

HEALTH & SAFETY POLICY

Protecting our people, contractors and customers



Wavepoint Group Limited — Statement of intent, organisation and arrangements for managing health and safety

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Approved by	Jason Alexander, Managing Director	Applies to	All employees, workers & contractors

OUR HEALTH & SAFETY COMMITMENTS AT A GLANCE



**Risk
Assessment**



**PPE
Provided**



**Fire &
Emergency**



**First Aid
& RIDDOR**



**Health &
Wellbeing**

Part 1 — Statement of Intent

Wavepoint Group Limited is committed to ensuring, so far as is reasonably practicable, the health, safety and welfare at work of all our employees, and to protecting the health and safety of others — including contractors, customers, visitors and members of the public — who may be affected by our work activities. We supply, install, service and support commercial laundry and garment-handling equipment, and we recognise that managing health and safety effectively is essential to our people and to the success of our business.

We regard the prevention of accidents and ill health as a management responsibility ranking equally with any other business objective. Our statement of general policy is:

- to provide and maintain safe and healthy working conditions, equipment and systems of work, both at our premises and at customer sites;
- to assess the risks arising from our work activities and to put in place adequate control measures to remove or reduce them;
- to consult with our employees on matters affecting their health and safety;
- to provide and maintain safe plant, machinery, tools, vehicles and equipment;
- to ensure the safe handling, storage, transport and use of substances hazardous to health;
- to provide the information, instruction, training and supervision necessary for employees to work safely;
- to ensure all employees are competent to carry out their tasks and to provide adequate training, including for new, young and agency workers;

- to prevent accidents, near misses and cases of work-related ill health, including stress and poor mental health;
- to maintain safe access, egress and emergency arrangements, and to provide adequate welfare facilities;
- to provide appropriate personal protective equipment (PPE) free of charge where risks cannot be controlled by other means;
- to consult, co-operate and co-ordinate with other employers when working at shared or customer-controlled sites;
- to comply with all relevant health and safety legislation and approved codes of practice as a minimum standard; and
- to review and revise this policy at least annually, and whenever circumstances change.

The success of this policy depends on the co-operation of everyone. All employees are expected to take reasonable care of their own health and safety and that of others, and to support the arrangements set out in this document. This policy will be communicated to all employees and made available in staff areas and from Administration.

Signed on behalf of Wavepoint Group Limited



Signed	Jason Alexander
Position	Managing Director (Employer)
Date	26 March 2026
Review date	26 March 2027

Part 2 — Organisation and Responsibilities

Health and safety responsibilities are described below using role titles so that this policy remains accurate as personnel change. The names of the individuals currently holding each role, together with first aiders and emergency contacts, are maintained on the Health & Safety notice board and by Administration.

Overall responsibility

Overall and final responsibility for health and safety within Wavepoint Group rests with the Managing Director. The Managing Director ensures that adequate resources, competent advice and management arrangements are in place to deliver this policy.

Day-to-day management

Day-to-day responsibility for ensuring this policy is put into practice is delegated to the Operations Manager, who manages risk assessment, equipment maintenance, hazardous substances and safe systems of work across our operations and field engineering activities.

Office and welfare

Responsibility for office health and safety, welfare facilities, the accident book, first-aid provision and RIDDOR reporting is delegated to the Office Health & Safety Coordinator.

Competent advice

Wavepoint Group obtains competent health and safety advice from an external Health & Safety Consultant (our appointed competent person). Day-to-day advice is also available from the Managing Director and the Operations Manager.

Managers, supervisors and Heads of Department

- implementing this policy within their area and leading by example;
- ensuring risk assessments are carried out, communicated and followed for the work they control;
- ensuring employees are trained, competent and adequately supervised, with extra care for young, new and agency workers;
- ensuring equipment is maintained and that PPE is provided, worn and replaced when required; and
- reporting and investigating accidents, near misses and concerns promptly.

All employees and workers

Under the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999, all employees must:

- take reasonable care of their own health and safety and that of anyone affected by their actions;
- co-operate with managers and supervisors on health and safety matters;
- use equipment, substances and PPE in accordance with training and instructions;
- not interfere with or misuse anything provided for health and safety; and
- report all accidents, near misses, hazards and health and safety concerns to an appropriate person without delay.

Summary of key responsibilities

Activity	Responsible role
Overall responsibility & RIDDOR accountability	Managing Director
Risk assessments & safe systems of work	Operations Manager
Equipment maintenance & inspection register	Operations Manager / Service Manager
COSHH assessments	Operations Manager
Office H&S, welfare & accident book	Office Health & Safety Coordinator
First-aid provision & needs assessment	Office Health & Safety Coordinator
RIDDOR reporting to the enforcing authority	Office Health & Safety Coordinator
Health surveillance	Office Health & Safety Coordinator
Training records & competence	Heads of Department
Employee consultation	Employee Safety Representatives
Competent H&S advice	External Health & Safety Consultant

Part 3 — Arrangements

The following arrangements describe how Wavepoint Group manages specific health and safety risks. They apply at our premises, at customer sites and to employees working remotely or on the road.

