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Health & Safety Policy for IT Support Services

1. Statement of Intent
Purpose: This policy outlines our commitment to ensuring the health, safety, and welfare of all employees, contractors, and visitors involved in IT support services.

Objectives:
•   Prevent workplace accidents and illnesses.
•   Ensure safe working conditions.
•   Comply with all relevant health and safety legislation.

2. Responsibilities Management:
•   Implement and maintain the health and safety policy.
•   Provide resources for health and safety measures.
•   Ensure all employees receive adequate training.
Employees:
•   Follow safety procedures and guidelines.
•   Report hazards and unsafe conditions.
•   Participate in health and safety training.

3. Risk Assessment Identification:
•   Conduct regular risk assessments to identify potential hazards.
•   Evaluate risks associated with IT equipment, electrical safety, and ergonomic factors.
Control Measures:
•   Implement ergonomic assessments and adjustments for workstations.
•   Ensure proper ventilation and lighting in work areas.
•   Regularly inspect and maintain IT equipment to prevent electrical hazards.

4. Training and Information Training Programs:
•   Induction training for new employees covering health and safety basics.
•   Ongoing training on specific risks related to IT support, such as handling electrical equipment safely.
Communication:
•   Regular updates on health and safety policies via email and staff meetings.
•   Display health and safety information on notice boards and the company intranet.

5. Emergency Procedures Emergency Contacts:
•   List of emergency contact numbers, including first aiders and local emergency services.
Evacuation Plans:
•   Clearly marked evacuation routes and exits.
•   Regular fire drills and emergency response training.

6. Monitoring and Review Regular Inspections:
•   Conduct regular safety inspections and audits of the workplace.
•   Address any identified hazards promptly.

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Policy Review:
- Review and update the health and safety policy annually or when significant changes occur.

7. Health and Wellbeing Support Programs:
- Provide access to mental health support and counselling services.
- Offer ergonomic assessments and adjustments to prevent musculoskeletal disorders.

8. Incident Reporting Reporting Procedures:
- Clear procedures for reporting accidents, incidents, and near-misses.
- Maintain an incident log and investigate all reported incidents to prevent recurrence.

9. Personal Protective Equipment (PPE) Provision of PPE:
- Provide necessary PPE, such as anti-static wristbands and gloves, for handling sensitive IT equipment.
- Ensure employees are trained in the correct use and maintenance of PPE.

10. Workplace Environment Ergonomics:
- Ensure workstations are ergonomically designed to reduce strain and injury.
- Provide adjustable chairs, monitor stands, and keyboard trays.

Cleanliness and Hygiene:
- Maintain a clean and hygienic workplace.
- Provide hand sanitisers and encourage regular hand washing.