



**Health & Safety Policy
&
Safety Management System**

CONTROLLED DOCUMENT	
Issue Status:	Issued
Issue Date:	07.07.2025
Review Date:	07.07.2026
Issued By:	Spectra Safety
Approved By:	Peter Walsh
Document No:	003
Issued to (Person / Site):	Gary Robinson

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Review and Amendments

Below is information relating to the periodic review and amendments made to this document following its original issue.

Actions undertaken	Date	Initial
Policy issued by Spectra Safety to Aura Heating Limited	25.09.23	O.D
Policy issued by Spectra Safety to Aura Heating Limited	22.08.24	P.W
Policy issued by Spectra Safety to Aura Retrofit Limited	22.08.25	P.W

Introduction

Contained within this document are the policy, organisation details and arrangements for the health, safety and welfare relating to Aura Retrofit Limited work activities in the UK

This health and safety policy has been developed to enable Aura Retrofit Limited to comply with the statutory requirements of the Health and Safety at Work Act 1974 and associated legislation.

Aura Retrofit Limited believe that health, safety and welfare issues rank equally with our other business objectives, and good health and safety performance is recognised within our organisation as being an integral part of overall business performance.

We take an active approach to integrate this health and safety policy within our organisation, as we realise that failing to do so could result in avoidable harm to people as well as the associated loss and damages to our organisation.

In addition to this document, arrangements may also be expanded on in other documentation such as:

- Aura Retrofit Limited health and safety procedures
- Aura Retrofit Limited health and safety risk assessments
- HSE Approved Codes of Practice (ACOP)
- Health and safety management system documents

Health & Safety Objectives

The health and safety objectives for Aura Retrofit Limited are:

- To maintain statutory standards of health and safety performance and ensure continuous improvement.

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- To avoid accidents and ensure nobody suffers ill health as a result of employment within Aura Retrofit Limited or due to our work activities.
- To plan and manage activities so that foreseeable hazards are assessed and risks within our organisation are managed as far as reasonably practicable.
- To review and compare the results annually with the previous year's results to measure the effectiveness of controls and determine any further actions.
- Comply with all relevant health & safety regulation and legislation and other legislative requirements.

Safety Management System

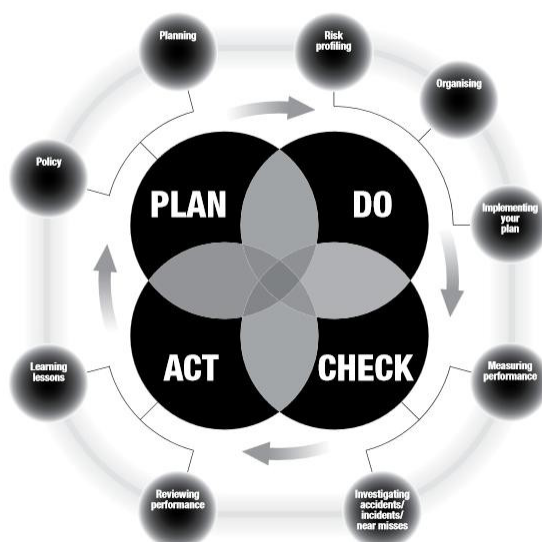
This health and safety policy forms part of the Aura Retrofit Limited safety management system as the foundation document from which the management system can be developed and maintained.

Spectra Safety provide us with advice and guidance as per our contractual arrangements and will be consulted as required on health and safety related matters.

Our Safety Management System, including this policy and all other associated procedures, will be reviewed in light of relevant information provided to us by Spectra Safety, following any significant change within our organisation and at least every 12 months.

To help maintain the highest standards of health and safety performance and ensure continuous improvement, the Senior Management of Aura Retrofit Limited, will establish and review annual objectives for health and safety.

The key elements of the SMS are outlined in the following illustration:



THE PLAN DO CHECK ACT CYCLE

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1. Planning & Implementation

Health & Safety Policy Statement

Aura Retrofit Limited is committed to planning, controlling and reviewing our activities in such a manner, that wherever practicable, no harm or ill health befalls employees or any other persons who may be affected by our work activities. A copy of this policy shall be made available to all employees, and interested third parties upon request. Towards achieving this objective, the Directors will:

- Ensure adequate resources are provided in terms of finance, time and people to meet the organisation's health, safety and operational needs.
- Include a commitment to provide safe and healthy working conditions for the prevention of work-related injury and ill health and injuries related to psychosocial risk and promoting wellbeing at work.
- Provide a framework for setting and reviewing, evaluating and revising the OH&S objectives including objectives to manage psychosocial risk.
- Give full commitment to fulfil legal requirements and other requirements including a commitment to manage psychosocial risk.
- Give full commitment to eliminate hazards and reduce OH&S risks.
- Give full commitment to continual improvement of the OH&S management system.
- Give full commitment to consultation and participation of workers, and, where they exist, workers' representatives.
- Ensure that avoidance of occupational injury and ill-health will be given priority in methods of work and selection of suppliers.
- Ensure that work will only be undertaken, managed and supervised by those who are competent; training will be available to all employees concerned.
- Ensure that all accidents, incidents and near misses will be recorded, significant events reported, investigated, and the findings shared in order to continually improve the health and safety performance of the organisation.
- Provide a framework for a regular review and audit of the organisation's health and safety management systems.
- Ensure that all employees and suppliers cooperate with the organisation's policies and with each other as a vital part of our strong health and safety culture.
- Ensure that both employees and suppliers are encouraged to contribute to the safest methods of working at all times.
- Ensure that any breach of safety rules is corrected, investigated and appropriate disciplinary action taken against those who create or condone unnecessary risk.

The Directors recognise and value the importance of the organisation's health and safety culture and ask everyone to play an enthusiastic part in maintaining and improving on it. We must all be vigilant; quickly reporting dangerous acts or situations and striving to make our workplaces safer and better places to work.

Signed:

Print:

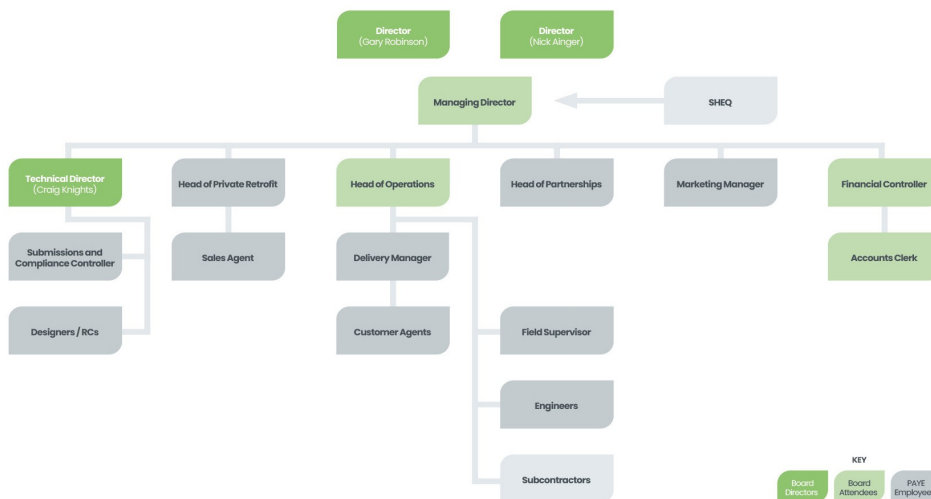
Date:

Position:

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Organisation Structure

Below is the organisation structure for Aura Retrofit Limited. Responsibilities are detailed further on in this section.



