

Health & Safety Policy

Mayflex Group Limited

Head Office: Excel House, Junction 6 Industrial Park, Electric Avenue, Birmingham, B6 7JJ

Environ House 100 Grosvenor Rd,
Aston, Birmingham B6 7NA

St Neots 1 Ground Floor, Yew Tree House, St. Neots, PE19 2BU

Mayflex MEA DMCC Office 22A/B
AU (Gold) Tower, Cluster I, Jumeirah Lake Towers (JLT) Dubai, United Arab Emirates, PO Box 293695

Health & Safety Policy References

Health & Safety at Work Act 1974

Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

Manual Handling Operations Regulations 1992

Workplace (Health, Safety, and Welfare) Regulations 1992

Health and Safety (Display Screen Equipment) Regulations 1992 (as amended in 2002)

The Management of Health & Safety at Work Regulations 1999 (Risk Assessments)

Working at Height Regulations 2005

Provision and Use of Work Equipment Regulations 1998 (PUWER)

Control of Substances Hazardous to Health Regulations 2002 (COSHH)

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

Construction (Design and Management) Regulations 2015 (CDM)

Electricity at Work Regulations 1989

Control of Noise at Work Regulations 2005

Personal Protective Equipment at Work Regulations 1992

ISO 45001: Occupational Health and Safety Management Systems

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1. Revision History and Approval

Revision	Nature of changes	Approval	Date
0.0	Original Release	Andrew Percival (Managing Director)	01.03.2016
0.1	<p>Section 3 Arrangements for Ensuring the Health & Safety of personnel:</p> <ul style="list-style-type: none"> - Vaping aligned with smoking policy; - Lone worker wording expanded; <p>Section 5 General Arrangements:</p> <ul style="list-style-type: none"> - Fire Controller and Fire Marshals list replaced with reference to notice boards; - First Aiders list replaced with reference to notice boards; - Health and Safety resources details updated; <p>Section 6 Appendices:</p> <ul style="list-style-type: none"> - Fire Emergency Safety Procedure updated; - PPE introduced for Visitors Safety Guidelines; - Form for Incident/Accident investigation report updated; - Travelling Abroad Checklist expanded. 	Andrew Percival (Managing Director)	05.04.2017
0.2	<p>Section 2 Organisational Responsibilities:</p> <ul style="list-style-type: none"> - Financial Director updated - Sales Director added <p>Section 3 Arrangements for Ensuring the Health & Safety of Personnel:</p> <ul style="list-style-type: none"> - Title 3.12 to include Peripatetic workers <p>Section 6 Appendices:</p> <ul style="list-style-type: none"> - Appendix 4 swapped with appendix 5 - Form for Incident/Accident investigation form updated 	Andrew Percival (Managing Director)	14.11.2019
0.3	<p>Section 2 Organisational Responsibilities:</p> <ul style="list-style-type: none"> - Operations and Services Director updated - International Sales Director name change - Operational HR Manager updated - Role Name Change: Chief Operational Officer changed to Operations and Services Director <p>Section 4 General Arrangements</p> <ul style="list-style-type: none"> - Training contacts update - Removal of contact details for Ergonomic consultants - RIDDOR Reporting contact details update <p>Section 6 Visitors' Safety Guidelines</p> <ul style="list-style-type: none"> - Site induction added 	Andrew Percival (Managing Director)	21.01.2022
0.4	<p>Section 3 General Arrangements</p> <ul style="list-style-type: none"> - First aid locations updated - Signing in method for visitors and contractors updated <p>Section 6 Appendices</p> <ul style="list-style-type: none"> - Fire Alarm Systems – Record of tests updated - Site Induction document updated. Fire evacuation assembly points updated 	Andrew Percival (Managing Director)	19.01.2023
0.5	Update on Statement of Intent and Commitment	Andrew Percival (Managing Director)	18.01.2024
0.6	<p>Update on Formatting</p> <p>Update on Health & Safety Policy References</p> <p>Section 7 Accidents</p> <p>Update on Accident Reporting following the new arrival of Connected Safety Net</p>	Andrew Percival (Managing Director)	17.06.24

Statement of Intent and Commitment

Mayflex Health & Safety Policy

Mayflex Group Limited recognises its duty to ensure, so far as is reasonably practical, the health and safety of all Company employees and others who may be affected by its operations, both in the UK (Excel, Environ, and St Neots) and the MEA (Dubai). It is the Company's policy to comply with legal health and safety requirements and relevant codes of practice as a minimum standard.

