Health, Safety and Environment

How we keep people safe and reduce our environmental impact

Document control	
Company	Assessment Hive Limited, Lucas End Farm, Crouch Lane, Goffs Oak, Waltham Cross, Hertfordshire, EN7 6TH
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Contents

1. Health and safety policy statement
2. Responsibilities
3. Risk assessment
4. Safe working arrangements
5. Environmental policy
6. Monitoring and review

1. Health and safety policy statement

Assessment Hive Limited accepts its responsibilities under the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 and other law that applies to our work. Most of our work takes place in other people's homes, businesses and building sites, so our aim is that nobody is harmed by what we do: not our team, not anyone working for us, and not our customers, occupiers or the public.

To achieve this, we will:

- Assess the risks of our work, and put sensible controls in place
- Give everyone the information, instruction, training and supervision they need to work safely
- Provide and maintain safe equipment, including personal protective equipment (PPE) where needed
- Keep in regular contact with anyone working alone
- Record and learn from accidents, incidents and near misses
- Make sure anyone working on our behalf works to the same standards
- Review this document every year, and whenever our work, the law or our risks change

Signed: _____ Andrew Andreou, Chief Compliance Officer Date: _____

2. Responsibilities

Who	Responsibilities
Andrew Andreou, Chief Compliance Officer (health and safety lead)	Overall and day-to-day responsibility for health and safety; keeps this document and the risk assessments up to date; arranges training; investigates accidents and reports them to the HSE where required; checks the arrangements of anyone working on our behalf
Everyone who works for Assessment Hive	Follow this document, the risk assessments and safe working procedures; take reasonable care of themselves and others; use equipment and PPE properly; stop work and report anything unsafe; report accidents, incidents and near misses the same day
Subcontractors	Work safely and in line with this document and their own risk assessments; hold suitable training, equipment and insurance; report accidents and incidents to us the same day

3. Risk assessment

- Our general risk assessment for site visits is held on file and is available on request. It covers EPCs, MEES, survey visits for assessments, and measured surveys for plans.
- Air tightness testing has its own controls in section 4.10.
- Before visiting a site that is not a normal occupied building, such as a construction site, an empty or derelict property, or a commercial premises with special hazards, the assessor checks whether extra controls are needed and records them on the job in Workever.
- Individual risk assessments are carried out when needed, for example for a new or expectant mother, a young person, or anyone with a health condition that could affect their safety when working alone.
- Risk assessments are reviewed every year at the January inspection, after any accident or near miss, and when our work changes.

4. Safe working arrangements

4.1 Training and competence

Nobody carries out a site visit until they are trained and signed off for that type of work. New starters shadow an experienced assessor until signed off, as set out in the Operations Procedure. Health and safety training includes this document, the risk assessments, lone working, safe use of ladders and, where relevant, air testing equipment. Training is recorded in each person's training log.

4.2 Lone working and keeping in touch

- Every site visit is booked in Workever so the office knows where each person is.
- Anyone working alone contacts the office at the start of the day, after each visit and at the end of the day.
- If someone cannot be reached within 30 minutes of an expected contact, the office tries again, then calls the customer or site contact, and calls 999 if there is real concern for their safety.
- Anyone with a medical condition that could put them at extra risk when working alone discusses it with the health and safety lead before accepting lone visits.

4.3 Arriving at and entering a property

- Check the surroundings before going in. If anything feels unsafe, do not enter.
- Knock and call out on entry, even if the property is reported to be empty.
- If the front door is open on arrival, or trespassers are present, leave and report it to the office.
- If an unexpected occupier is present, explain who you are, show ID and ask permission to continue.
- Make sure there is enough light, and know the way out.

4.4 Personal safety

If anyone becomes aggressive or you feel threatened at any time, leave calmly, get to a safe place and contact the office. Call 999 in an emergency. Nobody is ever expected to finish a job if they feel unsafe.

4.5 Slips, trips and falls

Walk through each room before starting and look for hazards such as loose carpets, uneven floors, trailing cables and clutter. Take extra care on stairs, in poor light and in empty or derelict properties. Report anything dangerous to the occupier.

4.6 Lofts and ladders

- Only enter a loft if it is safe to do so. Never step between joists onto plasterboard.
- Use a ladder in good condition, checked before use, on firm level ground, at the correct angle (about 1 out for every 4 up), and keep three points of contact.
- Where possible, have the ladder footed or secured. If safe access is not possible, record the loft as inaccessible.