2. Responsibilities

The Managing Director

The Managing Director has the overall responsibility for health and safety throughout the business, incorporating the duties set out in the organisation's policy statements, supporting procedures and management systems, and has responsibility for ensuring that:

- all contracts are administered in accordance with the organisation's health and safety procedures.
- adequate resources are available.
- the effectiveness of health and safety management is monitored and reviewed, and any shortcomings are identified and corrected.
- any areas that require attention are reported to the appropriate Director/Manager.
- objectives and targets for the organisation are set, to achieve a reduction in accidents and occupational ill health in line with the organisation's objectives.
- visits to sites/locations are carried out as required, to monitor the standards of health and safety practice.
- Directors and Managers are aware of their responsibilities concerning safety management and that they receive appropriate training.
- the health and safety performance of the organisation is monitored through periodic reviews of accident and incident data and that all activities receive a periodic safety audit.

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- annual review of health and safety performance is conducted, ensuring the policy remains in line with the organisation's objectives together with specific responsibility to advise the Directors of any matters that compromise the effectiveness of the organisational structure, procedures or systems.
- ensuring that there is a consistent and co-ordinated approach to health and safety throughout the organisation.

General Duties of Directors

The Directors have ultimate responsibility for health, safety and welfare at Aura Retrofit Limited.

The Director with prime responsibility is the Managing Director. He is responsible for bringing the policy to the attention of all management, employees and suppliers and ensuring compliance through monitoring arrangements.

This Policy is a live document, which needs to be reviewed from time to time to ensure that it remains current with the organisation's activities and changing legislation. It is the responsibility of the Directors, with the assistance of Spectra Safety, to assess the implications of new legislation and best practice, investigation/audit reports, monitoring systems for the organisation and to amend the policy as necessary.

Throughout the organisation, the visible and active leadership of Directors, through to first-line Managers is necessary to develop and maintain a culture that is supportive of health and safety management by promoting an interest in, and enthusiasm for, occupational health and safety matters throughout the management team and:

- will advise the Managing Director of any matters that compromise the effectiveness of the organisational structure, procedures, or systems.
- will, notwithstanding their individual executive functions monitor the safety performance of their area of the business and take such steps as may be necessary to improve the performance.
- will ensure that Managers within their sphere of influence are aware of their responsibilities as laid down by Aura Retrofit Limited health and safety policy and safety management system.
- will ensure that all managers under their control receive adequate and appropriate training in health and safety matters and are provided with all necessary information to enable them to carry out their duties safely. Training is to be provided in accordance with Aura Retrofit Limited training policy.
- will allocate sufficient resources to enable Aura Retrofit Limited health and safety policy and procedures to be adhered to effectively, with particular emphasis being given to health and safety training.
- will be familiar with the broad requirements of health and safety legislation.
- will liaise closely with the other Directors and Spectra Safety, as required to ensure the organisation complies with Aura Retrofit Limited health and safety policy and safety management system.
- will give employees under their control the opportunity to air any concerns they may have on any health, safety, or welfare issue during team meetings.

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Managers

Managers have operational responsibility for health and safety and are responsible for ensuring that:

- they identify and implement risk control measures in accordance with the 'general principles of prevention'.
- health and safety standards are maintained with the aim of continual improvement.
- health and safety issues are given priority.
- health and safety performance within their area of responsibility is monitored and corrective action is taken if standards fall below organisation expectations.
- appropriate resources are allocated to the planning of all activities, and they are effectively managed and supervised.
- managers and supervisors are aware of their responsibilities concerning safety management and that they receive appropriate training.
- the safety training and development needs of all employees under their control are appropriately met so they are competent to discharge their duties.
- the reporting of accidents, occupational ill health and near miss incidents is in accordance with the organisation's procedures and ensuring that investigations are carried out.
- the relevant safety management system is applied to all activities under their control.
- they monitor the health and safety performance of employees and suppliers through site visits and inspections as per the requirements of the safety management system.
- they set an example in safe behaviour, good management and positive leadership.
- promote a positive health and safety culture.
- the requirements for occupational health and sickness absence management are followed.

Employees

Employees have the responsibility to:

- look after their own safety and give consideration to the safety of others.
- co-operate with Aura Retrofit Limited so far as necessary to enable successful implementation and compliance with health and safety legislation.
- familiarise themselves with this document, in particular their individual responsibilities and all other relevant sections to their role to discharge duties safely and efficiently.
- not intentionally or recklessly interfere with, or misuse health, safety and welfare provisions.
- report any accidents, incidents, near misses or occurrences of ill health in line with the Aura Retrofit Limited safety management system.
- report any faults/defects in plant/equipment/machinery, or any hazardous situations to their Manager immediately.

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- work in accordance with any safety instructions provided, including risk assessments and method statements, and to inform their manager if they do not feel competent to undertake a task, they have been set.
- use and store Personal Protective Equipment (PPE) correctly at all times in line with risk assessments and training.
- report any matters that may compromise the effectiveness of the health and safety management system.
- raise any concerns relating to health, safety or welfare to their Manager or to Aura Retrofit Limited.

Responsible Persons

The table below lists the details of the persons or contracted companies who have been nominated to undertake specific health and safety duties within our organisation.

Duties	Name	Details
Health and safety advice	Spectra Safety	0161 926 8519
Fire marshal	Ellie-Mae Clark	02392 252 171
First aider	Ellie-Mae Clark	02392 252 171
Emergency first aider		
Appointed person		

Communication of Information to Employees

To ensure the effective communication of health and safety information to employees, Aura Retrofit Limited uses the following systems:

Internal

Aura Retrofit Limited will involve the workforce in the drawing up of Risk assessments, methods statements/ safe systems of work and may include the following methods of communication:

- Toolbox Talks
- Notice Boards
- Newsletters
- Inductions
- Site meetings

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- Mailing lists
- Informal conversations

External

Aura Retrofit Limited will ensure, so far as reasonably practicable, that every person involved in the works has co-ordinated their work activities with one another. This may be in the form of:

- Site induction
- Work Orders
- Emails
- Text Messages
- Phone Calls
- Job Sheets

Aura Retrofit Limited will ensure all person involved in work report anything that is likely to endanger health and safety of themselves or others.

In addition, a health and safety Law poster is displayed in a prominent location in the premises and our safety management system is made readily available.

Safety bulletins allow us to inform our employees of important and up to date health and safety information. Important communications will require receipt from employees to confirm they have read and understood the information they contain.

Co-operation and Consultation

Aura Retrofit Limited ensures that all of our employees are provided with the information that they require to work safely and without risk to their health.

Aura Retrofit Limited will consult with all relevant company personnel relating to health and safety issues which will take a variety of forms including:

- direct consultation with any appointed safety personnel or representatives.
- health and safety meetings as required.
- health and safety committee meetings if applicable.
- issue of newsletter, safety bulletins and associated documents.

Aura Retrofit Limited require all employees to cooperate with the organisation to ensure we meet our legal and insurance requirements. Employees are made aware that they have a responsibility to cooperate with the organisation on all health and safety matters and may be subject to disciplinary action should they not adhere to company policy.

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3. Do- Implementation and Operation

Accidents and Incidents

Accident Reporting Procedure

All accidents on site must be entered in the accident book, and Gary Robinson informed as soon as possible.

The office number is 02392 252 171

Major Injuries or fatalities must be reported to the HSE immediately and may be notified by phone on 0845 3009923.

Situations where the injured person is unable to carry out their normal work for 7 days or more must be reported to the HSE within 15 days of the injury being sustained via the internet at www.hse.gov.uk.

If you are unsure whether your accident is reportable or not, contact HCS Safety immediately for advice.

Gary Robinson will be responsible for informing the HSE of all reportable incidents.

Gary Robinson will be responsible for informing HCS Safety of any serious accidents. Accidents that are reportable under RIDDOR will be investigated by HCS Safety and a report produced. This service forms part of the member services agreement.

Information on accidents that have occurred is to be found in section 5d of the SMS. This information must not contain personal details of those involved.

Accidents will be discussed at regular safety meetings and publicised to other employees if appropriate so that others can learn from these events.

