

Rapid Electronics Limited

Occupational Health And Safety Policy

1. PURPOSE

The purpose of this document is to convey health and safety information.

The Directors individually and collectively recognize their role in providing Health & Safety leadership within the organization. The Managing Director is overall in charge of Health and Safety effectiveness and implementation of the company's Policy's. The director implements the company policy and will ensure adequate resources including finances are made available for any and all reasonable Health and Safety measures.

Please see Duties and Responsibility policy PRP002 for details of responsibilities set out for the leadership team, all employees including those with specific functions to support the Health and Safety of our employees, customers and stakeholders.

2. SCOPE

This policy applies to every individual working for the Company irrespective of their status, level or grade. It therefore includes senior managers, officers, directors, employees, consultants, contractors, trainees, home workers, part-time or fixed-term employees, casual and agency staff. It is for guidance only and does not form part of employees' contracts of employment. Breach of this policy will be dealt with under the Company's disciplinary procedure and may be treated as gross misconduct leading to summary dismissal.

A copy of the Company Health & Safety Manual is available for each employee to read in the rest room.

3. ROLE AND RESPONSIBILITIES

You must read and comply with all forms of information to keep everyone safe. This include.

- The Duties and Responsibilities Policy PRP002
- All company policies or manuals.
- All relevant company risk assessments.
- All procedures and safe working protocols.
- All notices, instructions, hazard, caution and warning signs provided from for your information.

4. WORKSAFE POLICY

Rapid recognises its responsibilities under the Health and Safety Act and duty of care and undertake to maintain safe systems of work for all our staff and sub-contractors or service providers.

Risk assessments are created by the Management Team in line with the Management of Health and Safety at work regulations and the Occupational Health and Safety Policy.

Control measures are put in place including procedures, safe working instructions, COSHH information, training, and toolbox talks to reduce risks as far as reasonably practical.

The employee or subcontractor may refuse to carry out a method of working when it puts the life, health or safety of himself/herself or any other person in danger. Employees and subcontractors refusing to work on health and safety grounds will be supported and no disciplinary action, financial or other penalty will be taken. Escalation for resolving a refusal to work is through a senior manager and any reports of unsafe working will be investigated and appropriate remedial action will be taken.

5. TRAINING

All staff will be inducted which will include in house training regarding the hazards on site and our policies and procedures. The Company Training Matrix CTM001 defines the competence required for roles. It is the company's policy to ensure that only trained and competent people can perform tasks on Rapids behalf and that it is the responsibility of the company and the individual to ensure that tasks are completed within their capability and certified competence.

Rapid utilises a mixture of online training, team toolbox talks and safe working procedures to ensure employees understand how best to perform tasks without risks to personal injury or property. Please inform your line manager if you feel you require further training, or re-training for a specific task.

6. PPE, HIGH VIS-CLOTHING AND EQUIPMENT.

Suitable personal protective equipment (PPE) and high-vis clothing will be provided to staff who require or request it.

Rapid always requires all employees and sub-contractors or service providers to work safely and to ensure all others work safely around them. This includes complying with site rules, all specific procedures and instructions, wearing correct and appropriate PPE and the correct use of tools and or equipment.

7. INCIDENT/NEAR MISS REPORTING

It should be noted that ANY incident in relation to Health & Safety within the Company should be referred to the Managing Director, QHSE Committee or Management Team to assess safety and legal aspects in order that relevant areas are addressed.

All incidents or near misses, which does involve any personal harm or injury must be reported through the Incident Near Miss Report INMF001

8. ACCIDENTS AT WORK

Should you feel unwell or have an accident while at the workplace, you must seek the assistance of a First Aider. To see who the First Aider is in your area, revert to the Health & Safety notice boards or First Aid Posters. We have first aid boxes, which are controlled by the First Aiders.

Each First Aider holds an individual accident book which MUST be used if an injury or near miss of any description has taken place. It is your responsibility to fill in any accidents that occur involving yourself with the help of a First Aider and the First Aider will tear out the slip and pass to the HR Manager

All accidents no matter the severity must be reported via the First Aiders. For significant or potentially dangerous situations, please inform the Managing Director or Senior Management team if unavailable.

If you see a situation in which a potential accident could occur or where an injury could be sustained by anyone, you should report it immediately to your manager.

First aiders will report all accidents which will be recorded in the Accident Report Spreadsheet RAR001.

