MARICE RECRUITMENT AGENCY LTD
EMPOWERING CARE, SUPPORTING OPERATIONS, ENSURING EXCELLENCE.

Health and Safety Policy

Policy Control Information

Item	Details
Policy Title	Health and Safety Policy
Policy Reference	MRA-POL-017
Policy Owner	MRA Ltd
Version	0.2 edt
Approved By	Managing Director
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Review Date	Annually, and after any change in the law, a serious incident or an audit finding

1. Policy Statement

Marice Recruitment Agency Ltd ("the company") is committed to protecting the health, safety and welfare of its own staff, the workers it supplies, and anyone affected by its work. As an employment business, the company does not control most of the places where its workers are sent. It still has a duty to take reasonable steps to make sure each assignment is safe before a worker starts, and to act quickly when something goes wrong.

This policy is based on:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999, including the rules on temporary workers and on new and expectant mothers
- Conduct of Employment Agencies and Employment Businesses Regulations 2003
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Health and Safety (First-Aid) Regulations 1981
- Regulatory Reform (Fire Safety) Order 2005
- Manual Handling Operations Regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- Health and Safety (Display Screen Equipment) Regulations 1992
- Working Time Regulations 1998
- Employers' Liability (Compulsory Insurance) Act 1969

2. Purpose

To set out who is responsible for health and safety, what the company checks before a worker is placed, what workers can expect from the company and the client, and how accidents, incidents and near misses are reported and learned from.

3. Scope

This policy applies to all directors, managers and internal staff of Marice Recruitment Agency Ltd, wherever they are based, and to every worker the company supplies or introduces to clients in Healthcare Staffing, Warehouse, Logistics and Cleaning Services. It also applies to contractors, suppliers and anyone acting on the company's behalf.

It covers the company's offices, any work done from home, and every assignment at a client's site, in a client's vehicle or in a person's home.

4. Who Is Responsible

Role	Responsibility
Managing Director	Has overall responsibility. Makes sure there is enough time, money and competent advice for health and safety, approves this policy and receives the annual review
Operations Managers	Run this policy day to day for their sectors. Make sure the client checks in section 6 are done before any placement. Follow up every accident and incident. Make sure workers are trained for the assignment
HR Manager	Records training and certificates. Handles occupational health, fitness for work and reasonable adjustments. Supports workers and staff after an incident
DOQA Department Head	Audits that the checks are being done and recorded. Reports trends to the Managing Director. Keeps this policy up to date
Managers and team leaders	Make sure their teams know the rules, report hazards, and do not send a worker to an assignment they know to be unsafe
Workers and staff	Take reasonable care of their own safety and of others. Follow instructions, training and site rules. Use the equipment provided. Report accidents, near misses and hazards at once. Do not misuse anything provided for safety
Clients	As the controller of the workplace, are responsible for the working environment, equipment, site induction and the supervision of the worker on their site. The company agrees this in its terms of business

5. A Worker's Rights

Every worker the company supplies has the right to:

- Be given the information about risks, controls and emergency arrangements that they need before they start
- Be properly trained, and not be given work they have not been trained or are not qualified to do
- Be given the right protective equipment, free of charge
- Stop work and leave a situation they reasonably believe is a serious and immediate danger, and tell the company straight away. A worker will not be treated unfairly for doing this
- Raise a health and safety concern without fear of any bad treatment, as set out in the Whistleblowing Policy (MRA-POL-007)

6. Checks Before a Placement

Before a worker is placed with a client, the company obtains from the client, and records:

- The main risks of the work and the steps the client has taken to control them
- The training, qualifications, experience and any health requirements the role needs
- The protective equipment needed, and who provides it
- A named person at the client who will give the site induction and supervise the worker
- Emergency arrangements: fire exits, first aid, how to raise the alarm and who to call
- Any known risk of violence or aggression, or of working alone
- Any special risks for a worker who is pregnant, has recently given birth or is breastfeeding, or who has a disability and needs adjustments

The company then passes this information to the worker before the shift, and checks that the worker has the training the role needs. If the client does not give enough information, the placement is held until it does. If the company becomes aware that an assignment is unsafe, it does not place the worker, or it withdraws a worker already there, and it tells the client why.