On the following page is an outline of what injuries and dangerous occurrences are reportable under RIDDOR.

Reporting and Investigating Accidents and Incidents at Work

It is the policy of Aura Retrofit Limited to record all accidents and incidents that occur due to workplace activities. Accidents or incidents which fall under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), include:

- fatalities.
- if an employee suffers a major injury as defined by the HSE.
- if an employee has been off work or unable to perform normal duties for over 7 days.
- if a member of the public is injured due to workplace activities and taken directly to hospital for treatment.
- if an employee suffers a work-related disease defined by the HSE.
- if there is a dangerous occurrence defined by the HSE.

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Following an accident or incident we will undertake the following steps:

- ensure that the correct records have been completed.
- contact Spectra Safety.
- complete the accident/incident investigation form.
- report under RIDDOR if required.
- review relevant risk assessments and implement any additional control measures required to prevent reoccurrence.
- monitor controls to ensure they are suitable and sufficient.

First Aid and Emergency Procedures

We will ensure that adequate first aid provisions are identified and made available including:

- the number of first aiders and appointed persons required.
- what first aid equipment is needed.
- the emergency procedures that must be followed.

All first aid personnel and equipment will be provided and maintained in accordance with the Health and Safety (First Aid) Regulations 1981 (as amended) and Approved Code of Practice L74, as a minimum standard.

First Aid Personnel

All first aid personnel are either volunteers or employees who have been assessed and deemed suitable to undertake the role. Consideration has been given to ensure that there is an adequate number of personnel available at all times, including cover for holidays and sickness.

Qualified first aiders and emergency first aiders will have undertaken appropriate training in line with the Health and Safety Executive requirements and training is reviewed prior to expiration.

Appointed persons are given clear indication of their role and responsibilities and are suitably trained to undertake their duties.

All first aid personnel are aware of the company emergency procedures.

First Aid Equipment

A first aid assessment shall be undertaken to determine first aid requirements for the business and adequate first aid equipment and supplies are provided within the workplace and for the hazards present. All first aid kits contain at least the minimum supplies as required by law.

First aid kits are also supplied in all company vehicles.

All first aid equipment and the details of the first aid personnel are clearly identified with the appropriate signage around the premises. It is the responsibility of the first aid personnel to ensure that:

- all first aid kits are maintained and replenished accordingly.
- all first aid supplies are within their use by date, where necessary.
- there are no unauthorised supplies are kept in the first aid kits, for example creams, drugs etc.

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Hazard Detection and Near Misses

Aura Retrofit Limited employees are encouraged to report any hazards or near misses to their line manager, either verbally or in writing, to ensure a safe working environment can be maintained.

Following notification of a hazard or a near miss, appropriate investigations will be undertaken, and suitable controls identified and implemented to prevent them.

Dangerous Occurrences

In the event of a dangerous occurrence, we will undertake the following steps:

- ensure the area is cleared and made safe as a priority to ensure that no persons are at risk of harm.
- complete the accident/incident investigation form.
- report under RIDDOR if required.
- review relevant risk assessments and implement any additional control measures required to prevent reoccurrence.
- monitor controls to ensure they are suitable and sufficient.

Planning and Safe Systems of Work

Risk Assessments

Aura Retrofit Limited is committed to ensuring the safety of employees and those who may be affected by our work activities. Through completing risk assessments, we identify foreseeable hazards and necessary controls that are required to eliminate or reduce risks as far as reasonably practicable.

At Aura Retrofit Limited we use a qualitative technique of risk assessment which relies upon the judgement of a competent person (or Risk Assessor). All employees appointed to undertake the role of Risk Assessor have been deemed competent by management and have received the relevant training.

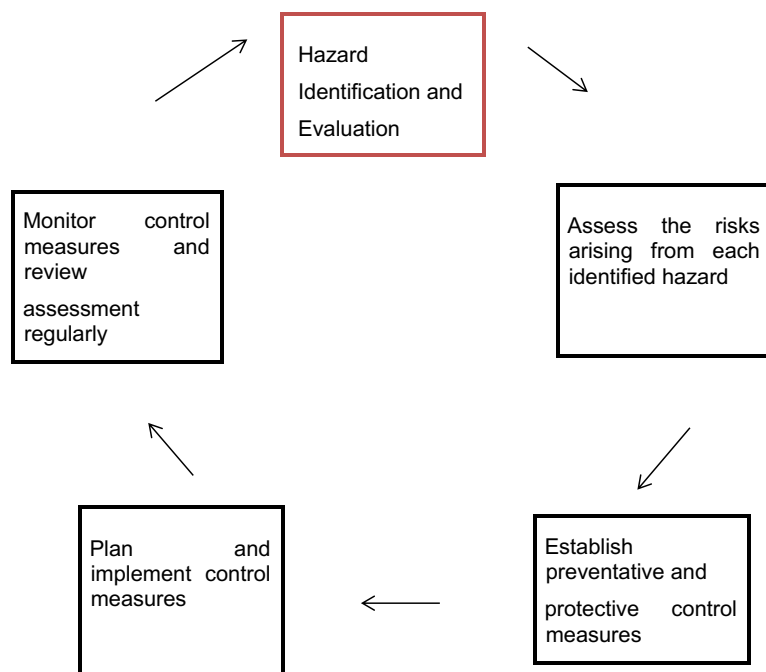
All of our risk assessments are documented, communicated to relevant employees and regularly reviewed as per the requirements of the Management of Health and Safety at Work Regulations 1999.

Aura Retrofit Limited follows a standard Risk Assessment Template to enable employees and other parties to easily understand completed assessments.

Where certain other pieces of legislation require specific risk assessments to be completed, such as Control of Substances Hazardous to Health (COSHH) and the Manual Handling Operations Regulations 1992, we will conduct the relevant assessments. Further information is contained in the relevant arrangements within further sections of this policy and in the supporting guidance for those sections.

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The below cycle illustrates our key steps for undertaking a risk assessment:



Method Statements

Where identified by risk assessment or required by other parties to undertake works, Aura Retrofit Limited will undertake a method statement to detail how our work activities will be undertaken and their controls.

All method statements will be created and documented by competent persons and communicated to all relevant employees.

Where a method statement has been created for a particular work activity, all Aura Retrofit Limited employees will follow the method of work and ensure all control measures are implemented in a suitable manner.

Permit to Work

If any of our work activities require a permit to work, a competent person will complete the permit. We will monitor all permits to work to ensure they remain suitable and sufficient in relation to the work activities they reflect.

All permits to work will be created and documented by competent persons and communicated to all relevant employees.

Where a permit to work has been issued for a particular work activity, all Aura Retrofit Limited employees will follow the method of work and ensure all control measures are implemented in a suitable manner.

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Construction, Design and Management (CDM)

Under the construction (Design and Management) Regulations 2015 PART 3 Health and safety duties and roles “Contractors Duties” the Company may be required to act in the capacity of a contractor.

The company’s key duties as a contractor appointed on a project will be to ensure the following:

- Must not carry out construction work in relation to a project unless satisfied that the client is aware of the duties owed by the client under these Regulations.
- Must plan, manage and monitor construction work carried out either by ourselves or by workers under our control, to ensure that, so far as is reasonably practicable, it is carried out without risks to health and safety.
- Where there is more than one contractor working on a project, we must comply with:
 - any directions given by the principal designer or the principal contractor; and
 - the parts of the construction phase plan that are relevant to our work on the project.
- If there is only our company working on the project, we will take account of the general principles of prevention when:
 - design, technical and organisational aspects are being decided in order to plan the various items or stages of work which are to take place simultaneously or in succession; and
 - estimating the period of time required to complete the work or work stages.
- If there is only our company working on the project, We will draw up a construction phase plan, or plan for a construction phase plan to be drawn up, as soon as is practicable prior to setting up a construction site.
- The construction phase plan must fulfil the requirements of regulation 12(2).
- We will not employ or appoint a person to work on our construction sites unless that person has, or is in the process of obtaining, the necessary skills, knowledge, training and experience to carry out the tasks allocated to that person in a manner that secures the health and safety of any person working on the construction site.
- We will provide each worker under our control with appropriate supervision, instructions and information so that construction work can be carried out, so far as is reasonably practicable, without risks to health and safety.
- The information provided must include
 - a suitable site induction, provided by the principal contractor
 - the procedures to be followed in the event of serious and imminent danger to health and safety.
 - information on risks to health and safety: identified by the risk assessment under regulation 3 of the Management Regulations; or arising out of the conduct of another contractor’s undertaking and of which the contractor in control of the worker ought reasonably to be aware; and
 - any other information necessary to enable the worker to comply with the relevant statutory provisions.