We are committed to meeting health and safety objectives and will provide the necessary resources to achieve them. Our specific targets for all sites, including Excel, Environ House, St Neots, and Mayflex MEA, are as follows:

- Less than 3 lost working days per month following an accident
- Achievement of Zero RIDDORS per month
- Increase near misses by 10% from 2023

Mayflex is dedicated to regularly reviewing and updating our health and safety policies, procedures, and performance to ensure they remain effective and relevant. We will monitor our health and safety performance, seek feedback from employees and stakeholders, and strive for continuous improvement in our safety performance.

The Company requires employees at all levels to exercise a duty of care and to cooperate in establishing and maintaining safe working conditions, avoiding any actions that may be detrimental to the health and safety of themselves and others. Each individual member of the Management Team, as well as Supervisors and Team Leaders, is expected to take care of the health and safety of employees and will be held accountable for accidents or dangerous events within their area of responsibility. When operating on customers' premises, Mayflex personnel will at all times work in a safe and professional manner in accordance with industry codes of practice and comply with all local health and safety requirements.

Training identified by Managers and Supervisors will be arranged to ensure that employees at all levels are:

- Aware of their health and safety responsibilities
- Competent to carry out their duties
- Competent to operate tools, plant, and equipment

Risk assessments will be carried out periodically and reviewed annually. In the event that the risks are affected by changes in operating practices or by the relocation of the activity, they will be re-assessed and recorded. Policy statements will be brought to the notice of all employees.

Mayflex Group Limited is committed to continual improvement and is actively working towards achieving ISO 45001 and 27001 accreditations. The Company already holds ISO 9001 and ISO 14001 accreditations, reflecting our dedication to quality management, environmental management, and information security management, respectively.

All policy statements will be regularly reviewed and revised as necessary, and the revisions brought to the notice of employees.

Signed 

Andrew Percival, *Managing Director*

2. Organisational Responsibilities

2.1 Overall Responsibility

Andrew Percival	Managing Director
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2.2 Delegated Responsibility

Israr Ghulam	Finance Director
Jason Rudge	Commercial Procurement Director
Sam Baldwin	Operations and Services Director
Clare Lundberg	Director of HR
Nadeen Bilgin	International Sales Director
Ross McLetchie	Sales Director

2.3 Responsible for Health & Safety

Sam Baldwin	Operations and Services Director
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2.4 Responsible for Staff Inductions, Training, Operational Compliance & Risk Assessments

Clare Lundberg	Director of HR
Siobhan Bourke	Operational HR Manager
Line Managers & Supervisors /Team Leaders	

2.5 Appointed Persons

First Aiders	Displayed on Notice Board			
Fire Wardens	“	“”	“”	“”
Health & Safety Committee I H&S Representatives	“	“”	“”	“”

2.6 Responsible for Building Maintenance

Sam Baldwin	Operations and Services Director
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2.7 Managing Director

Shall:

- Establish an effective Health & Safety policy in accordance with the H&S at Work Act 1974, and the Management of Health & Safety Regulations 1999 (Risk Assessments), Workplace (Health & Safety Welfare regulations) 1992 are complied with in accordance with the law.
- Continually approve and assess the effectiveness of the policy and ensure any necessary changes are made.
- Demonstrate personal involvement and support in Health & Safety and welfare matters.
- Ensure that subordinate responsibilities are being adequately assigned to meet Company requirements.
- Ensure that Managers know and undertake their individual responsibilities regarding Health & Safety within the workplace and that these responsibilities are met.
- Ensure that adequate communication channels are maintained to promote and inform staff of any issues concerning Health & Safety.
- Ensure that sufficient supervision and training is given to all employees.
- Maintain interest and enthusiasm for Health & Safety among all employees.
- Promoting a positive Health & Safety culture.
- Ensure the investigation of major accidents or fatalities are overseen by a safety professional to ensure objectivity and thoroughness.
- Set an example to all employees.

2.8 Directors

Shall ensure that:

- They familiarise themselves with the Company Health & Safety policy.
- They take an active part in ensuring that the policy is implemented.
- The responsibility for safety is properly assigned and accepted at all levels.
- Attention is paid to matters which are adverse to Health & Safety factors.
- Evaluation is made of all risks relating to accidents at work, health risk, loss or damage to Company property and risk to the general public through Company activities.

- Safety training programs are carried out, publicly supporting those persons undertaking the training.
- High standard of housekeeping is maintained throughout the business.
- Accident reports are reviewed, and remedial action taken where necessary.
- They set a personal example in all aspects of Health & Safety.
- Insurance is adequate to cover liability and advice on the extent to which risks are acceptable whether insured or not.
- Insurance and loss records are reviewed periodically, and advice given when action is necessary to correct any adverse trends.
- They are conversant with new legislations which may affect them or the business such as the "Corporate Manslaughter and Corporate Homicide Act 2007."
- Documented systems and resources are in place to investigate work related accidents and ill health thought to be caused by work. This includes identification of a single point of contact within the Company.
- An example is set to all employees.

