



Big Condo Academy

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To be read and understood by:

Staff, volunteers, students, employers, work experience Providers, school Mentors and all relevant partners, customers and anyone coming to the company.

POL001:

Big Condo Academy CIC Health and Safety Policy

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Definition: The Big Condo Training Academy CIC is referred to as "The Company"

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Section 1: Policy Statement

- a. To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work and learning activities.
- b. To provide adequate training to ensure employees and learners are competent to do their work.
- c. To engage and consult with employees and learners on day-to-day health and safety conditions and provide advice and supervision on occupational health.
- d. To implement emergency procedures - evacuation in case of fire or another significant incident.
- e. To maintain safe and healthy working conditions, provide and maintain the academy, equipment, and machinery, and ensure safe storage / use of substances.
- f. To ensure all staff are aware of the Health and Safety at Work and Legal standards.

Section 2: Responsibilities

(a) In line with the requirements of the Health and Safety at Work Act (1974) and the Management of Health and Safety at Work Regulations (1999), The Company is responsible for ensuring that, so far as is reasonably practicable, all its employees and learners are provided with a safe and healthy work environment.

(b) The Company has issued this Safety Policy Document, declaring its responsibilities and commitment to discharge these duties throughout the company.

(c) In order to meet all relevant statutory requirements, The Company has identified the following levels of individual and collective health and safety responsibilities within the organisation.

(d) The responsibilities of the policy implementation are detailed under the following titles:

- 1. Directors
- 2. Employees responsible for Health and Safety
- 3. Other employees

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1. Directors

Directors are ultimately responsible for health and safety within The Company and for ensuring the achievement of the policy's objectives.

Main responsibilities are to: -

- a. Ensure that The Company has a Health and Safety Policy in place, which defines the responsibilities for implementation and is reviewed periodically to reflect any statutory or procedural changes.
- b. Ensure that all Directors are informed of and understand the requirements of the Health and Safety Policy and are committed to its implementation through the provision of suitable and sufficient resources.
- c. All Directors to be aware of any matters relating to health, safety, and welfare.
- d. Be fully aware of the Health and Safety Procedures, as they apply to the company.
- e. Be fully aware of the statutory requirements applicable to the operations under their control and ensure that infringements do not occur.
- f. Consider any matters relating to health, safety and welfare which are brought to their attention. Direct the issue to the appropriate person for action and ensure, when required, that action is taken.
- g. Accord Health and Safety equal priority with all other management functions and allocate specific time to Health and Safety issues at team briefings and management meetings.
- h. Have sufficient regard for employees and learners' health, safety and welfare including the provision of adequate information, instruction, training and supervision and consideration for an individual's suitability for a particular task.
- i. Ensure proper and prompt communication is maintained with the Safety Adviser, with reference to visits or correspondence from any enforcing authority.
- j. Report to the Director responsible for human resources of any death, major injury or dangerous occurrences affecting anyone within their area of responsibility. (This includes employees and learners).
- k. Ensure that all statutory risk assessments are undertaken within their areas of responsibility and that agreed control measures to resolve identified significant risks are implemented.
- l. Motivate all staff within the company by stimulating interest in Health and Safety matters and setting a personal example.

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2. Employees Responsible for Health and Safety

Main Responsibilities are to:

- a. Be responsible for, and accountable to, the Board of Directors for the safety performance of the company.
- b. Ensure that all staff within the company understand and implement The Company's Safety policy.
- c. Contribute to the formulation of the policy and procedures for Health and Safety and when necessary, make recommendations for improvements and modifications.
- d. Accord Health and Safety equal priority with all other management functions within the company. In particular, allocate specific time and importance to Health and Safety issues at team meetings. Ensure that any issues raised are progressed and referred to an external Safety Adviser where necessary.
- e. Understand and ensure that all employees within the company are conversant with all relevant statutory and company Health and Safety requirements.
- f. Identify any specific Health and Safety training needs for all members of staff.
- g. Ensure that all accidents that occur in the company are entered in the Accident Book. Investigate all accidents with the objective of preventing a recurrence. Inform Directors of all accidents, dangerous occurrences, and diseases which are reportable under RIDDOR (1995).
- h. Ensure that all statutory risk assessments are completed within the company and that appropriate control measures to resolve identified risks are implemented.
- i. Motivate other staff by stimulating interest in Health and Safety matters and setting a personal example.
- j. Ensure all staff, including temporary staff and learners, working within the organisation comply with all company Health and Safety procedures and receive a company safety induction.
- k. Liaise to ensure that any new hazardous substances, scheduled to be used within the organisation have a safety data sheet in place prior to being used.
- l. Ensure that any sub-contractor, contracted to work within the organisation, works in a safe manner whilst on site.
- m. Maintain documentation that confirms that all team members have received a comprehensive induction programme. The process should include a reference to all the relevant sections of the company Safety Policy document.