9. INTERNAL INCIDENT AND ACCIDENT INVESTIGATIONS

All incidents and accidents will be evaluated for severity and likelihood of re-occurrence and will be investigated to understand the nature of the incident using the Accident and Incident Report and Investigations Form AIRIF001. We will always look to find where improvements to our policies, processes, training and conformance can be introduced to improve the health and safety aspects of our operations.

10. EMERGENCY RESPONSE PERSONNEL

Rapid has determined several Emergency Response situations and assigned and trained personnel to manage the situations in a safe manner. These responsibilities are defined in the Duties and Responsibilities Policy and include the following roles.

- COMPANY FIRST AIDERS
- FIRE MARSHALLS
- SPILLAGE CONTROL

It is important that you contact the relevant nominated person in the event of a situation so that they can take the correct steps to make the situation safe and follow our response procedures.

11. INSPECTION

The technical department sets out all technical and safety related inspection procedures and defines the standards for record keeping. Please contact the Technical Manager for information or guidance on inspection activities.

12. ELECTRICITY AT WORK

All fixed electrical wiring has been and is inspected annually to ensure conformance to standards.

If you become aware of an electrical appliance or cable which has wear, or has the potential to become damaged, please report this immediately.

Electrical faults represent the highest First risk to Rapid's business.

Under no circumstance, must personal electrical devices be brought and used on site, unless it has been firstly assessed and authorised by the Technical Manager, and secondly PAT tested and logged as an on-site asset.

13. FIRE SAFETY AND EVACUATION

Rapid annually employ's outside professional assessors to conduct the Fire Risk assessment. All opportunities for improvement, or corrective actions will be implemented in a timely manner.

Rapid has a Fire Evacuation Procedure which details all information regarding the safe evacuation and roll call of employees and potential visitors.

Rapid has trained Fire Marshalls who perform area sweeps and roll calls in the event of a fire evacuation. Regular fire drills are carried out to test the readiness of our emergency response.

Please ensure you are aware of your allocated Muster Point and understand the evacuation procedure and follow its instructions.

The Fire evacuation procedure is available to read in the rest room as is the muster point allocation.

The Management Team will annually share the details of the risk assessment as well as re-confirm the evacuation procedures.

If you spot smoke, or a fire, please raise a Fire Alarm and evacuate the building immediately. If you spot a fire risk, immediately speak to a Fire Marshall and/or a Senior Manager.

In the event of a fire or on hearing the fire alarm, make your way calmly and without running to your muster point at the assembly area in the main car park area. Under no circumstance are you to re-enter the building until told to do so by the Managing Director.

Fire extinguishers are located around the facility and can be used by trained members of staff if there is NO risk to themselves or others around them.

ALL fire exit doors are ALARMED and therefore must not be used unless a member of staff genuinely feels there is a fire, or the fire alarm has sounded.

No fire alarms, fire extinguishers are to be blocked or tampered with. All fire exits must remain clear with no obstructions. No combustible materials must be stored in Fire Stairwells or escape routes. Fire doors must always be kept closed, unless using a fire release door holder, in which case the door will automatically shut if the fire alarm is raised.

14. CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

Rapid distributes small quantities of COSHH products for which the Material Data Sheets can be found on Rapidonline.com.

Rapid operates a COSHH risk assessment for the use of COSHH products on site. Only products which have been assessed by the Technical Manager, logged for use, and kept in the correct COSHH cabinet can be used by trained personnel.

Under no circumstances must product originally meant for supply to customers be used by employees on site, unless authorised by the Technical Manager and included in the COSHH Risk Assessment.

If for any reason a COSHH product becomes damaged or could potentially be damaged, the Spill Response Personnel must be advised.

All documented PPE must be worn without exception when using authorised COSHH products.

15. COMMUNICATION AND CONSULTATION

Rapid will proactively communicate to all employees regarding Health and Safety matters. Our processes require employees to take part in the assessment for safety and encourage the obligation for employees to proactively communicate to other employees regarding their safety.

Risk assessments are regularly reviewed and communicated, and controls checked to ensure they are implemented correctly and sufficiently.

The QHSE committee provides governance and review over the management teams policies, inspections, results and plans to ensure the highest standards for Occupational Health and Safety. Any ideas, suggestions or concerns can be raised with any of the committee members.

In addition, the Employee Feedback process in the rest room provides an anonymous way to feedback ideas or concerns regarding Occupational Health and Safety. Please use this method no matter how small you feel the improvement, it may be vital to prevent an accident.

16. CONTROL OF LEAD AT WORK

The control of lead at work regulation 2002 apply to any work activity e.g. Handling, processing, repairing, maintaining, storage, disposal etc which is likely to expose employees and any other person to lead.