1. Risk assessment

Suitable and sufficient risk assessments are carried out for our work activities by the Operations Manager, who reports findings to the Managing Director. Actions required to remove or control risks are approved by the Managing Director and implemented and checked by the Operations Manager. Assessments are reviewed at least every 12 months, after any incident, or whenever the work activity changes — whichever is soonest. Significant findings are recorded and communicated to those affected.

2. Consultation with employees

We consult employees on matters affecting their health and safety through appointed Employee Safety Representatives and through team meetings and toolbox talks. Employees are encouraged to raise concerns and suggestions at any time, and matters are escalated to Director level where appropriate. External competent advice is available to support consultation.

3. Safe plant, equipment and maintenance

Work equipment is provided, maintained and used in accordance with the Provision and Use of Work Equipment Regulations 1998 (PUWER).

- The Operations Manager and Service Manager identify all equipment and plant requiring maintenance and inspection.
- Effective maintenance procedures are drawn up and a register of inspection and testing is maintained in the office by the Service Manager.
- Defective or damaged equipment is taken out of use, labelled and reported to the Operations Manager or Office Health & Safety Coordinator.
- New plant and equipment is checked against health and safety standards by the Managing Director before purchase.
- Portable electrical equipment is visually checked by users and inspected/tested on a risk-based schedule.

4. Hazardous substances (COSHH)

Substances hazardous to health are managed under the Control of Substances Hazardous to Health Regulations 2002 (COSHH).

- The Operations Manager identifies substances requiring a COSHH assessment and undertakes the assessments.
- Safety data sheets are obtained and control measures are implemented and communicated to relevant employees.
- New substances are checked to confirm they can be used safely before purchase.
- COSHH assessments are reviewed at least every 12 months or when the work activity changes.

5. Information, instruction and supervision

- The Health and Safety Law poster is displayed, and relevant leaflets/information are issued, by the Office Health & Safety Coordinator.
- Health and safety advice is available from the Managing Director, the Operations Manager or our external Health & Safety Consultant.

- Supervision of young workers and trainees is arranged and monitored by the relevant Head of Department and the Operations Manager.
- Employees working at sites controlled by other employers are given relevant health and safety information before work begins.

6. Competence and training

- Induction training is provided to all new starters before they begin work.
- Job-specific and task-specific training is provided by the relevant Head of Department; jobs requiring special training are identified and recorded.
- Training needs are reviewed regularly and a training register is maintained at Head Office.
- Employees who feel additional training is needed should raise this with their line manager.

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

A first-aid needs assessment determines the level of provision required.

- First-aid kits and an automated external defibrillator (AED) are provided and clearly signed; field engineers carry a first-aid kit in their vehicles.
- Trained first aiders / appointed persons are available during working hours and listed on the H&S notice board.
- All accidents, injuries and cases of work-related ill health are recorded in the accident book, which is held by the Office Health & Safety Coordinator and kept in line with data-protection requirements.
- Health surveillance is provided where required (for example for engineering roles) and records are kept securely at the Main Office.
- Any improvements needed to first-aid provision should be reported to the Office Health & Safety Coordinator.

8. Reporting (RIDDOR)

Certain work-related deaths, specified injuries, over-seven-day injuries, occupational diseases and dangerous occurrences (near misses) must be reported to the enforcing authority under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). The Office Health & Safety Coordinator is responsible for making RIDDOR reports, with overall accountability resting with the Managing Director. Reportable events involving our employees are reported wherever they are working.

9. Fire safety and emergency procedures

The Managing Director is responsible for the fire risk assessment and emergency procedures. Written plans are displayed in the office and circulated to staff, and cover at least:

- fire (detection, raising the alarm, evacuation routes, assembly points and the role of fire marshals);
- injury or harm to a person;
- damage to property; and
- spillage of solvents or other hazardous substances.

Fire alarms, extinguishers and emergency lighting are tested and maintained on schedule, escape routes are kept clear, and evacuation drills are carried out periodically.

10. Display screen equipment (DSE) and workstations

Workstation (DSE) assessments are carried out for employees who use computers as a significant part of their role, whether they work at our premises or from home. Employees are advised on good posture, screen set-up and the importance of regular breaks, and eye-test entitlements are provided where the regulations apply.

11. Manual handling

Manual handling risks are assessed and reduced so far as is reasonably practicable in line with the Manual Handling Operations Regulations 1992. Where handling of laundry equipment, machinery or heavy items cannot be avoided, mechanical aids and team-lifting are used and staff receive manual handling training. Employees should also refer to the Safe Working Practices handbook.

12. Personal protective equipment (PPE)

Where risks cannot be adequately controlled by other means, suitable PPE is provided free of charge to all employees who need it.

