

Health and Safety

Policy and Procedures

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Authorised by Kevin Vashi, Managing Director

Version date: 08/09/23

Review date: 08/09/24 or in line with operating procedure and/or legislative updates/requirements

Person/s responsible: SLT, all management and staff

Signed Andrew Friesen

Signed K Vashi

Managing Director

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# 1 Introduction

## 1.1 General Policy Statement

The health, safety and welfare of all employees, learners, visitors, and others who may be affected by our work activities is of prime importance. Netcom Training provides, as far as is reasonably practicable, safe, and healthy working conditions, equipment and systems of work.

We ensure that working practices are safe and without risk to health and that all necessary precautions are taken in respect to the safe use, handling and transport of materials and substances. All places of work, equipment and transport are maintained in a safe condition and adequate welfare facilities are provided.

We also ensure that relevant information, training, and supervision is provided to employees, contractors, clients and visitors to business premises and adequate provisions made for health and safety considerations.

All employees of the Company are required to take reasonable care for their own health and safety and the health and safety of anyone else who may be affected by their acts whilst at work.

The Health and Safety Policy includes systems of work, procedures, and rules to reduce and control risks in the workplace. The Company understands and endorses its duties under the Health and Safety at Work Act 1974 and subsequent regulatory requirements.

The Company will endeavor to meet all legislative requirements and encourage best practice to ensure all employees carry out their duties in a safe and healthy working environment.

We commit to;

* Provide training and information as and when necessary to ensure staff and learners are assured of how to maintain safe and healthy working practices.
* Provide and maintain a safe workplace for our staff, safe systems of work, safe equipment, and a healthy and safe environment.
* Promote the awareness of health and safety and encourage ongoing health and safety best practice.
* Ensure any hazards are identified and regular assessments of risks are carried out.

## 1.2 Learner Policy Statement

As a training provider, the health and safety of learners whilst engaged in training on business premises is of paramount importance. Learners are entitled to undertake learning in a safe and healthy working environment

The business has a duty of care for learner’s health and safety, which will be applied via the following:

* To fully meet its legal obligations and duty of care
* To promote the raising of standards for learner health and safety through support and challenge, as appropriate
* To take appropriate action where expected standards are not met or maintained

## 1.3 Scope of the Policy

This policy covers business premises and any training venues operated by the company. Any facilities offered by a third party should be used in accordance with its own Health and Safety Policy. In all cases, existing local health and safety regulations should be considered when preparing procedures specific to the company.

**1.4 Responsibilities**

# Operations Director

Has the responsibility for the implementation, operation and monitoring of the Health and Safety Policy. Specific aspects include:

1. Understand the requirements of *the Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999* and any other legislation applicable to the company’s activities.
2. Ensure that the company has in place an effective Health and Safety Policy and that all employees are aware of the policy and their specific responsibilities and training is provided to employees as required.
3. Ensure, as far as is reasonably practicable, that adequate provision, including financial, is allocated to allow the requirements of the policy to be met.
4. Co-operate fully with enforcing authorities and ensure that all requirements are met.
5. Ensure, as far as is reasonably practicable, that risk assessments of all the company’s activities are carried out, recorded, and reviewed.
6. Ensure all risks to Health and Safety are identified and that suitable systems are put into place to reduce the risks to Health and Safety.
7. Establish emergency procedures.
8. Ensure, as far as is reasonably practicable, that any contractors engaged to work on company premises are competent to do so and are provided with all the information they require to enable them to work safely and in line with company procedures.
9. Discourage horseplay and discipline those who breach safety procedures.
10. Ensure all incidents are reported and that suitable investigations are carried out to avoid any re-occurrence.
11. To ensure that professional advice is available on Health and Safety matters from either a suitably qualified member of staff who has the role of Health and Safety officer, or from an approved external source.
12. Set a personal example.