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- We or our contractor will not begin work on a construction site unless reasonable steps have been taken to prevent access by unauthorised persons to that site.
- We will ensure, so far as is reasonably practicable, that the requirements of Schedule 2 are complied with so far as they affect a contractor or any worker under our control.

In order to achieve this, we will ensure that we:

- Formulate a Construction Phase Health & Safety Plan before any works commence on site (Commercial and Domestic Works)
- Plan, Manage, Monitor and Coordinate the Construction Phase
- Ensure that any person appointed by the company has the necessary skills, knowledge and experience to carry out their work activities
- Plan and manage risks associated with the Construction Works (i.e. Plant and Equipment, Information, Instruction and Training, Supervision on site)
- Provide visible leadership through Site Managers actions
- a Systematic approach to Managing Workers
- a Systematic approach to effective Monitoring of the Project
- Coordinate Contractors under company control
- Provide Suitable Site Inductions
- Prevent unauthorised access to site
- Provide Welfare Facilities
- Liaise with the Principal Designer
- Advise Clients of their Responsibilities

Control of Premises

Access and Egress

All access and egress routes in our premises are:

- in a safe and well-maintained condition to prevent harm.
- kept free of obstruction and subject to good housekeeping rules.
- fitted with suitable handrails, floor covering, markings and lighting as required.
- segregated where appropriate to separate people and vehicles/plant.
- clearly identify any restrictions (such as a “do not enter” sign for restricted areas) or other relevant information.
- continually monitored to ensure the above points are adhered to.

Windows, Doors and Stairs

All windows, doors and stairs in our premises are:

- of suitable construction for the premises.
- in a safe and well-maintained condition to prevent harm.
- kept free of obstruction and subject to good housekeeping rules.

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- fitted with suitable safety devices, handrails, markings and lighting as required.
- clearly identified with any restrictions (such as a “fire door keep shut” signage for fire doors) or other relevant information.
- continually monitored to ensure the above points are adhered to.

Passenger lift

Our passenger lift is subject to a 6 monthly thorough examination and is regularly maintained as per the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

Goods/Service Lift

Our goods/service lift is subject to an annual thorough examination and is regularly maintained as per the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

Welfare

To comply with the Workplace (Health, Safety and Welfare) Regulations we have assessed the welfare requirements for our premises and implemented the necessary facilities and controls. Our assessment has taken into consideration:

- toilets and sanitary conveniences.
- specific employee needs.
- workplace temperature and ventilation.
- lighting.
- washing and drinking facilities.
- rest and break facilities.
- desks, seating and workplace areas.
- general workplace environment, layout and cleanliness.

Fire Safety

It is the policy of Aura Retrofit Limited to take all necessary measures to prevent an outbreak of a fire, and to ensure the safety of all those on our premises if a fire should occur.

To ensure we are taking all steps required and comply with applicable fire safety legislation, a competent person will undertake and maintain a fire risk assessment if required which identifies the fire hazards around the premises and the controls required to ensure that the risk of harm is eliminated or reduced as far as reasonably practicable.

The following are fire precautions we adhere to in our premises:

- all employees are suitably trained/instructed in the fire procedures for the premises.
- nominated employees who have been deemed suitable are chosen to undertake fire marshal training and duties for the premises.
- there are sufficient number of Fire Marshals, taking into account cover for holidays and sickness.
- an up-to-date register of employees and visitors is kept and used during fire drills to help identify if any employees are at risk of harm.

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- visitors are required to sign in and out of the premises and are given relevant information relating to our fire procedures.
- fire marshals monitor fire routes and exits to ensure they are clearly marked, free from obstruction and not locked at any time during working hours.
- the fire alarm system is tested weekly if applicable by choosing a different call point to activate each time and documents kept of the results, ensuring all call points are checked in a single rotation.
- the fire alarm system is maintained in a safe and suitable condition in line with manufacturer's instructions if applicable.
- all firefighting equipment is subject to regular inspection by a competent contractor.
- firefighting equipment must not be obstructed and is monitored by Fire Marshals to ensure they are in the correct position and undamaged.
- damaged or missing firefighting equipment is repaired/replaced immediately.
- damaged fire detection units are repaired/replaced immediately.
- where applicable emergency lighting is subject to monthly and annual testing with all results documented and required actions undertaken.
- where applicable rechargeable torches are provided in areas identified in the fire risk assessment and are regularly checked by the nominated competent persons.
- a fire drill and evacuation are undertaken at least annually, and the results documented.
- smoking is not permitted inside the premises and is only permitted in the designated areas.
- the assembly point is in a safe point away from the immediate vicinity of the premises, identified with the correct signage and its location communicated to all employees.
- sources of ignition are located away from flammable liquids or vapours.

All relevant checks, drills and inspections are recorded.

Detailed fire arrangements will be displayed at all company premises and communicated to employees and relevant personnel as part of the induction process or signing in procedure for visitors/contractors.

Fire Procedures

In the event of fire, do not panic and do not take any personal risk. If the fire alarm should sound, or if you are given instructions by a fire marshal or other responsible person, evacuate the building immediately.

- Leave the room, closing doors and windows behind you. Do not stop to collect your personal possessions.
- Sound the fire alarm from the nearest call point and inform a responsible person.
- If this is not possible, call the fire brigade by dialling 999.
- Do not stand and watch, nor make any attempt to remove vehicles or property.
- Do not use the lift.
- When the alarm sounds, go to the designated fire assembly point and wait there until everybody has been accounted for.

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- Remember that no matter which fire exit you use, you must still go to the designated assembly point.
- Do not forget to help and guide visitors or Suppliers who may be in the building at the time.
- If it safe to do so, and only if you have been trained in the correct use of a fire extinguisher, attempt to tackle the blaze. Always sound the alarm first.

Emergency Plans

In case of explosion, flooding, bomb threats or other emergency situations we ensure all employees and visitors to our premises are informed of our evacuation procedure and the designated assembly point.

Workplace activities that pose significant risks are risk assessed and any emergency plans required are created and documented specifically for those activities.

Gas Safety

All persons who install, maintain, inspect, repair or conduct any other works, including performing the annual gas safety check, on any gas installations and appliances within our premises are required to be competent gas safety engineers holding the correct qualifications in line with the Gas Safety (Installation and Use) Regulations. Written records of all works are kept on file.

We will conduct and review a risk assessment for the storage and use of gas and gas appliances within our premises to ensure the safety of employees and persons who are affected by our work activities. From this risk assessment we will implement the required control measures, including the frequency of inspection and testing of portable gas appliances.

All of our safe systems of work and other relevant information are readily available to employees, contractors, clients and other required parties.

Dangerous Substances and Explosive Atmospheres

To comply with the Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR), a DSEAR assessment will be undertaken if it is deemed necessary as a result of our business activities.

If required we follow the controls identified below, these include (but is not limited to) ensuring:

- all materials and substances are stored correctly and are clearly identified.
- the correct personal protective equipment (PPE) is available.
- all employees are suitably trained and have seen a copy of the assessment.
- the correct monitoring procedures are in place and documented.

