

Health & Safety

Policy Number	25
Version	4
Policy Contact	Matthew Betteridge
Date Issued	1 st November 2018
Amended	06 th May 2025
Next Review Date	06 th May 2026
Target Audience	Everyone
Approved by	OneCall24 Policy Team

1. Policy Statement

At One Call 24 Limited (OneCall24), we are dedicated to ensuring the health, safety, and well-being of all individuals involved in our operations, including employees, contractors, clients, and visitors. We recognise that effective health and safety management is integral to our business success and reputation. Therefore, we are committed to providing a safe and healthy working environment by identifying and minimizing risks, complying with relevant legislation, and promoting a culture of continuous improvement in health and safety practices.

2. Responsibilities of Board Members**Matthew Betteridge (CEO and Owner of the Policy):**

- Matthew Betteridge, as the CEO and owner of this policy, is ultimately responsible for providing leadership and direction in health and safety matters.
- He will ensure that adequate resources are allocated to support the implementation of health and safety initiatives and that the policy is effectively communicated and understood throughout the organization.
- Matthew Betteridge will lead by example, demonstrating a commitment to health and safety excellence and fostering a culture of accountability and continuous improvement.
- Matthew Betteridge will ensure Compliance with Legislation and Standards. OneCall24 is committed to complying with all relevant health and safety legislation, regulations, and industry standards. Matthew Betteridge will ensure regular review our policies and procedures to ensure they align with current legal requirements and best practices. Where applicable, he will ensure we obtain relevant certifications and accreditations to demonstrate our commitment to health and safety excellence.
- Matthew Betteridge will ensure continuous monitoring and review our health and safety performance to identify areas for improvement. Alongside other Board members, he will conduct regular audits and inspections to assess compliance with policies and procedures, identify opportunities for enhancement, and implement corrective actions as needed. Employee feedback will be valued and utilized to drive ongoing improvement initiatives.

- Matthew Betteridge is responsible to ensure that all incidents, including accidents, near misses, and hazards, will be promptly reported, investigated, and documented. Root causes of incidents will be identified to prevent recurrence, and corrective actions will be implemented where necessary. We will maintain records of all incidents and use this information to improve our health and safety performance.

Rasul Chatoo (COO):

- Rasul Chatoo, as the Chief Operating Officer, plays a crucial role in overseeing the day-to-day operations of the company, including health and safety management.
- He will work closely with the management team to develop and implement health and safety policies and procedures, ensuring that they are integrated into all aspects of our operations.
- Rasul Chatoo will monitor compliance with health and safety regulations, identify areas for improvement, and implement corrective actions as necessary to mitigate risks and enhance safety performance.
- Rasul Chatoo will ensure that adequate resources, including financial, human, and time, will be allocated to support the effective implementation of this health and safety policy. Alongside other Board members, he will ensure that necessary equipment, training, and support systems are provided to enable employees to work safely and contribute to the achievement of our health and safety objectives.

William Fawbert (CFO):

- William Fawbert, serving as the Chief Financial Officer, shares responsibility for ensuring that adequate resources are allocated to support health and safety initiatives.
- He will collaborate with Rasul Chatoo and other members of the management team to assess the financial implications of health and safety programs and prioritise investments to optimise safety outcomes.
- William Fawbert will oversee budgetary planning and control processes to ensure that funds are allocated effectively and efficiently to support health and safety objectives.

David Crewe (Founding Director):

- David Crewe, as a Founding Director, brings valuable insight and experience to the health and safety management process.
- He will actively participate in policy development and review, drawing on his knowledge of the company's history and objectives to inform decision-making.
- David Crewe will champion health and safety initiatives within the organisation and advocate for their integration into business operations at all levels.

3. Responsibilities of Office Manager

Risk Assessment and Control

We will conduct regular risk assessments across all areas of our operations to identify potential hazards and assess associated risks. Control measures will be implemented to eliminate or minimise these risks to an acceptable level. Risk assessments will be reviewed and updated as necessary, particularly when new hazards are introduced or changes occur in work processes.