# Health and Safety officer

Shall support the Operations Director in the implementation, operation and monitoring of the Health and Safety Policy. Specific duties include:

1. Be familiar with the Company’s Health and Safety policy and implement it across all areas of the business and assist and support the Operations Director in duties with regards to Health and Safety Management.
2. Ensure that, where required, health and safety controls are defined and communicated to employees.
3. Ensure that all employees are suitably and sufficiently trained to enable them to work safely. There is a requirement for all staff to achieve a level 2 qualification as part of an induction programme if not currently held.
4. Ensure first aid equipment is appropriate, sufficient stocks maintained and within date.
5. Ensure accidents are reported in the accident book, appropriate action taken and relevant information is made available to the Operations Director.
6. Set a personal example.

**Health and Safety Officers: Jo Preece & Jess Wildsmith**

# Employees

Employees have duties under sections 7 and 8 of the *Health and Safety at Work act 1974* to:

* Take reasonable care of their own health and safety and that of anyone affected by what they do.
* Co-operate with their employer to enable the business to comply with its statutory duties.
* Refrain from intentionally or recklessly interfering with or misusing anything provided in the interests of health, safety and welfare.

To ensure compliance with these duties, employees’ responsibilities are to:

1. Co-operate with the Company in securing the objectives of the health and safety policy.
2. Report any hazards or unsafe equipment immediately to their line manager.
3. Assist in the maintenance of good housekeeping.
4. Observe all safety rules when working on and off the premises.
5. Report any injury or incident immediately to their manager.
6. Operate only equipment they have been trained and authorised to use.
7. Assist in any investigations carried out in relation to health and safety issues.

## 1.5 Communication

The Company acknowledges that it has a duty under the *Health and Safety (Consultation with Employees) Regulations* to consult employees on health and safety matters.

Employees will be provided with such information as is necessary to enable them to participate fully and effectively in the consultation. Such information will be provided by the means most appropriate to the matters and circumstances concerned. These may include, but will not be limited to, the following: -

1. conversations with individuals
2. staff meetings
3. information displayed on notice boards
4. written and/or electronic communication and correspondence

The company encourages all employees to take an active interest in health and safety matters and welcomes positive suggestions for improvement. Any employee wishing to raise a matter for discussion should bring it to the attention of the Line Manager.

# 2 Risk Assessment and Accident Reporting

## 2.1 Risk Assessment

The Company accepts its duty under the *Management of Health and Safety at Work Regulations* to carry out risk assessments. It recognises that the purpose of risk assessment is to identify significant hazards and to ensure that risks are, where reasonably practicable, eliminated or, where elimination is not possible, reduced to an acceptable level.

The Company's aim is to:

* identify hazards
* identify all persons at risk from the hazards identified
* ensure that control measures are adequate to reduce risks to acceptable levels if hazards can’t be eliminated
* implement further controls where necessary

Risk assessments will be carried out on an annual basis as a minimum at all company premises and other locations that may be used as part of its operations. Records of the assessments will be held at the appropriate site and a copy of all at Head Office.

Any recommendations or required changes arising from assessments must be approved by the Operations Director in consultation with the Managing Director if need be.

All changes arising from assessments which affect employees must be communicated to those concerned, if not all**.** It is the responsibility of the Operations Director to ensure this takes place.

### 2.1.2 Fire Risk Assessment

In addition to a general assessment of health and safety risk, a specific Fire Risk assessment must be carried out. Procedures for actions arising from this are to follow those set out in the previous section.

The company will undertake a Fire Risk assessment for each site and review this regularly, at least annually, following an incident or drill event or in the case of significant change to the business processes or site layout. The Operations Director is responsible for ensuring there are adequate assessments across the business.

The fire procedures and controls will be communicated to all employees during induction. This will include a walk around the site to highlight the escape routes and the assembly point. The fire procedures will be displayed on site.

Staff are reminded that visitors should be accompanied at all times & escorted to the assembly area in the event of an emergency evacuation.

Individual contractor hosts are responsible for ensuring that any contractors working on site are made aware of the fire procedures.

