

Dworkin Group® Health and safety Policy

DATED 21 APR 2020

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DWORKIN®



1. Introduction to Dworkin®

The Dworkin® company was established in Prague, CZ in 1995. We started as LAN administrators for corporate customers. In 2004 we were forced by Renault-Nissan to extend ITIL practices by achieving ISO 9001 certification. Following our growing network of customers we started our EU expansion in 2008. Actually (end of 2018) we are now based in 21+ EU countries with 95+ technicians. We are still growing, looking for new challenges. The Dworkin® Group is now a holding company based in the Netherlands. Our customer base is growing and our good reputation on the world stage is becoming more and more well known.



1.1 General Health and Safety Policy Statement

Dworkin® are committed as far as reasonably practicable to providing and maintaining a safe and healthy working environment for all employees both in our own offices and when doing work for our customers on their premises, also included are any people who may be affected by our activities.

Each employee receives all necessary instruction, training and information to enable the safe performance of their work activities. Health and safety audits are carried out annually and facilities are available to enable staff to raise points on health and safety. The health and safety audits will appraise changes in legislation to enable Dworkin® to stay current with health and safety legislation. Because of our international presence, our health and safety policy must be viewed and adopted with a common sense attitude as each country will undoubtably have their own particular sets of rules.

All levels of personnel in the workplace have a duty to themselves and to their colleagues to work in a safe manner and be mindful of their overall health and safety responsibilities. This statement will be under permanent review to ensure that objectives are achieved and will be sufficiently flexible to recognise any local changes or changes to legislation.

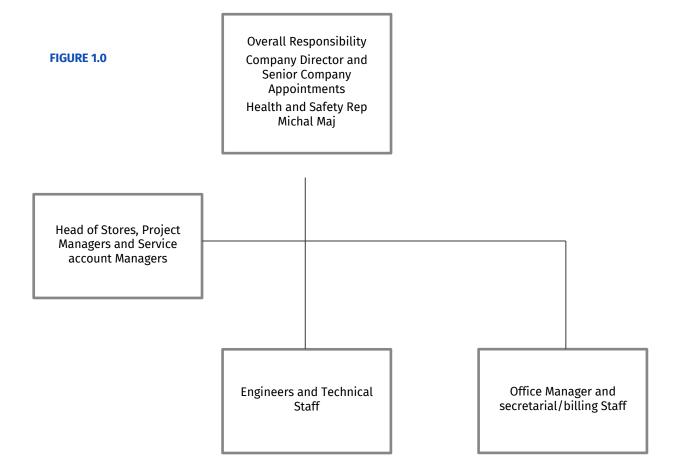
(Signature required when displayed on Noticeboards)
Martin Krivy
Company Director
Dworkin® Group

May 2020



1.2 Responsibilities

Figure 1.0 illustrates the general structure of the Company and the distribution of responsibilities with regard to health & safety issues. Please note that all Company employees are equally responsible for themselves and others in whatever environment they are working in. Overall responsibility for the Company regards to health and safety lies ultimately with the Company director.





Dworkin® accepts overall responsibility for all health and safety matters. On a daily basis staff are to use their own initiative with regards to health and safety matters and all Senior staff must always adopt a positive attitude to the subject. This involves the maintenance of a safe environment in the workplace and the rectification of any shortfalls when they may occur.

Company Director and Senior Company Appontments should ensure that:

- All employees are aware of safety requirements and have read this policy document
- All equipment and tools are suitable for the use intended
- All staff are properly trained, instructed, informed and supervised to such a degree to enable them to carry out their work safely
- When required, they should bring any shortfall in standards to the attention of the company health and safety representative
- Any accidents or near misses are to be recorded and reported to the company health and safety representative in accordance with the procedure documented in section 3.4
- Safe access and exits to the point of work are to be permanently maintained on company
 premises and when visiting customers work areas, it is important to note when carrying out new IT
 infrastructure builds in customer properties that exits may not yet have been signed, so before
 starting work ensure that this imformation is ascertained

All Company employees shall ensure that they:

- Safeguard their own health and safety
- Safeguard the health and safety of their colleagues
- Work in accordance with their training and instruction
- Report any defects in materials, machinery and tools
- Do not undertake any unusual tasks without appropriate training/instructions from their supervisor.

