

# **PricewaterhouseCoopers LLP**

## **UK Firm's Health & Safety Policy**

### **Statement of Intent**

PricewaterhouseCoopers LLP seeks excellence in every aspect of its business and we are committed to complying fully with our responsibilities under the Health & Safety at Work Act 1974, to ensure the health & safety of its partners and employees, visitors to our places of business and others directly affected by relevant activities under the firms' control.

It is PricewaterhouseCoopers policy to ensure, so far as is responsibly practicable;

- A safe place of work, access and egress.
- Safe maintenance and operations of plant, equipment and systems of work.
- Provision of adequate welfare facilities.
- Adequate training, information and instruction for employees.
- Consultation with partners and staff on Health & Safety matters.
- Partner and staff cooperation in matters of Health & Safety.
- Identification of hazards and assessment, reduction and control of risk.
- Investigation of all accidents at work and cases of work related ill health and the implementation of appropriate remedial action with the aim of preventing reoccurrence.
- Use, where required, of competent contractors.

PricewaterhouseCoopers LLP will, in accordance with Section 3 of the Management of Health & Safety Regulations 1999, employ a competent person to advise on matters of Health & Safety.

In accordance with Health & Safety legislation, this policy will be reviewed on a regular basis.

Overall responsibility for the management of the policy lies with the Health & Safety Partner.

The day-to-day implementation of the Health & Safety Policy is the responsibility of the Health & Safety team, and local Cluster Managers, Assistant Managers and Office Administrators (generally referred to as Office Managers throughout the document).

This Statement represents our general commitment to provide a safe working environment and informs our specific policies and practices for Health and Safety. This statement and details of our working arrangements and responsibilities are accessible to all our employees via the internal PwC Portal and to other interested parties via our website ([www.pwc.com/uk](http://www.pwc.com/uk)) and on request. Reference to this Health and Safety Policy is included in our Employment Manual.

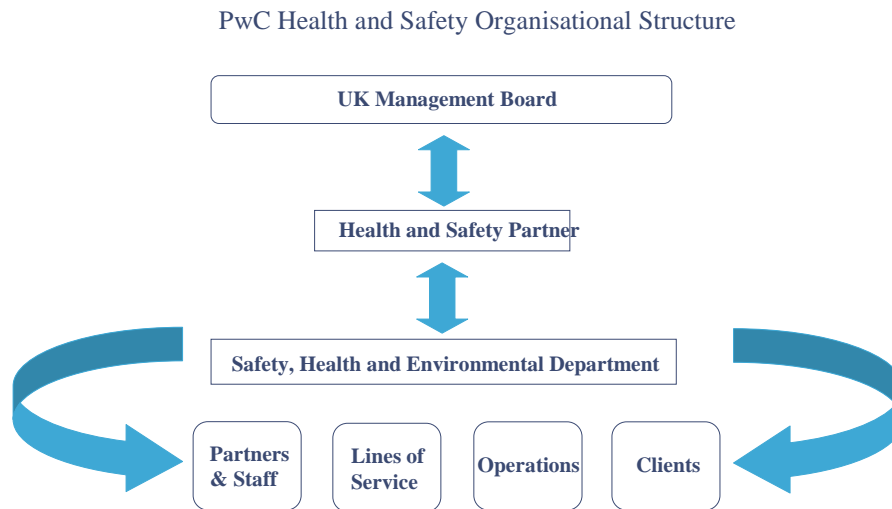
***Roger Reeves***

Head of Infrastructure & Procurement

2<sup>nd</sup> November 2005

# PricewaterhouseCoopers Health and Safety Policy

## Organisational responsibilities



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### Responsibilities of the UK Management Board

All members of the Board have a responsibility to ensure the firm's compliance with all Health & Safety legislation.

### Responsibilities of the Health & Safety Partner

The Health & Safety Partner, the Head of Infrastructure & Procurement, is responsible for the implementation of a comprehensive Health & Safety system.

### Duties of PwC's Occupational Health & Safety Team

The responsibility of the Occupational Health & Safety team is to ensure that PwC's activities, in relation to their business, is compliant with Health & Safety legislation, guidance, and best practice.

The Occupational Health & Safety team is responsible for the implementation of procedures to ensure:

- A safe place of work, access and egress.
- Safe maintenance and operations of plant, equipment and systems of work.
- Provision of adequate welfare facilities.
- Adequate training, information and instruction for partners and staff.
- Partner and staff cooperation in matters of Health & Safety.
- Consultation with partners and staff on Health & Safety matters.
- In accordance with the Management of Health & Safety Regulations 1999 carry out risk assessments on all areas.

