



## Company Details

Urban Planters Franchise Ltd  
The Forge, The Stables Business Park  
Bristol Road, Rooksbridge, Somerset BS26 2TT

Date - 13/09/2021

Date for Next Review - 31/01/2022

Responsible Person - Alan Page

# HEALTH & SAFETY MANUAL 2021



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POLICY REVIEW		
Date	Name	Signature
01/02/21	Kieron Holland for Safety Forward	

This Health & Safety Manual should be read in conjunction with the Health & Safety Policy.

## 1 SCOPE

The Health & Safety Manual shall identify the significant risks occurring through the natural course of business, carried out by any employees of Urban Planters.

## 2 PURPOSE

The H&S Manual shall identify such risks present, and detail Urban Planter's procedures for controlling such risks.

## 3 STANDARD COMPANY CONSIDERATIONS

### 3.1 ALCOHOL, DRUGS AND MEDICATION

Urban Planters is committed to ensuring the health and safety of its employees, contractors and members of the public. In line with this commitment, Urban Planters stipulates that all employees and contractors should themselves ensure that they are fit to perform the work required of them by Urban Planters.

Any employee who appears to be under the influence of alcoholic drink, drugs or medication places not only himself/herself at risk, but also those who may be affected by his/her work. Urban Planters reserves the right to investigate such cases and take action as appropriate. This may include unannounced or scheduled drug and alcohol testing.

Any employee found to be under the influence of alcoholic drink or illegal drugs may be subject to disciplinary proceedings.

Urban Planters shall aim to provide confidential support and advice to anyone reporting substance misuse or addiction issues when raised. This, if offered, may be via an external 3rd party provider.

Urban Planters may invoke its disciplinary procedures and insist that the individual seek counselling and advice as a condition of continuing as an employee.

Employees are reminded that they must bring to the attention of Urban Planters, any substance being taken even if over the counter, prescribed or otherwise, that may interfere with their ability and judgement when carrying out their duties.

If any employee believes that he or she is under the influence of any substance that would impair his/her work, then the employee concerned should immediately contact his/her line manager.

#### 3.1.1 Smoking & Vaping

In accordance with statutory law affecting all public buildings and workplaces, no smoking or vaping will be allowed within any Company premises or within any enclosed buildings in which the Company's employees are working. Company policy is that employees should assume that any workplace, internal or external, is no smoking, unless advised otherwise.

### 3.2 CONDUCT

Urban Planters reminds all employees that they should be aware they represent the company during work hours, at any time when wearing branded clothing & driving company branded vehicles. Employees should actively promote the company and remain courteous and professional at all times.

### 3.3 STRESS, VIOLENCE & ANTI BULLYING, HARASSMENT & VICTIMISATION

Urban Planters has in place a Stress Policy, and a Bullying Harassment and Victimisation Policy.

Urban Planters will:

- Identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks of stress. These risk assessments will be regularly reviewed.
- Consult with Safety Representatives on all proposed action relating to the prevention of workplace stress.
- Will provide training for all managers and supervisory staff in good management practices.
- Provide confidential counselling for staff affected by stress caused by either work or external factors.

- Provide adequate resources to enable managers to implement the company's agreed stress management strategy.

### 3.4 EQUALITY

Urban Planters treats equality of opportunity seriously and has an equality framework that is applicable to staff in order to promote and ensure equality of opportunity. Implementation of this procedure must be clear and transparent and not subject to any unfair discriminatory practices.

### 3.5 DATA PROTECTION

In the course of our business, we may collect and process the personal data set out in our Privacy Policy. This may include data we receive directly from a data subject (for example, by completing forms or by corresponding with us by mail, phone, email or otherwise) and data we receive from other sources (including, for example, business partners, sub-contractors in technical, payment and delivery services, credit reference agencies and others).

We will only process personal data for the specific purposes set out in our Privacy Policy or for any other purposes specifically permitted by the GDPR. We will notify those purposes to the data subject when we first collect the data or as soon as possible thereafter.

