

Health and Safety

Introduction

ABS IT Services recognises and accepts its responsibility as an employer to maintain, so far as is reasonably practicable, the safety and health of its employees, and of other persons who may be affected by its' activities.

It is the duty of the employee not to put at risk either themselves or others by their actions or omissions. Employees should also ensure that they are familiar with ABS IT Services health and safety arrangements. Should an employee feel concern over any health and safety aspects of their work, this should be brought to the attention of the Team Lead and Head of HR immediately.

Procedure in the Event of an Accident

The accident book is available from the First Aiders and the Head of HR, it is the responsibility of each individual employee to report and record any accident involving personal injury. Any accident or near miss occurrence (i.e. no one was injured but the incident had the potential to injure or kill) at work should be reported immediately.

All employees who are absent from work following an accident must complete a self-certification form, which clearly states the nature and cause of the injury.

For any employee who suffers an injury at work which results in them being away from work, or unable to do their normal work for three days or more (including weekends, rest days or holidays) it is important that the Head of HR is informed as the Health and Safety Executive also need to be informed by ABS IT Services that an injury or dangerous occurrence has taken place. Employees are not expected to make this report themselves.

Manual Handling

It is extremely important that appropriate action is taken to avoid any accidents or injury to yourself or any colleagues, customers, suppliers, or any other visitors when lifting.

When lifting something manually, always bear in mind the following:

- Stand directly in front of the item you need to lift.
- Check that the item has handles, if yes then use them.
- Know where you are taking the object before you begin.
- Position your feet evenly (shoulder width apart).
- Keep your back straight and stand up tall.
- Tighten your stomach muscles.
- Squat to the floor by bending your knees. DO NOT move your upper body.
- Take hold of the item firmly with both hands.
- Distribute the weight evenly. Make sure you are not unbalanced.
- Keeping the object close to your body, begin to stand up by straightening your legs (This will use your leg muscles and shouldn't put strain on other areas).
- Stand up slowly. Do not move quickly or jerk when doing this.
- You can now walk with the item but be careful not to twist your body unnecessarily. Take small steps if possible.
- If you are carrying a large object which restricts your view, ask if someone can guide you. This will prevent you from tripping or bumping into objects.
- When placing the item down, bend your legs.
- Remember to keep your back straight as you bend down again.

- Be careful to lower each side of the object to the floor separately, avoiding trapping your fingers under the weight.
- Reduce the amount of twisting, stooping and reaching required. The shoulders should be kept level and facing the same direction as the hips and knees.
- Avoid lifting from floor level or above shoulder height, especially heavy items. Ask another person to help to share the load.
- Adjust storage areas to minimise the need to carry out such movements.
- Consider how you can minimise carrying distances.
- Assess the weight to be carried and whether the employee can move the item safely or needs any help, maybe the load can be broken down into smaller, lighter components.
- Remove obstructions from the route.
- If lifting for a long time, plan to rest the load midway on a table or bench to change grip.
- Keep the load close to the waist. The load should be kept close to the body for as long as possible while lifting.
- Keep the heaviest side of the load next to the body.
- Adopt a stable position and make sure your feet are apart, with one leg slightly forward to maintain balance.
- Don't flex the back any whilst lifting.
- Put the item down and adjust. If the items need to be placed in a precise position, then put the item down and slide it into the necessary space.

First Aid

ABS IT Services believes it is best practice to ensure employees have access to a trained First Aider or appointed person (someone who can take charge in the event of an accident). Details of these trained employees will be displayed on the local notice board or from your Team Lead. Employees should familiarise themselves with names and contact details.

First Aid Procedure

In the event of an emergency, everyone should adhere to the following procedures:

