



Inspection Services Ltd

ISL

Handbook

(ISL001)

The information in this booklet is designed to welcome all ISL personnel
and assist with the ISL protocols and procedures

MISSION STATEMENT

We take great pride in our business and welcome you to Inspection Services Limited (ISL).

This manual and our induction process will assist you to understand our policies and procedures and in working with your colleagues.

We will describe in detail what you can expect from us and what we will expect from you. If you have any queries, please speak to either your Supervisor or a member of ISL.

Our workplace will benefit from your enthusiasm, expertise and determination and we extend a sincere welcome to you and wish you every success in your new position.

HISTORY OF ISL

At ISL we provide quality technical assistance to Tier One and Two Suppliers for Original Equipment Manufacturers, primarily within the Automotive Sector.

We were established in 2004 in order to meet increasing demand in this sector and have grown steadily ever since. We have representation in several European countries, Turkey and South Africa on behalf of Suppliers into a number of Car Manufacturing Customer premises. Over time we have developed an extensive network of contacts in the automotive industry and in quality assurance across different sectors.

SENIOR MANAGEMENT

Laurence O'Toole: Managing Director

Stella Douglas: Finance Director

Lucy Floyd: Communications Director

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1. INDUCTION & COMMENCING WORK

Upon induction, an ISL representative will give you contact details of your Supervisor and Line Manager who will be your first port of call for information or queries.

LINK 1:

In order to complete the ISL New Candidate Registration process, all new staff will be sent LINK 1 via email. There is only one step to be completed in this link:

Step 1: Includes ISL Registration; GDPR Acceptance Form; Agreement to Working Time Directive; NDA Agreement

LINK 2:

Upon placement, Candidates will then be sent LINK 2 via email. This link is site specific so will be tailored depending on the location of their new place of work. There are four steps to be completed in this link:

Step 1: Site Specific Registration Link that must be completed digitally

Step 2: 'Personal Protective Equipment Declaration, Manual Handling, Health & Safety at Work Declaration' (ISL012) along with a Working Time Directive Declaration (ISL010) that must be read, understood, and signed digitally via DocuSign. Please download and keep for your reference throughout the time you are with ISL

Step 3: Link to Site Map & Directions

Step 4: Link to copy of ISL Handbook to read. Please download and keep for your reference throughout the time you are with ISL

The **ISL welcome video** is also available to view at the end of Link 2

You will also be given an **'Inspection Services Ltd new starters Orientation and Induction Disclaimer Form + Health & Safety in the Workplace Video Viewer Acknowledgement Disclaimer Form' (ISL014)** to sign on your first day in the workplace.

You will also be given a copy of any Procedure Protocols / Job Specifications / Work Instruction Sheet where relevant to your job.

Note: Keep a copy of all signed declarations for your own records

2. ACTION POINTS ONCE NEW STARTER HAS COMMENCED WORK

Your Supervisor will:

- 2.1 Arrange for a car park permit to be issued where applicable
- 2.2 Inform other staff of your start date

- 2.3 Ensure you have the correct Personal Protective Equipment (PPE). As a minimum, this will be steel toe-capped boots and a branded ISL high visibility-jacket which must be worn at ALL times when on the Customer Premises. Gloves will also need to be worn with certain jobs. You will not be expected to bring any tools with you to work. All equipment needed for the job will be provided.
- 2.4 Ensure you know exactly where and when you need to report to on your first day. Maps can be provided if needed
- 2.5 Ensure you attend the Induction Training and watch the Customer Health and Safety Video before commencing work
- 2.6 Arrange for your staff card / ID Card to be issued, where necessary. (Temporary ID cards lasting up to 14 days can sometimes be obtained from the Security Office)
- 2.7 Ensure you are given a copy of your timesheet for daily completion. You may be given a digital time sheet link instead. Always keep a copy of all your times sheets from the first day you start work. Your time sheets must be submitted to your Supervisor promptly at the end of each shift
- 2.8 You will be given a tour of the customer premises by your Supervisor or someone they deem fit to give the tour. (You will meet your new colleagues / team on this tour)
- 2.9 Ensure you know exactly where all fire exits, fire extinguishers and first aid kits are (although the onus is on the inspector to ensure he is aware and up to date of locations of all these items)
- 2.10 Ensure you know where your Designated Safety Meeting Point is. This is in case of fire or emergency (although the onus is on the inspector to ensure he is aware and up to date of the location of this)
- 2.11 Ensure you are aware who your First Aiders At Work are and where they are situated / how you can contact them in an emergency
- 2.12 Ensure you know where to find canteen, toilets, car park etc

If you are not confident on any of the above then you must ask your Supervisor for clarification. They will be happy to answer any of your questions.