### 3.6 CORPORATE SOCIAL RESPONSIBILITY

Urban Planters will conduct every aspect of our business with honesty, integrity and openness, respecting human rights and the interests of our employees, customers and third parties. We will respect the legitimate interests of third parties with whom we have dealings in the course of our business.

We will maintain the highest standards of integrity - for example, we will not promise more than we can reasonably deliver or make commitments we cannot keep.

We will act in a socially and environmentally responsible manner and promote sustainable development where possible. We believe these principles are integral to our business, employees, customers and the communities we work in.

## 4 TRAINING

### 4.1 ALL COMPANY EMPLOYEES

The Director will carry out a regular review of health and safety training needs. They will ensure that a training programme for all levels of staff and employees within the Company is in place, in order to provide the skills and knowledge to allow each employee to undertake their duties in accordance with statutory legislation and codes of practice.

In carrying out the review, particular attention will be paid to persons whose roles have changed, or any legislative changes that require employees to receive further training in order to perform their required tasks. Employees taking on additional responsibility may also need additional training.

### 4.2 YOUNG PERSONS

Young persons employed under apprenticeship training schemes will be allowed to attend college training classes if/as required under their particular training scheme. All young persons will be allocated a mentor and have an individual risk assessment, which will be updated throughout their training period.

### 4.3 INDUCTIONS

All employees will receive a health and safety induction on engagement with Urban Planters to include:

- The Company Safety Policy and safety rules (and where they are located)
- Safety hazards and health risks inherent in the Company's normal type of work
- Substances hazardous to health
- Workwear and PPE
- Good housekeeping
- Fire risks and prevention, emergency procedures, location of extinguishers and assembly points
- Accident reporting (including RIDDOR)
- Designated accessways and walkways
- Welfare facilities, cloakroom and toilets
- First aid provision and appointed persons
- The person responsible for giving the induction will record confirmation of the induction in each inducted employee's personnel file.

#### 4.4 SPECIALIST TRAINING

In addition, if employees are required to undertake work in any workplace where there may be a special risk, then Urban Planters will ensure that the employees are advised of the risks beforehand and are fully trained to work safely in such an environment.

The named responsible H&S Person named in this document will ensure that training records are maintained.

## 5 MONITORING AND REVIEW OF THE COMPANY'S HEALTH AND SAFETY PERFORMANCE

### 5.1 FORMAL REVIEW OF COMPANY HEALTH AND SAFETY PERFORMANCE

The Director has specific responsibilities to monitor the implementation of the Company's Health and Safety Policy and to review the Company's performance. Items to be monitored and reviewed are:

- Any significant accidents or incidents.
- Any matters arising from health and safety audits or site visits.
- Any criticisms from Health and Safety Executive, clients or other parties.
- The Company's "health and safety objectives".
- New legislation, guidance notes, or HSE initiatives.
- The Health and Safety Manual and working procedures as appropriate.
- Training requirements.
- Health and Safety Inspections and Reports

## 6 CONSULTATION WITH EMPLOYEES AND CONTRACTORS

### 6.1 FEEDBACK FROM EMPLOYEES ON HEALTH AND SAFETY ISSUES

Urban Planters has a pro-active approach to health and safety and recognises the benefits of employees having a significant input into the Company's health and safety procedures. Employees also play a vital role in providing feedback on actual performance and identifying hazards that have previously been missed. Therefore, all employees and contractors are encouraged to assist the Company in maintaining a safe and healthy workplace.

Regular consultation, whether formal or informal, between management and employees, helps to identify any causes of unreasonable or excessive stress encountered by employees and allows management the opportunity to reduce the causes through training or task re-allocation.

Company management are in regular contact with all the employees, allowing consultation between management and the workforce on health and safety issues on an informal and on-going basis. At regular meetings, Inductions, toolbox talks and training seminars, employees will be invited to make suggestions on improvements to health and safety standards and will be allowed to discuss in depth any issues of concern.