- a. Metallic lead (its alloys and all compounds including lead alkyls and
- b. Lead when it is a component of any substance or material.

The lead must also be in a form which is likely to be:

- a. Inhaled, e.g. dust, fume or vapour
- b. Ingested, e.g. lead powder, dust, paint or paste, or
- c. Absorbed through the skin, e.g. lead alkyls or lead naphthenate.

Work liable to result in significant exposure as defined by the regulation include:

- a. High temperature lead work above 500deg C smelting, casting processes.
- b. Work with lead compounds giving rise to dust. Mixing processes.
- c. Abrasion of lead giving rise to dust. E.g. Sanding, grinding, cutting by power tools.
- d. Spraying of lead paint and lead compounds.
- e. Paint stripping, e.g. removal of old lead paint from antique furniture.
- f. Craft work, e.g. sculpting f bas relief in lead sheet.
- g. Work with alkyl e.g. Inspection, cleaning and maintenance work inside tanks which have contained petrol.
Absorbed through the skin, e.g. lead alkyls or lead

Rapid's operations and activities do not sit in the above categories, or represent a significant risk for working with Lead, but it is our management teams and employee's responsibility to understand this potential hazard and ensure that any products which may contain lead are highlighted to the Technical Department so that appropriate risk assessments and working procedures can be created.

17. CONTROL OF LEGIONNAIRES DISEASE

Rapid ensure that the water systems are properly maintained and operated at the correct temperatures, and that the water is fit to drink and not allowed to stagnate in the system.

Rapid has an external specialist carry out a review, inspection and risk assessment specifically for Legionnaires disease. The recommendation, changes to procedures and inspections and checks have been assessed and actions taken to ensure a robust control of this risk.

Records of inspections, temperature checks and regular water flushes and cleaning is in place.

Please report any potential issues or concerns regarding our water system to you manager immediately, whether it be regarding hygiene, flow, temperature or a potential waste of water.

18. DISPLAY SCREEN EQUIPMENT

The health and safety (display screen equipment) regulations 1992 are designed to protect employees from any risks associated with display screen equipment (DSE) (i.e. computers and laptops).

These regulations only apply to employers whose workers regularly use DSE as a significant part of their normal work (daily, for continuous periods of an hour or more). These workers are known as DSE users. Regulations do not apply to workers who use DSE infrequently or for short periods of time. However, the controls described in 'how to control the risk' may still be useful for these workers.

DSE are devices or equipment that have an alphanumeric or graphic display screen and includes display screens, laptops, touch screens and other similar devices

Some workers may experience fatigue, eye strain, upper limb problems and backache from overuse or improper use of DSE. These problems can also be experienced from poorly designed workstations or work environments. The causes may not always be obvious and can be due to a combination of factors.

As an employer, we assess the risks associated with using DSE equipment with the annual DSE assessment. The assessment is used to decide what needs to be done and check that action is taken.

The assessor (employee) completes the assessment, the manager reviews and implements any required controls and both then signs off the controls are satisfactory. An external assessor can be requested by either the employee or the manager if a more detailed or experienced assessment is required.

Breaking up long spells of DSE work helps prevent fatigue, eye strain, upper limb problems and backache. Working time regulation 1998 states "a worker is entitled to an uninterrupted break of 20 minutes when daily working time is more than 6 hours. It should not be taken at the start or end of the day." Rapid provides a compulsory lunch break in the middle of the day.

Rapid requires managers and employees to plan their activities to ensure daily work on DSE is periodically interrupted by breaks or changes of activity.

Employees who habitually work with display screen equipment or VDU's as a significant part of their normal work are defined as "users". It does not include you if you only use VDU's occasionally. On request, "users" are entitled to have their eyes tested and have the test paid for by Rapid. There is also an entitlement to further tests every two years (or as recommended by your optician).

DSE assessments need to be reviewed when:

- Major changes are made to the equipment, furniture, work environment or software;
- Users change workstations;
- The nature of work tasks changes considerably;

It is thought that the controls in place may be causing other problems

If an employee has an existing medical condition or declares a new medical condition our internal DSE assessment is considered to be too general.

To ensure the employees medical condition is understood and any requirements identified we would request a specific DSE assessment to be carried out by our occupational health consultants. Contact HR to plan this assessment.

19. LADDERS AND LOCKING OFF SYSTEMS

Rapid has provided inspected stools, small steps and high bay warehouse steps for trained employees use. Employees using steps must first inspect the steps to ensure they are still of high quality, without damage and have Rapid's asset number clearly visible. Steps must only be used for tasks for which they are intended and controls within risk assessments must be adhered to.