Signage

Where identified by risk assessment or legislation we will ensure that all required signage is:

- placed in suitable areas and not obstructed.
- easily legible, including both pictogram and text.
- made of a suitable material and complies with the appropriate standards.

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Smoking

Aura Retrofit Limited do not allow any persons to smoke or use e-cigarette inside our premises or company vehicles. This policy is clearly communicated to all persons and appropriate “No Smoking” signage has been placed around the premises and in our vehicles.

A designated smoking area, with suitable means of disposing of cigarettes, is provided for smokers and is clearly identified and communicated.

Fixed Electrical Installation

The fixed electrical installation in our premises is subject to effective monitoring as well as periodic inspection and testing to ensure it is in a safe and suitable condition in line with the Electricity at Work Regulations.

Any works, including installation, general maintenance and repair, are only conducted by competent and qualified electricians. Written records of works undertaken, and monitoring are kept and provided, where required.

Housekeeping and Maintenance

To reduce the risk of injury in our premises, Aura Retrofit Limited ensure:

- a high standard of housekeeping is maintained around the premises and is monitored.
- employees are trained and instructed to keep a high standard of housekeeping during their work activities, including the use of machinery.
- suitable cleaning arrangements are in place.
- effective cable management when conducting work activities in or away from the premises.
- an effective maintenance schedule is in place and any maintenance/repairs are carried out safely by competent persons.
- records of cleaning and maintenance activities are kept.

Storage of Goods

We provide suitable storage facilities for the materials stored on our premises, as far as reasonably practicable. All materials are clearly identifiable and stored in a way to reduce manual handling as far as possible, as well as to aid housekeeping.

Hazardous substances or materials are stored in accordance with the requirements contained in relevant legislation and regulation.

Flammable and explosive materials are stored away from sources of ignition.

Where required storage racking and facilities will be subject to regular inspections.

Control of Asbestos on the Premises

It is our policy to take a proactive approach towards controlling asbestos in our premises. Aura Retrofit Limited ensures that:

- a competent person conducts a survey of the premises to determine if there are any asbestos containing materials (ACMs), their location and the condition they are in for buildings built before the year 2000.
- information gathered from the survey will be documented in the asbestos register.

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- the risks from the asbestos are assessed and a plan is created to set out how the asbestos must be managed.
- if asbestos is deemed to be in a condition where it is beyond a state of being managed it will be removed by a competent licensed contractor.
- corrective actions identified in the plan are implemented and both the ACMs and controls are monitored in accordance with the management plan and a documented record is kept.

All ACMs will be clearly marked, and information of the location and condition of asbestos will be given to all relevant persons, including employees and contractors.

Only competent persons who hold the relevant training and qualifications will be permitted to work on asbestos in our premises.

Control of Visitors

Any special arrangements required by visitors are ascertained, where practicable, before arrival. This may include bringing vehicles or other machinery or substances onto site, or personal needs such as coping with disability or language barriers.

All visitors must sign into the visitor's book.

We provide all visitors with relevant information relating to our safety and emergency procedures.

The person(s) from Aura Retrofit Limited who the visitors are meeting will take responsibility of the visitors in their care whilst they are on our premises.

If visitors require access to unauthorised, hazardous or controlled areas permission is sought from senior management before the visitors are allowed on our premises.

Pedestrian and Traffic Segregation

Pedestrians and vehicles are segregated on our premises as far as reasonably practicable to avoid risk of harm to persons and damage to the premises and vehicles.

An assessment will be created and monitored by a competent person to determine suitable segregated routes and methods that are appropriate for our premises and activities undertaken. Where segregation cannot practicably be implemented, control measures will be identified and implemented to reduce the risks as far as practicable.

These controls and segregated routes will be regularly monitored to ensure effectiveness and suitability.

All persons will be informed of our traffic policy. Employees will receive appropriate instruction, and all visitors will be informed when they first arrive on the premises.

Waste Disposal

It is the Aura Retrofit Limited policy to identify waste which results from our work activities. Adequate waste disposal measures will be implemented from the results of the assessment, including the provision of suitable waste containers which will be emptied on a regular basis.

Aura Retrofit Limited will ensure that all waste is disposed of suitably and correctly. Hazardous waste, including unknown substances, will only be removed by authorised contractors.

All waste disposal companies contracted to remove waste will be subject to competency checks and must hold the appropriate certification from the local authority, and a hard copy of all waste transfer notes will be kept for a minimum of 2 years.

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Where waste can be recycled, Aura Retrofit Limited will ensure that it is separated from general waste and disposed of correctly.

All employees are informed of our policy regarding waste disposal and the correct waste disposal techniques that they must follow.

Employee Safety

Training

It is our policy that all Aura Retrofit Limited employees undertake appropriate training to ensure the safety of themselves and others whilst at work, in line with the Health and Safety at Work Act 1974 (HASWA).

Induction training is given to all employees as a basic grounding, and from this additional training is provided taking into account each employee's position, work activities, working environment and requirements under law.

All training will be delivered by competent persons, whether internal or external.

Training records are kept for each employee.

Training records are continually updated and reviewed to ensure existing training is appropriate and if any further training is required.

Training records will be reviewed:

- on a regular basis.
- when there is a change to work activities.
- when new plant / equipment / technology is introduced, or existing plant / equipment / technology is changed.
- when a safe system of work is changed, or a new one introduced.

For further details on training, please see our separate Training and Development Policy.

Violence

Aura Retrofit Limited assesses the risks of violent incidents to determine the appropriate preventive measures which we must introduce. Once introduced, the measures are subject to monitor and review in order to gauge their effectiveness.

All employees are informed that they must report all incidents of a potentially violent nature to their Manager in order that the scale of the problem can be determined and the employees at risk identified.

Employees who have been subject to violent assault will, upon request, be provided with independent and confidential counselling. Employees will be trained in techniques for dealing with potentially violent situations if identified as being particularly at risk. For further information, please see our separate Prevention of Violence Policy.

All violent incidents are recorded in line with the HSE guidelines.

Lone Working

Where practicable it is the policy of Aura Retrofit Limited to avoid lone working.

Where it is not practical to avoid, Aura Retrofit Limited will identify all employees who undertake lone working activities. All lone working activities are risk assessed, taking into account:

Deleted: Alcohol and Substance Misuse ¶

Aura Retrofit Limited prohibits the possession of or being under the influence of alcohol or illegal substances whilst on our premises or in company vehicles. This policy applies to both employees and non-employees, such as visitors and contractors. Under the influence means having taken any alcohol or drugs in any quantity. ¶

Employees are additionally prohibited from being in possession of or being under the influence of alcohol or illegal substances when working away from our premises, during working hours, including when driving for business purposes or as a passenger in company vehicles. ¶

Employees found to be under the influence of alcohol or illegal substances will be subject to disciplinary procedures. Non-employees will be asked to leave the premises immediately and relevant persons notified. ¶ Where an employee has been issued with medicine by a medical professional that may affect their ability to work safely, they must inform their manager immediately. ¶

Aura Retrofit Limited will support and help employees who may have a dependency on alcohol or other substances (in line with the Company Handbook). ¶

All of our employees are encouraged to report to their manager if they notice obvious signs of alcohol or substance abuse in a colleague. ¶

The organisation may operate a policy of alcohol and substance testing as per the detailed Company Handbook. ¶

Stress ¶

As part of our risk assessment process, it is the policy of Aura Retrofit Limited to prevent psychological as well as physical injury by taking into account the possible risks to health arising from work-related stress. ¶

The first step in the organisation's approach to stress management is to identify work activities which may impose unnecessarily high levels of stress upon the individual employees undertaking them. Where possible such activities will be redesigned in order to eliminate or control the causes of the stress. ¶

The second step is to educate employees identified as being at risk from work-related stress as to the dangers to their health and to encourage them to reduce their stress levels, where possible, through participation and co-operative working. Where necessary, training will be provided in order for them to monitor and control their own stress levels. ¶

Lastly, employees identified as being in need of rehabilitation due to work-related stress may be provided, upon request, with independent and confidential counselling. ¶

The above measures will be subject to regular monitoring and review if applicable. ¶

Aura Retrofit Limited encourages employees who ... ¶

Deleted: Aura Retrofit Limited is committed to creating a work environment free of harassment, bullying and victimisation, where everyone coming onto the premises or having contact with its employees is treated with dignity and respect. Aura Retrofit Limited will not tolerate bullying, harassment or victimisation of any kind. All allegations will be investigated and, if appropriate, disciplinary action will be taken. ¶

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- task the employee will be undertaking.
- environment the employee will be working in.
- the health of the employee who will be lone working.