## **PricewaterhouseCoopers Health and Safety Policy**

- To carry out Health & Safety Audits, inspections and investigations in conjunction with I&P Office Managers and to collate accident/incident/near misses statistics to fulfil reporting requirements under RIDDOR.
- To liaise with contractors in matters of Health & Safety in relation to the work they are to carry out on behalf of PwC.
- To review Health & Safety policy and procedures.
- Advise partners and staff on Health & Safety matters.
- To co-operate with clients of the firm in relation of the provision of Health & Safety information.
- To report Health & Safety performance to the Health & Safety Partner and Board.
- To liaise with local authorities on Health & Safety matters.

### **Duties of Office Managers**

Office managers have a duty to assist in the implementation of PwC's Health & Safety policy at a local level.

These responsibilities include:

- Reviewing the local office's first aid requirements and to recruit, appropriately train and make known to all partners and staff.
- Reviewing the local office's fire warden requirements and to recruit, train and make them known to all partners and staff.
- Ensuring statutory notices, including Health & Safety Law posters, Fire Notices and Emergency procedures are up to date and clearly visible.
- Ensuring the weekly testing of the fire alarm bell and six monthly evacuation drills is completed.
- Maintaining records of fire drill, inspections, incidents and other matters relating to Fire Safety in the Fire Log Book.
- Ensuring that all partners and staff are fully aware of the emergency fire emergency evacuation procedures in the areas in which they work and that they know what actions to take in the event of discovering a fire.
- Ensuring all partners and staff receive any relevant Health & Safety training required.
- Ensuring that accidents/incidents and near misses are recorded and investigated and any reportable accidents are forwarded to the Health & Safety team.
- Ensuring all statutory testing and inspections are current for their office.
- Ensuring good housekeeping throughout their local offices.
- Ensuring arrangements are made where necessary for the safe use, storage, transfer and disposal of hazardous materials and waste.
- Liaising with the Health & Safety team on safety audits, risk assessments and other inspections, ensuring that remedial action arising from the inspections is taken and that adequate records are kept.
- Ensuring when contractors are on site they have been briefed on PwC Health & Safety requirements.
- Co-operating with the Health & Safety team on any other Health & Safety related issues.

### **Responsibilities of Lines of Service Customer Representatives**

Lines of Service Customer Representatives are appointed by partners to represent the staff in each office and in particular to:

- Familiarise themselves with PwC's Health & Safety Policy.
- Report any hazards identified through PwC's reporting channels.

## **PricewaterhouseCoopers Health and Safety Policy**

- Disseminate Health & Safety information on behalf of the Health & Safety team to all partners and staff within their line of service.
- Attend Customer Rep meetings where Health & Safety issues/matters are discussed and addressed.

### **Duties of all Partners and Staff**

All partners and staff have a responsibility to ensure the policy is implemented and carried out effectively within their area of responsibility. Success in maintaining high Health & Safety standards depends on continued support and co-operation from all partners and staff.

Partners and staff can contribute to maintaining and improving PwC's Health & Safety standards by:

- Ensuring potential hazards are reported and taking appropriate measures to protect others from the identified hazard.
- Understanding and observing safe working procedures and practices implemented by PwC.
- Ensuring the equipment that is used is in good condition and is used for the purpose it is intended.
- Participating in Health & Safety training and retraining programmes.

All partners and staff have a duty of care to non-PwC partners and staff they invite onto PwC premises for business purposes.

# PricewaterhouseCoopers Health and Safety Policy

## Arrangements

### 1. A safe place of work, access and egress

- Access and Egress

All entrances, exits and walkways are regularly checked by fire wardens, security, reception staff and Office Managers to ensure they are kept clear of any obstructions. The firm employs third party contractors to ensure all areas are kept clean and in good repair.

- Office Fire Precautions and Emergency Evacuation Procedures

Fire precaution legislation requires workplaces to have fire related hazards evaluated and where necessary be issued a fire certificate by the local fire authority. Legislation also requires employers to set up procedures and other provisions to ensure that there are appropriate means of raising an alarm, evacuating premises and where reasonable fighting fire, should a fire occur in the workplace.

PwC will ensure that each office is equipped with the correct fire appliances. An arrangement will be made with a fire equipment provider to provide, test and maintain all fire equipment in the office. A competent person, in accordance with manufacturer's instructions, will examine portable fire extinguishers once annually. A general inspection will be carried out to ensure that fire appliances are not obstructed and are readily available.