1.3 Legislation Relevant to Health and Safety at Dworkin®

Regarding Legislation it is important to remember that Dworkin® has interrests all over Europe and North Africa. Each country will therefore, wil have its own particular set of rules and legislations with regards to Health and Safety. It is therefore emcumbent upon all country managers that, in addition to reading, understanding and promulgating this document, they must also take into account any particular rules which are pertinent to the country in which they are employed

1.4 Interpretation of Legislation

Dworkin® has evaluated the risks to its employees, and persons affected by the work conducted by its employees. These Risk Assessments have enabled Dworkin® to evaluate and propose control measures to reduce any perceived risk. Section 2 details the Risk Assessments for the majority of the work carried out. These have been used as a basis for Section 3 which details the Primary and Secondary Office Procedures to ensure the health, safety and welfare of the staff and visitors to any company work area.



2 RISK ASSESSMENTS FOR COMMON TASKS

2.1 Electrocution

| Potential Hazard: | Electrocution or fire from faulty electrical equipment. |
|--------------------|--|
| Persons at Risk: | Technicians, secretarial staff and any other staff using computers, photocopiers, drills etc. |
| Existing Controls: | Equipment is checked, replaced or upgraded on a regular basis by specialist suppliers. |
| | Visual checks on plugs and cables are carried out on a regular basis by staff. |
| | Staff are instructed in the correct use of the equipment |
| | Equipment is generally under a maintenance agreement with the supplier (who is qualified to maintain it. |
| Proposed Controls: | A suitable qualified electrician installs all new equipment. Training provided in correct use of equipment. |
| | Equipment checked regularly by suitably qualified persons. |
| | Staff instructed not use faulty equipment and report fault to health and safety supervisor. |

2.2 Manual Handling (lifting and carrying)

| Potential Hazard | Manual handling of heavy equipment | |
|-------------------|---|--|
| Persons at Risk | Dworkin® Employees | |
| Existing Controls | Staff are advised not to attempt to lift items which are too heavy or difficult to handle. Always wait for help no matter how much delay it causes. | |
| Proposed Controls | Reduce sizes of individual packages where possible. If items are extremely heavy then seek advice from Brno warehouse and if necessary use mechanical handling equipment. | |

2.3 Falls and Trips

| Potential Hazard | Falls and trips - specifically falls from ladders in server rooms and trips over electrical ethernet and telephone cables. | |
|-------------------|---|--|
| Persons at Risk | Dworkin® Personnel | |
| Existing Controls | Electrical and telephone cables to be kept stored tidily Any ladders used are maintained on a regular basis and staff are instructed in its correct use If there is a reason to work at height, ensure that adequate PPE is worn On site at new builds and when carrying out server room maintenance, ensure that attention is paid to any cabling that may be littered on the floor | |
| Proposed Controls | Reduce height of existing storage to negate the need for a ladder. Organise desks etc. to minimise need for cable crossings. | |

2.4 Visual Display Units (VDUs)

| Potential Hazard | Visual Display Units (VDUs) |
|-------------------|---|
| Persons at Risk | All Dworkin® Employees |
| Existing Controls | Operators have organised their workstations to prevent strain injuries and provide a good working posture. Suitable software has been purchased to suit the tasks. |
| | Work has been organised to minimise continuous viewing of Visual Display Units (VDU's) Personnel are to take frequent short breaks from their screens |
| Proposed Controls | All personnel are to report to their doctor should they feel that their eyesight is being compromised |



2.5 New builds and unoccupied sites

| Potential Hazard | Injuries sustained on new build, building sites and unoccupied sites (trips, falls, cuts, head injuries, broken limbs, contact with harmful substances, toxic gases etc.) | |
|-------------------|---|--|
| Persons at Risk | Dworkin® field technicians | |
| Existing Controls | Dworkin® SAMs and PMs must make all reasonable enquiries to ascertain if there are any known hazards. Where the structure has been occupied recently and no hazards are highlighted through reasonable enquiries, it may be deemed acceptable to allow an experienced SAM to visit the site unaccompanied. In these circumstances the SAM advises reception via a mobile phone of when they arrive and anticipate leaving the site. | |
| | Experienced technicians visiting a site unaccompanied must assess the risks to themselves and not enter the premises or complete the allocated task if in doing so they place themselves at risk. | |
| | Technician advise reception of site location and time expected back in office. | |
| | Technicians are made aware of dangers on any particular site, through training and briefing with owner/occupier of site (where applicable). | |
| | Technicians provided with personal protection equipment. | |
| | Attend site in pairs unless risks identified are minimal, or another professional accompanies the technician. | |
| Proposed Controls | Technicians are to take a mobile telephone or car phone when visiting a site. If technicians are visiting a site alone, they shall advise reception on arrival on site and when leaving the site. | |
| | Provide adequate training to junior members of Dworkin® or those new to Dworkin® on the common hazards and safe working practices to minimise risks. | |