3. CONTRACT

You will be given a CONTRACT, outlining your conditions of employment. It will contain your:

- Position
- Salary / wage
- Probationary period
- Hours of work
- Entitlements
- Confidentiality requirements

4. TRAINING

On-the-job training commences with induction and continues until your Supervisor deems you competent.

From time to time, training sessions are conducted internally to help you refresh, improve or acquire skills in safety operations and compliance.

Recognition of internal training and competency gained is recorded in a Competency Log which will be up-dated every year.

5. PERFORMANCE REVIEWS

Where relevant, appropriate and agreed with the inspector, Performance Reviews are held annually to assess your work performance.

If at any point throughout the year, you need to discuss any aspect of your work, Senior Management are always open and available for this conversation.

6. YOUR RESPONSIBILITIES

- 6.1 Follow reasonable and lawful instructions given by your employer. A reasonable instruction is one that:
 - 6.1.1 An inspector is competent and capable of doing
 - 6.1.2 Is not an illegal act
 - 6.1.3 Is not a threat to health and safety
- 6.2 Arrive on time and remain punctual

- 6.3 Advise your Supervisor of any intended absences as soon as possible, and always a minimum of 7 days prior to your absence, where possible, out of courtesy
- 6.4 Work to the best of your ability during the hours of work in your employment contract / contract of engagement
- 6.5 Obey safety rules at all times
- 6.6 Follow quality system procedures
- 6.7 Dress appropriately for the job
- 6.8 Show respect to your supervisors, colleagues, clients and customers
- 6.9 Treat business property with care and respect and always return it to the rightful owner at the end of the job
- 6.10 All inspectors must be able to use email and have a smartphone

7. ISL PERSONNEL CODE OF CONDUCT

Introduction

We aim to secure the future of ISL by operating:

- profitably and ethically
- by guarding the interests of our clients and customers

We should be conscious of the impact of our actions at all times. We must understand the need to observe, and be seen to observe, the laws as they apply to our business and people who use our services.

Everyone is responsible for ensuring that the professional and ethical standards that are outlined in this document are maintained. Furthermore, it is vital that all ISL personnel / inspectors are conscious of the fact that departure from these standards, or non-observance of company procedures, will have an adverse impact on our ability to maintain the confidence of our clients and customers.

Non-observance of these principles may result in dismissal of an individual or individuals.

Confidentiality

All discussions, transfers of information etc, within ISL are **highly** confidential. Under **no** circumstances should any ISL personnel / inspector allow privileged business information to be accessed by outside parties. You will sign a digital NDA when joining ISL.

The information, both written and verbal, provided to us by our clients and customers is the exclusive property of our clients and customers.

Any breach of confidentiality on behalf of the company or its clients and customers will result in dismissal and no warnings will be given. Depending on the nature of the breach, the ISL personnel / inspector might also be prosecuted.

Legislation

ISL personnel commits to adhere to all relevant legislation.

The following Statutory & Regulatory Requirements have been identified by Management as regard both product and the service provided:

