

RCLB Ltd

Reg 11517071

HSQE POLICY

November 2018

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This policy will be issued to all employees /sub-contractors and self-employed working on behalf of the company. It contains important advice concerning health, safety and welfare.

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INTRODUCTION

The purpose of this Health and Safety Manual is to enable the Company to fulfil its legal obligations in complying with the relevant Health and Safety legislation pertinent to its business and to provide a framework for an integrated safety management system.

The performance of an organisation depends on management control and health and safety must be efficiently managed if performance is to be satisfactory. Improvements to health and safety performance can be stimulated by various means, including:

- moving from a reactive to a proactive approach to health and safety issues (i.e. not waiting for an accident, injury or loss to occur before acting)
- identifying exactly what needs to be controlled and setting standards and performance criteria (i.e. you cannot manage something unless you can measure it)
- adopting the same disciplines of management control and responsibility as are applied to financial or production management (i.e. health and safety has equal status with other management functions).

Successful health and safety management requires commitment to a policy and programme of continuous improvement by those in charge together with a regular audit of that programme.

Legislation requires employers to make and put into action appropriate arrangements for the effective planning, organisation, control, monitoring and review of safety measures. Auditing is the means by which information can be gathered in order to fulfil this requirement. Auditing enables management to ensure that their policies and procedures are being carried out and they are having the desired effect. The two main objectives of an audit are:

- to ensure that the standards achieved conform as closely as possible to the objectives set out in the policies and procedures
- to provide information to justify the continuation of the current strategy or to institute a change of approach.

The implementation and use of this manual in full is our objective so that we can realise the benefits stated above and avoid the damaging effects of neglecting our individual and collective duties.

STATEMENT OF INTENT

The Company of RCLB Ltd are committed to ensuring the health, safety and welfare of its employees, visitors and clients, so far as is reasonably practicable. The Company fully accept its responsibilities under the Health & Safety at Work etc Act 1974 and all subsequent health and safety legislation introduced for ensuring the health, safety and welfare of Company employees and any other persons who may be affected by the Company's business activities.

It is the policy of the Company to prevent accidental loss through personal injury, ill health and damage to property throughout the Company and to continually promote a proactive health and safety culture within the Company.

In so far as reasonably practicable, the Company will ensure a healthy and safe working environment in which to pursue the Company Mission.

In particular, the Company shall seek to ensure that, so far as reasonably practicable:

- The premises within which the Company conducts its business activity and the means of access to and egress from them are maintained in a condition which is safe and without risk to health
- The environment within which the Company conducts its business activity is maintained in a condition, which is safe, and without risk to health.
- All equipment and methods of working are safe and without risk to health.
- Arrangements for the use, handling, storage and transport of articles and substances at work are adequate, so as to prevent risk to employees and other persons affected by the Company's business activities.
- All staff are provided with information, instruction, training and supervision necessary to ensure their health and safety at work and that of others affected by the Company's business activities.
- That adequate welfare facilities and hygiene standards are maintained throughout the Company.
- Competent people will be appointed to assist in meeting our statutory duties including, where appropriate, specialists from outside the organisation.

The Company recognises its employees as its most valuable resource and will seek to promote their physical and mental health and welfare. A formal and systematic procedure for the management of health and safety within the Company will be implemented and appropriately resourced. This will incorporate the necessary organisational arrangements and monitoring procedures required to achieve proper working standards of health and safety.

The Company will ensure the achievement of these standards by the maintenance of appropriate consultative arrangements and provision of facilities to designated Safety Representatives. This policy will be regularly monitored to ensure that the objectives are achieved. It will be reviewed and, if necessary, revised in the light of legislative or organisational changes.

Signed: Position: Director Responsible for Safety

Roger Bone

Date: 16th November 2018

POLICY REVIEW RECORD

The Company Policy was reviewed and first issued on 14th August 2018 and will usually be reviewed annually or when there are changes to legislation which affect the company's undertaking.