2.9 Health & Safety Committee /Health & Safety Representatives

- Must familiarise themselves with the Company Health & Safety policy.
- Take an active part in ensuring that the policy is implemented.
- Make sure attention is given to all factors which may affect Health & Safety.

2.10 Managers and Supervisors, / Team Leaders

- Must familiarise themselves with the Company Health & Safety policy.
- Must ensure that all staff "Persons" within their departments or sections, know what action to take in the event of a fire.
- Must ensure that persons in their department or section are adequately trained and fully aware of all hazards within their department.
- Shall continually develop and operate safe systems of work in their departments to ensure maximum safety for all under their supervision.
- Shall ensure that all accidents and incidents at work are promptly reported and are adequately investigated in line with the requirements of this policy, i.e. to an extent in line with the severity of the actual and potential outcomes.
- Must ensure adequate supervision is available at all times particularly where young or inexperienced workers are concerned.
- Investigate all accidents and dangerous occurrences promptly. This includes taking witness statements to discover their cause and to aid in eliminating any recurrence, reporting all instances and actions to the Operations and Services Director and the Director of HR.
- Ensure employees actively co-operate with investigations.
- Ensure all Safety rules are observed and adhered to, that all necessary Personal Protective Equipment is issued to all employees and that it is worn or used where appropriate.
- Check that Safety devices are fitted and adjusted correctly and maintained.
- Ensure that all plant equipment is properly maintained and not used unless it is safe.
- Ensure that all actual or potential safety hazards in their place of work are dealt with promptly or quickly reported to an H&S Representative.
- Maintain a good standard of housekeeping within their departments at all times.
- Must seriously consider any representation about Health & Safety from any employee.
- Set a personal example.

2.11 Employees

Must ensure that they:

- Familiarise themselves and comply with the requirements of the Health & Safety policy at all times.
- Observe all Safety rules at all times.
- Wear and use appropriate safety equipment at all times e.g. safety footwear, eye and respiratory protection "Glasses and Masks" if needed via the Standard Operating Procedure for the task at hand.
- Comply with all instructions given by Directors, Managers, Supervisors, Team Leaders and others with responsibility for Health & Safety.
- Report any defects or apparent health hazards to their Supervisor or Manager.
- Report all accidents, damage to machinery or equipment or property to their Supervisor or Manager.
- Make suggestions to improve Health & Safety in the Company to Supervisors or Managers.
- Demonstrate a good standard of personal housekeeping at all times.
- Set a personal example.

The statutory duties of employees are contained in section 7 of the Health and Safety at Work Act 1974.

Article 7: *"It shall be the duty of every employee whilst at work to take reasonable care for the health and*

safety of himself and of other persons who may be affected by his acts or omissions at work; and as regards any duty or requirement imposed on his employer or any other person by or under any of the relevant statutory provisions to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with."

It should also be noted that section 8 of the above act applies to everyone, whether employed or not.

Article 8: "No person shall intentionally or recklessly interfere with or misuse anything provided in the interests of Health, Safety or Welfare in pursuance of any of the relevant statutory provisions."

Notwithstanding any specific responsibilities which may be delegated to them. If an employee, having made a representation on a matter of health, safety or welfare to their Line Manager, remains dissatisfied, they may either use the Grievance Procedures or raise the matter with an H&S Representative.

3 Arrangements for Ensuring the Health & Safety of Personnel

3.1 Training

Directors or Managers will arrange suitable training to ensure that employees at all levels are:

- Aware of their Health & Safety responsibilities.
- Competent to carry out their Health & Safety Duties as Managers, Supervisors, Team Leaders or Operatives.
- Competent to operate specialist tools, plant or equipment.
- Training needs will be identified by Directors and Managers .
- Managers will arrange H&S training as part of the staff induction program, to ensure all new employees are familiar with the policy and any hazards and precautions associated with the work they will undertake .

3.2 Risk Assessments

Risk assessments will be undertaken to identify any employee who may be exposed to risk and measure the severity and likelihood coming from said risk whilst at work. Mayflex will use the HSE 5 step approach when carrying out risk assessments:

- Look at the hazards .
- Decide who might be harmed and how.
- Evaluate the risk and decide whether existing precautions are adequate or more should be done.
- Record the findings.
- Review the assessment and revise it if necessary.