1. Bribery Act 2010

<http://www.legislation.gov.uk/ukpga/2010/23/contents>

2. Computer Misuse Act 1990

<http://www.legislation.gov.uk/ukpga/1990/18/contents>

3. Data Protection Act 2018

<http://www.legislation.gov.uk/ukpga/2018/12/contents>

4. Defamation Act 1996

<http://www.legislation.gov.uk/ukpga/1996/31/contents>

5. Police and Criminal Evidence Act (PACE) 1984

<http://www.legislation.gov.uk/ukpga/1984/60>

6. Copyright, Designs and Patents Act 1988

<http://www.legislation.gov.uk/ukpga/1988/48/contents>

7. Copyright (Computer Software) Amendment Act 1985

<http://www.legislation.gov.uk/ukpga/1988/48/schedule/8>

8. Copyright, etc and Trade Marks (Offences and Enforcement) Act 2002

<http://www.legislation.gov.uk/ukpga/2002/25/contents>

9. Health and Safety at Work etc Act 1974

<http://www.legislation.gov.uk/ukpga/1974/37>

10. GDPR

<https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation>

11. The Working Time Regulations 2013

<http://www.legislation.gov.uk/ukxi/2013/2228/contents>

12. The Health Protection Regulations 2020 (CoronaVirus)

<http://www.legislation.gov.uk/ukxi/2020/350/contents/made>

13. BS EN ISO9001:2015

14. The Workers (Predictable Terms and Conditions) Act 2023

<https://www.legislation.gov.uk/ukpga/2023/46>

Computers / Mobile Phones and E-mails

All ISL personnel must use email and be able to send and receive emails. In addition, all ISL personnel must have a smart phone to use WhatsApp or any other similar, agreed, method of mobile device communication. ISL Senior Management communicate with inspectors via these methods.

You are responsible for the security of your computer / mobile phone data within your area of our business.

Computer / mobile phone software or hardware shall not be taken from either ISL or the Company for whom ISL is working.

You are not permitted to install any software, including games, on company owned personal computers, notebooks or mobile phones.

Computers or mobile phones are not to be used for downloading pornographic or any other material that could be considered offensive or distasteful.

In addition, the electronic mail system is not to be used to send offensive, insulting or hurtful material.

Any breach of these requirements may result in dismissal or prosecution.

Incoming Phone Calls

If you are required to answer a business call, on all occasions please answer all incoming calls in a courteous and pleasant tone. Personal calls on company phones is prohibited unless in cases of emergency.

Under no circumstances must you use your mobile phone whilst working, or whilst in your workspace. Any breach of these requirements may result in dismissal.

Reliability and Punctuality

We all rely on each other and lateness causes inefficiency in all areas. If you are delayed, please let other parties know as soon as possible.

Repeated lateness will be examined during the review process and may affect your ongoing promotion or employment / engagement.

Outside Employment / Engagement Policy

When a person accepts employment / engagement with ISL, such employment / engagement carries with it the obligation to devote full attention and best effort to the job. The company has no desire to interfere with outside interests or activities, which clearly do not affect job performance, or do not in any way conflict with the company's best interest.

It is the inspector's responsibility however to advise their supervisor of any outside employment / engagement if there is the possibility of a conflict of interest.

A conflict of interest may include;

- working for a competitor
- working long hours
- using the resources of the company for non-company activities
- being unable to attend work for ISL due to other activities during business hours

Failure to advise of any such outside employment / engagement may result in dismissal.

Company property

- Upon termination of contract, resignation, redundancy or dismissal, company property must be returned immediately
- Every effort shall be made to protect, service and maintain company property
- Any damage to or loss of company property shall be reported to management
- No company property or cash shall be loaned to employees / inspectors without the express permission from Senior Management

Intellectual Property

All systems, designs, know-how, data, programmes, drawings and documents are the property of ISL or the Customer. We have a zero-tolerance policy towards theft or plagiarism.

8. DISCIPLINARY ACTION

Disciplinary action will be carried out in cases of:

8.1 Poor work performance

- 8.2 Not maintaining satisfactory standards of work, once trained
- 8.3 Not working in accordance with the task description
- 8.4 Not following Supervisor/Management instructions
- 8.5 Dishonest or illegal behaviour
- 8.6 Not following safe work practices
- 8.7 Displays of abusive behaviour

9. DISCIPLINARY PROCEDURE

In order to maintain a fair, consistent and logical work discipline, all ISL personnel / inspectors, regardless of position or contract, are subject to the disciplinary procedures detailed below:

Stage 1: Verbal Warning

The normal action in the first instance of a failure to meet business standards will be a verbal warning by a Supervisor or Manager. In more serious cases, Stage 1 will be omitted and a first or second written warning will be issued.

Stage 2: First Written Warning

Continued failure to reach business standards or a more serious breach of discipline will justify a first written warning.

Stage 3: Second (Final) Written Warning

Continued failure to reach standards or a more serious breach of discipline will justify a second (final) written warning.

Stage 4: Dismissal

ISL personnel / inspector may be dismissed with or without notice according to the circumstances if, in spite of verbal and written warnings, he/she fails to reach the business's required standards.