In addition to a Fire Risk assessment, the Operations Director must ensure adequate controls are maintained. This includes:

* Clear and accessible escape routes
* Accessible and adequately maintained and operational fire extinguishers
* The testing of fire alarms on all business premises on a weekly basis
* Bi-annual fire drills

In the event of a fire, a fire marshal/s will ensure the fire alarm has been sounded and evacuate the building in line with the instructions displayed on the ‘In the event of a fire’ posters. He/she will check that the premises are clear, doors and windows are shut (if possible) and that everybody on site at the time of an evacuation is accounted for.

## 2.2 Employee Office First Aid – Accident Reporting & Provision

The company will ensure that there is a fully competent first aider or appointed person available as a minimum requirement on business premises.

The first aider/appointed person will be suitably trained and hold a current certificate issued by an approved training organisation. The name of the person will be displayed on site.

In the absence of a first aider/appointed person, the senior employee on site at any time will be responsible for responding to emergencies and calling relevant services if required.

First aid kits are available at each site. The Health and Safety officer/s will ensure that the first aid kits are fully stocked and that first aid equipment and supplies are within date. Anyone removing and using supplies from the first aid kits should ensure that the officer/s is made aware in order that items can be restocked.

## 2.3 Accident Investigation

All accidents and near misses, no matter how small, are to be reported.

The Health and Safety officer/s will determine the level of investigation required based on the nature of any accident. Accident investigation will be conducted in line with the guidance in the accident investigation form.

The Health and Safety officer is responsible for reporting accidents in accordance with RIDDOR. Records of all such reportable injuries will be kept for a minimum of three years.

Accidents that occur involving employees when working away from company’s premises must also be reported promptly to the Health and Safety officer so that a response and remedial action can be taken where necessary.

## 2.4 Reporting & Investigating RIDDOR

**The following are reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.**

# Deaths

If there is an accident connected with work and an employee or self-employed person working on the premises or a member of the public is killed, the Operations Director will contact the emergency services without delay and will notify the HSE immediately.

# Major Injuries

If there is an accident on site and an employee or self-employed person working on the premises or any other party sustains a major injury and is taken to hospital, the

Operations Director will notify the enforcing authority without delay. [How to make a](https://www.hse.gov.uk/riddor/report.htm#online)

[RIDDOR report - RIDDOR - HSE](https://www.hse.gov.uk/riddor/report.htm#online)

***The following are classed as major injuries (but not limited to):***

* Fracture, other than to fingers, thumbs, and toes.
* Amputation.
* Dislocation of the shoulder, hip, knee, or spine.
* Loss of sight (temporary or permanent).
* Chemical or hot metal burn to the eye or any penetrating injury to the eye.
* Injury resulting from an electric shock or electrical burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours.
* Any other injury leading to hypothermia, heat-induced illness, unconsciousness or requiring resuscitation or requiring admittance to hospital for more than 24 hours.
* Unconsciousness caused by asphyxia or exposure to harmful substance or biological agent.
* Acute illness requiring medical treatment or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin. • Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.

# Reportable over-seven-day injuries

If there is an accident connected with work (including an act of physical violence) and an employee or a self-employed person working on the premises suffers an injury resulting in him/her being unable to do their normal work for more than 7 consecutive days, not including the day of the accident, the Operations Director will report it to the enforcing authority within fifteen days.

An over-7-day injury is one which is not major but results in the injured person being away from work OR unable to do their full range of their normal duties for more than seven days. The Company will notify the enforcing authority by telephoning the Incident Contact Centre on 0345 300 99 23 or completing the appropriate online form.

# Reportable diseases

If a doctor notifies the company that an employee suffers from a reportable workrelated disease, it must report it to the enforcing authority. Reportable diseases include (but not limited to):

* Certain poisonings.
* Some skin diseases such as occupational dermatitis, skin cancer, chrome ulcer, oil folliculitis/acne.
* Lung diseases including occupational asthma, farmer's lung, pneumoconiosis, asbestosis, mesothelioma.
* Infections such as: leptospirosis; hepatitis; tuberculosis; anthrax; legionellosis and tetanus.
* Other conditions such as: occupational cancer; certain musculoskeletal disorders; decompression illness and hand-arm vibration syndrome.