Assessments will be carried out for all processes within the organisation to ensure all risk(s) are adequately managed.

The assessment(s) will identify hazards having the potential to cause harm to the employee and to identify appropriate control measures to reduce/eliminate the risk.

A **hazard** is defined as: "*Something with the potential to cause harm*" (HSE 2000).

A **Risk** is defined as: "*Likelihood that harm will occur and the severity of the harm*" (HSE 2000)

3.3 Plant and Machinery

When plant or machinery is provided with guards as part of the safety measures of the equipment they must be used and not removed or tampered with.

Electrically operated plant machinery will be inspected periodically by trained personnel. All faults must be reported to the responsible Line Manager

All new equipment purchased by Mayflex must comply with current legislation and have a (CE) mark.

All lifting equipment will be examined by a competent person at least every 6 months for equipment used to lift people and every 12 months for other lifting equipment.

Mayflex will ensure all the above work in line with the following regulations and Acts:

"The provision and use of Work Equipment Regulation 1998"

"Lifting Operations and Lifting Equipment Regulations (LOLER) 1998"

3.4 Stacking and Lifting of Goods and Materials

All Materials must be stored in a safe and efficient manner using the best storage medium for the task so as to not cause any danger to employees.

If it is considered that conditions prevent safe handling or stacking of materials, they must be reported to the Line Manager.

3.5 Manual handling Operations

It is the Company's intention to avoid hazardous manual handling operations being undertaken. Where this is unavoidable, a risk assessment will be carried out considering the task, the load, working environment and the individual capability.

Employees must not attempt to lift any objects liable to cause injury.

Where an operation cannot be assisted mechanically the following will be reviewed: Job rotation, team handling, and safe systems of work.

3.6 Forklift Trucks (FLT) & Manual Handling Equipment (MHE)

FLT and MHE are only to be used on Company premises.

Only authorised personnel who have a valid FLT certificate are allowed to operate FLT owned or leased to Mayflex.

Any agency staff working on behalf of Mayflex as FLT Operators will be assessed and licenses checked prior to starting work.

Authorised operators will be trained and tested in accordance with the Approved Code of Practice Rider Operated Lift Trucks-Operator Training.

Basic Mechanical Safety checks will be carried out daily by the FLT operator prior to use. In addition, all FLT's will be serviced and maintained by competent fork lift truck engineers on agreed schedule.

All FLT's are also inspected annually by a representative of our Insurance Company.

Any faults associated with FLT or MHE must be reported to Supervisors, Managers and/or an H&S Representative.

3.7 Display Screen Equipment (DSE)

The Company will undertake risk assessments for those employees directly involved with display screen equipment.

Users will receive information and training appropriate to their responsibilities.

Users will be required to participate in assessments in conjunction with management.

Mayflex will, as part of this policy, ensure that anyone using a display screen as a significant part of their everyday work is entitled to have appropriate eye and eyesight tests from an optician or doctor and glasses if they are needed for work, if requested by the employee.

Mayflex HR Dept will be responsible for reimbursing staff for eye and eyesight tests if requested by staff upon receiving a valid receipt, and for keeping and maintaining records of any requests.

3.8 Smoking Policy

In order that we comply with the relevant Health & Safety legislation and to contribute to the health and well-being of all employees and visitors, Mayflex shall be entirely smoke free. Additionally, the use of all tobacco products, including e-cigarettes and chewing tobacco, is banned from the Mayflex workplace, with the exception of the designated areas as per **Smoking Policy**.

3.9 Hazardous Substances (COSHH)

The Company will use non-hazardous substances whenever possible. Where this may not be possible, all necessary precautions will be taken to ensure the Health & Safety of all personnel who may be affected by these operations.

Assessments will be carried out to determine the safest ways of working when using hazardous substances in accordance with COSHH Regulations 1988, ensuring that the Occupational Exposure Level (OEL) / Maximum Exposure Level (MEL) is not reached. Where necessary, monitoring will take place to determine the levels present. The finding of these assessments will be brought to the attention of all personnel who may be affected.

3.10 Driving at Work (Company car drivers or employees using hire cars on Company business)

It is the policy of Mayflex to ensure that employees who are required to drive as part of their work activities are in possession of a valid current Full UK and/or UK equivalent driving License.

All employees are responsible for ensuring that all car accidents which they may be involved in are reported to the Group Finance Manager

It is the policy of Mayflex to ensure that an employee using their own vehicle for the purpose of work must also have insurance that covers them for Business Use.

The Director of HR will be responsible for ensuring that employees have the required insurance, which covers them for Business Use and is also responsible for keeping and maintaining records of any such checks.