Nominated Fire Wardens will be trained and located throughout the building, to aid in daily fire safety and practice evacuations. Refresher training will be carried out at intervals to ensure that partners and staff are familiar with fire safety procedures. The names and locations of the Fire Wardens can be found on all notice boards throughout the buildings and located on the firm's internal Portal.

During normal working hours, it is the duty of the Fire Wardens to check that all emergency exits and stairways are kept clear of any obstructions. All emergency exits and escape routes out of the building will be clearly marked and a fire extinguisher located by the emergency exits, so they are available to be used to aid the means of escape if necessary.

A fire risk assessment will be conducted on all premises in accordance with Health & Safety legislation. Responsibilities for any corrective actions will be delegated to relevant staff (the Office Manager). The assessment will take into account the hazards that cause fires, and how to prevent and eliminate those hazards. These include storage of flammable substances, hot works and electricity in the workplace, the storage of combustibles, waste products, catering and cooking facilities and housekeeping. The assessment will also consider vulnerable people such as visually and hearing impaired partners and staff and young persons.

The appropriate fire warnings and notices will be posted in all offices, clearly visible to all partners and staff. Exits will be adequate, kept clear of obstructions and will be clear visible and signed.

Weekly fire alarm tests, maintenance of equipment, fire training and fire drills will all be logged. All partners and staff should familiarise themselves with fire evacuation procedures. A fire evacuation drill will be carried out at least twice a year in accordance

## PricewaterhouseCoopers Health and Safety Policy

with legislation and all visitors will be informed of the fire evacuation procedures when on site.

PwC enforce a no smoking policy in all its buildings. Smoking is only permitted in designated areas.

- First Aid provision

The firm recognises the need to provide adequate first aid equipment and facilities. In accordance with First Aid at Work requirements, each Office Manager will ensure that there are a sufficient number of fully trained First Aiders available. It is the Office Manager's responsibility to carry out a first aid risk assessment, to establish the office first aid requirements and the appropriate number of volunteers recruited. The names and location of all First Aiders will be posted on all notice boards and the firm's internal Portal, for general access. PwC will provide all First Aiders with individual equipment that is compliant with those recommended in Health & Safety guidance documents. Replacement first aid equipment will be made available when necessary. First Aiders will report all work related accidents that they deal with.

There will be a sufficient number of First Aiders trained per office to ensure that there is first aid cover at all times, taking into consideration sickness, absences and annual leave.

First Aiders will only attend First Aid at work courses approved by the HSE. Each First Aider will be responsible for the maintenance of their first aid equipment.

First aid boxes will each contain in normal circumstances at least the following:

Item	Quantity
Guidance card	1
Individually wrapped sterile adhesive dressings	20
Sterile eye pads, with attachment	2
Triangular bandages	6
Safety pins	6
Medium sized individually wrapped (10cm x 8cm) unmediated dressings	6
Large Sterile individually wrapped (13cm x 9cm)	2
Extra large Sterile individually wrapped (28cm x 17.5cm)	3

*All above is in accordance with the First Aid at Work Regulations 1981.*

- Eye Irrigation

Where main taps are not available on site for eye irrigation, sterile water or normal saline in sealed disposable containers will be provided. Each container should hold at least 300ml, and must not be used once the seal has been broken. At least 900ml should be provided. Eye baths, eyecups and refillable containers must not be used for eye irrigation.

## 2. Safe maintenance and operations of plant, equipment and systems of work

The firm will ensure that all equipment provided is suitable for its task and was manufactured to British standards. In order to reduce the risk of any injury occurring from the use of work equipment, arrangements will be made to ensure that all office equipment, including furniture that is provided, meets all statutory requirements. Assessments will be included at the procurement stage. Where necessary, the firm will ensure that the equipment has any mandatory safety features, to minimise the risk of injury. It will also ensure that in the

## **PricewaterhouseCoopers Health and Safety Policy**

selection of office equipment and other work equipment, various factors such as noise, heat and fume emission, and suitability for its environment are considered.

Where partners and staff are required to use any hazardous equipment, the firm will ensure that they are fully trained and competent, before being allowed to operate or maintain such equipment. The firm will ensure that all relevant equipment is accompanied with any statutory test or examination certificates.

Where necessary, local authorities or any other enforcing authority will be informed of any special plant on site.

The firm will only employ a competent person to carry out the maintenance and repair of all work equipment and plant. Maintenance schedules will be maintained and all records maintenance will be kept.

- Plant and Machinery

A third party contractor maintains all plant, machinery and equipment in good repair. Regular planned maintenance is carried out on all equipment, such as lifts, boilers and window cleaning cradles, and records kept centrally which each building office manager can access.