Instant dismissal

Regardless of the above, instant dismissal without notice can occur where ISL personnel / inspector is involved in:

- Deliberately breaking the law
- Theft
- Damage to property
- Immoral or indecent behaviour
- Sexual harassment
- Gross mis-conduct
- Gross insubordination
- Falsifying work records
- Malicious or slanderous acts, which may cause the business damage or disrepute
- Gross breach of security, trust or confidentiality
- Gross breach of compliance requirements

10. LEAVE POLICY

Annual Leave

The number of Annual Leave days you are entitled to will be detailed in your contract. If you are an employee an application for Annual Leave must be made in writing and must be approved by your Line Manager or Senior Management *before* it is taken. We require at least 2 weeks' notice, in writing, prior to the commencement of annual leave.

If you are a casual inspector we ask that you give a minimum of 7 days notice prior to taking leave, out of courtesy.

Sick Leave

Statutory Sick Leave entitlements will apply where applicable.

Application for Sick Leave must be made in writing and approved by Senior Management. All sick leave is recorded by Payroll.

Last minute illness must be reported to the on-site ISL representative (whose contact number you will have) with as much notice as possible. We encourage ISL personnel / inspectors not to call up with only a few hours notice, where possible, and make the decision as to whether they can attend work, at a minimum of the day before, unless in extreme circumstances. Repeated last minute notifications of absence will be examined during the review process and may affect your ongoing promotion or employment / engagement.

The nature of the business requires ISL to provide a continuity of support to our Customer at short notice. Therefore we need to put in reliable replacement cover when an inspector is off sick. For this reason with any illness reported with less than 12 hours the inspector is obliged to take a minimum of 48 hours leave, unless agreed otherwise with ISL Senior Management.

If ISL personnel / inspectors are absent for any more than two consecutive working days, they are required to produce a medical certificate covering the period of the absence. Medical certificates and applications for sick leave should be forwarded by email to Stella Douglas at sdouglas@inspecservices.com for processing in the current pay period. Failure to submit a medical certificate may result in being unpaid. Should Sick Leave become regular or excessive, the company may request a Medical Certificate / verification from your doctor.

When sick leave entitlements are exhausted, sick leave may be taken either:

11. without pay, or
12. in lieu of annual leave

Unpaid Leave – (ISL Employees Only)

Application for Unpaid Leave must be made in writing, stating the reason and submitted to ISL Senior Management for approval or otherwise. Inspectors requiring leave beyond entitlements cannot be guaranteed approval. The following procedure will apply:

- Short Term Absences - Leave without pay for any period of time requires approval from ISL Senior Management
- Extended Sick Leave - Leave without pay is subject to satisfactory medical evidence of sickness and ISL approval
- Other Leave without Pay - All other leave requests must be submitted in writing and will be referred to ISL Senior Management for consideration

Special Leave – (ISL Employees Only)

Statutory leave entitlements will apply for Maternity, Bereavement, Marriage and other special leave entitlements.

Public Holidays

Public Holidays will be observed.

13. YOUR RIGHTS

- To be paid the appropriate rate for the work that you do
- To be advised of your rate of pay – you will receive a pay slip every time you are paid
- To work in a safe environment
- To receive training appropriate for your duties
- To work in a discrimination-free workplace
- To join a union or association of your choice, should you so wish

12. DATA PROTECTION POLICY

ISL holds and processes personal data of staff for the performance of the contract.

ISL are fully committed to data security and will continually improve the on-going security of their systems. Whilst there is no obligation or requirement for ISL to adhere to BS EN ISO27001 International Standard for Information Security or appoint a Data Protection Officer under GDPR, ISL do embrace the principles of these standards/regulations. This is due to the fact they consider themselves a controller of data and want to instil within clients and consultants a confidence in the security of their information.

When personal information is collated, it is treated with the utmost of confidentiality, stored in a safe manner (normally within email or electronic documents) and destroyed once its use has been realised.

All staff are therefore dedicated to the following policy, which ensures that its services meet and exceed the requirements of data protection as well as its customers for quality, professionalism and reliability. Staff are expected to:

- Embrace a 'cyber safe' mentality and accept on-going training, when offered
- Treat any client personal information with the utmost confidentiality, storing it safely and handling it with care at all times
- Periodically review their email messages, permanently deleting any unnecessary and unused personal information
- Periodically review their systems and devices for any personal information on clients, and spring clean these where necessary
- Review any client personal information in paper copy, and destroy it once its purpose has been realised
- Lock laptops/mobile devices when leaving them unattended
- Never open emails/links/attachments from unknown sources
- Double check recipients before sending emails
- Keep their antivirus software up-to-date
- Use USB pens with extreme caution and wipe these clean after use
- Immediately report any breach of security to ISL Senior Management

All ISL personnel will sign a GDPR declaration upon registering with ISL.