2.6 Occupied Sites

| Potential Hazard | Injuries sustained on occupied sites (trips, falls, cuts, head injuries, broken limbs, contact with harmful substances, toxic gases etc.) |
|-------------------|--|
| Persons at Risk | Dworkin® Technicians |
| Existing Controls | The Dworkin® Technician contacts the site agent and ascertains if there are any particular hazards not commonly found on a construction site. Dworkin® Technician records their attendance on the site in the Contractors/Clients visitor book (where available). |
| | The Dworkin® Technician complies with the health and safety policy in operation on the site and any specific requirements of the contractor with regard to health & safety. |
| | Dworkin® Technicians shall not enter manholes, sewers, pipes, culverts, wells, pile shafts or other underground voids unless they have successfully completed a safety course on confined spaces and have the approval of a Partner. |
| | Dworkin® Technician are made aware of dangers on particular sites, through training and briefing with owner/occupier of site (where applicable) and health and safety supervisor. |
| | Dworkin® Technicians are to be provided with personal protection equipment (hard hats, high visibility waistcoats/coats, safety boots, gloves etc.) appropriate to the particular site. |
| Proposed Controls | Technicians are to take a mobile phone when visiting a site. If technicians are visiting a site alone, they shall register their presence on the site and when not familiar with the site request that they are accompanied by a member of the contractors staff in order to complete the task safely. |
| | Provide adequate training to junior technicians or those new to Dworkin® on the common hazards and safe working procedures to minimise risk. |
| | Any particular site which has or is likely to have unusual risks e.g. a chemical works, must have a specific risk assessment carried out to ensure that any technician visiting the site is adequately prepared with personal protection equipment and detailed knowledge of the risks and safe methods of work. |

3 Health, Safety and Welfare (Dworkin®)

3.1 Emergency Procedures

In the event of an Emergency on Dworkin® premises, resulting in a serious or imminent danger to life the following procedure is to be adopted:

- Alarm to be raised by the break-glass fire alarm system
- Personnel to assemble in a place of safety
- · Relevant emergency services to be advised of the situation
- Roll call to be taken and any missing persons brought to the attention of the emergency services
- No one is to re-enter the premises or leave the assembly point until advised to do so by the Emergency Services

3.2 Electricity

Dworkin® company policy is to ensure that all items electrical equipment are installed, maintained and serviced on a regular basis by a suitably qualified professional. All members of staff must be particularly vigilant with items of electrical equipment and any faulty or damaged equipment must be reported immediately and the equipment withdrawn from use.

It is Dworkin® company policy to employ outside suitably qualified professionals to carry out any repairs/servicing of electrical equipment. Members of staff are not required to carry out any servicing/repairing or maintenance of any electrical equipment other than the changing of light bulbs.

3.3 Fire

It is Dworkin® policy that all staff are made aware of the location of fire extinguishers and how to operate them in the case of a fire. They should not attempt to extinguish a fire if they consider that in doing so they would place themselves at a significant level of risk.

In the event of witnessing a fire which cannot be dealt with by use of the extinguishers or other suitable means to extinguish the flames immediately, raise the alarm (or, upon hearing the alarm installed in the building) all personnel must immediately leave the building without using the lift and assemble on the footpath outside. The total evacuation should be checked by the senior member of staff present. Only when authorized may people re-enter the building.

Fire escape routes and fire extinguishers will be routinely checked by external contract to ensure that they are maintained in good order. Equipment is to be checked by the health and safety representative and recertified prior to the expiry date on the equipment.

Fire alarms are tested at regular intervals by River Diamond property.

3.4 First Aid - Training Records and Materials

Historically the primary injuries sustained within Dworkin® have been minor paper cuts and similar injuries prevalent in an office environment. Consequently the risk assessment has highlighted that the appropriate level of first aid is Low Risk being that of an office.

Dworkin® has assessed the first aid needs for the office and have nominated an Appointed Person in accordance with the health and safety (first-aid) regulations.



Reporting Procedure:

If an employee becomes ill or injured whilst on Dworkin® business in or away from the office, the details are recorded in the "Accident Book" with the First Aid kit. The Appointed Person will administer appropriate first aid and call the nearest Doctor or Hospital if required.

