

Health & Safety

Policy Number	25
Version	5
Policy Contact	Matthew Betteridge
Date Issued	1 st November 2018
Amended	06 th May 2026
Next Review Date	06 th May 2027
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. This policy is issued in accordance with the Health and Safety at Work etc. Act 1974 and associated UK health and safety legislation, including the Management of Health and Safety at Work Regulations 1999, and applies to all OneCall24 activities.

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 that OneCall24 complies with all applicable health and safety legislation, Approved Codes of Practice (ACOPs), and HSE guidance. He will ensure that policies and procedures are reviewed regularly to reflect legal and best practice updates.
- 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.

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.

Risk assessments will be coordinated by the Office Manager with the involvement of relevant managers, employees, and where necessary competent external advisers, in line with the Management of Health and Safety at Work Regulations 1999.

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. Risk assessments will be reviewed at least annually, and additionally following any significant change, incident, or introduction of new hazards.

Safe Handling and use of substances

- The Office Manager will be responsible for identifying all substances requiring COSHH assessment.
- The Office Manager will ensure COSHH assessments are completed, implemented, communicated to employees, and kept under review.
- 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 at least annually or when work activities change.

Consultation and Communication

OneCall24 is committed to fostering open communication and consultation on health and safety matters between management and employees.

Arrangements will be in place to consult employees on health and safety matters in accordance with the Health and Safety (Consultation with Employees) Regulations 1996. Employees will be encouraged to raise concerns, contribute suggestions, and participate in health and safety improvements.

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)

Zahira Kadir, is responsible for ensuring appropriate health and safety training is provided to all employees. Training will include role-specific risk awareness, emergency procedures, mental health and stress awareness, and statutory training as required.

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.
- Use equipment and safety measures provided in accordance with training
- Take reasonable care of their own health and safety and that of others.
- 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 work-related ill health will be recorded and investigated in accordance with RIDDOR 2013 where applicable. 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

Near misses and dangerous occurrences will also be recorded and reviewed to prevent recurrence.

Monitoring

The Office Manager is responsible for routine workplace monitoring.

Uday Valjee – Head of HR is responsible for accident investigation and sickness absence analysis.

Findings and trends will be reported periodically to the Board to provide organisational oversight and assurance.

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

- Firetecnicos Systems Ltd (company)/ Annually

Alarms are tested by/every:

- Winchester Property Limited – Landlord/ every Thursday

Emergency evacuation will be tested every:

- Monthly

Mental Health and Wellbeing

OneCall24 recognises work-related stress and mental wellbeing as health and safety matters. The organisation will take reasonable steps to identify, assess, and manage mental health risks, and employees will be supported through appropriate policies, absence management arrangements, and access to support.

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