Incident Procedure

Security weaknesses are identified within a Risk Assessment performed by ISL. However, incidents can be caused maliciously by a human exploiting those weaknesses and may disrupt the business in a significant way.

Any suspected security incidents are to be immediately reported to ISL, captured within an Incident Log and analysed to determine exactly what has occurred and the severity of impact of the security breach.

An incident is deemed to be a breach of company security as follows:

- Introduction of virus or malware onto electronic device
- Loss/theft of mobile device
- Loss/theft of laptop
- Laptop/device left unlocked and unattended
- Loss/theft of USB pen
- Emails mistakenly sent to unintended recipients
- Systems hacked by an external source
- Deliberate or inadvertent unauthorised communication of privileged/confidential information

If it is determined to have been a security incident, ISL will conduct whatever investigation is necessary to ascertain the root cause of the incident and whether

any client personal information has been lost. If it is determined there has been a breach of client personal information, ISL will report this to the Information Commissioners Office (ICO) within 72 hours of the breach being reported. If there is no evidence to suggest client personal information has been lost or stolen, the investigation will be conducted internally.

The Risk Assessment will be consulted to ascertain whether the risk had been previously considered and, if not, this will in turn be added to the risk assessment. The threats and vulnerabilities of the new risk will then be fully considered and documented. If the incident already exists within the Risk Assessment, the impact and likelihood aspects are reviewed and updated as deemed relevant. Any necessary Corrective Action is then determined and implemented in the normal manner.

If any lessons can be learned from security incidents, these are discussed at regular internal meetings.

If a data breach has occurred through staff negligence, the incident will be investigated with the possibility of disciplinary action or dismissal depending on the nature of the breach.

13. HEALTH & SAFETY

Our attitude to Health & Safety

Our policy is to provide a controlled work environment that protects the health, safety and welfare of all ISL personnel.

The company accepts its responsibility as an employer to train and assist all ISL personnel in safe work practices, and seeks the full support and co-operation of all ISL personnel.

Our commitment to Health and Safety

- 13.1 Management will meet its obligations to the Act, Regulations, Codes and Standards, by identifying all issues appropriate to the management of health and safety in all areas of operation
- 13.2 ISL Staff are committed to implementing and monitoring good health and safety practices in their specific areas of operation
- 13.3 All ISL personnel have a personal responsibility to their employer, their fellow inspectors, themselves and the general public to adopt and maintain appropriate health and safety standards in all their work activities
- 13.4 At all times the business maintains health and safety as a priority, and will not knowingly demand or expect any person to participate in any activities that are likely to be detrimental to their health or safety

- 13.5 Standard health and safety procedures apply to all staff with the additional effect of maintaining all health and safety regulations upheld by the facility and areas of work

Uniform and P.P.E. (Personal Protective Equipment)

All inspectors must be outfitted with steel toe capped Safety boots (to be provided by inspector) and an ISL branded High Visibility Vest/Jacket (to be provided by ISL) at all times when in the customer premises or on the Customer site. Depending on the job role, inspectors may also be supplied with gloves, hard hats and safety glasses. These are compulsory and must be worn if outlined in the Risk Assessment as discussed below.

Risk Assessment and Liability Forms

Upon induction of work you shall receive the necessary Risk Assessment information which you must read over (LINK 2, STEP 2). This will cover the possible risks whilst in the working environment. Once you have read and understood the potential risks as well as the Health and Safety procedures, you will be required to sign a **Declaration** stating that you understand the procedures which will affect you and will participate in accordance to these forms.

Dealing with an emergency, accidents and threats

If an incident occurs with yourself or a co-inspector please contact your Line Manager / Supervisor who will address the emergency. Depending on the severity of the emergency you may have to leave the site immediately. In cases where this occurs, stay calm and follow the marked walkways to the Designated Safety Meeting Point. This will be shown to you based on your location in the customer premises.