All reviews relating to this document are carried out by:

Mr Roger Bone Director

REVISION No	DATE	COMMENTS	Next review Date
HS&Q V1 Training	16/11/18	Policy creation & review	16/02/19
HS&Q V2 Training	22/11/18	Change to complaints	16/02/19

ENVIRONMENTAL POLICY STATEMENT

RCLB Ltd recognises that it has a legal and moral responsibility to manage its activities in such a way so as to reduce the detrimental impact on the environment.

To this end Courtlands Waste Management (UK) Ltd will adopt a philosophy of 'beyond minimum compliance' at all levels of its operations to ensure that the impact of pollution and environmental disruption is reduced as much as possible.

This will involve:

- Compliance with all environmental legal requirements, regulations and guidance.
- Integration of environmental factors into business decisions.
- Planning work systems and practices so as to give due consideration as to the potential environmental impact.
- So far as reasonably practicable to prevent the illegal deposits, disposal or treatment of controlled waste by any person where that waste has been, or will be under control of the company.
- Ensuring considered use of resources of all kinds, including the promotion of recycled and recyclable materials wherever possible.

Protecting the environment not only makes good commercial sense but is also an investment in our future, both short and long term.

RCLB Ltd therefore is firmly committed to adopting this policy as a means to achieving this.

Signed: Position: Director Responsible

Roger Bone

Date: 16th November 2018

EQUAL OPPORTUNITIES POLICY

This company will not discriminate against or in favour of any employee, sub-contractor, customer, or applicant for work on the basis of race, colour, creed, sex, sexual orientation, disability or age.

This company is aware of the difficulties faced by minority and disadvantaged groups of all kinds in finding suitable employment and training.

This company recognises its obligations to all members of the community and its policy is therefore:-

That all applicants for employment will be given equal consideration having regard to their suitability for any vacancy.

That all employees will be given equal consideration having regard to their suitability, for training, career development and promotion.

Every possible step will be taken to ensure that individuals are treated equally and fairly and enabled to participate in the training we provide to the fullest. We gather information about individuals prior to attending a course to ensure that we are able to provide them with the opportunity to learn in a positive, enabling and non-discriminatory environment.

This company reminds all employees and sub-contractors that each individual has an obligation not to discriminate against any minority group or disadvantaged individual. All staff are required to comply with this equal opportunities policy and co-operate with any measures introduced to implement it.

Any member of staff, subcontractor or client having a complaint regarding discrimination or victimisation relating to the company's equal opportunities policy or the legislation to which it relates should initially raise the matter with their immediate supervisor, trainer or ultimately with a Director of this company.

This statement does not attempt to restrict any legal rights.

Signed: Position: Director Responsible

Roger Bone

Date: 16th November 2018

QUALITY POLICY

RCLB Ltd is committed to:

Providing a quality service that meets and exceeds client service level agreement – this is central to the achievement of its strategic business plans. We will satisfy the requirements of course trainees in every way we can. We will always strive to improve our services.

This is achieved by;

- 1) Ensuring we prepare fully for course delivery
- 2) Ensuring we understand the needs of our trainees prior to arrival on a course
- 3) Being committed to the on-going development of our instructors and staff
- 4) Fully reviewing all course feedback and taking preventative action wherever a problem arises
- 5) Using our senior instructor/manager to shadow course delivery and provide constructive feedback

To continually meet the requirements and expectations of its Clients in a profitable and safe manner.

Maintaining dialogue with Clients at both Top Management and Operational level Identifying Client changing needs and recording changes.

Monitoring, maintaining and continually improving performance and service delivery through the setting of Objectives and Targets, and periodic review.

Roger Bone of RCLB Ltd is responsible for the effective implementation of this policy with the assistance and commitment of all employees within their specific area of responsibility.

At times of corporate restructuring a special Management Review shall be held.

Signed: Position: Director Responsible

Roger Bone

Date: 16th November 2018

INSTRUCTOR SELECTION POLICY

RCLB Ltd will require all instructors used for the delivery of Master Driver CPC training to have the following qualifications/experience as a minimum;

- 1) Registered RTITB instructor
- 2) Evidence of attending the Master Driver CPC Periodic Training Delivery Day
- 3) 2 years LGV/PCV driving experience
- 4) 1 years experience of delivering classroom training In addition, all instructors will be required to present a short classroom lesson to the Training Manager prior to recruitment to ensure they have suitable presentation skills.