Under no circumstance should any employee use the wrong equipment for reaching or gaining access to something at height, i.e. Desk/Chair/pallet etc.

Only the maintenance team are to utilise Rapid ladders as per their specific risk assessments.

Please ensure that any damage, wear, or unsuitable equipment is raised immediately with the Technical Manager and the item made unavailable for use.

20. ALCOHOL AND DRUGS POLICY

Some prescribed and over the counter medication may affect your ability to work. If you are in any doubt consult your doctor. It is imperative that you advise you line manager if your medication could impact your ability to perform your role safely.

Anyone found under the influence or in possession of alcohol or an illegal drug will be asked to leave the company premises and would be subjected to disciplinary measures.

Anyone found smoking or vaping in undesignated areas will be subject to disciplinary measures.

Random drug screening may be carried out on employees engaged in safety critical work and will be carried out following an incident or accident. The company will use an approved testing provider when required.

If test prove positive for alcohol or drugs this would be classified as a breach of the company health and safety policy and would result in disciplinary procedures.

The organisation reserves the right to report to the police any employee that is found to be:

- In possession of drugs
- Trafficking drugs
- Under the influence of drugs
- Under the influence of alcohol whilst driving

21. EYE TEST CRITERIA & PROCEDURE

Employees who habitually work with Display Screen Equipment or VDUs as a significant part of their normal work are defined as “Users”. It does not include you if you only use VDUs occasionally.

On request, “Users” are entitled to have their eyes tested and have the test paid for by Rapid. There is also an entitlement to further tests every two years (or as recommended by your optician).

If a “User” requires an eye test, then they should contact their supervisor who will request an “Eye Test Form” from the HR Dept. This could be a result of:

- The employee suffering discomfort, i.e. headaches, tired eyes etc. following prolonged use of display screen equipment.
- The employee already wears glasses and has been advised to have a routine check by their optician.

The HR Dept will issue an “Eye Test Report Form” and the employee should contact their opticians to arrange an eye test.

It should be noted that the maximum limit allowed for a Company paid eye test is £25.00. Should the cost be higher, then the employee will be expected to pay the difference. Employees will be expected to pay for the eye test and VDU glasses (if issued) themselves and retain a VAT receipt for reimbursement from the Company up to the maximum limits stated within this policy.

The employee will be advised at the time of the test of the results and what actions, if any, need to be taken.

If the employee is found to require glasses solely for use with display screen equipment (and normal glasses cannot be used), then Rapid will pay for the glasses, up to a maximum limit of £50.00, (standard frame and lenses only or, alternatively, the Company will pay an amount the same as the cost of the basic frame and lenses towards the cost of a more expensive frame).

If spectacles are required for any other purpose/s, then the Company will not contribute towards any costs, apart from the initial eye test.

As a rule, all employees are encouraged to have their eyes tested in their own time, remembering that the Company is already saving the employee the cost of the eye test itself. Therefore, employees are to arrange their appointments accordingly, however if it is not possible to arrange an appointment outside of their working hours, it may be possible to have the test in “work time”, but this must be with the agreement of the line manager and the time must be made up.

22. FLU VACCINE & PROCEDURE

Seasonal influenza (flu) is a common but an unpredictable virus that can cause mild illness in most people. However, it can cause severe illness and be potentially serious.

The injected flu vaccine is offered free of charge annually on the NHS to the following people:

- Young children
- Pregnant Women
- Anyone aged 65 and older
- Anyone with serious long-term health conditions
- Anyone with an increased risk of serious complications from flu

It is recommended that you visit your GP who can assess you to see if you are eligible for a flu vaccine. Further information can be found [here](#)

The Company offers reimbursement to members of staff who are not eligible for the free of charge vaccination offered by the NHS

If a member of staff requires a flu vaccination, then they should contact their line manager who will request an “Flu Vaccination Form” from the HR Dept.

The HR Dept will issue a “Flu Vaccination Form” and the employee should make arrangements to have the flu vaccination.

It should be noted that the maximum limit allowed for a Company paid flu vaccination is £15.00. Should the cost be higher, then the employee will be expected to pay the difference. Employees will be expected to pay for the flu vaccination themselves and retain a receipt for reimbursement from the Company up to the maximum limits stated within this policy.

