

# HEALTH & SAFETY POLICY

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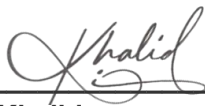


## 1. General Statement of Health and Safety Policy

The Director of TOTAL INTEGRATED SERVICES LTD (TIS) is committed to ensuring a safe and healthy environment for staff, customers, contractors, and visitors. The effective management of health and safety ranks equally with any other managerial or supervisory responsibility. The ultimate goal is to ensure that health and safety becomes an integral part of the company's core professional activities.

Our statement of general policy is:

- To provide adequate control of the health and safety risks arising from our professional activities;
- To consult with employees on matters affecting their health and safety and encourage active participation to maintain and improve standards;
- To provide and maintain safe and healthy company and client premises;
- To provide and maintain completely safe work equipment;
- To ensure the safe handling, transport, and use of all substances;
- To ensure employees are highly competent to complete their tasks, providing comprehensive information, instruction, training, and supervision as required;
- To ensure contractors are fully competent to manage the health and safety aspects of their work;
- To monitor health and safety standards by carrying out regular systematic inspections and audits;
- To record and thoroughly investigate significant accidents and cases of work-related ill health, implementing firm corrective measures to prevent re-occurrences;
- To review and revise this policy as necessary at least every 12 months to maintain strict industry compliance.

Signed:   
Muhammad Khalid,  
Director  
TOTAL INTEGRATED SERVICES LTD  
Date: 10 Mar 2026



## 2. Organisation and Responsibilities

The Managing Director holds overall responsibility for health and safety compliance on the management board, ensuring that all director-level decisions strictly reflect the company's safety objectives, adequate resources are allocated to implement policies, and summaries from monitoring by the Health and Safety Consultant are completely reviewed.

### Directors' Responsibilities

Directors are explicitly responsible for ensuring that:

- Effective action takes place across all operational wings to implement this policy thoroughly;
- A manager is nominated at each operational site to have overall responsibility for local health and safety arrangements;
- Managers are thoroughly competent in modern health and safety management techniques and fulfill their duties accurately;
- The Managing Director is immediately informed of any situation where policy requirements cannot be met or where risks cannot be adequately controlled.

### Managers' Responsibilities

Managers hold direct operational responsibility for:

- Implementing the general arrangements in Section 3 of this policy seamlessly;
- Assessing risks not covered in generic findings, implementing robust local control measures, and recording significant findings locally using standard templates;
- Ensuring all premises under their control conform to national regulations and are registered with the appropriate enforcing authorities;
- Bringing this policy directly to the attention of all staff under their command during onboarding and ongoing tool-box talks;
- Ensuring new hires receive professional health and safety induction training alongside specific competency certifications required for their daily duties.

### All Employees' Responsibilities

All personnel are required to cooperate fully by:

- Taking reasonable care for their own health and safety and that of others who may be affected by their workplace activities;
- Using all provided work equipment strictly in accordance with training and operational manuals;
- Reporting immediately to their manager any safety concerns, hazards, defects, or shortcomings they see in local safety configurations.



## **3. General Arrangements / Generic Risk Assessments**

This section outlines the standard operating arrangements and risk control protocols applied across all TOTAL INTEGRATED SERVICES LTD projects and workspaces to maintain safe baselines and prepare successfully for standard audits.

### **3.1 Risk Assessment Procedures**

The duty to assess risks and take proactive action to remove or control hazards is absolute. Risk assessments must be 'suitable and sufficient'. Managers must systematically identify hazards, evaluate who might be harmed, record significant findings, and review evaluations annually or whenever circumstances alter. All residual risks must be kept strictly Low.

### **3.2 Workplace Issues**

Managers must ensure that all workspaces conform to the Workplace (Health, Safety and Welfare) Regulations. Standard compliance includes preventing overcrowding, ensuring furniture/equipment paths leave exits unblocked, providing sufficient service outlets to prevent wires crossing floors, salting and gritting walkways during icy conditions, and providing perfectly maintained, hygienic toilet and washing facilities supplied with soap and towels.

### **3.3 Work Equipment**

Any equipment utilized at work—including hand tools, ladders, machinery, and vehicles—must be strictly suitable for its intended function, marked with appropriate conformity symbols (e.g., CE/UKCA), regularly inspected, and operated exclusively by trained, authorized personnel.

### **3.4 Working at Heights**

Elevated operations must be avoided wherever possible. When unavoidable, robust risk profiling must take place. All height access equipment (step stools, ladders) must undergo detailed structural safety inspections on a monthly basis, with written records carefully maintained in the local register.

### **3.5 Electrical Equipment**

Fixed electrical installations must be formally inspected and certified by a competent electrical contractor at least every 5 years. All portable electrical equipment (kettles, fans, tools) must undergo formal annual Portable Appliance Testing (PAT). Residual Current Device (RCD) protection must be provided for any socket supplying outdoor or high-vulnerability equipment.

### **3.6 Substances Hazardous to Health (COSHH)**

Non-hazardous or lower-hazard substances must always be used preferentially over formulations marked 'Toxic' or 'Corrosive'. Where hazardous chemicals are required, a comprehensive COSHH assessment must be executed, safe storage lockers provided, and safety data sheets maintained.



### **3.7 Asbestos Containing Materials (ACM's)**

Comprehensive asbestos surveys must be executed on all relevant structural premises. Any suspicious material must be strictly presumed to contain asbestos until proven otherwise. Only licensed specialist asbestos contractors are permitted to disturb, handle, or remediate ACM assets.