For further information, please see our separate Lone Working Policy.

Use of Mobile Phones

Mobile phones may be used by employees however this will be subject to work activities and the necessity to be able to utilise a mobile phone in a safe manner. The organisation will identify work activities and situations where it is not acceptable for mobile phones to be used and communicate to employees and other relevant persons.

Employees are not permitted to use a mobile phone at any point whilst driving.

Young Persons

Aura Retrofit Limited assesses the risks posed to a young person before they are permitted to start work. Where residual risk remains that cannot be eliminated and has been controlled so far as is reasonably practicable, we will communicate this to the young person's parents/guardian and written consent will be obtained.

Young persons are not permitted to operate/drive plant equipment or work at height where they may be exposed to a risk of a fall.

Suppliers must notify the Manager before allowing young persons to work on site.

Home Workers

Employees who work from home may be required to complete a home worker assessment that takes into account the following:

- use of display screen equipment.
- the workspace.
- work activities.

The assessment must be returned to Aura Retrofit Limited for review and may facilitate specific control measures to be implemented.

New and Expectant Mothers

Aura Retrofit Limited employees must inform the organisation in writing when they know that they have become pregnant. Following written confirmation, a competent person will undertake a New and Expectant Mothers risk assessment to identify risks posed to mother and child resulting from work activities.

Risks will be controlled as far as reasonably practicable, and the employee informed of the controls and any residual risk that remains. The assessment will be reviewed multiple times throughout the pregnancy and following the return to work after maternity leave to ensure the effectiveness of controls and to identify if further actions are required.

Aura Retrofit Limited encourages all new and expectant mothers to inform the organisation of any problems or concerns resulting from their work and our work activities.

Deleted: Identified control measures are implemented prior to lone working activities and monitored to ensure they remain effective. All lone workers will be provided with a means of communication and instructed on its use. ¶
All employees are suitably trained prior to lone working activities and are instructed in the correct procedures to follow in the event of an emergency or potentially violent situation

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Control of Contractors

Aura Retrofit Limited may require all contractors to be vetted by completing a sub-contractor's questionnaire prior to starting any activities for or on behalf of our organisation to determine their competence. Completed questionnaires will be kept on file and repeated as necessary.

Following the assessment of the vetting questionnaire, a further assessment may be required in the form of an audit undertaken by a Spectra Safety Representative.

A register will be maintained of approved suppliers, vendors and contractors that have been vetted and have agreed to adhere to the minimum performance standards of Aura Retrofit Limited. Contractors will also be required to demonstrate that they have adequate insurance cover and that they are complying with health and safety law. This may include sight of risk assessment records, records of test for electrical equipment, method statements etc.

Any contractor who fails to adhere to the required minimum performance standards of Aura Retrofit Limited may be removed from the register of approved suppliers.

All contractors will be informed of the significant hazards that may be encountered, and in return are required to inform Aura Retrofit Limited of any risks associated with their activities.

Personal Protective Equipment (PPE)

Where the provision of personal protective equipment (PPE) is identified it will be provided to employees without charge.

Aura Retrofit Limited only identifies PPE as a valid control measure as a last resort, after all other reasonable control measures have been implemented and a residual risk remains.

A PPE register is kept identifying what PPE has been issued to employees and its issue date. Our employees have the responsibility to maintain and store their PPE correctly and inform Aura Retrofit Limited if they lose their PPE or it is damaged.

Failure to wear/use PPE when required will lead to investigation of Disciplinary procedures.

Temporary Workers

In order to satisfy business needs Aura Retrofit Limited may employ temporary workers at times of our choosing. Examples of the need to employ temporary workers will include cover for periods when staff are absent due to holidays or sickness, at times of increased workloads or any other unforeseen circumstances when we require additional assistance.

Temporary workers will be given the same level of consideration and protection as any other Aura Retrofit Limited employee. Aura Retrofit Limited will ensure that any relevant safety information is communicated to any employment business/agency that we use for the purpose of hiring temporary workers.

With respect to health and safety arrangements for temporary workers Aura Retrofit Limited will ensure that all such persons are.

- given an appropriate induction that is specific to the roles for which they have been hired. (The induction will take into consideration any possible communication barriers such as English not being the first language of the temporary worker)
- suitability qualified to perform the roles, functions and responsibilities they have been hired to achieve.
- considered as part of the risk assessment process for the roles and functions they have been hired to complete.

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- given specific information, training, instruction and supervision relating to their roles and functions within the organisation.
- provided with or have suitable access to any safety equipment necessary for their roles and functions such as PPE (personal protective equipment).
- given specific instructions on how to raise any health and safety concerns that they may have relating to the Aura Retrofit Limited workplace.

Occupational Health

Manual Handling

We strive to eliminate or reduce the risk of manual handling injury as far as reasonably practicable. Where a work activity includes manual handling and is appropriate, we will ensure that an assessment has been carried out, taking into account the:

- nature of the task.
- person's ability to undertake the task.
- nature of the load.
- environment which the manual handling task will take place.

From the assessment, we will determine and implement the necessary control measures as required.

All relevant employees will be trained in the correct manual handling techniques, receive relevant instruction and information before undertaking a task and are supervised as deemed necessary.

If one of our employees is deemed unable to perform manual handling activities for whatever reason, reasonable arrangements will be made so not to cause injury or ill health.

Control of Substances Hazardous to Health (COSHH)

Aura Retrofit Limited comply with the Control of Substances Hazardous to Health Regulations (COSHH) to prevent harm from chemicals and hazardous substances as far as reasonably practicable. This includes substances that are:

- directly used in our work activities.
- generated from our work activities.
- naturally occurring.
- classed as biological agents.

Where appropriate COSHH assessments will be carried out on hazardous substances and all necessary control measures implemented in line with COSHH regulations. COSHH assessments will be communicated to all relevant personnel.

All suppliers of materials are required to provide all relevant health and safety information, such as safety data sheets (SDS), relating to their products to form the basis of the COSHH assessment. All COSHH assessments are issued to relevant employees and reviewed on an annual basis as a minimum.

All relevant employees, such as those who are at risk of exposure are trained in the correct use, handling and storage of hazardous substances. First aid personnel are additionally given

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information about the recommended first aid treatments for each substance used or created in our work activities.

In some cases, it may be necessary for Aura Retrofit Limited to conduct health screening on employees. Please refer to the arrangement on health surveillance and screening for further information.

Noise

Depending upon work activities and operations the organisation may decide to undertake a noise assessment and subsequent noise risk assessment. Where noise levels exceed the exposure, action values we will implement the necessary control measures to reduce the noise to the safest practicable level.

As per regulations Aura Retrofit Limited will:

- reduce the noise level if it exceeds the First Action Level (80 dB (A)) to below this level and provide hearing protection if requested.
- reduce the noise level if it exceeds the Second Action Level (85 dB (A)) to below this level and create hearing protection zones where hear protection must be worn.

Where relevant, employees are trained and given information regarding noise at work.

