

# Fork Truck Direct Ltd

## Work Safe Policy

Fork Truck Direct Ltd acknowledges their responsibility under the Health & Safety at Work Act and recognise our duty of care and undertake to maintain safe systems effecting the health and welfare of our employees.

This policy has been created to protect employees and to ensure that the business is not put at risk. This policy is designed to cover all work at our workshops or on our customer's premises.

Fork Truck Direct Ltd will ensure that no-one under our control is exposed to risks at or on site.

Where the use or operation of a machine or equipment or a method of working constitutes a danger to the employee or another person; or where site conditions constitute a danger to the employee, the employee may refuse to work.

Fork Truck Direct Ltd will not discipline, discharge, suspend, lay off or demote an employee or impose any financial or other penalty on an employee who invokes the Refusal to Work Procedure.

All issues relating to the Refusal to Work Procedure must be forwarded to the General Manager.

The Escalation for resolving a refusal to work is through your line manager in the first instance. If an agreement cannot be made, the General Manager or a director will be contacted and the Refusal to Work Procedure instigated. The MD will be kept informed.

The employee raising the Refusal to Work Procedure will be informed of decisions throughout the process.

All employees will be briefed on the Refusal to Work Procedure which follows.



S. D. Kidney General Manager Responsible implementation of Health and Safety

# Fork Truck Direct Ltd

## Refusal to Work Policy

The Health & Safety at Work Etc. Act 1974 requires Fork Truck Direct Ltd to ensure, so far as is reasonably practicable, the health and safety of our employees and anyone else who may be affected by our acts or omissions.

The purpose of this Policy is to ensure that all employees are aware of the manner in which Fork Truck Direct Ltd give the opportunity to stop working, should employees consider the working environment or the working practice to be unsafe.

In order to carry out this policy, responsibilities for health and safety have been clearly defined, allocated and accepted at all levels. All employees must play their part in implementing this policy if safety standards are to constantly improve. The Refusal to Work process is as follows:

- If an employee (individual) believes that a task or condition will endanger either themselves or others, work should cease and the situation be immediately reported to the person in charge (Line Manager or similar) on the site or premises concerned.
- The situation will then be reviewed by the person in charge and consideration will be given to the safety impact on the individual and others. Where ever possible, immediate and appropriate action must be taken to resolve the situation.
- As a result of the review, the system of work will either be confirmed as safe or amended. If the individual is satisfied with this outcome, they will resume work.
- If the individual remains dissatisfied, the person in charge will contact Fork Truck Direct Ltd Director/General Manager providing all the relevant details/background to the situation.
- If the situation cannot be resolved, a review will be undertaken by the Director/General Manager against all legislative standards and industry best practice to determine the safety impact of the task or condition.
- If the review fails to produce a satisfactory outcome, the disputed system of work will cease and Fork Truck Direct Ltd General Manager and if appropriate the customer will be informed as soon as practically possible.
- The General Manager will liaise with the customer and consider the disputed working arrangements, making any necessary changes accordingly.
- Changes to working arrangements will be documented and implemented. This may include amendments to internal Procedures, Work Instructions, Processes, Risk/COSHH Assessments. Additional levels of training and competence may be required by individuals or further briefings as appropriate.
- Full details of the eventual, agreed outcome will be forwarded to the complainant and the customer where appropriate. Suitable records will be maintained.
- Should the complainant still be dissatisfied with the system of work, Fork Truck Direct Ltd will provide independent arbitration from an external source. Fork Truck Direct Ltd will undertake to follow the arbitrator's advice.
- Should the arbitrator uphold Fork Truck Direct Ltd.'s safe system of work and the complainant still refuse to work, Fork Truck Direct Ltd will implement the company disciplinary procedure.

The arrangement in place to implement this policy form part of the company's day to day operational procedures and as such are reviewed on a continuous basis.

Where opportunities for improvement in safety standards or safety problems are identified they will be tackled promptly, with sufficient resources, to ensure that they are adequately dealt with, implemented and briefed to all employees.

A handwritten signature in black ink, appearing to be 'S. D. Kidney', written in a cursive style.

S. D. Kidney General Manager Responsible implementation of Health and Safety