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- n. Liaise with all relevant organisations, to ensure that the company offices are maintained and meet all statutory requirements.
- o. Ensure that all statutory insurance and notices are displayed in a prominent location in the organisation.
- p. It is advisory that a competent person tests all portable electrical equipment, used by company employees, on a periodic basis. Also, it is advisory that any new equipment is tested prior to use.

3. Other Employees

Main responsibilities are to: -

- a. Co-operate with The Company in Health and Safety matters.
- b. Have regard to their own safety and the safety of others and consider the safety aspects of each operation they undertake.
- c. Comply with all statutory requirements and with all company Health and Safety procedures.
- d. Report to directors any defect or hazard in any material, work equipment, or current work system and to request any assistance that they may require to carry out their work in a safe manner.
- e. Take care of company property entrusted to them and always keep equipment in a safe place.
- f. Refrain from unsafe or careless behaviour.
- g. Work safely always. If the safety aspects of an operation or work system gives cause for concern, to cease work and seek assistance from their line manager.
- h. Ensure all accidents are entered in the accident book.

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Section 3: Health and Safety Arrangements

1. General Office/Workplace Health and Safety

1.1 In law, the standards for health and safety within the work environment are the same, whether in a factory or office. These standards are defined within the Health and Safety at Work Act (1974).

1.2 Building on the principles of the Health and Safety at Work Act (1974), the management of health and safety has been significantly enhanced, with the introduction of several Health and Safety Regulations. These are outlined below:

- The Management of Health and Safety at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Health and Safety (Display Screen) Regulations 1992
- The Manual Handling Operations Regulations 1992
- The Provision and Use of Work Equipment Regulations 1998
- The Personal Protective Equipment Regulations 1992.

1.3. The most far-reaching regulations introduced in 1999 were the Management of Safety at Work Regulations. These regulations require a systematic approach to the management of health and safety. They require all employers to conduct a suitable and sufficient assessment of the significant risks to the health and safety of employees within the work environment.

1.4. Within the Company, a general workplace risk assessment is carried out and is reviewed on a periodic basis.

1.5. In recognising and maintaining these important issues of health and safety development, it is the intention of the company to continue to provide the following:

1.5.1 Information

To circulate information and advice to all staff, to promote and develop a positive safety culture within the organisation whilst demonstrating a commitment to maintaining a safe and healthy place to work.

1.5.2 Training

To provide re-training for all staff to ensure their health and safety whilst at work. Each Director/Manager must ensure that all staff health and safety training needs are properly identified and actioned accordingly.

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2. Reporting Accidents, Injuries, Diseases and Dangerous Occurrences (RIDDOR)

2.1. The reporting of Injuries, Diseases and Dangerous Occurrences Regulations (2013), places a responsibility on all employers to put in place statutory reporting procedures.

Whilst the company premises could generally be regarded as a low-risk work environment for such occurrences, there is still a probability that accidents will occur, possibly based on complacency or familiarity within the workplace. Therefore, the company requires that in the event of an accident occurring, the accident reporting procedure must be followed.

2.2. Key definitions

Regulations 4 - 6 cover the reporting of work-related deaths and injuries other than for certain gas incidents RIDDOR requires deaths and injuries to be reported only when:

- there has been an accident which caused the injury.
- the accident was work-related.
- the injury is of a type which is reportable.

2.2.1 **Accident:** In relation to RIDDOR, an accident is a separate, identifiable, unintended incident, which causes physical injury. This specifically includes acts of non-consensual violence to people at work. (Further information relating to Violence at Work is contained later in this policy.)

2.2.2 **Injury:** Injuries themselves, e.g., 'feeling a sharp twinge', are not accidents. There must be an identifiable external event that causes the injury, e.g., a falling object striking someone. Cumulative exposures to hazards, which eventually cause injury (e.g., repetitive lifting), are not classed as 'accidents' under RIDDOR.

2.2.3 **Work-related:** RIDDOR only requires you to report accidents if they happen 'out of or in connection with work'. The fact that there is an accident at work premises does not mean that the accident is work-related – the work activity itself must contribute to the accident. An accident is 'work-related' if any of the following played a significant role:

- the way the work was carried out.
- any machinery, plant, substances, or equipment used for the work or
- the condition of the site or premises where the accident happened.