# Reportable dangerous occurrences (near misses)

If something happens which does not result in a reportable injury, but which clearly could have resulted in the event, then it may be a dangerous occurrence which must be reported immediately to the Incident Contact Centre on 0345 300 99 23 or by completing the appropriate online form. Reportable dangerous occurrences include (but are not limited to):

* Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment; Explosion, collapse or bursting of any closed vessel or associated pipework; Electrical short circuit or overload causing fire or explosion.
* Collapse or partial collapse of a scaffold over five metres high or erected near water where there could be a risk of drowning after a fall.
* Explosion or fire causing suspension of normal work for over 24 hours.
* Sudden, uncontrolled release in a building of 100 kg or more of flammable liquid; 10 kg of flammable liquid above its boiling point; 10 kg or more of flammable gas; or of 500 kg of these substances if the release is in the open air;
* Accidental release of any substance which may damage health.

# 3. Health and Safety Training for Staff and Learners

Newly recruited employees will receive health and safety information and guidance on their first day of employment to include a full show around business premises and facilities and their working area. They will be required to achieve a Level 2 Health and Safety certificate as part of their probation period of employment if not currently held. A copy of this policy will be made available to them along with any role specific training. Remote lone workers and those who visit other organisational premises as part of their work duties will also be made aware of the Lone and Remote Working & Personal Safety policy and guidance contained therein.

Learners access learning courses remotely with only occasional attendance(optional) at business premises yet the company recognises its duty to promote health and safe practices as part of raising their general awareness and supporting their personal development. Information will be tailored towards an adult learner audience(19+) in the form of a Learner guide issued at the course enrolment stage and within the content of an induction programme on the first day of learning. Related topics will be embedded within the course curriculum and learning sessions.

# 4.Safe working practices

Employees must not operate any item of plant or equipment unless they have been trained and authorised to do so.

Employees must report to Management immediately any fault, damage, defect, or malfunction in any item of plant, equipment, implement or tool.

Employees under the age of 18 years must not operate any item of plant or equipment unless they have received sufficient training or are under constant supervision.

Employees must not make any repairs or undertake maintenance work of any description unless authorised to do so.

**5.Working conditions and environment.**

Employees must make proper use of all equipment and facilities provided to control working conditions/environment.

Employees must keep stairways, passageways, and work areas clear and in a clean and tidy condition.

Employees must dispose of all rubbish, scrap, and waste within the working area, using the facilities provided.

Employees must use the correct methods when removing any articles of waste for disposal.

Employees must clear up spillages or liquids within the work area in the prescribed manner.

# 6. Display Screen Equipment (DSE)

The Company recognises its responsibility to ensure the health and safety of employees required to use DSE at work.

The company will ensure the following procedures are followed:

* A risk assessment will be conducted on workstations on business premises and home worker setup where applicable
* Training shall be provided on hazards related to DSE
* All new workstations will conform to the minimum requirements specified under British safety standards.
* Job design and content will be modified, if practicable, to comply with recommendations in the risk assessment.

# 7.Personal Protective Equipment (PPE)

Appropriate personal protective equipment or clothing will be issued to employees as and when necessary for work activities as identified in relevant risk assessments.

Training will be provided for employees on the safe use, storage, and maintenance of the relevant equipment or clothing before issue and a written record detailing what has been issued will be signed by the employee on receipt and the hard copy kept on file. Any defects or malfunction of PPE or clothing must be reported to the Health and Safety Officer.

# 8.Hazardous Substances

The Control of Substances Hazardous to Health (COSHH) Regulations requires employers to assess the hazards related to the use of hazardous substances in the workplace. Hazardous substances are many and varied but if a substance has the potential to cause harm to an individual then it is hazardous. Harm can be initiated through:

* contact with the skin and / or eyes
* entering the body through cuts in the skin
* entering the body through inhalation of the substance
* entering the body through the mouth e.g., swallowing of the substances or contamination on hands touching the mouth.