Vibration

Depending upon work activities and operations the organisation may decide to undertake a vibration risk assessment. The assessment will be used to determine exposure levels and assess the required control measures that need to be implemented.

All controls established must as a minimum requirement be provided in accordance with those specified in the Health and Safety Executive's guidance booklets HS(G) 88 Hand-arm vibration and HS(G) 170 Vibration solutions.

Health Surveillance and Screening

Where health surveillance has been identified in regulation, risk assessments or COSHH assessments Aura Retrofit Limited will ensure that this is completed in line with the requirements and is subject to regular review.

All new employees may be required to complete a health screening questionnaire. Aura Retrofit Limited vets all medical questionnaires, and any medical conditions identified are referred to Spectra Safety for assistance.

Driver/Plant Operator medical checks are carried out as recommended by the Ministry of Transport for Goods Vehicle drivers.

On-going health surveillance will be provided to relevant company personnel based on their individual circumstances and job specific roles.

Asbestos Exposure during Work Activities

It is our policy to prevent the exposure of employees to asbestos as far as reasonably practicable and to not actively work on asbestos containing materials (ACM).

We do not permit our employees to start work on site until:

- the locations or likely locations of asbestos have been sourced from the person/s in charge of the premises/site (asbestos refurbishment/demolition survey required).

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- all relevant supporting documentation relating to the presence and condition of asbestos has been obtained.
- the task has been assessed to identify the likelihood of exposure to asbestos and any control measures identified have been implemented.

If the presence of asbestos is unknown, we will not start works until a survey has been completed by a competent person.

All employees who may come into contact with asbestos have received asbestos awareness training and are instructed to stop work immediately and report to their Manager or the Site Supervisor if they suspect or have identified the presence of asbestos.

Asbestos refresher awareness training will be updated on an annual basis.

Emergency procedures will be communicated to all relevant employees with instructions to follow in the event of exposure to asbestos.

Lead

We will assess all work with lead including its compounds, alloys and as contents of materials, such as paints, to determine the levels of exposure and risk to employees and people who may be affected by our work activities. Any control measures identified will be implemented and monitored.

Where relevant, our employees are trained and given information regarding the use of lead and are issued with copies of risk assessments.

Skin Care

During hot weather, measures shall be taken to raise awareness of the risks from sun exposure and the precautions that should be taken by our employees who work outside. This includes sun protection and a reminder of the minimum standards of attire when on company or customer premises.

Other skin care measures may be implemented as a result of our COSHH risk assessment.

Legionella

Where required Aura Retrofit Limited enlists the help of a competent external specialist to assess the risk of Legionella in our premises and implement the necessary control measures required to reduce risk.

Where required we work to the management plan created by the competent person and ensure that all relevant documentation is maintained and updated.

Leptospirosis

Aura Retrofit Limited is committed to protect employees working near water from the risks associated with Weil's disease, a form of Leptospirosis which can be contracted from the urine of infected rodents.

We will take preventative measures to ensure all relevant employees understand where and how Weil's disease can be contracted and how to take precautions based on this knowledge.

Employees who work near water will be issued with a worker card which can be presented to a doctor if symptoms appear which means early diagnosis and treatment can be applied, reducing the likelihood of the severity of the infection.

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Effective Infection Protection and Control

There are important actions that employers, employees, and all stakeholders can take during an infectious virus outbreak, to help prevent the spread of the virus.

Initially, a full and thorough risk assessment should be completed in consultation with your workers.

In all workplace settings, preventing the spread of infectious viruses involves dealing with direct transmission (for instance, when in close contact with those sneezing and coughing) and indirect transmission (via touching contaminated surfaces). A range of approaches and actions should be employed to do this. These can be seen as a hierarchy of controls that, when implemented, creates an inherently safer system, where the risk of transmission of infection is substantially reduced. These include:

- minimising contact with individuals who are unwell by ensuring that those who have known virus symptoms, or who have someone in their household who does, do not attend the workplace.
- cleaning hands more often than usual - wash hands thoroughly for 20 seconds with running water and soap and dry them thoroughly or use alcohol hand rub or sanitiser ensuring that all parts of the hands are covered.
- ensuring good respiratory hygiene by promoting the 'catch it, bin it, kill it' approach.
- cleaning frequently touched surfaces often using standard products, such as detergents and bleach.
- minimising contact and mixing by altering, as much as possible, the environment (such as workplace layout) and timetables (such as staggered break times).

Psychosocial Risks

In relation to managing psychosocial risk, Aura Retrofit Limited will:

- consider the external and internal issues that can affect the achievement of the intended outcomes of the OH&S management system.
- understand the needs and expectations of workers and other relevant interested parties.
- consider which of these needs and expectations are, or could become, legal requirements and other requirements.
- adjust the design of activities to manage psychosocial risk to suit the specific context of the workplace.
- tailor activities to improve the focus, reliability, validity and effectiveness of the process to manage psychosocial risk.
- determine how the assessment of psychosocial risks will be used to make effective action plans.

Work Activities

Work at Height

Aura Retrofit Limited strives to avoid work at height wherever practicable, however on some occasions this may not be a reasonable option and work at height may be required.

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Where work at height is required, it will be assessed to determine the correct control measures which need to be implemented to lower the risks as far as practicable.

Only trained employees are permitted to work at height, and can only do so when:

- the task, including the working environment and conditions, has been correctly planned, organised and assessed.
- the required control measures have been implemented and have been deemed suitable by a competent person.
- all work at height equipment has been suitably inspected.
- the correct level of supervision is available, where required.

As required company personnel will be trained in the relevant work at height activity.

Loading and Unloading Vehicles

Only trained and competent Aura Retrofit Limited employees are permitted to load and unload goods from vehicles. The task will be assessed and identified controls implemented prior to the task.

A competent company person will inspect all loads and pallets prior to them being loaded and unloaded to ensure they are safe, and they are not likely to collapse or become unstable when being lifted.

If a load that is delivered to our premises is deemed to be unsafe then it will be rejected by the competent person and the relevant Manager will be informed.

Electricity

Only competent, qualified and authorised Aura Retrofit Limited employees are permitted to install, repair, service or alter any electrical appliance, plug, wiring configuration or any other relevant electrical item.

Safe systems of work are required to be in place and followed at all times when electrical work is being conducted, and only tools and equipment authorised by Aura Retrofit Limited can be used.

Excavation and Ground Support

Company personnel involved in excavation work must undertake a specific risk assessment and prepare a detailed method statement that details all controls to be taken in accordance with the above paragraph. This will include all security, ground shoring and support measures to be taken.

Where required a Permit to Work will be completed for excavation activities which details all relevant control measures that need to be in place.

Aura Retrofit Limited require that all excavations be inspected daily prior to works by a nominated competent person and a register of inspections maintained.

Confined Spaces

Aura Retrofit Limited requires that all activities involving work in confined spaces must be carried out in compliance with the Confined Spaces Regulations and its Approved Code of Practice.

Only appointed and suitably trained persons are permitted to undertake work in confined spaces and must follow the permit to work and supporting safe systems of work at all times.

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Work in confined spaces is not permitted until Aura Retrofit Limited has assessed the task and issued a Permit to Work with all supporting information. All employees, contractors and suppliers must adhere to the requirements of the permit and supporting safe systems of work.

Hot Works

Only appointed and suitably trained persons are permitted to undertake hot works and must follow the permit to work and supporting safe systems of work at all times.

Where required a Permit to Work will be completed for specific hot work activities which details all relevant control measures that need to be in place.

Lifting Operations

It is our policy that all lifting operations shall be carried out in accordance with the Lifting Operations and Lifting Equipment Regulations (LOLER), the Approved Code of Practice and its Guidance. All lifting operations will be assessed, controlled and correctly planned to reduce the risk of injury as far as reasonably practicable.