As a rule, all employees are encouraged to have their flu vaccinations in their own time, remembering that the Company is already saving the employee the cost of the vaccination. Therefore, employees are to arrange their appointments accordingly, however if it is not possible to arrange an appointment outside of their working hours, it may be possible to have the vaccination in “work time”, but this must be with the agreement of the line manager and the time must be made up.

23. HEALTH SURVEILLANCE

Attendance records, accidents, performance of duties and general wellbeing of our staff is reviewed regularly by the management team to proactively support our staff wellbeing. We have the support of an external Occupational Health partner who can work with the company and our employees to understand any health concerns or situations and provide advice to the company and employee so that the company can make suitable arrangements to support the employee in their role. Please speak to your line manager, or our HR team if you have health concerns or are worried about another employee’s health or wellbeing.

24. MANAGING OUTSIDE CONTRACTORS OR SUBCONTRACTORS

Prior to calling outside contractors to attend and carry out work on the premises, employees must ensure that relevant Method Statements, Risk Assessments and a copy of the company liability insurance certificate are received from the contractor and handed to our Health and Safety Officer.

This ruling must be adhered to in all cases as any non-compliance will affect our insurance and liability.

25. DISABLED PERSONS OR PERSONS REQUIRING ASSISTANCE

Disabled Customers or Customer Requiring Assistance have access to the Trade Counter only. In any emergency the Trade Counter Staff will support the customer to evacuate the building and will guide them to their nearest muster point. Employees are requested to ask visitors or Service providers before they visit, if they require any assistance during their time on site. We will endeavour to assess specific risks based on their intended activity to ensure their safety both during their activity or in the event of an emergency. In the event of an emergency evacuation, the employee (host) must assist in the person to evacuate to the nearest must point. Disabled customers and or visitors will not have access to the warehouse without a specific Risk Assessment carried out.

26. LONE WORKERS

Rapid’s risk assessments will include the review of potential lone workers. In this instance employees are to adhere to the controls as stated within their risk assessment. Our site is closed at night by a security firm who will switch off lights and lock doors from approx. 8/9pm onwards. Employees must ensure they have left the building well before this cut off time, but if they have to plan work at this time, they must raise this with their line manager and work under a specific risk assessment.

27. STRESS POLICY

The Company has a duty to take reasonable care to ensure the health, safety and welfare of its staff and to ensure that the health of its staff is not put at risk by excessive pressures or demands arising from the way work is organised. This policy recognises that stress can be an issue for staff and outlines how the Company and employees can combat the effects of stress.

The policy acknowledges the Company's obligations under the Health and Safety at Work etc Act 1974, the Management of Health and Safety at Work Regulations 1999, the Employment Rights Act 1996, the Protection from Harassment Act 1997, the Working Time Regulations 1998 and the Disability Discrimination Act 1995.

STRESS IN THE WORKPLACE

Stress is the adverse reaction experienced in response to excessive pressures or demands. Stress is not an illness but, sustained over a period, it can lead to mental and/or physical illness.

There is an important distinction between working under pressure and experiencing stress. Certain levels of pressure are acceptable and normal in every job. They can improve performance, enable individuals to meet their full potential and provide a sense of achievement and job satisfaction. However, when pressure becomes excessive it produces stress.

Pressures outside the workplace, whether the result of unexpected or traumatic events such as accidents, illness, bereavement, family breakdown or financial worries, can result in stress. They can also compound normal workplace pressures.

The Company recognises that, what triggers stress and the capacity to deal with stress, varies from person to person. Individuals react to similar situations in different ways.

The Company provides a modern environment in which to work but should there be any problem with the facilities provided, it must be brought to the attention of the employee's line manager as soon as possible. If an employee feels unable to do so they should contact HR.

To keep stress to an acceptable level, the Company will take reasonable steps to ensure that its employees receive the required training for their job, that they have the necessary tools to carry out their job, and that rest breaks are provided to enable a break away from the working environment.

The Company promotes a culture of open communication, participation and encouragement. Staff should feel able to raise any concerns they have about their work or working environment.

If an employee feels that more support from the Company is required, be that in the form of additional training or procedural guidance, the employee should talk to his/her Manager – open communication is essential.

i. Company policies are in place covering the areas of Equal Opportunities, Harassment, Sickness, Flexible Working, Disciplinary, Grievance Procedures, bullying at work, General Code of Conduct, General Company Rules and Health and Safety. The Company recognises that the following policies and initiatives can assist staff to achieve an appropriate work/life balance and recognise and manage personal health issues, particularly where stress may result from several factors:

- Providing a workplace free from harassment, bullying and victimisation.
- Addressing violence, aggression and other forms of inappropriate behaviour through disciplinary action.
- Risk assessments to include or specifically address workplace stress.
- Maintaining an appraisal process to ensure the suitability of workloads, supported by a capability procedure.
- Facilitating requests for flexible working where reasonably practicable.
- Comprehensive change management procedures.