7. Risks by Sector

Sector	Main risks and what the company checks
Healthcare Staffing	Moving and handling of people, infection and contaminated waste, sharps, violence and aggression, working alone in a person's home, medication, long and night shifts. The company checks training in moving and handling, infection control, basic life support and safeguarding, and that the client provides gloves, aprons and other protective items
Warehouse	Manual handling, slips and trips, falls from height, vehicles and forklifts moving around the site, machinery and noise. The company checks the site induction, safety footwear and high visibility clothing, and that anyone driving equipment holds a current certificate

Sector	Main risks and what the company checks
Logistics	Loading and unloading, vehicle checks, road safety, driver fatigue and long hours. The company checks licences, vehicle checks and the driver's hours and rest
Cleaning Services	Chemicals, wet floors, manual handling, working at height, infection in healthcare settings and working alone or at night. The company checks COSHH information for any chemicals, training and the right equipment

8. Training, Equipment and Fitness for Work

Training is planned and recorded under the Training and Development Policy (MRA-POL-013). Health and safety is part of every worker's induction. The company does not place a worker in a role that needs a certificate they do not hold.

Protective equipment is provided by the client or the company, as agreed in the terms of business, and never charged to the worker. Workers must tell the company if a health condition, injury or medication could affect their safety at work, so that sensible adjustments can be agreed. This is treated in confidence under MRA-POL-010.

9. Accidents, Incidents and Near Misses

1. **Make safe and get help.** The worker deals with any immediate danger, gets first aid or calls the emergency services if needed.
2. **Tell the company.** The worker or the client tells the company the same day, and the company records it. A near miss, where nobody was hurt but could have been, is reported in the same way.
3. **Record.** The company completes an incident record with who was involved, what happened, where and when, and what was done.
4. **Report where the law requires.** The company makes sure any report required under RIDDOR is made. Deaths and specified serious injuries are reported without delay. Injuries that stop a person doing their normal work for more than 7 days are reported within 15 days. The client usually makes the report for an injury on its premises, and the company confirms that it has been done and keeps a copy. The company makes the report itself for incidents in its own offices.
5. **Investigate and learn.** The Operations Manager looks into the cause, agrees actions with the client, and the DOQA Department Head reviews them. Trends are reported to the Managing Director every quarter.
6. **Support.** The HR Manager checks on the worker and gives support after a serious incident.

Safeguarding incidents are dealt with first under MRA-POL-006.

10. Violence, Aggression and Lone Working

Workers who face violence, threats or abuse, including from the people they support, must report it. The company treats this as an incident, supports the worker and talks to the client about changes. Workers who work alone, including in a person's home, at night or in a remote place, agree with the client how they will check in and what to do if they cannot be reached. Lone working is never assigned without this in place.

11. Working Hours and Fatigue

The company follows the Working Time Regulations 1998 on weekly limits, daily and weekly rest, breaks and night work. A worker who has opted out of the weekly limit does so in writing and may withdraw at any time. The company does not place a worker on a shift that would leave them too tired to work safely, including back to back shifts for different clients, and asks workers to tell it about any other work they do. Drivers must also follow the drivers' hours and tachograph rules.

12. Fire and First Aid

The company's own offices have a fire risk assessment, clear exits, regular alarm tests and a named person for first aid. At a client's site, the client is responsible for fire safety and first aid, and workers are shown the exits and alarm points during their site induction. Workers should tell the company if they were not shown them.

13. Office and Home Working

Office staff carry out a display screen equipment assessment when they start and when their set up changes. The same standards apply to staff working from home. Staff must keep walkways clear, report faults and follow the fire procedure.

14. Mental Health and Wellbeing

The company recognises that stress, long hours, isolation and distressing events at work are health and safety matters. Managers watch for signs of overload, talk to people who may be struggling, and share contact details for support services. The company risk assesses work stress for its own staff in the same way as any other hazard.

15. Insurance

The company holds employers' liability insurance as the law requires, and the certificate is available on request. Clients are asked to confirm their own cover.

16. Monitoring and Review

Health and safety is monitored through incident records, client and worker feedback, and DOQA audits. Measures include the number of incidents and near misses, how quickly they are reported,

whether placement checks were completed, and training in date. This policy is reviewed every year, and after any serious incident or change in the law. It links to MRA-POL-006 (safeguarding), MRA-POL-007 (whistleblowing), MRA-POL-012 (conduct), MRA-POL-013 (training) and MRA-POL-014 (quality and governance).

17. Contact Information

Accidents, near misses and health and safety concerns can be reported to the company at info@maricerecruitment.co.uk or by phone on 020 8013 1881. Concerns about how a health and safety matter was handled can be sent to complaint@maricerecruitment.co.uk and will be dealt with under the Complaints Policy (MRA-POL-008).