The company will identify all hazardous substances used on site and will carry out COSHH risk assessments using the material safety data sheet (MSDS) provided by the supplier. Once completed, COSHH risk assessments and related control measures will be communicated to the relevant employees. At present, there are no cleaning products in usage that pose a significant hazard or risk to health and items are stored safely.

# 9.Noise at Work

The Company acknowledges that excessive noise can damage hearing and would carry out appropriate assessments of noise where it is considered there is a risk. However, due to the nature of the business, it is not considered that there is a current risk to health from excessive noise.

# 10.Manual Handling

Manual handling risks are considered prior to each work activity and appropriate risk assessments undertaken. The method of work is adapted to minimise manual handling risks wherever possible, including use of alternative lifting and carrying methods. Our employees are advised not to manually handle loads which they feel incapable of moving safely. A lift is available to transport heavy items from the ground floor to the first floor if required.

# 11.Plant and Equipment

The following procedures apply to all company plant and equipment

* Management is responsible to ensure new and existing equipment is safe to use and complies with British Standards and Statutory Regulations
* Management will ensure all equipment and buildings are maintained in accordance with Statutory Regulations and Codes of Practice.
* Operation of equipment must be in accordance with manufacturers’ instructions.
* The company will ensure repairs and maintenance are carried out by competent, authorised persons only.

# 12.Electricity at Work

The Company has set out the following procedure:

* All equipment will be PAT tested within recommended industry guidelines as a minimum and a certificate kept on file
* Management will ensure electrical equipment is purchased and maintained to the requirements outlined in the Electricity at Work Regulations 1989 and to British Standards.
* Management will ensure a competent person with adequate knowledge and experience conducts all electrical work.
* Employees, clients/ learners, and visitors must not interfere with or misuse electrical equipment or systems. Doing so may result in disciplinary action.
* Employees, customers/ learners, and visitors must report any defects on electrical equipment to management immediately.
* Electrical equipment and systems will be maintained in accordance with statutory provision.
* Records of inspection on electrical equipment will be held at Head Office.

The company will ensure, so far as is reasonably practicable, that adequate training and supervision is made available to all young persons employed within the company and that all relevant training is suitably recorded.

# 13.New and Expectant Mothers

The Company is aware of the fact that new and expectant mothers may be exposed to additional risk at work due either to themselves or their baby. We are therefore committed to reducing these risks to the lowest possible level.

We will undertake risk assessments, as appropriate in relation to employees who are or could be new and expectant mothers.

# 14.Stress Management

Stress is the reaction some people have to perceived excessive pressures imposed upon them. As a result, stress occurs when people worry that they are not able to cope. Stress may be seen as the impairment of physical and behavioural performance from real or perceived challenges.

It is our policy to:

* Take stress seriously and to support those employees who report feeling stressed/overworked and struggling in their role.
* Provide managers with information to enable them to recognise the signs of stress.
* Encourage managers to watch for signs of stress and to listen to employees’ views regarding the pressures of their work.
* Ensure adequate training is provided in order that employees can carry out their tasks confidently.
* Provide, where practicable, scope for varying work patterns and to allow employee input in how work is carried out.
* Ensure that people are treated fairly and consistently.
* Take accusations and cases of bullying and harassment seriously and investigate all such accusations and incidents.
* Encourage effective two-way communication.
* Prioritise tasks and, where possible, notify employees in advance of the need for any critical/urgent/unplanned work requirements.
* Seek professional help from external agencies if it is suspected that stress may be a wider problem in the workplace.