On a regular basis the health and safety representative reviews the accident book and where appropriate puts in place alternative working procedures to reduce the risk of similar occurrences of the accidents.

3.5 Hazardous Substances

The Control of Substances Hazardous to Health.

Assessments are made to ensure that any hazardous substances are properly controlled. In general terms, hazardous substances are not used in our normal activities. Exceptions to the above are:

- (a) Print machines, laser printers, photocopiers and fax machines. Many of these use a chemical process, generally in dry powder form, to produce copies. These powders should be handled carefully and disposed of safely. In many situations the powders are contained in cartridges and recycled by specialist businesses. Handling of the cartridges and their disposal should be strictly in accordance with the manufacturer's requirements.
- (b) Glues, adhesives, Tippex and chemicals generally should be handled with care and the user should ensure adequate ventilation is available before using these substances.
- (c) Household chemicals such as bleach and disinfectant are stored in the kitchen and normal domestic common sense precautions should be taken. They should always be used in accordance with the instructions stated on the container. It is particularly important that substances of this nature are maintained in their original containers which clearly indicate their contents and it is essential that they are not decanted in any way which may deceive any user with regard to the contents.



3.6 Housekeeping

Poor housekeeping is a potential source of danger. Dworkin® will ensure that working areas are cleaned on a regular basis and that bins are emptied and rubbish removed frequently. It is essential that all articles and substances are returned to their normal place after use. All corridors and walkways must be kept clear of obstructions. All combustible materials must be kept away from possible ignition.

Access to high level filing and records etc. should only be made using suitable steps provided in the office.

3.7 Liability Insurance

All liability insurances needed for health and safety at work are in place and will be maintained by Dworkin[®]. Whilst liability insurance is in place it should not be viewed as an alternative to the exercise of responsibility, and care must be applied to minimise risk to all Dworkin[®] employees.

3.8 Lighting

The provision of a well lit environment is essential for safe work. Lighting throughout the offices will be maintained by Dworkin® at a level commensurate with the tasks to be carried out in the various areas. Where possible natural light will be utilised but obviously this must be supplemented to ensure adequate lighting levels. In display screen areas blinds are provided as appropriate to limit brightness and minimise reflections on the screen.

3.9 Machinery

All reasonable steps will be taken by Dworkin® to ensure the safety of all employees when operating machinery. The machinery employed by Dworkin® is generally that which is found in most offices e.g. photocopier, fax, telephone etc. In addition Dworkin® has cordless electric drills and mains powered electric drills. The Risk Assessment carried out by Dworkin® has determined that the risk to employees from the Machinery is small and can be minimised further by:

- (a) Appropriate training of operators prior to use.
- (b) The inspection and maintenance of the machinery in accordance with the manufacturer's recommendations.

3.10 Manual Handling

It is the intention of Dworkin® to reduce the risk of manual handling injuries and to provide directions for safe lifting and carrying in the office.

The requirement for manual handling will be minimised wherever this is practically possible. Where lifting above shoulder height is unavoidable this will be aided by suitably braced stepladders.

Wherever possible loads should be kept close to the body and the legs used with a straight back in preference to stooped lifting.

Whenever possible loads should be broken down into manageable sizes such that the carrier can see over the load as opposed to being blinded by it. Consideration will be given to age, size and physical fitness prior to lifting objects, and staff must not attempt to lift loads which they consider are beyond their physical capabilities.

Training to assist in manual handling will be made available to any employee who considers it appropriate.

3.11 Motor Cars

With regard to motor cars, all personnel must have a valid driving licence and all people using their own motor car for Dworkin® business should have a valid driving licence together with appropriate insurance and MOT certification where necessary.

All vehicles should be maintained in such a manner that they are suitable for safe use on the highway.

Drivers will be expected to comply with all the Road Traffic Acts and with all aspects of the law and must wear seat belts. He/She should also ensure that passengers wear belts as required by Law.

Any accidents involving a motor vehicle belonging to Dworkin® should be reported to a Partner as soon as possible and accepted procedures should be entered into in that names, addresses and insurance information should be exchanged where appropriate.

A first aid kit and any other compulsory equipment should be carried in Dworkin® vehicles.

3.12 Smoking

The aim of the Dworkin® policy on smoking is to try to address equally the interests of both the smoker and the non smoker. By consensus and by law it has been agreed that in general terms the offices should be considered non smoking areas. Employees who smoke should do so only in a designated smoking area.