INSTRUCTOR CONTINUOUS PROFESIONAL DEVELOPMENT POLICY

RCLB Ltd are committed to the continued professional development of the instructors we use, both employed and sub contracted. We will ensure our instructors are always up to date with relevant legislative changes and best practice instructional techniques by;

- 1) Holding quarterly instructor meetings, where ideas can be exchanged and experiences shared
- 2) Circulating all relevant articles from industry press to all instructors
- 3) Attending relevant FTA and RHA legislation seminars
- 4) Ensuring our instructors undergo refresher training and assessment for their Instructional techniques on a 5 yearly basis

Signed: Position: Director Responsible

Roger Bone

Date: 16th November 2018

LICENCE & ID CHECKING PROCEDURE

When instructors join Example Training, they will be given a copy of this procedure for their reference. The General Manager will conduct drop in checks at random (at no less than quarterly intervals) at the start of courses to ensure the instructors are adhering to this procedure. The purpose of this procedure is to ensure that all Example Training instructors are accurately and correctly checking driver ID prior to course attendance. The following steps will be taken by our instructors at the start of every Master Driver CPC Periodic Training course.

1. As each driver enters the room they will be asked to present their ID to the instructor
2. The instructor will check the following;
 - A) That the ID presented is acceptable in line with the information provided by RTITB. If it is not, the driver will not be allowed to attend the course.
 - B) That the photograph on the ID is the person attending the course. If it is not, the driver will not be allowed to attend the course.
 - C) That the passport/photo card presented is in date. If it is not the driver, will not be allowed to attend the course.
 - D) That the driver has a suitable licence entitlement to attend the course. If the driver does not, they will not be allowed to attend the course
 - E) That the driver has a DQC card if they obtained their licence entitlement after 10.09.08 (for PCV) and 10.09.09 (for LGV). If the driver does not, they will not be allowed to attend the course.
3. If any drivers are unable to attend the course, a written note will be made of the drivers name only and the reasons why they were unable to attend on the MDRS Attendance Form.
4. For drivers that do have suitable ID, the ID that was seen and checked by the instructor will be recorded on the MDRS Attendance Form.

Any instructor found to not be following the above guidance will not be used to deliver Master Driver CPC Periodic Training until full re-training has been provided and the General Manager is satisfied that there will be no reoccurrence of the problem. RTITB will be notified of any problems internally identified in this regard.

Signed: Position: Director Responsible

Roger Bone

Date: 16th November 2018

COURSE DELIVERY INTERNAL AUDITING PROCEDURE

When instructors join RCLB Ltd, they will be given a copy of this procedure for their reference. The General Manager will conduct drop in checks on courses at random (at no less than quarterly intervals), but regular intervals, to ensure the instructors are adhering to this procedure. The purpose of this procedure is to ensure that all Example Training instructors are;

- Delivering the JAAPT approved RTITB Master Driver CPC courses to the timings described in the course instructor guides
- Delivering the JAAPT approved RTITB Master Driver CPC courses as prescribed by the course instructor guides (i.e. including discussion, workshops and activities etc)

Any instructor found to not be following the above guidance will not be used to deliver Master Driver CPC Periodic Training until full re-training has been provided and the General Manager is satisfied that there will be no reoccurrence of the problem. RTITB will be notified of any problems internally identified in this regard.

Signed: Position: Director Responsible

Roger Bone

Date: 16th November 2018

COMPLAINTS PROCEDURE

Complaints/concerns regarding services provided by RCLB Ltd, should be submitted, in writing, to:

Mr Roger Bone roger@rclb.co.uk The letter/email should outline the nature and details of the complaint/concern including where appropriate, dates of training, course title, training venue and instructor(s) names. Example Training will process all complaints/concerns as within 10 working days. We will ensure all complaints are dealt with effectively and that appropriate corrective and preventative action is taken. When concluded, all complaints are reviewed by the General Manager.