# 15.Applicable Legislation

General health and safety advice can be obtained from the Health & Safety officer. Additional advice, on-line publications and information are available from the Health and Safety Executive web site (www.hse.gov.uk). Some of the specific legislation that applies to this organisation includes:

* Health and Safety at Work Act 1974
* Management of Health and Safety at Work Regulations 1999
* Workplace (Health, Safety and Welfare) Regulations 1992
* Health and Safety (Display Screen Equipment) Regulations 1992
* Manual Handling Operations Regulations 1992
* Control of Substances Hazardous to Health Regulations 2002

# 16. Statutory Notices

Statutory notices are to be displayed at each site detailing the names of Health & Safety officers and local authority contact. The officers are to ensure that these notices are prominently displayed at each site.

Employers’ and Public Liability Insurance is required to cover company operations at all sites. This is arranged annually. The Health and Safety officer is to ensure that adequate cover is maintained at all times and certificates of insurance are prominently displayed on site.

# 17. Review of Health and Safety Policy

## 17.1 Changes to the Policy and Procedures

Any changes to the Health & Safety policy and procedures will be communicated to all staff. This is the responsibility of the Quality Manager. Departmental managers are responsible for ensuring that any operational changes are implemented and that employees. learners and any other relevant parties are duly informed.

## 17.2 Review of Policy and Procedure

The Health and Safety policy and procedures will be reviewed at least annually or in the light of significant changes to processes or legal requirements. Any such changes will be communicated at the earliest opportunity to all relevant staff.

## 17.3 Rules covering serious breaches of policy and procedures

An employee will be liable to be disciplined if he/she is found to have acted in any of the following ways:-

1. A serious or wilful breach of safety rules.
2. Unauthorised removal or interference with any equipment guard or protective device.
3. Wilful damage to, misuse of or interference with any item provided in the interests of health and safety or welfare at work.
4. Unauthorised removal or defacing of any label, sign, or warning device.
5. Misuse of chemicals, flammable, hazardous or toxic substances.
6. Smoking in any designated “No Smoking” area.
7. Horseplay or practical jokes which could cause accidents.
8. Making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence.
9. Misuse of any item of equipment, tool, fitting/fixture, vehicle or electrical equipment

**Key Contacts:**

[HSE: Information about health and safety at work](https://www.hse.gov.uk/) 0300 003 1647.

0345 300 9923

HSE Birmingham Office

19 Ridgeway

9 Quinton Business Park

Quinton

Birmingham B32 1AL

0121 607 6200

**West Midlands Fire Service**

General enquiries 03300 589000

# Appendix 1 Covid-19 business update-July 2022

In February 2022, in line with government guidance and the reduction in the number and severity of cases linked to the Covid-19 pandemic, the company took the decision to largely resume normal operating practice with a significant number of employees returning to office based roles on business premises. Since this time, a number of employees have contracted the coronavirus and, if not requiring sick leave to be taken if symptoms mild, have been advised to work from home to avoid transmitting it to work colleagues until safe to return to business premises. These cases have highlighted the need for ongoing vigilance and the effective management of appropriate safe working arrangements. Some employees continue to be based remotely due to the nature of their roles and the training, assessment and management of learners also continues to take place remotely via an online collaborative communication system.

The company will make efforts to ensure that employees who are working permanently or temporarily from home or other locations are kept informed of important business updates and their health, safety and welfare checked periodically to assess if support may be required. The company encourages any facility for employees to keep in touch with colleagues to aid positive mental and physical health and for management to monitor progress against work activity set and that it is being done safely.

Home working assessments have been completed by all employees to ensure that they have a suitable working environment and equipment to carry out their duties. A workstation (DSE) assessment is a requirement to be completed by all employees working from home either on a temporary or more permanent basis. They are provided with supporting information and guidance to reduce the risk of harm/injury occurring from display screen work and encouraged to raise any concerns.

The business will continue to operate predominantly on a remote learning delivery model but has made learners welcome to attend business premises again over recent months. A number have done so to sit exams or take part in practical workshop activities. All appropriate steps have been taken to ensure the safety of staff, learners and visitors on site at any time and to limit the risk of the spread of the Covid-19 virus. A temperature probe and supplies of face masks and shields, sanitiser and wipes are available to those who wish to make use of them to support their personal health and safety, particularly those who may be vulnerable or care for others.