



HEALTH & SAFETY POLICY STATEMENT

The company aims to provide healthy and safe working conditions conforming to the letter and spirit of the legislation. It undertakes to ensure that all operations are carried out safely and that the co-operation and involvement of all employees to meet this objective will be sought.



Department
for Education



Health and Safety Policy Statement

PROTOCOL CONSULTANCY SERVICES

This policy applies to:

- All employees
- Learners (DfE apprenticeships and Study Programme) attending our training sessions
- Contractors and visitors
- All activities taking place at:
 - Our main office in Birmingham City Centre

The company aims to provide healthy and safe working conditions, conforming to the letter and spirit of the legislation. It undertakes to ensure that all operations are carried out safely and that the co-operation and involvement of all employees to meet this objective will be sought.

Protocol MD shall therefore:

- Ensure that relevant and up-to-date information on all aspects of current health and safety legislation and good practice is obtained and made available to interested parties; including all learners, apprentices, and traineeships to this end a library of health and safety literature will be available upon request from Sue Tipton and on the Moodle and website.
- Provide information about machinery, plant or processes to those directly affected as soon as it is available; carry out a risk assessment every year, or more often if new machinery or processes are introduced and make the findings of such an assessment generally available.
- Train supervisory staff in accident prevention so that safe working methods are used and systematically review training and re-training requirements.
- Ensure that health and safety factors are considered when changes are being planned in work methods, processes, premises, products or production methods.
- Train new employees and those taking on new jobs or responsibilities and ensure that they are aware of any hazards of the job or working environment.
- Ensure that any accident is fully investigated and recorded, where the fault lies with working methods, machinery, materials or processes, that such fault is corrected.
- Into all terms and conditions of employment, write a requirement that the employee will take responsibility for his/her own health and safety at work and for that of his/her colleagues; regard willful breaches of health and safety procedures as gross misconduct for which the penalty is dismissal. Learners (Apprentices and Trainees) will also have H & S requirements in their code of contract agreement.
- Name Sue Tipton as safety advisor. Sue and the SMT have the authority to stop processes or practices that they regard as likely to endanger the health or safety of employees.
- Test the fire alarm/procedures once a week and carry out a full evacuation of the premises at least once a year and conform with Health & Safety requirements at The Old Guild House.
- Maintain respiratory infections secure procedures (if applicable)
- All staff will have as a minimum annual CPD training regarding Health & Safety and Security
- All staff and learners (apprentices and trainees) are to follow the ill health/absence procedures and record the relevant information in the registers.

PROTOCOL GROUP

- In areas where there is the potential for serious and imminent danger, and areas that are danger areas, establish procedures to be followed in an emergency, including naming people whose responsibility it will be to assist in any necessary evacuation of the premises.
- Ensure that adequate fire-fighting equipment is placed at strategic points and maintained.

- Maintain appropriate First Aid facilities on site and First Aid trained staff.
- Provide protective clothing where necessary.
- Provide comprehensive information and adequate training to VDU users.
- Ensure COVID and Respiratory Infections secure procedures are followed by staff and visitors.

As a matter of general policy, the whole of the premises will be inspected at regular intervals of not less than 6 months to ascertain the requirements for redecoration and refurbishment. Walls, ceilings and woodwork will be cleaned/washed down as appropriate at least annually. The Director in charge of the office will be responsible on 1 August each year for ensuring this work is carried out after discussion with the SMT and will supervise the necessary work until satisfactorily concluded.

Every employee has a responsibility for immediately drawing to the attention of the Director in charge of the office/premises, wear and tear, or any other damage of carpets, flooring, office furniture and machinery, shelving, or anything else, inside or outside the building, which constitutes the company. When any matter is reported, which, in the opinion of the Director, might materially affect Health, Safety or Welfare of the employees, remedial action will be initiated by the Director, who will then supervise the appropriate action to a satisfactory conclusion.

The Director will be responsible for maintaining an accident record book and a first aid box fully stocked to the requirements of the law. These should be placed in a location which is accessible and notified of all employees. Any accident at work shall be recorded in the accident book and the Director/Manager of the office shall ensure that the time and date of any accident is recorded along with the name of the person injured and brief details of the accident. It is the responsibility of the individual employee to sustain any injury, even minor; to make sure that the appropriate entry is recorded.

It is essential that staff, using the last of any item in the first aid box, or noticing that stock is becoming low, immediately informs the Director/Manager of the office, (or Appointed First Aid person) in order that it can be re-stocked.

It is the responsibility of every employee to make sure his or her own workstation is safe and tidy. Where untidiness is caused through a delivery of goods/Books/Brochures etc., it is to be reported to the Director/Manager of the office so that action can be instigated.

REMEMBER IF YOU DO NOTHING UPON NOTICING A POTENTIAL HAZARD, SOMEONE MAY SUSTAIN A SERIOUS INJURY.

The inside of the premises will be cleaned every week, particular attention being paid to the crockery, wastepaper bins etc. Any failing in this respect is to be reported to the Director/Manager immediately. Staff are requested to cooperate with the cleaning Rota. Reception Manager/MD will be responsible for maintaining a supply of clean towels, toilet paper, soap, etc., by all washing basins and maintaining toilet areas. If for any reason, staff are dissatisfied with the hygiene etc. it should be reported to the Reception Manager.