3.11 Overseas Travel

As part of their role within Mayflex it may be necessary for some staff to carry out overseas travel. Many staff work overseas on business. Most of this work is no riskier than the equivalent activity in the UK and takes place in countries that are considered safe for travelers. Work may take place in countries or parts of countries where the Foreign and Commonwealth Office (FCO) advises against travel and advice should be sought before travelling.

Appendix 6 outlines some of the steps needed for safety when planning a trip abroad.

3.12 Lone and Peripatetic Workers

It is the policy of Mayflex that staff who work by themselves without close or direct supervision or those who have to visit other premises, should make sure their colleagues or Manager know where they are going and when they will be back.

Anyone who is or who potentially may be a lone worker shall receive information, instruction and relevant training in respect of all identified hazards and the risks involved and all associated risks e.g. violence and aggression and vehicles/driving.

It is also Mayflex policy, to advise staff who work by themselves without close or direct supervision or those who

have to visit other premises, to take a mobile phone or other communication link with them where practical.

3.13 Welfare

It is the policy of Mayflex to provide enough clean, suitably ventilated toilets and washbasins with hot and cold running water, soap and drying facilities for those expected to use them. Mayflex will provide drinking water and ensure that it is free from contamination, accessible by all employees, ensure that cups or a drinking fountain is provided and that taps and containers are clearly and correctly labelled as drinking water.

Mayflex shall ensure that there is a suitable seating area for workers to use during rest breaks, that it is kept clean and where food will not get contaminated.

It is the policy of Mayflex to provide a working environment where people can work without being irritated by smoking tobacco or vaping emissions.

Any issues regarding toilet facilities, drinking water or other welfare facilities should be reported to your Supervisor/Manager.

It is Mayflex policy to maintain in efficient working order, the workplace, certain equipment, devices and systems. Any defect or fault regarding the workplace, equipment, devices and systems should be reported immediately to your Supervisor/Manager if possible, via e-mail. Supervisors and Managers will be responsible for ensuring that any defect or fault is rectified and that records are kept and maintained of any action required or work that is undertaken.

It is the policy of Mayflex to ensure that walking traffic routes are kept in good conditions and are free from obstruction. It is also the policy to take precautions to control the risks of slips and trips in the workplace. Any spill or contamination on floors should be notified immediately to your Supervisor/Manager and be dealt with quickly, but employees should not put their own health and safety at risk.

Mayflex will ensure that lighting is suitable and sufficient to allow staff to work and move around safely.

Mayflex and their employees are all required to take reasonable steps to ensure that a place of work is kept free from foreseeable hazards. In particular, access and egress routes must be kept clear of obstructions. This includes ensuring fire exits and access routes are kept clear, cables do not trail across pedestrian routes and that obstacles are quickly removed. In addition, safety provisions such as fire doors should not be propped open, or fire extinguishers obstructed.

4 Health & Safety Guidance Mayflex Contractors

The following notes are intended to alert contractors to their statutory duties on Health & Safety and to assist them in attaining a good standard of compliance. Mayflex insists on a good standard of safe working practice from contractors to ensure the safety of employees, customers and third parties. If contractors are in doubt about Health & Safety measures to be adopted, they must refer any questions to the Line Manager of the area where work is to be conducted or to the Supply Chain Director.

In particular, Contractors shall:

- **Hold** a policy of insurance, which meets the requirements of the Employers Liability (Compulsory Insurance) Act 1969 and must produce a copy on request for Mayflex management.
- **Not commence** any work on Mayflex premises until a permit to work has been completed.
- **Ensure** they and their sub-contractors have investigation policies and procedures that meet the requirements of this Policy and the Health and Safety Standard "Contractor Control".
- **Investigate and communicate** all work-related accidents on Mayflex premises to the Mayflex Management.
- Actively **support and participate** in investigations and **instigate** actions to avoid recurrence.
- **Ensure** all accidents are reported in line with Mayflex and local statutory requirements.
- **Report** to reception and **ask** for the relevant Line Manager or Supply Chain Director before commencing work.
- **Inform** Mayflex management beforehand of the arrangements they intend to make to ensure the safety of employees, customers and third parties, whenever in the opinion of the contractors or Mayflex management, the contractors' work will present real or potential hazards.
- **Familiarise** themselves with Mayflex Health & Safety arrangements to the extent that they may be relevant to their activities.
- **Maintain** a good standard of housekeeping whilst on site.
- **Make sure** that mobile and fixed scaffolding and ladders comply with the "Construction Working Places Regulations 1966". Attention must be given to strength, stability and all aspects of safe access and in particular to sound and properly secured ladders.
- **Comply** with the requirements of (RIDDOR) Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995.
- **Provide and ensure** the use of suitable and sufficient PPE including clothing appropriate to their work and as may be desired by statute or site agreement.
- **Comply** with Mayflex no smoking/vaping policy at all times.
- **Familiarise** themselves with Mayflex fire precautions, fire alarms, means of escape and emergency evacuation procedures including fire points.
- Before leaving Mayflex premises, **ensure** all naked lights, flames, burners etc are extinguished and electrical apparatus is switched off unless the nature of the works requires it to be kept on.
- **Take particular care** in the use of highly flammable liquids petroleum sprits, liquefied petroleum gas oxygen. These substances **MUST NOT** be stored on site.