However, should an employee feel that they are placed under stress because of the way they are being treated at work, they must discuss this with their line manager in the first instance. If an employee feels unable to do so they should contact HR. The Company's Grievance Procedure is also available if necessary.

Every employee is responsible for their own health, safety and wellbeing, as well as that of others. It is important that employees comply with the Company's Policies, Rules and Procedures to make their working day run smoothly.

Whilst the Company takes its share of responsibility for ensuring that stress in the work place is of an acceptable level (and the Company's Director has overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory framework), it is also the employee's responsibility to monitor this. In the event an employee feels that their stress level is no longer of an acceptable level, for whatever reason, the cause of the resultant stress must be fully discussed with their line manager. In the event the matter is not satisfactorily resolved, then the employee should use the Company Grievance Procedure.

Recognition of stress as a genuine problem requires management support and action. Those working at management and supervisory level have a specific responsibility to:

- Participate in the culture of open communication and encouragement; ensure that staff they manage receive training, effectively plan and allocate workloads and provide feedback on performance.
- Monitor workloads and reallocate work where necessary.
- Ensure that staff they manage understand the standards of behaviour expected of them and others and act upon behaviour that falls below those standards.
- The work undertaken by employees on behalf of the Company is subject to review on a regular basis ensuring that each job is not overloaded. However, if at any time an employee is becoming stressed because of work, this should be raised with the employee's line manager or HR. Any issues, no matter how small they appear should be discussed with employees' line managers or HR. Where necessary, the Company will take on extra staff to cope with additional work as and when it is required.
- In the event an employee experiences problem outside of work which is impacting upon their duties, and may need advice or assistance, they should speak in confidence to their line manager or utilise our employee helpline.
- The Company reserves the right to ask its employees to seek medical advice in the event it becomes apparent they are unwell, in order to ensure that they are fully fit to carry their full range of duties.
- The company utilises occupational health professionals to assist both employees and the company to understand potential health implications so that the company can understand how to best provide suitable employment conditions to assist the employee in their work or re-introduction to work.

ABSENCE DUE TO STRESS

If you are absent due to stress you should follow the sickness absence reporting procedure contained in the Company's Absence and Timekeeping Policy.

CONFIDENTIALITY

- Confidentiality is an important part of this policy. Every member of staff is responsible for observing the high level of confidentiality that is required, whether they are suffering from stress, supporting a colleague who is suffering from stress or because they are otherwise involved in the operation of the Company's policies or procedures dealing with stress.
- Breach of confidentiality may give rise to disciplinary action under the Company's disciplinary procedure.
- However, there are occasions when matters reported by a member of staff suffering from stress may have to be put to third parties. For example, where duties need to be reallocated within a team or where, as the result of reported bullying or misconduct, an investigation and/or proceedings take place under the Company's disciplinary policy.
- If this is the case, matters will be discussed with the member of staff concerned before any action is taken in respect of the matters they have brought to the Company's attention.

28. ANTI HARASSMENT AND BULLYING AT WORK POLICY

The Company's position regarding bullying at work is to ensure that all employees are treated with dignity and respect, free from harassment or other forms of bullying at work.

A statement of commitment from the Managing Director of Rapid is that everyone should be treated with dignity and respect at work. Bullying and harassment of any kind will not be tolerated in the workplace.

Managers have a specific responsibility to operate within the boundaries of this policy and to facilitate its operation by ensuring that workers understand the standards of behaviour expected of them and by identifying and acting upon behaviour that falls below these standards.

All workers are responsible for treating their colleagues with dignity and respect. For the success of this policy everyone should ensure that they take the time to read and understand it. Every worker in the Company should consider whether their words or conduct could be offensive to others. Harassment and bullying behaviour may not always be intentional, but it is never acceptable.

Questions about this policy should be directed to the HR Dept.

HOW CAN BULLYING AND HARASSMENT BE RECOGNISED?

There are many acts which constitute bullying and harassment.