These risk assessments will be undertaken by OneCall24 our Office Manager. Upon completion, the findings will be promptly reported to the board of directors. Any action required to remove or control risks will be subject to approval by both the board of directors and the Office Manager. The Office Manager will then take responsibility for ensuring that the necessary actions are implemented effectively. Furthermore, she will diligently verify that these actions have successfully removed or reduced the identified risks. Assessments will undergo review every 6 months or whenever significant changes in work activities take place, whichever comes first.

Safe Handling and use of substances

- The Office Manager will be responsible for identifying all substances which need a COSHH assessment.
- The Office Manager will be responsible for undertaking COSHH assessments where applicable.
- The Office Manager be responsible for ensuring that all actions identified in the assessments are implemented.
- The Office Manager will be responsible for ensuring that all relevant employees are informed about the COSHH assessments.
- The Office Manager will check that new substances can be used safely before they are purchased.
- Assessments will be reviewed every 6 months or when the work activity changes, whichever is soonest.

Consultation and Communication

OneCall24 is committed to fostering open communication and consultation on health and safety matters between management and employees. The Office Manager will ensure that employees are encouraged to contribute their ideas, concerns, and suggestions for improving health and safety in the workplace. Alongside with Management, she will ensure that health and safety information is effectively communicated to all employees through various channels, including meetings, notice boards, and training sessions.

4. Responsibilities of L&D Manager (Zahira Kadir)

Training and Competence

Zahira Kadir, our L&D Manager, is tasked with ensuring the provision of adequate health and safety training to all employees. This training is vital to equip our workforce with the necessary knowledge and skills to perform their duties safely. It will encompass various critical topics, including hazard identification, emergency procedures, the proper use of personal protective equipment (PPE), and relevant legislation. Zahira, with the support of the office manager, will also oversee the assessment of employee competence in carrying out specific tasks safely. Additionally, she will arrange for additional training or support as required to maintain a high level of competence among our staff.

5. Employees responsibilities

All employees are expected to:

- Co-operate with supervisors and managers on health and safety matters.
- Not interfere with anything provided to safeguard their health and safety.
- Take reasonable care of their own health and safety.
- Report all health and safety concerns to an appropriate person (as detailed in this policy statement).

6. Accidents, first aid and work-related ill health

The first aid box(es) is/are kept at

- The Kitchen in 239 Old Marylebone Road, London NW1 5QT

The appointed person(s)/first aider(s) is/are:

- Rabiya Ghanti
- Alex Johnson

All accidents and cases of work-related ill health are to be recorded in the accident book. The book is kept by/at:

- The Office Manager at 239 Old Marylebone Road, London NW1 5QT

The person responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority is:

- Matthew Betteridge - CEO

Monitoring

To check our working conditions, and ensure our safe working practices are being followed, The Office Manager is responsible:

- To carry out spot checks in each area every 3 months

- To investigate all workplace accidents and ill health straight away or as soon as possible after the accident or notification of ill health

The person responsible for investigating accidents is:

- Uday Valjee – Head of HR

The person responsible for investigating work-related causes of sickness absences is:

- Uday Valjee – Head of HR

The person responsible for acting on investigation findings to prevent a recurrence is:

- Uday Valjee – Head of HR

Emergency procedures – fire and evacuation

The person responsible for ensuring the fire risk assessment is undertaken and implemented is:

- Winchester Property Limited – Landlord

Escape routes are checked by/every

- Winchester Property Limited – Landlord/ Monthly

Fire extinguishers are maintained and checked by/every

- Firetechnics Systems Ltd (company)/ Annually

Alarms are tested by/every:

- Winchester Property Limited – Landlord/ every Thursday

Emergency evacuation will be tested every:

- Monthly

Review and Revision

This health and safety policy will be reviewed annually, or as necessary, to ensure its continued effectiveness and relevance. Changes in legislation, technology, or work practices will be considered during the review process, and updates will be communicated to all relevant stakeholders.

Signed:



Matthew Betteridge

CEO, One Call 24