- **Make sure** that all portable electrical apparatus and lighting equipment are supplied at a maximum 110 volts by means of mains isolator transformer. Any alternative arrangements must be submitted to Mayflex management for approval before work begins.
- **Carry out their work** on site in a manner, and at a time, which ensures acceptable levels of noise, and other environmental pollutions are minimised and comply at any time with Control of Pollution Act 1974 and the Code of Practice for Noise Control.

5 General Arrangements

5.1 Fire Safety

Escape routes and Assembly points:

Birmingham Excel House:	<ul style="list-style-type: none"> • Nearest fire exits main building or warehouse. • Assembly point for office staff main car park front of the building, points A – D
Birmingham New Environ House:	<ul style="list-style-type: none"> • Front car park near exterior fence
St Neots Office:	<ul style="list-style-type: none"> • Main Car Park near exterior brick wall
London Office:	<ul style="list-style-type: none"> • Nearest fire exits main building • Assembly point in front of building
Dubai Office:	<ul style="list-style-type: none"> • Nearest fire exits main building • Assembly point in front of building

Fire Controllers and Fire Marshals as per notice boards in each building.

Frequency of fire drills practice (full evacuation)	<ul style="list-style-type: none"> • Annually
Arrangements for maintenance check of fire alarm, smoke detectors system:	<ul style="list-style-type: none"> • Maintained annually by each site’s facilities management provider
Location and type of fire extinguisher	<ul style="list-style-type: none"> • Various throughout the building
Arrangement for yearly maintenance check of fire extinguishers and of other firefighting equipment	<ul style="list-style-type: none"> • Annual Check

5.2 Training

Contact details of person(s) responsible for Health & Safety induction, training and job-specific training:	Clare Lundberg +44 7770 542172 Director of HR Siobhan Bourke +44 7825 172665 Operational HR Manager
Training records to be kept for Health & Safety purposes:	Induction Starter Pack – HR Files

5.3 First Aid

First aiders provision is based on a minimum ratio of one to every 50 employees. First aiders are identifiable as per notice boards present in each building.

Dial (0) for reception who will contact a first aider.

5.4 First Aid Kits

Location of first aid kit(s):	Birmingham Excel House: <ul style="list-style-type: none"> ▪ Office First Floor: Central Door ▪ Office Ground Floor: Meeting Village ▪ Canteen: Kitchen ▪ Warehouse: ▪ Goods In / Admin Office. ▪ Export Office ▪ Leadership Area (Desks center of warehouse) ▪ Winding Area ▪ Trade Counter Birmingham New Environ House: <ul style="list-style-type: none"> ▪ Supervisor’s Office and first floor.
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	St Neots: <ul style="list-style-type: none"> Main Office Dubai: <ul style="list-style-type: none"> Main Office
Person(s) responsible for upkeep of first aid kits:	First Aiders

5.5 Accident records

Location of accidents book(s):	HR Department and Connected Safety Net from June 2024
Person responsible for notifying of RIDDOR-reportable accidents:	Sam Baldwin (Operational and Services Director)

5.6 Health & Safety Resources

Contact details of local authority inspector:	Birmingham Excel and Environ House: Health & Safety Office 19 Ridgeway, 9 Quinton Business Park Quinton, Birmingham, B32 1AL Fax: 0121 607 6349 St Neots: Health & Safety Office St Neots Business Park, Cambridgeshire PE19 8EP Fax: 01480 123 456 Dubai: Health & Safety Office Mayflex Middle East Office, Dubai Silicon Oasis Dubai, UAE, PO Box 123456 Fax: +971 4 123 4567
Contact details of MOHS Workplace Health for all sites	Lianne Goddard 83 Birmingham Road, West Bromwich, B70 6PX 0121 6014041
Other sources of information i.e. trade journals, Health & Safety leaflets, journals, books, or computer databases	Health & Safety Notice Boards
RIDDOR Accident Reporting	RIDDOR Reports RIDDORs to be reported online: https://www.hse.gov.uk/riddor/report.htm For fatal incidents, the contact details are to be used: Tel. 0345 300 9923 (Only for major or fatal incidents - opening hours Monday to Friday 8.30 am to 5 pm)

5.7 Waste

Arrangement(s) for waste collection:	Upon collection request via Waste Management.
Arrangement(s) for special waste if appropriate:	Collected through authorized waste carriers.