### **3.8 Fire and Terrorist Threat Procedures**

A formal fire risk assessment must be compiled for every property, with findings recorded on the TIS Fire Risk Assessment Form. Corridors and stairwells must be kept entirely clear of combustible storage or waste. Clear mail-room warning notices must be displayed to assist staff in detecting suspicious packages or chemical threats.

### **3.9 Manual Handling Operations**

Manual lifting, pushing, or pulling involving significant loads must be designed out of processes where possible. When handling is required, managers must provide mechanical aids (trolleys, barrows), mandate team lifts, or divide loads. Personnel are strictly forbidden from lifting beyond their personal physical capacities.

### **3.10 Display Screen Equipment (DSE)**

Habitual computer operators must be formally classified as DSE Users. Workstations must be audited utilizing the official TIS DSE Checklist. Users are entitled to free routine eye tests and specialized corrective spectacles if prescribed explicitly for display screen usage. Extended laptop use requires a separate full-size keyboard and mouse to prevent upper-limb postural disorders.

### **3.11 Smoking Policy**

Smoking and the use of e-cigarettes are strictly illegal and totally prohibited inside all indoor premises owned, operated, or managed by the company.

### **3.12 Road Transport**

Employees driving for company business must possess full valid licensing, clean insurance credentials, and comply strictly with traffic laws. Work timetables must be dynamically scheduled to ensure drivers take frequent rest breaks to offset fatigue. Hand-held mobile use while driving is strictly outlawed.

### **3.13 Contractors**

External contractors must complete the comprehensive TIS Contractors Health and Safety Questionnaire. Their risk control documentation, method statements, and safety plans must be rigorously analyzed and approved by management before any field operations commence.



### **3.14 First Aid Arrangements**

Sufficient trained first-aiders or appointed individuals must be present on site at all times. Accessible first aid boxes must be stocked, verified regularly, and prominently advertised via signs. Every treatment must be logged on the TIS First Aid Treatment Record Sheet.

### **3.15 New and Expectant Mothers at Work**

Upon formal notification, an immediate custom risk assessment must be compiled to shield new or expectant mothers from hazardous tasks. Adequate private rest facilities and comfortable environments must be fully provided by site management.

### **3.16 Young Persons**

Dedicated risk audits must protect workers or interns under 18 years of age from hazards linked to immaturity or lack of field experience. If the youth is below the legal school-leaving age, risk profiling findings must be shared directly with their parent or legal guardian.

### **3.17 Reporting and Investigating Injuries/Ill-Health**

All work-related injuries, reportable diseases, and dangerous occurrences must be recorded using the TIS Injury/Incident Report Form. Under statutory RIDDOR rules, specified major injuries, dangerous occurrences, occupational illnesses, or over-7-day absences must be reported directly to the Incident Contact Centre (ICC) via online forms within 15 days, with hardcopies preserved at Head Office.

### **3.18 Health and Safety Law and Employer's Liability Insurance Notices**

Managers must prominently display the official 'Health and Safety Law' poster with fully completed local management contact information, alongside an updated, valid copy of the company's Employer's Liability Insurance Certificate.

### **3.19 Safety Representatives and Employee Consultation**

The company consults transparently with staff on safety metrics. Where union or employee representatives are appointed, they retain full statutory rights to review risk files and accident records. Health and safety remains a permanent standing item on all operational meeting agendas.

### **3.20 Working Alone**

Solitary work must be minimized. Where lone working is unavoidable, a rigorous risk profiling assessment must occur to establish mandatory check-in schedules, automated tracking systems, and dedicated communication gear logged via standard TIS templates.



### **3.21 Working Time Regulations (WTD)**

TIS recognizes that excessive working hours damage health and increase error margins. Managers will ensure personnel do not exceed an average of 48 hours per week over a 17-week reference period without an explicit, signed voluntary opt-out agreement. Night-workers must be offered free routine health assessments, and standard in-work breaks (minimum 20 minutes for shifts over 6 hours) must be strictly provided.

### **3.22 Working on Client's Premises**

Operations executed on client infrastructure require active dual-party hazard mapping. Ongoing collaboration and alignment must take place with the client's local contact to guarantee field staff are protected and familiar with host evacuation paths.

### **3.23 Working at Home**

Home-based employees who use computers habitually must be provided with a standard DSE Checklist to assess their home workspace setup. TIS will coordinate remedial provisions, supplying auxiliary hardware or ergonomic support peripherals where required to prevent strain.

### **3.24 Noise Mitigation**

Formal noise surveys are required wherever workers must raise their voices to hold a conversation at a 2-meter distance. Above the first action value (80 dB), hearing protection must be provided. At or above the second action value (85 dB) or peak impact levels (137 dB), hearing protection use is strictly mandatory, supervised, and paired with annual audiometric health surveillance tracking.

### **3.25 Health and Safety Training**

Targeted safety training needs must be identified through regular performance reviews and project risk profiling. Specific training tracks must be deployed for new hires or staff taking on extra responsibilities, with full training matrices archived on company systems.

### **3.26 Personal Protective Equipment (PPE)**

PPE serves as a terminal line of defense. Managers must evaluate project requirements, maintain adequate stocks of compliant safety gear, provide comprehensive training on its maintenance, ensure full compliance in the field, and log all gear issuance records permanently.

### **3.27 Vibration Risks**

Exposure to Hand-Arm Vibration (HAV) and Whole-Body Vibration (WBV) from power tools or ride-on vehicles must be closely monitored. Where daily exposure action values (EAV) are met ( $2.5 \text{ m/s}^2$  for HAV /  $0.5 \text{ m/s}^2$  for WBV), strict usage timetables, exposure limits, and routine occupational health surveillance must be implemented to prevent Hand-Arm Vibration Syndrome (HAVS) and white finger disease.