3.13 Temperature for comfort

The maintenance of an acceptable working environment in terms of temperature is essential to safeguard the health and safety of employees.

The offices/stores areas during the winter months must be heated to such an extent as to allow people to work in comfort and in line with the law depending upon which country the office/warehouse is based.

In the summer months the office may suffer from the heat output of computers, word processors, printers etc. Blinds should be used to reduce the potential for solar heat gain and electrically operated fans are a good way to counter the temperature rise from electrical equipment. Natural ventilation should be made available throughout the offices.



3.14 Temporary Staff and Erasmus Students

It is Dworkin® policy to ensure that all temporary staff and Erasmus students are able to access a copy of this document and asked to sign a declaration that they have read and understood it.

3.15 Visitors

It is Dworkin®s responsibility to ensure the health and safety of all personnel who visit our premises. They will be accompanied throughout their visit to the premises as long as is reasonably possible by the person responsible for them, who in turn will make every effort to ensure that visitors do not contravene the requirements of this health and safety policy during their visit and that they leave our premises safely.

3.16 Visual Display Units

It is the intention of this policy to reduce risk to employees who work with VDUs. In consultation with staff who use the VDU's on a regular basis Dworkin® will:-

- Assess each workstation for suitability considering the VDU, the furniture, the environment and the worker.
- Remedy any risks brought out in the assessment.
- Strive to incorporate changes of tasks to minimise the period of continuous on screen activity.
- Provide software suitable for the task.
- Training to assist in operating VDUs will be made available to any employee who considers it a requirement.



3.17 Washroom and Toilet Facilities

Part of Dworkin® health and safety policy is to ensure the provision of acceptable and sufficient washing and sanitary conveniences.

Washroom and toilet facilities are provided and maintained, including cleanliness, by the landlord. It is Dworkin® policy, however, to ensure that the landlord and his cleaners maintain the toilet facilities in an acceptable manner and that they are regularly cleaned and maintained.

To assist in the maintenance of this facility the following points should be borne in mind:

- The washroom and toilet facilities should only be used for their designated purposes
- They should be left in cleanliness terms as they were found
- Any breakage or shortfall in standards should be reported without delay so that appropriate steps
 can be taken to reinstate the facility

3.18 Waste Disposal

It is Dworkin® policy to ensure that all waste materials are disposed of in a safe manner and in accordance with the requirements of statutory law. To assist in this matter the following points should be addressed by all members of staff:

- Do not allow waste to accumulate but ensure that it is regularly moved and segregated into appropriate containers for subsequent disposal
- Ensure that regard is given to Environmental Protection and that all relevant waste regulations are complied with
- · Report any problems regarding waste disposal

3.19 References

Dworkin® maintains a library of health & safety publications on the Dworkin® Connections page and on the Dworkin® Album. Any required updates are made and changes in legislation which impact on them or Dworkin® health & safety policy.

All staff are encouraged to use the library and certain important documents are circulated to ensure that staff are aware of their contents.



3.20 Alcohol and Drugs

The effects of alcohol and/or drugs can be detrimental to the creation of a safe and healthy working environment. It is essential that recognition is given to the effects of drugs or alcohol misuse and the Dworkin® policy is that:

- Staff shall not attend their workplace or that of other parties under the influence of alcohol or drugs, other than prescribed drugs taken in accordance with medical advice
- Staff shall not bring drugs or alcohol onto Dworkin® premises or premises of third parties unless the drugs are necessary treatment for a medical condition
- Staff shall be aware of any potential side effects of any prescribed drugs and where appropriate inform a member of mamnagement at their premises or third parties premises aware
- Staff shall make Dworkin® aware of any medical condition, or the side effects of any prescribed drugs which could have a bearing upon the health and safety of the staff member, their colleagues or third parties
- Staff shall bring to the attention of management any member of staff suspected of being under the influence of alcohol or drugs.

3.21 Working Alone

Within the office environment the inherent risks are small and do not increase significantly when the employee works alone. When working alone in our own premises it is recommended that doors are kept locked for the sake of security.

Whilst it is acceptable for lone visits to be made to occupied sites, it is essential that when visiting unoccupied/under-construction buildings where any significant risks have been identified, or there is a possibility of unacceptable risks, the visitor should inform the landlord and a fellow member of the Dworkin® team. Common sense in this case is important, if the employee feels that there is a significant risk in working somewhere alone, then they should seek advice and if in doubt do not work alone.