5.8 Business roles for Contractros and Visitors

Arrangement(s) for arrival of contractors and visitors:	Contractors must complete site induction document Visitors must sign in and out on the iPad.
Supervision and security measures during visit:	Visitors and Contractor must be escorted.
Date of Implementation of Health & Safety Policy Statement:	05/01/2012 updated 17/06/2024

Signed:

Andrew Percival: *Managing Director*

Name and position:

6.0 Appendices

6.1 Fire and Emergency Safety Procedure

Mayflex Excel and Environ	Appointed Fire Marshall check the fire alarm on a weekly basis. All fire alarm tests are recorded in the 'Red' Fire Alarm Test Logbook located in reception next to the alarm control board
St Neots and Dubai	Appointed Fire Marshall check the fire alarm on a weekly basis. All fire alarm tests are recorded in the Fire Alarm Logbook located at reception.

6.2 Fire and Emergency Safety Procedure

In the event of fire:

1. Call the Fire Warden and report the location of fire and/or Press the fire alarm by breaking the glass and/or **Shout "fire, fire, fire!"**
2. Move out of the affected area.
3. Proceed to the designated evacuation area.
4. Walk fast, **DO NOT RUN.**
5. Wait for further announcement.
6. Do not impede the Fire Brigade when it arrives - be prepared to move to another safe area.
7. Do not attempt to move cars immediately outside the evacuated building unless asked to do so by a Fire Brigade Officer.
8. Do not re-enter the building without the prior permission of the Fire Brigade Officer.

Fire Wardens will check all locations including toilets and storerooms etc in his/her work area, and a roll call will be made at the various assembly points. Any missing persons will be reported to the Nominated Person/s.

It is important that all visitors and contractors are accounted for. Should anyone be unaccounted for the fire brigade are to be informed do not re-enter the building.

If there is a small fire and you have been trained to use a fire extinguisher and there is no personal danger, use an appropriate extinguisher to put out the fire. Report any action to your Manager.

The Nominated Person/s as well as the fire marshals and any other staff member shall not take risks and always look out for any evidence of fire or smoke.

6.3 Visitors' Safety Guidelines

The Mayflex Site Induction is located in Mayspace and is a mandatory read for all members of staff.

There is a requirement for all staff, contractors, customers and visitors who will be operating without supervision to read and sign the site induction.

All visitors who will be on site whilst being accompanied are required to sign in and out at reception and required to follow the site rules detailed at reception. All members of Mayflex who are leading the visit must have completed the mandatory site induction read.

6.4 Travelling Abroad Checklist

The safety and security of employee(s) travelling abroad is important to Mayflex.

At all times, employees travelling should use common sense, be reasonably cautious, respect local customs and abide by the laws of the country they are visiting.

When in doubt, they shall contact the established organisations able to advise and ensure their own safety while travelling.

All staff travelling must:

Before departure:

Medical advice

- Take their blood group card and any list/document indicating any special health condition
- Have all required vaccinations

Administrative formalities

- Check Passport validity (it may depend on destination)
- Visas
- Have proper health assistance coverage before departure (via your credit card policy, travel insurance through your reservation or your company)

During their stay:

Behaviour

- Try in general to attract as little attention as possible.
- Adopt an **attitude of respect** for the country's laws, traditions and customs.
- Do not **disclose** the name of your company, your nationality or your line of work.
- Do not post any details about your assignment and itinerary on **social networks** like Facebook, LinkedIn and Twitter.
- In high-risk countries: **consult** websites offering foreign travel advice, **check the risks** related to the destination on the local relevant websites, **use** vehicle hired in advance and if using **public transport**, find out security arrangements in advance.

In the event of trouble:

- **Inform** Mayflex, and/or the local contact person, and/or the consulate/embassy, and subsequently the local authorities.

In the event of civil disturbances or public demonstrations:

- **Keep distance** from such gatherings.
- **Do not take** pictures.
- **Do not offer an opinion.**

In the event of physical aggression:

- **Do not oppose any resistance.**

In the event of medical problems:

- **Contact** your medical assistance organization.