Employees are encouraged to continually liaise with their immediate manager or supervisor to assist in the identification of any health and safety hazards that have not previously been identified and suggest ways of improving health and safety in the various workplaces run by the Company.

### 6.2 CONSULTATION WITH CONTRACTORS AND BUSINESS TO BUSINESS SERVICE PROVIDERS

All companies instructed by Urban Planters must be competent and provide evidence to support this.

Urban Planters will provide details of the significant risks that contractors will encounter at the location or site where they will work.

When contractors are submitting their proposals to Urban Planters, they will be asked to identify any significant risks that their work will create, both to themselves and to others who may be affected by that work.

## 7 REPORTING OF ACCIDENTS AND DANGEROUS OCCURRENCES

### 7.1 GENERAL

All accidents and incidents must be recorded in the Company's accident book, irrespective of whether the injured person is an employee, self-employed person, sub-contractor, authorised visitor or member of the public. This applies to all injuries, no matter how slight, and to any near-miss incidents.

The Company's accident forms must be completed for any accidents that have involved lost time or damage to property, plant or equipment. Where an accident is reportable under [RIDDOR](#), the company must report this using the F2508 form available on the HSE website. The line manager of the injured person is responsible for ensuring this is completed.

The responsible H&S person named in this document will conduct investigations where necessary collate the accident statistics for Urban Planters, and these will form part of an annual review between the Franchisee's Health & Safety Officers and the Health and Safety Director.

Further information regarding reporting and recording of accidents and incidents can be found in the appendices at the end of this document.

## 7.2 FIRST AID AND WELFARE FACILITIES

### 7.2.1 First Aid

Urban Planters will provide a first aid box, stocked to a size appropriate for the numbers on site or at any workplace.

If the site or work is of a special nature, additional items will be provided as required.

Urban Planters will ensure there is a trained first aider in all workplaces. Notices will be posted indicating the location of the first aid treatment facility and the names of the trained first aiders.

### 7.2.2 Welfare Facilities

Urban Planters will provide welfare facilities at all workplaces and sites in accordance with the requirements of the Health and Safety at Work Act. namely:

- Facilities for heating food and boiling water for drinks.
- Where reasonably practicable, an area to sit, away from the workplace to eat and rest.
- Facilities for storing and drying clothing and PPE if required for the role.
- Toilets and facilities for washing.
- Hot and cold running water must be provided.

## 8 FIRE PRECAUTIONS AND EMERGENCY PROCEDURES

### 8.1 GENERAL FIRE PRECAUTIONS

Urban Planters will exercise its responsibilities to assess and minimise the risk of fire at all work locations in accordance with the Regulatory Reform (Fire Safety) Order 2005.

A risk assessment will be undertaken detailing the risks of a fire igniting, spreading and affecting Company premises, and also the precautions necessary to minimise those risks. It will also detail the arrangements and procedures for raising an alarm and ensuring a safe and speedy evacuation, should a fire occur of sufficient magnitude to require evacuation.

All potential fire hazards must be identified in risk assessments and steps must be taken to remove the hazards from working areas, or to minimise the risks as far as possible. No smoking areas will be established in any working area where there is a significant risk of fire.

Urban Planters will appoint fire wardens at each workplace, with responsibility for assisting with safe evacuation and ensuring that fire appliances remain correctly positioned and maintained.

Notices will be posted at each workplace stating the evacuation procedures, together with names of the fire wardens for the various sections of the building.

Adequate fire prevention and emergency procedures, together with suitable means of fire detection, raising the alarm and firefighting equipment, must remain in place throughout all of the Company's workplaces.

The Health and Safety Director will ensure that appropriate maintenance contracts are in place for the maintenance, testing and inspection of the various fire systems and fire extinguishers. They will also be responsible for ensuring that fire/evacuation drills are carried out and any necessary records updated. All firefighting equipment will be maintained/serviced at least annually. Any discharged extinguishers should be immediately withdrawn and returned for re-charging.