Accident procedure

- DO NOT PANIC
- Find or send for the First Aider At Work, OR call 999. Make sure medical help is on the way
- Assess the danger to yourself and others. Do not rush in if another life is threatened
- DO NOT move the injured person unless a life-threatening situation exists. Look for a response. Check circulation and pulse - if conscious, reassure the injured person
- Ensure their airway passage is clear and if necessary, administer mouth-to-mouth resuscitation and send urgently for help if you are unable to administer emergency first aid
- Reassure the injured person and make them comfortable while help arrives
- Follow this procedure if you are trained in first aid (Dr ABC):
 - D - Look for **D**anger
 - R - Check for **R**esponse (conscious?)
 - A - Clear **A**irway

- B - Check **B**reathing
- C - Check for **C**irculation
- If You Are Not Trained In First Aid:
 - Reassure
 - Get help quickly
- Report all injuries, illness and adverse health and safety occurrences to your Supervisor as soon as possible

Emergency evacuation

- DO NOT PANIC
- Exit the premises by the route indicated in your induction training
- Assemble at the designated evacuation assembly area so that you can be accounted for

Damage to property or equipment

Report any damage to your Supervisor so that other inspectors will not be injured, particularly when they try to operate damaged equipment.

Fire

- Prompt action can save lives
- Preventing fires is the first and best course of action
- Always report faulty electrical switches or exposed wiring
- Do not block electrical motors in electrical equipment
- Do not use faulty electrical appliances
- Be alert for cigarette butts dropped into waste bins or flammable materials
- Know the quickest and safest exit route and where any fire fighting equipment is located

Bomb threats

Regardless of our industry or location, bomb threats may be experienced. A bomb threat may take one of the following forms:

- Written threat such as an email, hand or typed note
- Oral threat over the telephone, face to face, electronic recording or relayed verbal message
- By mail as a letter or suspicious article.

If the threat is written

- Place the document into a transparent folder or envelope to preserve its condition and prevent contamination
- Restrict access to the document as it is physical evidence and will be surrendered to the police

If the threat is received by telephone

- Remain calm and attempt to extract as much information as possible

- Do not hang up as it may be possible to trace the call
- Write down as much information as possible regarding the details of the bomb
- Try to find out:
 - Where is the bomb?
 - What time will it go off?
 - What does it look like?
 - What kind of bomb is it?
 - Why are you doing this?
- Try to attract the attention of another person to listen in. This may assist with critical information later
- Try to assess:
 - The caller – gender
 - Speech – accent, rambling, rational, impediments
 - Distractions to the caller – ask if they are using a public or private phone
 - Background noises

Suspicious articles

If you find a suspicious article:

- Do not touch it
- Clear people from the surrounding area
- Secure the area
- Inform your Supervisor or Manager
- Inform the police

Threats

- Take threats seriously until they are proven otherwise
- If a threat is received, evacuate the area until advice is received from emergency services that it is safe to return

Facilitation

To facilitate good health and safety in the working environment for all ISL personnel, ISL Senior management seek to:

- Involve all ISL personnel in establishing and complying by good safety practice
- Ensure all ISL personnel receive the correct training so that safe working methods will be followed
- Review the Health & Safety document annually
- Endeavour to eliminate hazards and ensure the reporting of hazards. If hazards occur, to report any unsafe practices or conditions to the Customer.
- Endeavour at all times to comply with safety legislation
- Give special consideration to visitors who may be unfamiliar with the site
- Endeavour to provide working environments and practices that are designed to minimise stress, in particular promote a supportive culture

Responsibilities & Policies

ISL Senior Management:

- Will direct personnel to extra training if they fail to meet their Health and Safety obligations for working safely. If this is not successful and the ISL person in question fails to meet their Health and Safety obligations for working safely they will be stood down and cease to work
- Will ensure an annual review of the “Personal Protective Equipment (PPE), Manual Handling, Health & Safety at Work” Document

ISL Management is responsible for monitoring Workplace Health and Safety requirements and will:

- Carry out Risk Assessments whenever new tasks are introduced; new equipment is purchased or a hazard has become apparent
- Organise induction training for new staff
- Organise additional training whenever new equipment or procedures are introduced, or when a hazard becomes apparent
- Ensure that clear instructions and warnings are given to people under supervision
- Encourage safety participation and hazard reporting by personnel under supervision
- Ensure personnel under supervision meet their obligations regarding safety

ISL Personnel will:

- Report to Management on issues affecting safety
- Ensure equipment is checked before use
- Work in a manner that does not jeopardise the safety of themselves or others
- Ensure that the health and safety of visitors is not put at risk
- Ensure that they do not interfere with or misuse anything that will compromise workplace health and safety
- Read, understand and sign the Declaration for “Personal Protective Equipment (PPE), Manual Handling, Health & Safety at Work”