2.2.4 **Reportable injuries:** The following injuries are reportable under RIDDOR when they result from a work-related accident:

- The death of any person (Regulation 6)
- Specified Injuries to workers (Regulation 4)
- Injuries to workers which result in their incapacitation for more than 7 days (Regulation 4)
- Injuries to non-workers which result in them being taken directly to hospital for treatment, or specified injuries to non-workers which occur on hospital premises. (Regulation 5)

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2.2.5 **Incident:** Any occurrence of an accident, near-miss, injury, or disease, and any other occurrence, act or omission which could be reasonably perceived to result in harm.

2.2.6 **Near Miss:** an unplanned event that did not result in injury, illness, or damage – but had the potential to do so.

2.2.7 **Incapacitation:** A person is incapacitated if they are unable to carry out the activities they would reasonably be expected to do as part of their normal work.

2.2.8 **Over-three-day and over-seven-day injury:** The period for an over-three-day injury or an over-seven-day injury does not include the day of the accident, but it does include any weekends or rest days.

2.3. Incident Reporting Procedure

2.3.1 ALL incidents involving employees, or other persons whilst they are on company premises must be reported to the Managing Director as soon as possible after the incident occurs. In the instance that the Managing Director is not available, the incident must be reported to another available Manager.

2.3.2 ALL incidents involving employees, or learners whilst conducting services for the organisation occurring away from the company's premises, must be reported as per 2.3.1 and recorded in the Accident Book as soon as possible after the accident or incident occurs. This includes near-misses.

2.3.3 It is the responsibility of the Managing Director and Quality Manager to maintain the organisation's Accident Book, and the responsibility of staff or associates to ensure that incidents are reported and recorded accurately.

2.3.4 The Quality Manager and/or Managing Director must investigate all accidents and recommend implementing systems to prevent a recurrence. Records of all incidents and investigations will be maintained by the Quality Manager.

2.3.5 If an accident occurs at work which is reportable under RIDDOR i.e., fatality, a major injury, or an accident where the employee is absent from work for more than three days, the appropriate Director must be contacted immediately.

2.3.6 The "more than three days" criterion does not include the day of the accident but does include weekends. For example, if the accident occurred on a Wednesday and the employee did not return to work until the following Monday, the accident is reportable under RIDDOR. In addition, records must be kept of all 'over-three-day injuries', which are those where a person who is injured at work is incapacitated for more than three consecutive days. Over-three-day injuries, however, must be reported to the enforcing authority. If you are an employer who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, an entry about an over-three-day injury is a sufficient record for the purposes of RIDDOR.

2.3.7 When an accident is reportable under RIDDOR, the Managing Director in conjunction with the area/department staff will complete a full accident investigation.

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The investigation will include at least the following criteria: the chain of events leading to the accident, both immediate and underlying causes of the accident and the recommended action to prevent a recurrence.

2.3.8 Where an incident is reportable under RIDDOR, the Managing Director will report to the relevant enforcing authority and keep records of:

- work-related deaths
- work-related accidents which cause certain specified serious injuries to workers, or which result in a worker being incapacitated for more than seven consecutive days (see the RIDDOR site)
- cases of those industrial diseases listed in RIDDOR
- certain 'dangerous occurrences' (near-miss accidents)
- injuries to a person who is not at work, such as a member of the public, which are caused by an accident at work, and which result in the person being taken to hospital from the site for treatment

Reports to the enforcing authority of all the above categories, except over-seven-day injuries, must be made immediately by the quickest practicable means and followed up by a written notification within 10 days. Reports of over-seven-day injuries must be sent to the enforcing authority within 15 days.

2.3.9 If a learner has an accident or RIDDOR-reportable incident, the procedure detailed above must be followed, and the prime funding provider must be informed as outlined in the relevant contract for services.

2.4. For accidents or incidents occurring on the premises of a partner-organisation, where The Big Condo Training Academy CIC is the provider of training or conducting business with customers or learners, the above process should be followed in liaison with the partner organisations, representatives. The controlling organisation for the premises at which the incident occurred has the responsibility for reporting the incident if applicable. The Managing Director will liaise with the relevant person at the controlling organisation.

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3. First Aid Provisions

3.1. The company has a duty under the Health and Safety (First Aid) Regulations (1981) to provide suitable and sufficient first aid facilities. The company will inform all employees of the arrangements that have been made in connection with the provision of first aid facilities, including equipment and trained staff.