The Health and Safety Director, assisted by the Company-appointed fire wardens, will carry out a review of the emergency equipment and procedures on a regular basis.

## 8.2 SITE OPERATIONS

On a regular basis, emergency evacuations of the premises should be practised, and results and comments recorded accordingly. Notices should be posted stating the evacuation procedures and the names of the fire wardens for the various sections of the building.

## 8.3 PPE SUPPLIED BY THE COMPANY

PPE shall be provided as required for the tasks expected to be undertaken, or if an environment requires it. This will be free of charge. PPE must be worn where detailed in any risk assessment.

It is Company policy that all employees under the Company's control will wear personal protective equipment as stipulated by the risk assessment for their task, at all times. When working on client sites, employees should wear PPE in accordance with the site's rules.

PPE must be looked after and maintained, kept clean and treated respectfully. Any defects are to be reported.

## 8.4 MANAGEMENT OF HEALTH AND SAFETY AT WORK REGULATIONS - RISK ASSESSMENTS AND SAFE METHODS OF WORKING

### 8.4.1 Risk Assessments

Under the Management of Health and Safety at Work Regulations 1999, the Company is required to carry out risk assessments of the work being undertaken, to identify the principal risks to their employees, other work people and visitors or members of the public.

As a result of these assessments, risks can be categorised and the precautions that must be taken to control and minimise the risks can be evaluated. For high-risk situations, detailed method statements will be required.

The Company's has in place risk assessments for regular tasks and shall bring the significant risks and precautions to be taken to the attention of the relevant employees and contractors.

Risk Assessments are subject to regular periodic review, and also if anything changes.

## 8.5 MANUAL HANDLING

In carrying out a manual handling risk assessment, consideration will be given to the requirements of the Manual Handling Operations Regulations 1992. Under these regulations, employers have a duty to prevent employees from handling loads that are likely to cause injury.

Manual handling tasks usually affect the majority of the workforce. The Company appreciates that manual handling contributes to a large proportion of musculoskeletal complaints and injuries, and lost time from work.

All employees shall be given manual handling training, to a level relevant to their role and risk. Employees are reminded that they must act in accordance with training given by the company and report any injuries.

The company shall seek to reduce the requirement for manual handling by providing manual handling aids where this is deemed the correct action.

## 8.6 HAZARDOUS SUBSTANCES

Urban Planters shall ensure that transportation, use, storage and disposal of hazardous substances is in accordance with any local waste disposal requirements, and in accordance with manufacturer's recommendations. Safety Data Sheets and COSHH Assessments will be available for relevant products. If deemed necessary, health surveillance will be carried out for employees (or others as applicable) that require it due to regular contact or exposure to hazardous substances.

Employees are reminded that they should make the Company aware of any underlying health conditions or issues that may render them vulnerable or more 'at risk' to certain substances so that suitable and sufficient risk assessment can be made.

Urban Planters will ensure that employees are trained and properly instructed in the use and storage of any hazardous substance and are aware of the importance of using washing facilities before consuming food or drink. All managers and supervisors must ensure that employees are properly instructed before using hazardous substances.

Smoking must not be permitted when working with hazardous substances.



## 8.7 WORK EQUIPMENT, PLANT AND LIFTING EQUIPMENT

All work equipment shall be subject to regular maintenance, inspection and servicing as required. For some simple equipment, only visual inspections may be required. Any equipment requiring statutory inspections shall be inspected in accordance with the schedule laid out on the previous inspection, or in accordance with the regulation it is governed by.

## 8.8 ELECTRICAL SAFETY

The Company shall ensure that electrical equipment is subject to inspection and maintenance as required for the item in question. Checks carried out shall be recorded and made available where required.

The fixed wiring installation for the premises shall be subject to inspection and testing. This is carried out by The Company or their landlord every 3 or 5 years, depending on type of location.