Bullying is offensive, intimidating, malicious or insulting behaviour which through the abuse or misuse of power makes the recipient feel vulnerable, upset, humiliated, denigrated or threatened. Power includes both personal strength and the power to coerce others through fear or intimidation. Bullying is often a form of harassment and can undermine an individual's self-confidence, competence and self-esteem. As with harassment, bullying can take the form of physical, verbal and non-verbal conduct. Physical conduct includes perceived horseplay, touching, pinching, pushing as well as grabbing, shoving, punching and other forms of physical assault. In addition to the way workers speak to and about one another, written material and pictures (including that disseminated by interactive and digital technologies) can be used to bully. These include emails, text messages, film clips and photographs taken using cameras in mobile phones as well as content uploaded onto websites.

Bullying does not include legitimate and constructive criticism of a worker's performance or behaviour or reasonable requests made of workers.

Non exhaustive examples of bullying include:

- (a) shouting at, being sarcastic towards, ridiculing or demeaning others;
- (b) making physical or psychological threats;
- (c) overbearing and intimidating levels of supervision and making inappropriate and/or derogatory remarks about a worker's performance;
- (d) abuse of authority or power by those in positions of seniority;
- (e) unjustifiably excluding colleagues from meetings/communications.

Harassment is unwanted physical, verbal or non-verbal conduct which has the purpose or effect of violating the recipient or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. It may be related to age, sex, sexual orientation, marital status, gender reassignment, race, disability, religion, colour, nationality, ethnic or national origin or any personal characteristic of the individual and may be persistent or an isolated incident. The key is that the actions or comments are viewed as demeaning and unacceptable by the recipient.

Physical conduct ranges from touching, pinching, pushing or brushing past someone to grabbing, shoving, punching and other forms of physical assault. In addition to the way workers speak to and about one another, written material and pictures (including that disseminated by interactive and digital technologies) can be used to harass. This includes emails, text messages, film clips and photographs taken using cameras in mobile phones as well as content uploaded onto websites.

Non exhaustive examples of harassment include:

- (a) unnecessary or unwanted physical contact, which the offender might perceive to be “horseplay”, and which can include the invasion of personal space, touching or brushing against another worker’s body as well as assault or coercing sexual relations;
- (b) unwelcome sexual behaviour, which might be perceived by the offender to be harmless flirting, and which may involve suggestions, advances, propositions or pressure for sexual activity;
- (c) suggestions that sexual favours may further an employee’s career or that refusal of sexual favours may hinder it;
- (d) continued suggestions for social activity within or outside the workplace after it has been made clear that such suggestions are unwelcome;
- (e) inappropriate behaviour whether in the form of offensive or intimidating comments or gestures or insensitive jokes or pranks;
- (f) the display or circulation of offensive pictures, objects or written materials which, for example, may be considered pornographic or offensive to particular ethnic or religious groups;
- (g) unwanted conduct or conduct that has the purpose or effect of violating an individuals’ dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment on the grounds of their sex, race, sexual orientation, disability, religion or age including abuse or insults about cultures, customs, appearance or dress;
- (h) ignoring or shunning a worker, for example, by deliberately excluding them from a conversation or a workplace social activity.

This policy covers harassment or bullying which occurs both in the workplace itself and in settings outside the workplace, such as business trips, events or social functions organised for or on behalf of the Company and on or off its premises.

WHAT CAN YOU DO ABOUT BEING BULLIED OR HARASSED: INFORMAL PROCEDURE

Should a member of staff feel they are subject to bullying or harassment at work then they should, if they feel able to do so, initially attempt to resolve the problem informally, explaining clearly to the person responsible that their behaviour is not welcome and that it offends them or makes them uncomfortable. If this is too difficult or embarrassing the worker should seek support from his/her line manager or the HR Dept. In circumstances where the alleged harasser/bully is the individual’s line manager the complaint should be reported to the HR Dept or the next most senior manager. Alternatively, a member of staff may report the problem directly to the Managing Director.

Managers or the HR Dept will provide confidential advice and assistance to workers who believe they have been bullied or harassed and will offer to assist in the resolution of any problems, whether through informal or formal means.

If it is not appropriate or possible to resolve matters informally or, if after informal steps have been taken, the conduct continues, a worker should follow the formal procedure set out below.

WHAT CAN YOU DO IF YOU ARE BEING BULLIED OR HARASSED: FORMAL PROCEDURE

The informal procedure may not be appropriate due to the nature of the harassment or bullying or because you do not feel able to talk directly to the person creating the problem. In these cases, or where the informal procedure has been unsuccessful, you should raise your complaint in writing with the HR Dept or the Managing Director. They will respect the confidentiality of all concerned.

As a general principle, the decision to progress a complaint rests with you. However, the Company has a duty to protect all its workers and may be obliged to pursue a complaint independently if, in all the circumstances, it is considered appropriate to do so.