Working Abroad Check List

		Tick Box			Comment
		Yes	No	N/A	
Access	<ul style="list-style-type: none"> • Travel arrangements to, from and at location • Permission to work on site • Provision for disabled, if necessary • Assistance (medical, legal, consular, local, etc). • Additional insurance, if necessary 				
Pre-Planning	<ul style="list-style-type: none"> • Travel documents ordered/received • Local Conditions evaluated • Next of kin recorded • Medical problems noted • Vaccination received . • Draft itinerary available and updated • copy to HR & Local Manager • "Base" contact in UK informed of all necessary details 				
Training	<ul style="list-style-type: none"> • Language differences • Hygiene/health education advice • Interpersonal skills • Specific skills 				

Staffing	<ul style="list-style-type: none"> • Competency for specialist or hazardous activities 			
Personal safety	<ul style="list-style-type: none"> • Method of routine communication established • System for emergency communication established 			

7.0 Incident / Accident Investigation Report

Full How-to guide from Connected Safety Net available on Mayspace

The screenshots illustrate the following steps in the MAYFLEX Incidents V2 app:

- Incidents V2 Learning Module:** Overview of the app's purpose and instructions.
- Access CSN Incidents V2:** Welcome screen with login options.
- Welcome to Incidents V2:** Main screen after successful login.
- Site Selector and Status dropdowns:** Options to filter incidents by site and status.
- Launch Incidents V2:** How to open the app from the home screen.
- Log in to Incidents V2:** Entering email and password.
- Incidents V2 main screen:** Overview of incident reports.
- Step 1 - Create a New Flash Report:** Initiating a new report.
- Step 2 - Choose Location & Shift:** Selecting the incident type, location, and shift.
- Step 3 - Add Photo/Video to Flash Report:** Attaching evidence.
- Step 4 - Add Equipment:** Listing involved equipment.
- Step 4 - Add Involved Party:** Adding personnel involved.
- Step 5 - Add Immediate Actions Taken:** Documenting actions.
- Step 5 - Save the Flash Report:** Finalizing and saving the report.

Incident investigation process guide

- Establish the facts of the incident, including:
 - What happened?
 - When and where did it happen?
 - What task was being done?
 - Who was involved?
 - Were there any witnesses?
- Gather all necessary background information, for example:
 - maintenance records
 - safe work procedures
 - instructions manuals
 - training records.
- Consider all the potential contributing factors:
 - Environment: Did environmental conditions (e.g. light, noise, floor surfaces) contribute to the incident?
 - Equipment /materials: Did anything about the equipment, materials, tools etc (e.g. equipment failures, missing guards) contribute to the incident?
 - Work systems: Was there something about the system that contributed (e.g. hazard not identified, known hazard not addressed)?
 - People: Was there something the workers, supervisors or contractors did that contributed to the incident (e.g. poor communication, being tired or rushing to finish on time)?
- Determine the primary cause/s of the incident, that is, those which if they hadn't occurred then the incident wouldn't have occurred. Ask yourself "Would the incident have happened if...?"
- Identify the root cause / system failures that underline the primary cause/s and contributing factors.

One simple technique for identifying the root cause is the 'Five Whys'. This technique involves asking yourself 'Why did this happen?' and continuing to ask 'Why' for each response until you reach a conclusion that does not generate another 'why' and the underlying cause becomes apparent.
- The final and most important step in any investigation is to act to fix all the factors that contributed to the incident, starting with the primary cause/s and working through each of the contributing and underlying causes.

Process owners

1. The Line manager is responsible for:
 - a. Ensuring the Investigation report/s is completed
 - b. Obtaining signed witness statements (if applicable);
 - c. Implement / follow up corrective actions;
 - d. If the incident/accident is RIDDOR* reportable, send the Incident Accident Investigation report and any supporting document to the Chief Operational Officer and/or Group Warehouse Manager.
2. The HR department is responsible for:
 - a. Checking that the RIDDOR* notification is carried out promptly;
 - b. Keep a RIDDOR* accident and dangerous occurrences log containing a copy of the form submitted to the enforcing authority.
3. The H&S Committee is responsible for:
 - a. Assisting in the investigation if required;
 - b. Reviewing the Incident/Accident investigation report;
 - c. Monitoring progress of action plans;
 - d. Suggesting other corrective actions;
 - e. Analysing trends.
4. The Operations & Services Director, Group Warehouse Manager and/or the Chief Operational Officer are responsible for:
 - a. Notifying promptly any accident reportable under the provision of RIDDOR to the enforcing authority;
 - b. Transmitting the RIDDOR reference and a copy of the form submitted to the HR department.

* For more information about RIDDOR please go to <http://www.hse.gov.uk/pubns/hsg245.pdf>