- Equipment and tools

All equipment used in the course of maintaining the building, plant and machinery is fully tested prior to use and a visual check made every time it is used. Correct storage of hand tools and equipment is carried out and kept under lock and key.

- Electrical Equipment

All electrical equipment, including computers, printers, and fax machines are pat tested on a regular basis. Results are kept centrally and each piece of equipment tested is tagged on the last date of testing. Laptops and desktop computers are replaced on a regular basis regardless of condition.

The firm will ensure that any electrical equipment that is supplied meets relevant standards. Plant and equipment will be maintained as required following manufacturers recommendation and Health & Safety legislation.

Electrical supplies will be correctly supplied and maintained by a competent person and all statutory testing undertaken. Additional appliances will be provided to ensure that connections are safe.

- Asbestos

The firm recognises its obligation under the Control of Asbestos at Work Regulations 2002 and, as part of its duty has completed a full assessment of all buildings. A register of any asbestos located is maintained centrally and the firm has taken all precautions to ensure all partners, staff and visitors to any PwC site are not exposed to this substance.

- Provision of a firm's car

The firm have an optional car-leasing scheme. All cars are delivered in safe working order and are regularly recalled for a full service to be carried out. On delivery, each partner or staff member is given instruction on the cars operation. Guidance is given to all drivers which includes pre travel checks to be carried out prior to travel and a list of daily, weekly, monthly checks the drivers should routinely carry out is provided.

## **PricewaterhouseCoopers Health and Safety Policy**

All cars arrive with correct documentation and each driver's licence is checked centrally. Any person that is required to use a vehicle on firm business will be competent and have the necessary licence and experience.

- Driving for firm's business in own car  
All employees using their own car for business will have their licence checked annually. Additionally, they will be required to complete a declaration each time they claim business mileage reimbursement, through the PwC electronic expenses system, that their licence is valid.
- Mobile phone use when driving  
It is illegal to use a hand-held mobile phone whilst driving. The firm recognises its duty to all partners and staff and discourages the use of mobile phones, even with the assistance of hands free kits whilst driving. Partners and staff are encouraged to use voicemail services on their mobile phones whilst driving.
- Office Equipment  
The firm will use the relevant legislation as guidance in the selection of all its office equipment, to ensure compliance. The firm will also ensure that all partners and staff have access to the basic workstation requirements.
- Emergency Lighting  
All emergency lighting systems are regularly checked and back-up generators are maintained and checked by a third party contractor.
- Lifting Equipment  
The firm will ensure that any equipment, which falls under the Lifting Operations and Lifting Equipment Regulations, will undergo the correct testing, inspection and examination at the required intervals. This equipment includes goods and passenger lifts, lift trolley jacks, pump trucks and cradles. The firm will also ensure that all persons operating the equipment are trained and competent to do so. The Maintenance team will be responsible for the co- ordination of testing and maintenance.  
  
All maintenance and test certificates will be maintained centrally and Office Managers will be able to locate the information via a central database.
- Noise at Work  
Any equipment that emits excessive noise levels, defined in statutory guidelines, will be segregated from normal work areas; in addition, the appropriate signage and warning will be posted in the area. Noise assessments will be made in accordance with Noise at Work Regulations and all appropriate measures to reduce the noise levels will be taken, if necessary. Partners and staff required to work in these areas will be issued with the correct personal protective equipment, instruction and training.
- Systems of work  
Any work to be carried out that is hazardous should be conducted under a permit to work that is centrally logged. All contractors must submit a risk assessment and safe method of working which are checked by the Health & Safety team on all activities to be carried out. Where possible, such activities will be carried out outside normal working hours. If the work has to be carried out during normal working hours, measures will be taken to ensure the safety of all partners, staff and visitors and that they are segregated from the works area.

## PricewaterhouseCoopers Health and Safety Policy

All contractors coming on site are issued with the firm's Health & Safety policy and a copy of the "Rules for Contractors" document.

### 3. Provision of adequate welfare facilities

- Washroom facilities

The firm provides adequate washroom facilities for both sexes, and employs a third party contractor to ensure all washrooms are kept clean and maintained in good repair.

- Expectant and new mothers

The firm recognises its duties to new and expectant mothers, defined as a pregnant partner or staff member, a partner or staff member who is breastfeeding or who has given birth within the last six months.

The firm will carry out a general risk assessment for those partners and staff who formally notify the firm (through the Employee Service Centre) of their pregnancy. The assessment, which will be carried out by the Health & Safety team, and is intended to identify any risks associated with carrying out their work whilst pregnant. The relevant controls will be put into place to reduce or remove any identified risks. The assessments will be reviewed at intervals during the partner or staff member's pregnancy. The Health & Safety team will keep all Health & Safety records.