If you wish to make a formal complaint, you should write to the HR Dept or the Managing Director setting out full details of the unwanted conduct. These details should include the name of the harasser or bully, the nature of the harassment or bullying, the date(s) and time(s) when the harassment or bullying occurred, the names of any witnesses and any action taken so far to attempt to stop the harassment or bullying.

Complaints will be managed in a timely and confidential manner via an independent investigation to establish full details of what happened. Your name and the name of the alleged harasser or bully will not be divulged other than on a “need to know” basis to those individuals involved in the investigation. The investigation will be thorough, impartial and objective, and will be carried out with sensitivity and with due respect for the rights of all parties concerned.

Consideration will be given to whether the alleged harasser or bully should be redeployed temporarily or suspended on full pay or whether reporting lines or other managerial arrangements should be altered pending the outcome of the investigation.

As part of the investigation, the investigating officer will meet with you to hear your account of the events leading to your complaint. You have the right to be accompanied by a colleague or a trade union official of your choice. The Company will arrange further meetings with you as appropriate throughout the investigation and/or its conclusion. The investigating officer will also meet with the alleged harasser or bully who may also be accompanied by a colleague or trade union official of their choice. It may also be necessary to interview witnesses to any of the incidents mentioned in your complaint. Where it is necessary to interview witnesses, the importance of confidentiality will be emphasised to them.

If the Company finds that harassment or bullying has occurred, prompt action will be taken to stop the harassment or bullying immediately and prevent its recurrence. The findings will be dealt with under the Company’s disciplinary procedure. Consideration will be given to whether the harasser or bully should be dismissed and, if not, whether they should remain in their current post or be transferred. Even where a complaint is not upheld, (for example, where evidence is inconclusive), consideration will be given to how the ongoing working relationship between you and the alleged harasser or bully should be managed. This may involve, for example, arranging some form of mediation or counselling or a change in the duties or reporting lines of either party.

Any worker who is found to have deliberately provided false information or to have acted in bad faith may be subject to action under the disciplinary procedure.

If you are not satisfied with the outcome of the investigation, you have the right to appeal the decision within 14 days of being notified of the outcome. You should submit your full written grounds of appeal to the Managing Director. The Managing Director may nominate another officer to hear your appeal. Where practicable this will be a manager senior to the manager who originally considered the complaint. The person hearing your appeal will meet with you to discuss your appeal. You may be accompanied by a colleague or a trade union official of your choice. You will be notified of the outcome of the appeal, usually within seven days of this meeting. This is the final stage of the formal procedure and there is no further right of appeal.

CONFIDENTIALITY

Confidentiality is an important part of the procedures provided under this policy. Every worker involved in the operation of the policy, whether making a complaint or involved in any investigation, is responsible for observing the high level of confidentiality that is required.

Breach of confidentiality may give rise to disciplinary action under the Company’s disciplinary procedure.

29. WELLBEING CHARTER

Vision Statement:

To improve the wellbeing of Rapid Electronics employees through our CORE values, initiatives and activities that support healthy lifestyles, thereby resulting in improved employee productivity, and morale.

All leaders, managers and employees have a right to expect from their organisation:

A clear, unambiguous purpose, expressed as a simple 'big idea'; an idea which they can relate to closely and which they feel justly proud to talk about with friends, clients and customers.

A working atmosphere of resilience and confidence; one where all leaders, managers and employees demonstrate openness about the organisation, its current and future state, openness about themselves, about their expectations of each other, about their support and encouragement for each other, and demonstrate this resilience and confidence to clients and customers.

A culture that provokes:

- An understanding of our CORE values and the significance of how they help to create the required attitudes and behaviours
- A structure where employees can thrive and perform at their optimum and are engaged with the organisation
- Shared responsibility for the organisation and its success
- High level performance by facilitating focus and concentration on work
- Structures that are clear and designed to promote personal development
- Everyone to behave respectfully towards each other
- Everyone to acknowledge and value each other's views and opinions
- Team working that encourages mutual support,
 - ✓ Where anything is debated without a hint of humiliation being felt by anyone
 - ✓ Where the critique of the individual and team is welcomed, discussed; and
 - ✓ Where lessons are learnt and implemented
 - ✓ That no idea is a bad idea
- An understanding that everyone brings a vast range of talent that can enrich others with different skills, knowledge and experiences

By focusing on our charter for Wellbeing and Performance, together we can create and sustain a high performing place to work, sharing the responsibility for the future success of our organisation.