate PPE for the work involved and replacements issued whenever necessary. Refer to PP27

	Pradeep Lawrence (Technical Co-ordinator)	
Contractors	Paul Cooper (MD Pradeep Lawrence (Technical Co-ordinator)	From time to time we employ contractors to work for us or to do work on our behalf. We expect them to comply with our health and safety procedures and to have their own arrangements for safe and healthy working. Before a contractor is employed we ask them to provide copies of their health and safety policy, insurance and risk assessments and assess their ability to work safely and without risk to our staff and visitors. Contractors are made aware of and are expected to follow our company rules.
Use of toxic materials	Paul Cooper (MD Pradeep Lawrence (Technical Co-ordinator)	All pesticides will have a COSHH assessment carried out and Manufacturer's Safety Data Sheet made available. Information about the assessments communicated to all staff via a variety of methods. Staff routinely consulted on health and safety matters as they arise but also formally consulted at regular health and safety performance review meetings or sooner if required. Refer to PP28 & PP22
First Aid	Paul Cooper (MD Pradeep Lawrence (Technical Co-ordinator)	All remote working officers undergone online training for first aid. First aid kits provided on all vehicles. Home workers instructed to have first aid kits available. All staff instructed to report incidents that require first aid and these will be investigated – refer to PP23
Asbestos Safety	Paul Cooper (MD Pradeep Lawrence (Technical Co-ordinator)	Where asbestos is suspected/discovered in commercial or residential premises, no work to be carried out and report made to MD/Technical Co-ordinator and premises manager/owner. Training on identifying asbestos provided to all staff.
Resources	Paul Cooper (MD Pradeep Lawrence (Technical Co-ordinator)	A separate budget will be assigned for resources to ensure that adequate funds are available.
Communications	Paul Cooper (MD Pradeep Lawrence (Technical Co-ordinator)	Consultation with employees on health and safety will take place on a regular basis to ensure health and safety is managed effectively. Staff will be informed of any issues or concerns that relate to the health, safety, and welfare of all employees via a variety of methods – se PP22. Input into policies will be encouraged and the subject of Health and Safety will form the agenda for every team meeting.

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Part D – Monitoring and Review

Contents

1. Introduction
2. Objectives
3. Organisational Performance Standards
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1. Introduction

London Network for Pest Solutions Ltd recognises that the management of health & safety forms an integral part of performance management. We therefore expect that all staff will consider the health & safety implications when making decisions and plan to ensure that these are properly implemented, managed and monitored.

Objectives for the successful management of health and safety, relevant to the company's plans, will be set and monitored regularly by the Managing Director and periodically by the Board of Directors.

In order to achieve success in health and safety, the company will measure performance against pre-determined plans and standards, to assess their implementation and effectiveness in order to identify the need for remedial action. Monitoring signals our commitment to health and safety objectives and will be carried out by all staff.

Performance and policy reviews will enable the company to learn from experience and to maintain and develop the highest standards in health and safety.

2. Objectives

The objectives of this part of the London Network for Pest Solutions Ltd Health and Safety Policy are:

- (i) To develop control over risks entering the company, to maintain a positive health and safety culture throughout the company;
- (ii) To improve the consistency of policy application and information systems;
- (iii) To identify the managerial competences needed to operate the policy effectively and to gain those competences;
- (iv) To improve involvement of all employees in health and safety.

3. Organisational Performance Standards

3.1 Measures to Achieve Control & Communication

(To be read in conjunction with Part B – Responsibilities and Organisation sections of this Policy)

- (i) The Managing Director to publish annually a Health and Safety Management Plan which contains the key aims and objectives for health and safety management (including Fire Safety).
- (ii) The Managing Director to include health and safety updates on the agenda of team meetings at least quarterly or in the event of any incident, breach or policy change.
- (iii) The Managing Director to ensure appropriate briefings for the Board of Directors in the case of significant health and safety incidents or breaches.

3.2 Measures to Achieve Competence

(To be read in conjunction with Part C – Arrangements, Health and Safety Training)

- (i) The Managing Director to ensure that staff training is maintained and up to date, reflecting statutory requirements and company policy. Updates on the company training programme will be provided to the board annually or in the event of proposed changes.
- (ii) The Managing Director to identify any refresher training required for staff and incorporate into their training plans. This may result from a period need to revisit training, a change in policy, or an identified shortcoming in the way health and safety responsibilities are being discharged.
- (iii) The Managing Director, or their nominated representative, to periodically review the health and safety checklists and risk assessments agreed between insert relevant job titles. Identified issues may reveal the need for staff training, or in extremis, to a need to take appropriate disciplinary action.

4. Review

4.1 Internal Review

All London Network for Pest Solutions Ltd risk assessments, fire risk assessments, policies and procedures (including safe systems of work) must be reviewed on a regular basis to ensure they are current and that actions identified are being completed. By default (i.e. assuming there is no reason to review these documents sooner) all the above should be reviewed annually.

In addition to the above, periodic audits by the Managing Director or the Board of Directors may identify actions in relation to health and safety matters. These must be implemented within the agreed timescales and should be reviewed to ensure all actions have been taken.

4.2 Reactive Monitoring

Responsibilities of Technical Coordinator & Operational Manager

It is the responsibility of the Technical coordinator and Operational Manager to:

- (i) Monitor all accidents, assaults, work related ill health (including stress) incidents (near misses and property damage, instances of threats and abuse etc.) which occur in their area of responsibility
- (ii) Report and investigate, in conjunction with the Managing Director, the above in accordance with the company's procedures for reporting and investigation of accident and assaults, in order to learn lessons from these occurrences and prevent future as well as comply with legal requirements.

Responsibilities of the Managing Director

It is the responsibility of the Managing Director to:

- (i) Maintain an Accidents and Assaults database;
- (ii) Ensure statutory notifications are made, on behalf of London Network for Pest Solutions Ltd, to the Enforcing Authority as required under RIDDOR (Reporting of Injuries Diseases and Dangerous Occurrences Regulations);
- (iii) Data collected is analysed, trends and deficiencies identified and recommendations made to management as appropriate;
- (iv) Reports are submitted to the Board of Directors at least annually.

Any incident or occurrence which requires notification to a statutory authority (e.g. the HSE or CQC) should be notified to the Board of Directors as soon as practicable and within 3 working days.