Guidance notes will be issued to the partner or staff member to advise on best practice whilst working.

Each office has a quiet room where expectant and new mothers can sit and rest if required. The local building Office Manager can advise partners and staff members of the room's location.

- Young Persons

The firm will ensure that any young persons, defined as a person under the age of 18 employed permanently or for the purpose of temporary work experience, have had the proper training and information before starting work. A general assessment will be conducted before the young person comes on site. The results of the assessment will be issued to the school/college if necessary, and in cases where the person is under the minimum school leaving age (MSLA) a letter accompanying the findings of the risk assessment will be sent to the parents/guardian. The firm will ensure that whilst on site the individual has received the correct training in the use of work equipment and have sufficient supervision.

In preparing the risk assessments, the firm will consider the immaturity and inexperience of the young person and the consequential lack of awareness of risks, the Health & Safety that will be required and given. The assessments will also look at the extent of exposure of any chemicals etc. they may be exposed to, the nature and layout of the work area and the types of equipment, methods of use and work activities to be undertaken. Any young person will not be expected to:

- Work beyond their physical or psychological capabilities.
- Work involving harmful exposure to radiation.
- Work that involves risks to health because of excess noise vibration or extreme heat or cold.
- Work with harmful exposure to any agents, which can chronically affect their health.

## **PricewaterhouseCoopers Health and Safety Policy**

- Catering and Vending

All catering and vending areas are maintained and cleaned by third party contractors. A different third party contractor tests all water on a regular basis and results are kept centrally on a database accessible to all Office Managers.

- Smoking

All PwC buildings forbid smoking except in specifically designated smoking areas that are identified in those buildings where such facilities exist. Any such areas will be enclosed recreational areas, away from normal workspaces. Smoking is not permitted anywhere other than in the specifically designated areas.

In buildings without such areas, smoking is not permitted. Smoking will not be permitted in any building: in individual, open plan or shared offices; in corridors, lavatories, lifts, restaurants, stairs, vending areas, meeting rooms, service areas or the immediate vicinity of public entrances to any PwC buildings, as this may have a detrimental impact on the firm and could pose a safety hazard.

- Waste Management

The duty of care legislation means that the firm by law, must take reasonable steps to ensure that any waste that is produced on site is correctly and legally disposed of. The firm must ensure that any contractor employed to collect and dispose of this waste is licensed where necessary and are reputable.

Partners and staff are expected to segregate waste at the source to allow the firm's recycling programme to be achieved. All waste is collected by a third party contractor from each floor of the buildings and moved to a collection area where the waste is transported off site by a third party contractor.

A licensed third party contractor collects any "Special Waste" from the specified area/office where the waste is generated.

#### **4. Training, information and instruction for partners and staff**

The firm acknowledge the importance of, and their responsibility for training, and are committed to ensuring that all staff receives adequate and correct training in Health & Safety and safe systems of work issues.

The firm will provide training for all partners and staff to ensure their safety and well being. Health & Safety training has a wide variety of training implications from induction training to specific task training. Training requirements also extend to identifying each individual partner or staff members; needs and ensuring a schedule of our training requirements. Particular emphasis will be given to job safety training in the use of equipment and manual handling.

All training which is conducted will be carried out by those who are competent to do so. A review of training requirements will be carried out at intervals.

All new partners and staff are given induction training on general Health & Safety and Fire issues.

All staff will be required to attend Health & Safety courses when required.

## PricewaterhouseCoopers Health and Safety Policy

All Health & Safety training will be documented.

- Partners and Staff Training  
PwC will provide training for all Partners and staff to ensure their safety and wellbeing.
  
- Task/job  
Training required in order for the job/task to be completed will be provided by the line of service, either by in-house or by external trainers, dependant on the training required.
  
- Work Station Display Screen Equipment Assessment  
The Health & Safety team carry out a generic risk assessment on all workstations, including the desk, chair, and electrical equipment, such as the computer. Each partner and staff member is required to complete a self-assessment, which can be accessed via the on line computer based training programme. The results are reviewed by a trained assessor and if any issues arise, a trained assessor will visit the partner or staff member to correct any issues or refer to Occupational Health. Partners and staff are encouraged to report any sign or symptoms they experience which could be associated with their workstation.
  
- Manual handling  
The firm recognises its duties to assess any task that involves a risk of injury from manual handling. An assessment will be made of all job roles to identify any manual handling involved. If deemed necessary, a separate assessment of the manual-handling task will be made. The aim of the assessment is to identify controls that need to be put into place, to reduce the risk of injury posed to any partners or staff, due to manual handling or lifting. The Risk Assessment will include an analysis of the task, the load, the work environment and the individual's capability.