Employees are reminded that they must only use equipment they feel competent to use, and conduct their own visual inspection prior to using. Any defects must be reported to the company and damaged/dangerous equipment taken out of service. All equipment provided by the Company should only be used in the way it was intended.

## 8.9 WORKING WITH DISPLAY SCREEN EQUIPMENT

Under the Health and Safety (Display Screen Equipment) Regulations 1992, the Company will assess the use of DSE and will provide the following for staff who are regular users:

- Assessments of the work and work-stations (and any necessary improvements required as a result of the assessment). New work-stations must be assessed as they are established.
- Eyesight tests for users who request eyesight tests and if, as a result, it is shown that glasses are needed to specifically work with DSE, to provide such glasses.
- Training for users.
- Managing and Reducing the Risks from the Use of Display Screen Equipment (DSE).

Research has so far uncovered only one major category of risk to DSE users. This is musculoskeletal injury, also known as Repetitive Strain Injury (RSI) or work-related upper-limb disorders (WRULD)

Key aspects in the healthy and safe design of work for DSE employees include suitable furniture, the actual equipment and the job design.

Although there will be times when an operator may have to spend a significant part of a day at a DSE workstation, there will be other periods when DSE operations will form only a small proportion of the daily work tasks.

Thus, administrative staff, by the intrinsic nature of their work, take regular breaks to perform other tasks, and over-long exposure to display screen equipment does not occur.

Managers in each location will monitor tasks to ensure that they remain designed such that DSE operations do not become an excessive or unbroken period of the working day for any staff member.

## 8.10 DRIVERS OF COMPANY VEHICLES (AND DRIVERS USING OTHER VEHICLES FOR COMPANY BUSINESS)

### 8.10.1 General requirements

Drivers of Company vehicles must be authorised by the Company to drive the particular vehicle or category of vehicle and must have a valid driving or operator licence for that category of vehicle.

No driver on Company business is authorised to drive at excessive speeds while on Company business, and the Company will not condone any driver who breaks the statutory speed limit or drives in a manner which is hazardous to him / herself and / or others.

Statutory law must be abided by at all times by all drivers.

All Company vehicle drivers must be confident of driving the particular vehicle they are required to drive. If any driver is unsure of how the vehicle he is required to drive is operated, he should inform his/his supervisor and request further training.

NB. supervisors should note that, even if a driver is licensed to drive a category of vehicle, it does not necessarily mean that they have enough familiarity with the vehicle to be sufficiently competent and confident to operate that particular vehicle in a safe manner.

Every driver is responsible for his/his own safety, the security of his/his vehicle and the protection of third parties. If a driver is feeling unwell or has an injury that might significantly impair his/his ability to drive, then he/she should not operate the vehicle.

### 8.10.2 Use of Mobile Telephones

Company policy is that mobile phones are not to be used when driving or operating vehicles or powered work equipment. Calls should never be made while driving or operating plant. Incoming calls should be responded to only when the driver or operator has ensured that his vehicle or item of plant is in a safe position and is switched off.

### 8.10.3 Fatigue

Fatigue has become one of the biggest causes of serious injury and death among drivers and machine operators. Increasingly, the authorities are prosecuting persons who wilfully continue to drive or operate high-risk equipment, if it can be shown that they were too tired to undertake their tasks safely. Company policy is that no person operates any vehicle or item of plant if they are tired or show any symptoms of drowsiness.

Drivers working alone should stop for a break and refreshment and not continue their journey until they feel fully recovered. Those working in pairs should swap over driving at the earliest opportunity, as soon as the driver feels any signs of fatigue, and at least every two hours on any long journey.

### 8.10.4 Reporting Traffic Accidents and Driving Offences

All persons who intend to drive a Company vehicle are required to inform the Company if they receive any caution or penalty whilst driving a Company vehicle, or if they accumulate any penalty points whilst driving a private vehicle.

In the event of an accident occurring to any driver whilst on Company business (regardless of whether the vehicle is owned privately or by the company), the Company must be informed as soon as possible, and the incident must also be reported to the police.