Signed: Position: Director Responsible

Roger Bone

Date: 22nd November 2018

REFUNDS PROCEDURE

RCLB Ltd, is committed to customer and trainee satisfaction therefore if we are found to have delivered a sub-standard service we will take steps to reimburse any and all customers/individual affected. The Training Manager will be responsible for ensuring a suitable investigation is undertaken and a refund provided where required. This does not affect our standard terms and conditions of sale, nor apply in situations where we reasonably deem we were not at fault.

Signed: Position: Director Responsible

Roger Bone

Date: 16th November 2018

MDRS USERNAME & PASSWORD SECURITY PROCEDURE

RCLB Ltd, will ensure that only authorised personnel have access to the MDRS system. This will be achieved by;

- 1) The Administration Manager being the only person to distribute the MDRS username and password to the authorised personnel.
- 2) If a member of staff leaves who had access to MDRS, the Administration Manager will contact the Master Driver CPC Team to request an updated password.
- 3) If at any time there are concerns that the username or password may be being abused, the Administration Manager will contact the Master Driver CPC Team immediately to make them aware of the issue.

Signed: Position: Director Responsible

Roger Bone

Date: 16th November 2018

DATA PROTECTION

RCLB Ltd, are committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. We will collect and process the following data about you:

- Information that you provide by filling in forms during training courses with us
- If you contact us, we may keep a record of that correspondence Where we store your personal data: We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this policy. Uses made of information: We use information held about you in the following ways:
 - To pass to RTITB, DVSA and other third parties in order to provide you with the service of Driver CPC Periodic Training, and to produce the associated documentation
 - To carry out our obligations arising from any contracts entered into between you and us Your rights: You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us.

Signed: Position: Director Responsible

Roger Bone

Date: 16th November 2018

3. ORGANISATION FOR CARRYING OUT THE POLICY

Director Responsible for Health & Safety

Roger Bone

Responsibility of the Director responsible for Safety:

The Director of the Company recognises and accepts overall responsibility for health and safety and will ensure that arrangements are in place to satisfy Health and Safety Regulations and Codes of Practice that are applicable.

The Director responsible for safety shall delegate specific responsibilities to the Company management personnel.

The Director responsible for safety is responsible for ensuring that all arrangements outlined in this policy are adhered to and updated as necessary. Employees, customers and contractors / visitors are free to contact and are actively encouraged to make contact with the Director responsible for safety regarding health and safety matters.

Responsibility of Directors / Managers

Director/Managers carry the responsibility for the day-to-day arrangements outlined in this policy.

In addition, their responsibility shall be to:

be familiar with the Health and Safety Regulations and company policy applicable to their area of responsibility and insist that the prescribed standards are observed ensure, so far as is reasonably practicable, that safe systems of work are in place maintain a tidy workplace, arrange for regular clean-up periods and appoint persons responsible insist that all persons under their control, employees, customers, contractors, self-employed and visitors wear the appropriate personal protective equipment ensure that adequate access and egress is maintained at all times provide safety equipment / clothing and ensure its proper use by all personnel make certain that all operators who use equipment have been fully trained to use such equipment ensure that all equipment, including power and hand tools are maintained in good condition ensure that adequate fire fighting equipment is available and replace used or defective equipment ensure that first aid boxes are maintained properly ensure that all contractors comply with company safety procedures co-operate with the Safety Advisor on all health and safety matters show a personal example by wearing the safety equipment provided.

Responsibility of all Employees

It is the responsibility of all employees to co-operate in the implementation of this Health and Safety Policy within their areas of influence. All employees have a legal duty to ensure their own safety and the safety of others (for example, colleagues, visitors) under the Health and Safety at Work etc Act 1974. Employees and sub contractors must therefore:

Comply with safety rules, operating instructions and working procedures laid down in their area of work and take reasonable care, to the best of their knowledge, to avoid injury to themselves and others. Use all equipment and protective clothing in the correct manner where and when it is required. Employees and sub contractors must report any fault or deficiency in the equipment immediately to their line manager or supervisor. Report all accidents (however minor), injuries, near misses, spillages and any other potential safety hazard promptly to Roger Bone Not misuse anything provided in the interest of health and safety.