In the event where manual-handling risks cannot be removed, nor completely controlled, the firm will ensure that sufficient warning, information and training is provided to the operator, so that they are aware of the risks and can act accordingly.

If it is deemed that specific training is required, then this will be arranged through a competent person. An online training package will be made available for those partners and staff at low risk. General manual handling information and instruction will be issued to all partners and staff.

Guidance for men and women (weights)

Height of lift	Women	Men
Shoulder height: Elbows bent	7kg	10kg
Elbow height: Elbows bent	13kg	20kg
Knuckle height: Elbows bent	16kg	25kg
Mid lower leg height: Elbows bent	13kg	20kg
Ground level	7kg	10kg
Shoulder height: Arms straight out	3kg	5kg
Elbow height: Arms straight out	7kg	10kg
Knuckle height: Arms straight out	10kg	15kg
Mid lower leg height: Arms straight out	7kg	10kg

## PricewaterhouseCoopers Health and Safety Policy

In relation to manual handling tasks, it is the duty of partners and staff to:

- Follow appropriate systems of work that are laid out for their safety.
- Cooperate with their employer on matters.
- Inform the employer if they identify any manual handling activities.
- Take care to ensure that their activities do not put others at risk.
  
- Information and Instruction  
The firm has various levels of information and instruction depending on who is requiring the information.
  
- Partners and Staff  
General Health & Safety information relevant to partners and staff will be located on the firm's internal Portal. Information is also included in every Welcome Pack issued to all new partners and staff.
  
- Visitors  
On arrival to any PwC office, all visitors are issued with a visitor's pass, which has relevant Health & Safety information printed on the back. All visitors should remain with their hosts and in the event of an emergency their host will guide them.
  
- Contractors  
All contractors will be issued with the firm's 'Rules for Contractors' document at appointment stage and on arrival at site. The local Office Manager or person responsible for the contract will ensure the contractors are fully aware of PwC's Health & Safety policy, emergency procedure and contractors site rules. Any relevant instruction required for the task to be completed, will be provided to the contractors on arrival and will be recorded for reference.
  
- Office Managers  
Relevant guidance on Health & Safety issues which are pertinent to the management of PwC offices is located on the Occupational Health, Safety and Environmental Database which is accessible by all Office Managers.

### 5. Consultation on matters of Health & Safety

The firm has a duty to consult with all partners and staff on Health & Safety matters.

- Office Managers Network  
Each PwC building has onsite an Office Manager. This network provides a two-way flow of information between local staff and the central Health & Safety team, in relation to any Health & Safety issues throughout the firm.
  
- Customer Representatives Groups  
Each PwC building has what is termed a 'Customer Representative Group'. The group comprises a representative from each line of service within that building. The group provides a two-way flow of information from the partners and staff and provides consultation on such matters as Health & Safety. The reps also provide a means of reporting Health & Safety issues to the management. The local groups meet periodically and minutes are taken for each meeting.

## PricewaterhouseCoopers Health and Safety Policy

- Partners and staff

The purpose of the hazard detection and reporting procedures is to ensure the involvement of partners and staff in maintaining effective Health & Safety standards within their working environment and work activities, and to provide a method of communicating unsafe conditions and practices. The firm will encourage all partners and staff to play a part.

### 6. Hazard assessment, reduction and control

The Management of Health & Safety at Work Regulations 1999 place a responsibility on employers 'to make a suitable and sufficient assessment of the risks to the health & safety of his employees, and the health & safety of persons not in his employment, arising out of or in connection with the conduct by him or his undertaking.' The concept of risk assessment involves assessing the likelihood that a hazard will cause a predictable adverse effect, and putting controls in place to control the risks before they cause problems that can lead to losses.

The firm acknowledges its responsibilities to its partners and staff and those not in its employment and has put procedures in place to fulfil its duties with regards to risk assessment. The risks associated with all the activities carried out by partners and staff in, the work environment, and equipment and substances used during the course of their work, will be assessed.

- Buildings

The central Health & Safety team completes all PwC building risk assessments. All assessments are logged on a central database which is accessible to all Office Managers. Following each office visit an audit sheet is produced which the Office Manager has to review every 12 months. The central Health & Safety team will complete spot visits and a full audit of all systems and processes. Paper trails will be carried out to ensure effectiveness of risk assessment and controls put in place.