Attitude to safety in the workplace - 3 points to remember:

- Most incidents can be avoided; be aware of conditions around you. If you see that something is wrong, report it or fix it if you are qualified to do so
- Do not have the attitude that health and safety is someone else’s problem
- You have a legal obligation to work safely. Breaches can result in heavy fines for you and the company

Stick to the rules

- Be aware of your obligations under the legislation
- Be aware of company rules and regulations
- Co-operate with directions to maintain and improve safe conditions

Know your way around

- Become familiar with the workplace in all respects, so that you know where to go and who to turn to in an emergency
- Locate all exit points
- Know who is responsible for Health and Safety and First Aid
- Locate First Aid stations
- Know the evacuation procedures and meeting points
- Find out where the fire fighting equipment is and how to use it
- Locate communication points such as phones and intercoms, etc

Share what you know

Tactfully alert a fellow inspector if he/she is engaged in unsafe practices.

Keep your eyes open

- Be alert to potential hazards and risks. If you observe any then do something about them
- Report potentially dangerous situations or practices to management
- Remove, cover, signpost or barricade hazards whenever practical

If you detect a safety issue:

- Discuss the issue with your Supervisor or Manager
- Together with your Supervisor or Manager, identify the source or the nature of the hazard
- Management will then act to eliminate or minimise the hazard
-

Smoking

Smoking is not permitted on the premises. However, there are designated smoking areas for staff. Due to the nature of the workplace if a staff member is found breaking this policy they will be put on a final warning with immediate removal from the site.

Alcohol

The consumption of alcohol on the premises is not permitted.

The company's policy objectives on alcohol are:

- To only consume alcohol outside the workplace
- To encourage people with an addiction problem to seek help at an early stage

Other considerations:

- ISL personnel must not drink alcohol when on duty
- Drinking alcohol can affect work performance
- The smell of alcohol on the breath can be offensive to others and can give a bad impression

- ISL personnel who are off duty must recognise that it takes time for alcohol to be cleared from the body, and that they need to be fit for their next spell of duty
- ISL personnel have a professional responsibility to ensure that alcohol consumption outside the workplace does not affect their ability to do their job

Other Drugs

The use or consumption of drugs of abuse is not permitted.

Persons affected by them are not allowed at the workplace.

This may also apply to prescription drugs where there is a warning from the manufacturer, pharmacist or doctor about using the drug when operating machinery, using tools or operating / driving vehicles of any description.

If you are taking prescription drugs that may affect your mental or physical faculties, please check with your Supervisor before starting work / operating any machinery or using any tools.

We operate a zero-tolerance policy towards illegal drugs in the workplace.

Stress at work

Management recognises that undue stress may have a negative effect on individuals and on the service provided. Stress in the workplace should be minimised for both human welfare and operational reasons.

Some stress factors may be beyond the control of the company but it accepts the responsibility to recognise and alleviate avoidable stress in the workplace.

To do this, the company will endeavour to ensure that systems and practices are designed and operated in a manner that minimises the risk of stress to employees.

Postures & Positions; Lifting & Moving Materials

Please read and understand our 'Personal Protective Equipment (PPE), Manual Handling, Health & Safety at Work Document' (LINK 2, STEP 2) then sign the relevant declaration declaring you have fully understood its contents. Keep a copy of the declaration for your own records.

Individual Working Techniques

People vary in the amount and type of work that they are able to perform. To allow for these differences, the inspector should be able to:

- Shift or move around to avoid physical strain
- Take breaks. These do not have to be breaks from productive work. A change of task for a few minutes is a very effective rest break for the body. Check, however, that the 'different' task really is different for the parts of the body that are under stress.

Storage

Ensure:

- Requirements for storage are regularly assessed
- Space for storage allows for the use of manual handling equipment such as trolleys and pallets
- Trolleys and stepladders are provided, where necessary

Repeated Bending or Twisting

- Ensure the work level is at or about waist height
- Avoid the lowering of objects that must be lifted later
- Adopt a balanced position when using tools or machinery

Standing for a Long Time

- Vary tasks as much as possible. Alternate between standing, sitting and moving
- Make sure your footwear is comfortable
- Use a seat at an appropriate height, where possible

Insurance

- A copy of ISL's Combined (Public and Employers) Liability Insurance can be requested and will be made available from ISL Senior Management at all times.