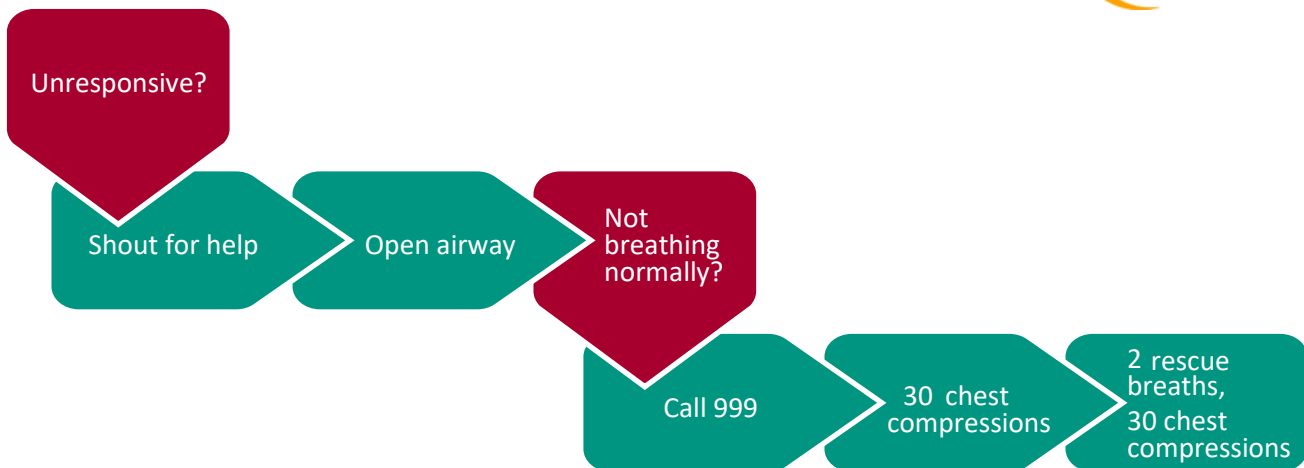
Your priorities are:

- Assess the situation and DO NOT put yourself in danger.
- Make the area safe.
- Assess all casualties and attend first to any unconscious casualties.
- Send for help – DO NOT delay.

Check for a Response

Gently shake the casualty's shoulders and ask loudly, 'Are you all right?' If there is no response, your priorities are:

- Shout for help.
- Open the airway.
- Check for normal breathing.
- Take appropriate action.
- Follow the ABC.



If the casualty is breathing normally:

- Place in the recovery position.
- Get help.
- Check for continued breathing.
- If the casualty is not breathing normally:
 - Get help.
 - Start chest compressions (see CPR).

CPR

To start chest compressions:

- Lean over the casualty and with your arms straight, press down on the centre of the breastbone 5–6 cm, then release the pressure.
- Repeat at a rate of about 100–120 times a minute.
- After 30 compressions open the airway again.
- Pinch the casualty's nose closed and allow the mouth to open.
- Take a normal breath and place your mouth around the casualty's mouth, making a good seal.
- Blow steadily into the mouth while watching for the chest rising.
- Remove your mouth from the casualty and watch for the chest falling.
- Give a second breath and then start 30 compressions again without delay.
- Continue with chest compressions and rescue breaths in a ratio of 30:2 until qualified help takes over or the casualty starts breathing normally.

Severe Bleeding

If there is severe bleeding:

- Apply direct pressure to the wound.
- Raise and support the injured part (unless broken).
- Apply a dressing and bandage firmly in place.

Broken Bones and Spinal Injuries

If a broken bone or spinal injury is suspected, obtain expert help. Do not move casualties unless they are in immediate danger.

Burns

Burns can be serious so if in doubt, seek medical help. Cool the affected part of the body with cold water until pain is relieved. Thorough cooling may take 10 minutes or more, but this must not delay taking the casualty to hospital.

Certain chemicals may seriously irritate or damage the skin. Avoid contaminating yourself with the chemical. Treat in the same way as for other burns but flood the affected area with water for 20 minutes. Continue treatment even on the way to hospital, if necessary. Remove any contaminated clothing which is not stuck to the skin.

Eye Injuries

All eye injuries are potentially serious. If there is something in the eye, wash out the eye with clean water or sterile fluid from a sealed container, to remove loose material. Do not attempt to remove anything that is embedded in the eye.

If chemicals are involved, flush the eye with water or sterile fluid for at least 10 minutes, while gently holding the eyelids open. Ask the casualty to hold a pad over the injured eye and send them to hospital.

Record Keeping

It is good practice to use a book for recording any incidents involving injuries or illness which you have attended. Include the following information in your entry:

- The date, time and place of the incident.
- The name and job of the injured or ill person.
- Details of the injury/illness and any first aid given.
- What happened to the casualty immediately afterwards (e.g. went back to work, went home, went to hospital)?
- The name and signature of the person dealing with the incident.

This information can help identify accident trends and possible areas for improvement in the control of health and safety risks.

Everyone should know the following:

- There are several first aid boxes around the building.
- Who the trained first aiders are and where they can be located.
- The nearest hospital to the UK office is Frimley Park.

Please check the ABS IT Services information board for all health and safety information and list of first aiders and fire marshals.

First Aiders

The list of UK ABS IT Services first aiders is located on the notice board in the entrance to the ABS IT Services office.