3.22 Working on construction sites

It is Dworkin® policy that, where employees are required to work on site or at locations remote from their normal base, all reasonable steps will be taken to safeguard their health and safety. All staff should be fully aware of the potential dangers which exist on any construction site.

When visiting a site occupied by a contractor it is essential that the attendance of the employee is formally reported, and it should be recorded in the visitors book. The employee should comply with the health and safety policy in operation at that site and in accordance with the contractor's requirements with regard to health and safety. When visiting an unmanned site the employee must discuss the risks with the landlord and take appropriate measures to reduce the risks.

Employees shall not enter manholes, sewers, pipes, culverts, wells, pile shafts or other underground voids unless they have successfully completed a safety course on confined spaces and have the approval of the Dworkin® health and safety advisor.

4 GENERAL DWORKIN® RULES SUMMARY

Every person acting on behalf of Dworkin® either in or out of the office must be aware of, and abide by, the following rules related to health and safety:

- 1. All levels of personnel in the workplace have a duty to themselves and to their colleagues to work in a safe manner and be mindful of their overall health and safety responsibilities.
- 2. No one must intentionally interfere with or misuse any equipment provided in the interest of safety.
- 3. Protective equipment is issued to prevent potential injury against known hazards. It is important that the equipment should always be used, and any damage to, or loss of, protective equipment reported immediately.
- 4. If you have a health and safety problem whilst at work which you are not trained to deal with, inform your superior immediately.
- 5. Any accident or near miss should be reported to a Partner immediately. (see Section 6)
- 6. Any injury occurring at work should be referred initially to a trained first aider if appropriate.
- 7. Each employee is to adopt appropriate clothing for the tasks they are likely to undertake either in the office environment or on sites. Adequate protection against the elements when working outside is essential for safe working practices.
- 8. Always walk, do not run, except in a real emergency.
- 9. Do not obstruct gangways and ensure escape routes are always left clear.
- 10. When a fire evacuation procedure is in place. Make sure you are aware of fire extinguisher locations, your escape routes and assembly point, and the procedure if you discover fire on the premises.
- 11. Never attempt to use a machine or vehicle which you have not been trained and authorised to use.
- 12. Always check that guards are in place and functioning before using a machine. Any defect must be reported immediately.
- 13. Only attempt to clean or maintain tools or machines (providing you have been trained to do so) when the electrical power to the machine has been disconnected.
- 14. If you spill any substances on the floor, it is important to have them cleaned up immediately.
- 15. Only use chemicals and substances from labelled containers. Never guess what is in an unlabelled container. The lids of bottles and containers should be replaced after use.
- 16. Always lift using correct lifting techniques. Obtain assistance if a load is too heavy or an awkward shape.
- 17. Always check that ladders and steps are safe before you use them, and that they will not move under load.
- 18. Only dispose of waste materials into the proper waste bins.
- 19. Smoking should not take place on the firms premises.
- 20. Never tamper with any electrical equipment or attempt to make electrical repairs yourself. Report defects to the SAM as soon as possible.

5 AUDITING AND REVEIW PROCEDURES

5.1 Auditing Procedure

Dworkin® undertakes an annual audit of the health and safety policy Document/practices and the following are reviewed.

- Is there any new legislation in force which affects Dworkin® directly or third parties affected by the activities of the Dworkin®?
- Has any of the legislation referred to in the document been repealed, or altered which would change the Policy Document.
- Are the Office Procedures being adopted by staff?
- Are there any new risks introduced into the workplace by changing working/ companies etc?
- Are there any changes in working companies which negate clauses in the health and safety policy document?
- Have there been any accidents involving Dworkin® staff or visitors? If so, does the policy document need revising to prevent a re-occurrence?

Dworkin® management then are to make any changes to the policy document as appropriate. The revised document is then re-issued to all staff.

The Record Table detailing the date of the audit and date of the revision to the Document (if appropriate) is kept by the nominated health and safety representative and updated following each audit/document revision.

5.2 Reviews

Any member of staff who wishes to raise any comments with regard to the health and safety policy document is encouraged to advise the health and safety representative. He then reviews the comments and if appropriate makes changes to the document and records those changes in the record table.



6. Table of Amendments

| Name of Amendor | What was Amended | Date of Amendment |
|-----------------|---|-------------------|
| Williamson | Change of entire document to new Dworkin® font design | 14.05.2020 |
| Williamson | Edited document to bring it up to date with new legislation | 14.05.2020 |
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