- Generic role descriptions

A number of generic role descriptions have been complete, each of which contain a health risk assessment. The purpose of these role descriptions is to assist the Occupational Health Services in effectively assessing pre-employment health assessment and advising on partners and staff fitness for work assessments, by having a good understanding of the role requirements and potential health risk. A Health & Safety Risk assessments has been completed for each generic role. A copy of each risk assessment is logged with the firms Occupational Health department and on the Occupational Health, Safety and Environmental Database.

The firm recognises that some partners and staff may experience difficult times both in their personal and working lives. An Employee Assistance Programme has been provided for all partners and staff and their family members. A confidential, independent counselling service including a telephone helpline 24 hours a day, seven days a week, provides counselling and advice on a broad range of issues by a nationwide network of professional counsellors. In addition, face-to-face counselling sessions can be made available as required.

All partners and staff are required to record all working time (including holidays, sickness and other absences) on an electronic time system that allows the firm to monitor the hours worked by each partner or staff member.

## PricewaterhouseCoopers Health and Safety Policy

- Display Screen Equipment/workstation

There is a duty imposed on employers to assess the risk of possible harm caused to the user of equipment such as computers, microfiche, scanners and other type of equipment that requires the user to focus on the screen for information and inputting. The Display Screen Equipment Regulations require an assessment of various components of the workstation, which include computer hardware, chairs, work surfaces and the general working environment.

The Health & Safety team will carry out a generic risk assessment on all workstations, including the desk, chair, and electrical equipment, such as the computer. Each partner and staff member is required to complete a self-assessment which can be accessed via the on line computer based training programme. The results will be reviewed by a trained assessor and if any issues arise, a trained assessor will visit the partner or staff to correct any issues. If the issues cannot be resolved, the partner or staff member will be referred to the Health and Fitness team who will investigate further and can action a Physiotherapist postal assessment at their workstation. In addition, the partner or staff member can be referred to Occupational Health. Partners and staff are encouraged to report any sign or symptoms they experience which could be associated with their workstation.

The firm endeavours to ensure high ergonomic standards. Every partner or staff member using Visual Display Units or any other display screen equipment (DSE), must use the equipment properly and use the system of work or other measure provided for their health & safety.

Eyesight tests are available to all DSE users on request. Request for vouchers should be made prior to the eye examination. The voucher will cover the full cost of the examination. The firm will contribute to the cost of corrective appliances, if they are deemed necessary for sole use with VDU (visual display unit) work. The costs covered will be the equivalent to a basic frame and lens (equivalent to NHS price). In accordance with the Regulations, this does not cover the cost of any reflective coating. Any requests should be made to Health and Fitness. Information about eye tests will be available to partners and staff via the firm's internal Portal.

Where necessary, arrangements will be made for adjustments to be made to portable computers, as recommended by current legislation.

- New and Expectant Mothers

The firm recognises its duties to new and expectant mothers, defined as a pregnant partner or staff member, a partner or staff member who is breastfeeding or who has given birth within the last six months. The firm will carry out a general risk assessment, which will identify any risks associated with carry out work whilst pregnant. On receiving notification from the Employee Service Centre of a partner or staff member's pregnancy, the Health & Safety team will carry out a specific risk assessment, which will identify any risks posed to the individual during their work. The relevant controls will be put into place to reduce or remove the risks. The assessments will be reviewed at intervals during the pregnancy. All records will be kept.

- Young Persons

The firm will ensure that any young persons, defined as a person under the age of 18 in the regulations, employed permanently or for the purpose of temporary work experience, have had the proper training and information before starting work. The central Health &

## PricewaterhouseCoopers Health and Safety Policy

Safety team on notification will conduct a general assessment before the young person comes on site.

- Events

Any event that is outside the normal work of the firm will be risk assessed by the central Health & Safety team. Details of the event should be submitted to the central Health & Safety team, who will provide a comprehensive risk assessment and guidance for the event.

- Control of Substances Hazardous to Health

The Control of Substances Hazardous to Health Regulations (COSHH) requires that assessments be carried out where hazardous substances are used in the workplace. The firm has a duty to partners and staff and other persons exposed to hazardous substances arising out of our work activities. The firm's duty primarily is to control the level of exposure of partners and staff to the hazardous substances, which may affect the health of the partner or staff member.

- Hazardous substances and material may be brought into the workplace.
- Hazardous substances may be a by- product produced by the person involved.
- Micro organisms and other substances, which may have an effect on the health of those at work.

It is necessary to identify all the substances in the workplace. With co-operation from the suppliers, contractors and Office Managers, the Health & Safety team will identify and assess the hazards posed by these substances. These assessments will be kept centrally and can be located by all Office Managers, to ensure that relevant staff have access to the correct information, instruction and training.