Fire Safety

Employees should follow these steps to help prevent fires:

- Before you use any electrical appliances carry out a quick check to make sure that the cables, plugs etc are not damaged.
- Do not use any electrical equipment that shows signs of damage, even if you think it is only minor. Report any faults you find to your Team Lead and find an alternative appliance.
- Ensure that you place your rubbish in the proper waste bins. Do not overfill the bins and ensure that your waste bin is accessible to the cleaners at the end of every other day.

Action to Take When the Fire Alarm Goes Off:

In the event of a fire, everyone should adhere to the following procedure

- Immediately stop what you are doing and walk (do not run) to the nearest available safe fire exit. If your nearest exit / route is obstructed, choose another route.
- Make sure that you are aware of the fire exits and routes in your area.
- Do not try to collect your possessions during an evacuation.
- Follow the instructions of your designated Fire Marshall.
- Direction signs should indicate the route to your fire exit.
- Always use designated stairs.
- Make your way to the appropriate assembly point.
- Once you are at the assembly point you should report to the Fire Marshall, so that they can account for the people in their designated area.
- Do not leave the designated assembly point, or attempt to re-enter the building, until you have been instructed to do so by the Fire Marshal.

Action to Take if You Discover a Fire:

- **RAISE THE ALARM!** This can be achieved by breaking the glass on the call points or by shouting the instruction **Fire – call the fire brigade.**
- Raise the alarm even if your building is fitted with an automatic fire alarm system, which has not yet activated - you must not wait for it to do so of its own accord.
 - The alarm must be raised for every occurrence of a fire, no matter how small it appears to be. This will ensure that people in the building have adequate notice to evacuate should it begin to spread quickly. In addition, modern furnishings may allow the fire to develop unnoticed, so time is of the essence if everyone is to get out safely.
- Call the fire brigade at the earliest available, and safe, opportunity. Call 999 or 112.
- If safe to do so, use the nearest fire extinguishers or fire blanket to put out the fire. For this course of action, the fire should be no bigger than a waste bin.
- Evacuate the building quickly and calmly.
- Do not use the lifts.
- Do not try to collect your possessions during the evacuation.
- Head to the assembly point.
- Let the fire marshal know you are safe.
- **DO NOT** re-enter the building until it is safe, as authorised by any relevant on-scene emergency services or the MANAGING DIRECTOR.

Evacuation

ABS IT Services have set procedures and routes in case of an emergency such as fire or any other alarms, which will be explained during induction into the company. If there is any doubt, please contact the Head of HR to ensure clear explanation and comprehension of the procedures.

If you ever need to evacuate the premises, follow the instructions of the appointed person on duty, the fire marshal or the Head of HR.

UK Fire Exit

There are 2 emergency exits in the Farnborough office.

1. Front entrance on the ground floor.
2. Balcony on the first floor.

In the event of an emergency the assembly point in the UK is the smokers hut in the centre of the business estate, unless instructed otherwise by the appointed person on duty.

Goa Fire Exit

There are 2 emergency exits in the Gera Grand offices.

1. Staircase 1.
2. Staircase 2.

Goa staff must make their way past the Ginger hotel, cross the road and assemble in the green area next to the public toilets.

Health and Safety Information

Please check the ABS IT Services Health and Safety information board for all health and safety information and a list of first aiders and fire marshals.

All employees should familiarise themselves with the following:

- Office layout.
- Locations of all fire exits.
- Who the ABS IT Services fire marshals are in the relevant office.
- Who the ABS IT Services first aiders are in the relevant office.
- The location of the assembly point.
- What to do in the event of an emergency.

Fire alarms are tested on a weekly basis.

Fire Marshalls

The list of UK ABS IT Services fire marshalls is located on the notice board in the entrance to the ABS IT Services office.

Personal Safety

Generally, employees should try to avoid working alone whenever this is possible. However, if this is not possible, then employees need to develop an awareness of the risks and how to minimise them.

Prior to making an appointment with an unknown person, obtain as much information as possible about them and try to arrange a meeting on ABS IT Services premises or at one of the official customer premises.

Always call the telephone number you have been given to confirm that it is legitimate. If a mobile number is given, then an alternative fixed line number should be requested or alternatively the details of the person can be verified by contacting the client HQ.

If a visit has been organised at the customers unofficial location, always inform the Team Lead and colleagues of the following:

- Location details.
- Name and contact details of the person.
- Start time of the meeting/visit and the expected end time.

If the visit takes longer than expected, inform your Team Lead and colleagues.

If at any time an employee feels that they are being placed in a dangerous situation, the Team Lead, and Head of HR must be informed immediately. If the Team Lead or Head of HR is unavailable, the Managing Director must be made aware if the situation.