The staff /learner refreshment area on the ground floor should not be used as a workstation during the lunch time hours and opened between the hours of 12.00 – 14.00. The main door should be locked at 14.00 hrs. at the latest and then fully locked at the end of the day.

Individual members of staff using electrical apparatus shall regularly check for obvious faults, such as worn cables damaged plugs, the procedure then to be followed having been outlined earlier under wear & tear etc. All electrical apparatus shall be plugged in adjacent to the place where it is being used. All trailing wires must be identified and secured in accordance with Health & Safety rules. Electrical faults should be reported to the landlord.

The Director/Manager of the office shall be responsible for ensuring all electrical equipment is checked by a qualified electrician and records kept of these safety checks. (This includes any Portable Electric Appliances)

The offices of Protocol Consultancy Services are a non-smoking area and all cigarettes etc. must be extinguished before entering the premises. In no circumstances should cigarette stubs be thrown outside the building and the proper waste bins used in the street. Disobedience of this instruction after several warnings may result in dismissal.

Within the office environment there could be substances hazardous to health such as bleach, tippex, photocopier toner etc. these are controlled substances which must be kept in their designated places and their use monitored by the Director/Manager of the office. Any such substances carry the approved symbol for dangerous substances and all staff must take all reasonable care when using such substances.

Fire extinguishers of the type recommended by the Fire Prevention Officer have been situated in the positions recommended in the hallways/rooms and are not removed from these locations. The service contract covers an annual maintenance inspection. Instructions concerning action case of fire are permanently fixed to the notice board. It is the duty of all employees to familiarise themselves with the escape routes and fire instructions.

UNDER NO CIRCUMSTANCES MUST FIRE EXITS BE BLOCKED OR OBSTRUCTED IN ANY WAY.

Employees should ensure when using a VDU screen work is organised so that proper breaks are taken away from using the screen. (Continuous data inputting for more than 2 hours – please take a break from the screen and complete another activity)

Care shall be taken to avoid hazardous manual handling operations. Correct lifting and carrying procedures shall be always adopted.

Where a company car is provided as part of an employee contract of employment, it is the duty and responsibility of that individual to ensure that water, oil, tyres, electric's are checked regularly, at intervals of no more than 7 days and especially prior to a journey of 100 miles and where any damage or wear and tear to the car and its components is noted this shall be reported to the Director so that remedial action can be taken immediately.

If you are feeling pressurised or stressed and starting to feel unable to cope with work pressures, then please advise your manager.

EVERY EMPLOYEE IS EXPECTED TO ADOPT A RESPONSIBLE ATTITUDE, REPORTING IMMEDIATELY TO THE DIRECTOR ANY MATTER THAT GIVES CAUSE FOR CONCERN.

IN THE ABSENCE OF THE DIRECTOR AT ANY TIME, THE DESIGNATED MANAGER/SENIOR EMPLOYEE SHALL RESUME RESPONSIBILITY.

The Directors also undertake to review this health and safety policy regularly and to ensure that it is working effectively.

Sue Tipton, Managing Director with Protocol Consultancy Services, is charged with overall responsibility for the operation of this policy.

SIGNED.....TITLE.....DATE.....

EMPLOYEES/Apprenticeships

SIGNATURE.....NAME.....DATE.....

SIGNATURE.....NAME.....DATE.....

HEALTH & SAFETY POLICY STATEMENT

PROTOCOL CONSULTANCY SERVICES

The Director of TPSL t/a Protocol Consultancy Services/Prolink Associates Ltd intends to provide healthy and safe working conditions and wishes to enlist the support of all employees towards achieving this.

This statement is issued in pursuance of the requirements of the Health & Safety at Work Act

1974 and the recent additional EC Directives must be read with an understanding that it is the sincere intention of the Directors of Protocol to comply not only with the letter of the law but also with the spirit of the Act as well, for the benefit of all concerned.

Therefore, all employees of TPSL t/a Protocol Consultancy Services and Prolink Associates Ltd are to read their copies of this statement and then sign the original copy to show they have read and understood it. This countersigned statement is then to remain permanently fixed to the noticeboard. This statement will be reviewed by the Director at six monthly intervals and any amendments to it will be copied to all employees. Any amendments must then be signed by all employees on this original document to show that they have read and understood them.

A copy of the Policy Document can be found in the Staff, Learner and Employer Section on Moodle. Staff should also read the Fire Safety Policy and the Safeguarding Policy and risk assessments.

Absence policies in Staff Handbook and Learner version on Moodle

Protocol Consultancy Services has a separate Mental Health and Wellbeing Policy that benefits both staff members and customers alike. Our Mental Health and Wellbeing Policy describes how we will look after our staff and customers' mental health and wellbeing. The policy aims to provide protection for staff's wellbeing by encouraging clarity of procedures when a person discloses a mental health issue, and to give reassurance to staff members to be confident in their response to difficult situations.

Protocol Consultancy Services has a separate Stress Management Policy and Toolkit for staff. Staff wellbeing is a priority. Measures include:

- Reasonable workload management
- Access to line manager and HR for support
- Regular breaks encouraged throughout the day
- **A Stress Management Toolkit**

Policy published date	May 2010
Date of last review	March 2026
Next review due	March 2027
Person responsible for policy and review	Compliance Manager / S Tipton