Housekeeping

To ensure a safe work environment, regular maintenance is essential. These include:

- Maintaining floors, furnishings and equipment in good condition
- Keeping aisles, exits and stairs free of clutter, clearly marked and well lit
- Controlling minor spills and responding quickly when they occur
- Use of non-slippery cleaning agents, if this is part of your remit, for floors and use signs to warn of slippery areas and restricted access
- Ensuring adequate, safe and appropriate storage areas
- Ensuring adequate disposal of waste
- Ensuring that the workplace is clean, hygienic and free of vermin
- Flexible leads, either electrical or telephone, should not be placed across traffic areas. If such leads cannot be moved, a special cover strap anchored to the floor or tape should be used, or the lead should be supported from a structural ceiling member

Miscellaneous

- In terms of legal interpretation the word 'inspector' in this document shall be interchangeable with and will mean the same as 'worker'.
- All registrations must be made digitally via the link provided by ISL Senior Management.
- All declarations must be signed digitally via the link provided by ISL Senior. It is assumed that before signing the declarations, all documents pertaining to the declarations have been read and understood by the signee.

Resting in the Workplace

We are obliged under UK Health and Safety Legislation and of the professional standards expected of all ISL personnel to adhere to the following as regards resting in the workplace:

1. Health & Safety Responsibilities

Under the Health and Safety at Work etc. Act 1974, both ISL as an employer and you as staff have legal duties:

- ISL must ensure, so far as is reasonably practicable, your health, safety and welfare at work
- Staff must take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions
- Staff must co-operate with their employer to enable compliance with statutory duties.

Additionally, under the Management of Health and Safety at Work Regulations 1999, we are required to assess and manage workplace risks, including risks associated with fatigue, alertness, supervision, and emergency response.

2. Sleeping or Appearing to Be Asleep at Work

While authorised rest breaks are permitted in accordance with working time regulations, the following is not acceptable:

- Lying down or positioning oneself in a manner that gives the appearance of being asleep
- Being unresponsive in a working area
- Creating a situation where colleagues or client representatives may reasonably believe a medical emergency has occurred.

This behaviour presents several serious concerns:

- **Medical Risk:** If an individual is genuinely unwell (e.g., collapse, cardiac event, medical episode), delay in response could have life-threatening consequences
- **Emergency Response Risk:** Colleagues may assume the person is resting rather than in distress
- **Professional & Reputational Risk:** Our client has raised concerns. Behaviour that appears unprofessional reflects directly on ISL and may jeopardise our contract
- **Safety Risk:** Inspection roles require alertness. Fatigue impairs judgement and increases the likelihood of mistakes.

Resting during authorised breaks is acceptable. However, sleeping or appearing to be asleep in operational areas is not.

3. Fitness for Work

All employees are required to present themselves at work:

- Adequately rested
- Fit to carry out safety-critical inspection duties
- Mentally alert and capable of maintaining required standards

If you are experiencing fatigue due to medical issues, medication, shift patterns, or personal circumstances, you must raise this with management confidentially so that appropriate support or adjustments can be considered.

4. Duty of Care to Colleagues

You have a legal and moral duty of care to one another.

If you observe a colleague:

- Lying down in the work area
- Appearing unresponsive
- Potentially asleep or unwell

You must:

1. Immediately check on their welfare
2. Establish that they are responsive and not experiencing a medical emergency
3. Escalate to a supervisor if there is any doubt regarding their condition

Failure to check on a potentially unwell colleague may constitute a breach of your health and safety responsibilities.

5. Monitoring & Compliance

Be aware that client representatives and site management routinely observe working practices. Standards must be maintained at all times.

Moving forward:

- Supervisors will monitor compliance
- Any repeat occurrences may result in formal investigation under ISL disciplinary procedures
- Continued breaches may be treated as misconduct due to health and safety implications

6. Professional Standards

ISL's reputation is built on professionalism, vigilance, and reliability. Every team member plays a role in maintaining that standard.

Please remember to:

- Rest appropriately
- Conduct yourselves professionally
- Look after yourselves and each other
- Understand that standards are being observed at all times

If anyone wishes to discuss fatigue, health concerns, or working arrangements, please speak to management directly.

**THANK YOU FOR READING THIS HANDBOOK AND
WE WELCOME YOU TO OUR TEAM!**