### 8.10.5 Damage to Company Vehicles

Employees should ensure all damage to Company vehicles is reported at the earliest convenience.

The driver of the vehicle is responsible for ensuring the vehicle is in roadworthy condition prior to a journey and regular checks of the vehicle, tyres, oil, water, any damage, lights and any safety features should be checked prior to using the vehicle. Any defects must be reported immediately.

In the event of a collision with another road user, employees are advised that they should not admit liability at any time. Details should be obtained from the other party where at all possible and discussed with their Line manager.

## 9 LONE WORKING

“Lone working” is defined as being where a person is alone in an area whilst performing his or his appointed tasks. If third party supervision and/or other trades are present, and in audible/visual contact, this would not normally constitute lone working. Generally, it is Company policy not to allow lone working, except in low-risk environments and when undertaking low-risk tasks.

### 9.1 Management Responsibilities

Management will ensure that the following steps are taken before allowing lone working:

- Lone working situations must be risk assessed, both for the task concerned and the working environment.
- All lone working must be periodically reviewed, in case of altered circumstances and to assess whether the controls in place are sufficient.
- Method statements or safe systems of work must be issued to the employee working alone, where significant risks are identified, and that person must be clear as to the scope of tasks he/she is expected to perform, and the inherent risks involved.
- The employee or contractor must be adequately experienced / trained / instructed to undertake his tasks in a lone working situation.
- Communication rules and a nominated point of contact must be in place and clearly understood by the worker and supervisors.

Management shall not permit lone working:

- Where a significant risk exists and cannot be reduced to an acceptably low level, in order to permit lone working.
- By persons under 18 years old.
- Where excessive manual handling is required for heavy or large items.
- Where effective communication cannot be maintained.

- Where a person's personal safety and security may be at risk from assault.

## 10 MENTAL AND PHYSICAL HEALTH & WELLBEING

The Company understands that ill health and private medical conditions can both affect wellbeing and performance.

Very often one health problem may create additional ones, so it is important that employees are monitored and are able to discuss health issues freely.

Upon official appointment to the Company, employees are asked to answer a medical questionnaire. This is to ensure that employees are given the correct support, and are not placed in situations of undue risk.

## 11 INFECTION & DISEASE CONTROL

Urban Planters takes its responsibility to control, reduce and manage infection and disease within the workplace. The workplace is regularly cleaned and employees are requested to report any ill health symptoms immediately, in addition to ensuring they uphold good levels of own personal hygiene.

In respect of the current outbreak of Coronavirus, Urban Planters has a specific a risk assessment in place. All employees are made aware of the risk assessment, which is reviewed regularly. Employees must adhere to the risk assessment in place at all times. When visiting Customer premises, our employees are expected to conduct a dynamic risk assessment and notify the office immediately of any concerns prior to carrying out the visit.

## 12 HOMEWORKING

All homeworkers shall have regular contact from each other and be on short duration trips throughout the day. A DSE assessment must be carried out for those that work from a computer. Any issues with workstation set up, equipment or furniture should be raised with the Director. Please also see the Lone Working Section.

## 13 SELECTION OF CONTRACTORS

All companies contracted to Urban Planters will be subject to a selection and review process. Companies will be selected on suitability, health and safety performance and cost combined.

Any sub-contractor used by the Company must have been approved and placed on a Company-approved list.

If deemed necessary by the Company, a more in-depth health and safety audit may need to be carried out on the sub-contracting company, before granting approval.

### Policy sign off

Company Directors acceptance of responsibility for the policy and its implementation

As Directors of Urban Planters, we accept responsibility for ensuring that Urban Planters is managed in a manner that will provide for compliance with Urban Planters' legal obligations and conformity with the objectives and requirements as detailed in this Policy.

Name: (Print) Alan Page (Director)

Signature:  Date: 13/09/2021

**In any event it is recommended that a full review should be carried out *annually*.**

The next review should be conducted in January 2022