4.7 Asbestos and hazardous materials

Our work is non-intrusive. Never drill, lift, break or disturb materials. If you suspect asbestos or another hazardous material (for example damaged boards, lagging or sprayed coatings), do not touch it, stop work in that area and tell the occupier and the office. Do not use or handle chemicals on site.

4.8 Manual handling

Only move small, light items. Do not move furniture or clear rooms for photographs; ask the occupier instead. Carry equipment in suitable bags or cases, and split heavy loads. Ask occupiers to open windows, doors and cupboards where they are present.

4.9 Building sites

On a construction site, report to the site manager, complete the site induction and follow the principal contractor's rules under the Construction (Design and Management) Regulations 2015. Wear safety boots, a hard hat and hi-vis clothing as a minimum, and any other PPE the site requires. Stay away from areas with live works, open edges or scaffolding unless the site manager says they are safe.

4.10 Air tightness testing

- Agree the test time with the site manager or occupier, and tell anyone in the building that a test is taking place.
- Make sure all combustion appliances (boilers, fires, stoves) are switched off and no open flames are present, and that open flues and chimneys are sealed or fires fully out, so no soot or fumes are drawn into the building.
- Use temporary seals and tape only as needed, and remove them all after the test.
- Set up the fan safely in the door frame, with cables routed to avoid trip hazards and the fan guarded. Keep people away from the fan while it runs.
- Use equipment that is maintained and calibrated, with an in-date calibration certificate.
- Treat the fan and frame as a two-stage lift: carry the parts separately and use a trolley where possible.
- Do not run the test if conditions are unsafe, for example high winds or live works in the building.

4.11 Driving

Anyone driving for work must hold a valid licence, keep their vehicle roadworthy with a current MOT, and have business use insurance. Do not use a handheld phone while driving. Plan journeys to allow for breaks, and do not drive when tired.

4.12 Equipment and electrical safety

Laptops, tablets, measuring devices and test equipment are checked visually before use, and faults are reported and the item taken out of use. Office and portable electrical equipment is inspected and tested at suitable intervals. Equipment that needs calibration is calibrated as the manufacturer recommends.

4.13 Office work and display screens

Anyone who uses a computer for a significant part of their day completes a display screen equipment (DSE) check of their workstation, takes regular breaks and can ask for an eye test.

4.14 Personal protective equipment

Everyone carries a torch, disposable gloves and dust masks. Safety boots, hard hats and hi-vis clothing are provided for building sites. PPE is provided free, kept in good condition and replaced when worn or damaged.

4.15 Health and hygiene

Wash or sanitise hands after each visit, especially in properties that are dirty or damp, or have signs of pests. Dress for the weather and carry water. Do not visit a property while unwell with an infectious illness; rearrange the visit.

4.16 First aid

Everyone carries a basic first aid kit in their vehicle, and the office has a first aid kit. A first aider will not usually be present on site, so in an emergency call 999. Anyone who feels unwell on site stops work and contacts the office.

4.17 Accidents, incidents and near misses

Every accident, incident and near miss is reported to the office the same day and recorded in our accident book, keeping personal details secure. The health and safety lead investigates, records what will change to prevent it happening again, and reports to the HSE any injury, disease or dangerous occurrence that must be reported under RIDDOR 2013.

4.18 Fire

The office has a fire risk assessment, smoke detection, a suitable fire extinguisher checked every year, and a clear escape route. On site, follow the occupier's or site's fire procedures and know the way out.

4.19 Subcontractors

Before any subcontractor works on our behalf, we check that they have suitable health and safety arrangements and risk assessments for the work, as part of the approval in the Quality and Compliance Manual. They must follow this document and report accidents and incidents to us the same day.

5. Environmental policy

As energy assessors, we help our customers understand and reduce the energy their buildings use. We aim to practise what we report on, and to comply as a minimum with all relevant environmental law. We will:

- Work digitally wherever possible, issuing reports electronically and keeping paper use to a minimum
- Print only when necessary, double-sided and on recycled paper
- Recycle paper, ink and toner cartridges, and dispose of electronic equipment through approved recycling
- Plan site visits to reduce travel, and combine visits in the same area where we can
- Choose energy-efficient office equipment and switch it off when not in use
- Leave every property and site as we found it, and remove any materials we bring, including air test seals and tape
- Expect our suppliers and subcontractors to work in the same way

6. Monitoring and review

The health and safety lead checks that this document is being followed through the monthly quality checks, accident records and feedback from the team. It is reviewed every year at the full inspection on the first Monday of January, and sooner after a serious incident or a change in our work or the law. Everyone reads it when they join and after each review, and confirms in writing that they have done so.

Internal records referred to in this document, such as registers, logs, risk assessments and checklists, are available on request.