The assessments will identify risk factors, control measures (which will include storage and handling requirements to reduce risks), user training requirements and also first aid procedures for any incident involving the substance.

These assessments will include all substances used by partners and staff in and around office. Where an assessment identifies an unacceptable exposure risk, corrective actions will be implemented to remove or reduce the exposure.

The substances may be removed from use or replaced, and the work practice may be changed. Changes may be made to improve the work environment, such as ventilation or extraction. Control measures will be introduced.

All substances used in the office will be kept on an inventory that changes, and adjustments can be made if necessary.

### **7. Investigate all accidents at work and cases of work related ill health, and implement appropriate remedial action with the aim of preventing occurrence**

- Accident reporting

Partners and staff should report all accidents/near misses that occur on PwC premises by completing the accident form located on the firm's internal Portal and submitting the completed form to their local Office Manager. The form is designed to collate as much detail as is necessary to carry out a full investigation. Details of the accident must also be input into the accident recording section of the Health & Safety database. This will ensure

## **PricewaterhouseCoopers Health and Safety Policy**

that there is a central record of all accidents throughout the UK. The objective of accident investigation will be to enable prompt remedial action to be taken.

Any accident which occurs at a client site should be reported to the client and also the Health & Safety team at PwC.

Any accident that occurs in a firm's car or in a partner or staff members' own car while on the firm's business, should be reported using the accident form located on the firm's internal Portal. This form should be submitted direct to the Health & Safety team. (This does not remove the responsibility to report any accident in a fleet car through the proper channels).

Office Managers will be responsible for ensuring that concise records are kept of accidents involving partners and staff, working in the office and visitors or members of the public.

- Accident investigation

The local Office Manager will investigate all accidents and all documents relating to the accident will be held on file. The accident details will be logged on to the accident recording section of the Occupational Health, Safety and Environmental Database.

All investigation should include the detailed circumstances of the accident in order to:

- Prevent recurrence.
- Assist in planning.
- Fulfil legal requirements.
- Provide feedback information.

This will enable any accident trends to be recorded and monitored and aid in the collation of accident statistics.

Office Managers will be required to inform the Health & Safety team of all accidents that fall within the scope of RIDDOR (see notes below), as these accidents will be reported to the appropriate authority by the Health & Safety team. Serious accident will be reported to the Health & Safety team immediately:

- RIDDOR

The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations requires employers to report specific accidents to the enforcing authority on a form F2508. Office Managers will be required to disclose all accidents that are reportable under RIDDOR, as soon as possible to the Health & Safety team. The Health & Safety team will ensure that all accidents reportable under RIDDOR are done so within the specified timescale, through a central recording system, set up by the HSE. All forms will be kept centrally.

- Injury claims

Any accidents that result in a personal injury claim from a partner or staff member or otherwise, must not be dealt with directly. The firm's Insurance department will deal with any solicitor's letters or other legal correspondence regarding claims for compensation of any nature. All correspondence of this nature should be immediately reported to the firm's insurers. Details of the firm's insurers can be found on the Firm's internal Portal.

### **8. Employment of competent contractors**

## **PricewaterhouseCoopers Health and Safety Policy**

The firm has an obligation to ensure that any persons or company employed to carry out work on their behalf are fully trained and competent. Contractors need to demonstrate that they have an understanding of Health & Safety legislation and their legal obligations.

In addition to the Health & Safety questionnaire, relevant contractors will also be required to complete a food catering and hygiene questionnaire; again the results from the evaluation will be used as part of the selection process.

The Health & Safety team will be responsible for all contractors' Health & Safety and food safety evaluations.

- Tender Stage  
As part of the tender process, prospective contractors have to complete a Health & Safety questionnaire and provide any relevant documentation. On receipt of this information, the central Health & Safety team will review the documentation and answers, and provide a scorecard to be taken in to consideration in deciding which contractor to employ.
- Induction Stage  
Prior to the contractor commencing work, the firms Health & Safety policy and 'Rules for Contractors' will be passed on to the selected contractor. The contractor's risk assessments and methods statements will be updated to cover the actual task to be completed and reviewed by the central Health & Safety team. On arrival on site, the local Office Manager/contracts manager will ensure the contractors are aware of the particular sites Health & Safety procedures.
- Control of work by Contractors  
While work is being carried out, the local Office Manager/Contract Manager will monitor the work being carried out and ensure the working practices are in accordance with the risk assessments and method statements submitted by the contractors. They will also ensure contractors are adhering to the Health & Safety rules set out by the PwC.