- Users are responsible for ensuring their PPE is worn correctly, kept in good order and stored properly.
- Damaged or worn PPE must be reported to the line manager and replaced before further work.

13. Electrical safety

Fixed electrical installations are inspected and tested periodically by competent persons. Portable appliances are subject to user checks and risk-based inspection and testing. Only competent, authorised personnel carry out electrical work on equipment, and safe isolation procedures are followed during installation and servicing.

14. Lone and field working

Many of our engineers work alone or at customer sites. Risks to lone and field workers are assessed, and arrangements include check-in procedures, means of communication, vehicle safety and clear escalation routes in an emergency. Engineers co-operate with site rules and report site hazards to their line manager.

15. Home and hybrid working

Employees who work from home are covered by this policy. We assess home-working risks (including DSE, electrical safety and wellbeing) and provide guidance to help employees set up a safe working environment. Employees must report any work-related accidents or ill health that occur while working from home.

16. Driving for work

Employees who drive for work must hold a valid licence, ensure their vehicle is roadworthy, taxed and insured for business use, and comply with the law. Mobile phones must not be used while driving, journeys are planned to manage fatigue, and any driving-related incidents are reported.

17. Contractors and visitors

Contractors are selected with regard to their competence and are required to work safely and to share relevant risk information. Visitors sign in, are made aware of emergency procedures and are accompanied where necessary. We co-operate and co-ordinate with other duty holders when working on shared premises.

18. Mental health and wellbeing

Wavepoint Group is committed to supporting the mental as well as the physical health of our people. We aim to manage work-related stress, promote an open and supportive culture, and signpost employees to available support — including their GP and external services, and, for those who are members, our Company Private Health Scheme. Concerns about workload, wellbeing or work-related stress can be raised with a line manager or the Managing Director in confidence, and managers receive guidance on recognising and responding to signs of poor mental health.

19. Welfare facilities

We provide and maintain adequate welfare facilities, including clean toilets, washing facilities, drinking water and a kitchen/break area for use during breaks. Employees should keep shared areas clean and report to their line manager any welfare facilities that fall below standard or need improvement.

20. New and expectant mothers, young persons and vulnerable workers

Specific risk assessments are carried out for new and expectant mothers, young persons and any worker who may be at greater risk, and reasonable adjustments are made to protect their health and safety.

Part 4 — How We Implement This Policy

Reporting and discussion

Refer to this policy (available in staff areas and from Administration) to identify who is responsible for the relevant area, and discuss any concern, requirement or incident with that person, who will deal with it or escalate it to Director level if appropriate.

Health and staff welfare

- Wavepoint Group runs a Company Private Health Scheme, offered to eligible staff by invitation; speak to the Managing Director if you have any questions about the scheme or your membership.
- Whether or not you are a member of the scheme, support is available to all staff — including through your GP and external services — and you can raise any health concern with the Managing Director in confidence.
- A kitchen is provided for use during breaks — please keep it clean and tidy for others.
- Any specific health concerns should be directed to the Managing Director, who will act as appropriate.
- Report to your line manager if any communal welfare facility (kitchen/break area, toilets) is not up to standard or could be improved.

First aid

- First-aid stations are located and clearly marked throughout the building; engineers keep and maintain a first-aid kit in their vehicles.
- Any improvements needed to first-aid provision should be reported to the Office Health & Safety Coordinator for escalation.

Accident reporting

- The accident book is kept in the communal break area and maintained by the Office Health & Safety Coordinator.
- We are responsible for reporting work-related deaths, certain injuries, cases of disease and dangerous occurrences (near misses) involving our employees wherever they are working.
- The Office Health & Safety Coordinator is responsible for RIDDOR reports and escalation.

Training

- Training is provided for areas of work that require it, whether as a legal requirement or as best practice.
- A training register is maintained; staff who would like additional training should raise it with their line manager in the first instance.
- Training arrangements are reviewed regularly.

Equipment safety

- Equipment is maintained by the company.
- Engineers must report any defective equipment or equipment requiring retesting.
- Any member of staff using equipment should report concerns or suggestions about its suitability or renewal to their line manager.
- A register of testing is maintained in the office by the Service Manager.

Personal protective equipment (PPE)

- PPE is issued to all members of staff who require it.
- Users are responsible for ensuring PPE is suitable and in working order.

- Replacement PPE should be requested from the line manager.

Manual handling and hazardous substances

Employees should refer to the Safe Working Practices handbook issued by Wavepoint Group for guidance on manual handling and on the safe handling and use of hazardous substances (COSHH).

Monitoring, review and audit

- We monitor working conditions and check that safe working practices are being followed, reviewing our procedures so that standards are maintained.
- The Managing Director is responsible for investigating accidents and work-related causes of sickness absence, and for acting on findings to prevent recurrence.
- This policy is reviewed at least annually, and sooner if an incident or change of circumstances requires it.
- The policy is audited internally and, where required, by an external consultant to confirm compliance and suitability.

— End of Health & Safety Policy —