All lifting equipment owned or controlled by Aura Retrofit Limited is subject to statutory inspections and thorough examinations as required by LOLER, inspection prior to use and also inspection in line with manufacturer's instructions. Copies of LOLER certificates/reports are stored and readily available for examination on request.

Only lifting equipment that is fit for purpose, safe and displaying the correct information, e.g. safe working loads, is permitted to be used.

Only appointed and trained employees are permitted to operate lifting equipment or plant, and supervision must be in place where identified.

Site Accommodation and Welfare

Aura Retrofit Limited assesses the accommodation and welfare requirements on each site we work on and ensure that the correct provisions are available for our employees when working.

On sites controlled by Aura Retrofit Limited, the accommodation and welfare requirements are assessed taking into account our employee's requirements, as well as the requirements of other workers, visitors and members of the public and the correct provisions are made available.

Protection of Others not in Employment

Aura Retrofit Limited strives to protect not only our own employees from harm, but also those who may be affected by our work activities. Our work activities are risk assessed and take account of the controls required to protect persons who are not in our employment.

Work Equipment

Power Tools and Portable Appliances

It is our policy to use 110v or low voltage battery operated hand tools wherever practicable. Where 240v hand tools are to be used they must be used in conjunction with a residual current device (RCD).

All of our employees are given suitable training and instruction prior to being permitted to use power tools. Employees are required to perform a visual check of power tools prior to use and report any defects to the Supervisor.

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All portable electrical appliances are inspected, and portable appliance tested (PAT) on a regular basis. The frequency of PAT testing is dependent on:

- the frequency of use.
- environmental conditions.
- the persons using the equipment.

Abrasive Wheel

All Aura Retrofit Limited employees are required to have completed appropriate training and hold a valid certificate before being permitted to:

- use the abrasive wheel.
- change an abrasive wheel.

Tasks involving the use of abrasive wheels are risk assessed and identified control measures are implemented before the task is started.

Guarding must always be in place and under no circumstances be bypassed. If a defect is identified in the machine or guard, then the employees are instructed to not operate the machine and notify the Supervisor immediately.

Ladders and Step Ladders

The use of ladders and stepladders is only permitted for short term works where other access methods are not practicable for use.

All Aura Retrofit Limited employees are required to have completed appropriate training before being permitted to use Ladders and Stepladders. Employees are instructed that they must follow the safe systems of work relating to the task at all times.

Aura Retrofit Limited keeps a register of all ladders and stepladders and regularly inspect their condition. Where a defect is identified, the ladder/stepladder is removed from use immediately and repaired/replaced.

All our ladders are:

- Stored in a correct manner to avoid damage.
- Subject to regular maintenance.
- Fit for purpose and free from defects.

Scaffolds

All scaffolding is required to be erected, used and dismantled in line with manufacturer's guidance and current NASC guidance by competent and trained persons.

All work activities involving scaffolding are assessed to ensure all adequate control measures are in place, and in addition, that suitable security measures are in place to

All scaffolding will be subject to regular documented inspections and the appropriate certification provided and stored readily available.

Welding Equipment

Our welding equipment is subject to regular maintenance and inspection by a competent person to ensure it is safe and fit for purpose.

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Only appointed and suitably trained persons are permitted to use welding equipment and must follow the safe systems of work at all times.

Display Screen Equipment (DSE)

All of our employees who use display screen equipment (DSE) equipment for a large part of their working day are required to complete a DSE assessment. All issues raised in DSE assessments are investigated and necessary control measures are implemented to reduce the risk of harm as far as reasonably practicable.

Aura Retrofit Limited meets the cost of an eye test for employees who are classed as a “DSE User”. Further to this, if an employee requires a pair of corrective lenses for the sole purpose of using DSE equipment Aura Retrofit Limited will meet the cost of a single basic pair of corrective glasses.

Guarding and Machine Safety

All machinery provided by Aura Retrofit Limited will be properly guarded whilst in use in accordance with the Provision and Use of Work Equipment Regulations (PUWER), manufacturer’s guidance and the relevant British Standards. Our employees are required to ensure that the guards provided are properly used and that any defects are reported immediately.

Employees are not permitted to use any machinery or equipment unless they have received the appropriate training and hold the relevant qualification where required. Employees are additionally restricted from removing any guards or fixed covers from machinery or equipment unless they have been authorised to do so. Where practicable Aura Retrofit Limited will develop work systems to reduce the need of removing guards, such as when cleaning.

All of our machinery and equipment is regularly maintained and checked to ensure it is in a safe condition and fit for purpose in line with the Provision and Use of Work Equipment Regulations and manufacturer’s guidance.

Only competent persons are permitted to perform maintenance and repairs on any of our machinery and equipment, and all activity is kept in our service log. All machinery or equipment found to be defective is taken out of operation immediately until either repaired or replaced.

Compressed Gas Cylinders

Aura Retrofit Limited recognises the significance of the risks to health caused by the use, handling and storage of compressed gases at work.

It is our policy to take all reasonable steps to secure the health and safety of anyone who works with compressed gases.

No work will be undertaken which is liable to expose any employees or visitors to the use, handling and storage of compressed gases unless a suitable and sufficient risk assessment has been completed.

This will include:

- Compressed Gas.
- Non-liquefied Compressed Gas.
- Liquefied Compressed Gas.
- Compressed Gas in solution.

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Inspections and Enforcement

Safety Inspections/Audits

Safety inspections and audits will be undertaken as required depending upon work activities and company operations.

Safety inspections and audits will be documented, and copies provided to the relevant company personnel to ensure any actions are completed as required.

We may also utilise our external consultants Spectra Safety to undertake external inspections and audits again this will be dependent on work activities and company operations.

Enforcement Visits and Action

In the event of an enforcement visit, including visits from the Health and Safety Executive (HSE), Local Authority, Environment Agency, Fire Authority and the Police, Aura Retrofit Limited will endeavour to provide full co-operation.

If enforcement action is taken such as a Prohibition Notice or Improvement Notice issued, then the Manager/Supervisor to whom it is issued must comply with any immediate requirements and notify the relevant persons, including Spectra Safety for further advice.

If as part of an investigation by the enforcing authorities, any of our employees are required to make a statement or interview under caution, then the organisations appointed solicitor will be present.

Additionally, the solicitor will be present if any employee is required to make a statement or interview under caution and the Police and Criminal Evidence Act (PACE) as part of an investigation.

4. Check

As per our legal requirements, Aura Retrofit Limited integrates active and reactive monitoring techniques. Monitoring is aimed primarily at the prevention of accidents, ill-health and other forms of incident which present a potential loss to both employees and to our organisation.

Our monitoring techniques include, but are not limited to:

- active monitoring - safety tours, safety inspections and safety audits.
- reactive monitoring - accident and incident investigations, investigations into trends in accident and incident figures and investigations into trends in first-aid treatments.

To achieve excellence in health and safety performance we regularly evaluate our performance in order to maximise learning and take appropriate action to ensure continuous improvement.

5. Act

Our health and safety policy and safety management systems may be audited and reviewed on an annual basis by our nominated health and safety consultants Spectra Safety.

The auditing procedure encompasses all elements of the policy and safety Management System as part of a continuous drive to improve standards with the organisation.

We may also undertake periodic inspections and audits of the organisation's operations, procedures and locations with formal audit and inspection documentation.

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Audits and inspections may be undertaken by nominated company personnel as well as being supplemented by visits from Spectra Safety our health and safety consultant as and when required.

A written audit and inspection will be prepared by the individual undertaking the audit which will include:

- the scope of the audit/inspection.
- findings and conclusions.
- recommendations and remedial actions.

All audits/inspections will be communicated to the relevant Manager or Director to ensure that any remedial actions are undertaken within the prescribed timescales.

The frequency of audits and inspections will vary depending upon our operations to ensure monitoring is undertaken on a regular basis as part of our risk management strategy.



Gary Robonson
Managing Director
July 2025