3.2. To meet this duty the company will:

- i. Display on notice boards and within a central, shared electronic platform, the names, locations, and telephone numbers of staff qualified in basic first aid.
- ii) Provide each qualified first aider with a clearly identified, adequately stocked, first aid kit.
- iii) Arrange for continuity of training to maintain a satisfactory number of staff qualified in basic first aid.

3.3 For employees or associates who are home-based or frequently conduct work-related activities in their own home, it is expected that such staff should have equipment to be able to provide first aid to themselves at work and should make an assessment of the hazards and risks in their workplace and establish an appropriate level of first-aid provision.

As the nature of the work is low-risk activities (e.g., clerical work), it is recommended that first-aid equipment appropriate to normal domestic needs be provided by the staff member.

3.4 Where the nature of work completed involves driving long distances or continuous time spent on the road, it is recommended that staff keep a personal first-aid kit in their vehicle.

3.5 Where the nature of the work is in a performance space or audio, visual recording facility the employee should check that the owner of said space has made health and safety provision, including first aid material and that all necessary equipment for fire prevention or escape is provided.

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4. Fire Safety and Emergency Evacuation

4.1. All staff are required to familiarise and understand the company Fire and Emergency Evacuation procedures and those of the premises within which they are working if the site is not owned or operated by The Company. These are detailed below:

- a. All staff should be aware of:
 - i. The location of the nearest Fire Exit
 - ii. The Location of the Assembly Point
 - iii. The process for raising the alarm should you discover a fire.
- b. If you discover a fire – IMMEDIATELY:
 - i. Ensure that no person is in immediate danger
 - ii. Raise the alarm: make it known to all persons in the building of the danger by shouting 'FIRE'.
 - iii. Proceed to the nearest designated Fire Exit
 - iv. Evacuate the premises and proceed to the Assembly Point
- c. On hearing that there is a fire – IMMEDIATELY
 - i. Close windows and doors
 - ii. Leave the building via the nearest designated Fire Exit
 - iii. Follow the fire exit signs
 - iv. Proceed to the Assembly Point
 - v. Obey the instructions of Fire Wardens
 - vi. Do not delay collecting personal property
 - vii. Do not re-enter the building until instructed to do so.
- d. Ensure the Fire Service has been notified

4.2. As part of the company Induction Programme, each employee will be briefed on the evacuation route and on the location of the assembly point for company operated premises.

4.3 For those staff operating in premises under the control of external organisations, employees must ensure that they follow the above guidance in 4.1.

4.4. Staff who have visitors or contractors working within their area, are responsible for the safe evacuation of the visitors from the premises. This includes learners or customers in classroom-based provision on the premises operated by other organisations.

4.5. All premises prior to delivery will undergo a Health and Safety Pre-vet check which incorporates a Fire Safety and Emergency Procedure check. The information outlined in 4.1 will be collected as part of this process, however, it remains the responsibility of individual employees to ensure their own safety and the currency of information.

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5. Bomb Procedure and Terrorism Alert

5.1. Should any member of staff receive a report, by telephone, of an explosive device having been placed within, or near, company premises, they should try to obtain as much information from the caller as possible. An example of information to collect is as follows:

- a. Location of explosive device
- b. Time set for detonation
- c. Description of explosive or container
- d. Gender (male/female) of the caller
- e. Estimation of age
- f. Accent of caller
- g. Indication of type of telephone being used, e.g., call box or mobile phone
- h. Any significant background noises
- i. Code word or number

5.2. Once the caller terminates the call, the member of staff should IMMEDIATELY contact the police, relaying all the information gathered.

5.3. Should any member of staff discover a suspicious object or package, they should not touch the object. They should check with other members of staff and if no claim is made contact the police.

5.4. If an evacuation is deemed necessary, you will be notified immediately. All staff should follow the instructions detailed in Section 4.1 of this document and proceed to the bomb scare assembly point.

5.5. All staff are reminded to maintain constant vigilance when opening post. Look out for the unusual and the unexpected. For example, bulky packages, greasy marks, the aroma of almonds or an unusual point of origin.

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6. Welfare Facilities

6.1. In line with the requirements of the Workplace (Health, Safety and Welfare) Regulations (1992) the company is committed to providing a safe place of work, with all appropriate welfare facilities. These include the following.

- a. The provision of a good working environment, with all appropriate health and safety support facilities
- b. Safe access to and egress from the work environment General welfare facilities include:
 - i. Hot beverage area
 - ii. Cold water supply
 - iii. Toilet facilities

6.2. In provision of the above facilities, all staff have the responsibility to ensure that such facilities are not abused or misused. All staff are requested to support the company in maintaining a high standard of welfare facilities and report where such standards are not maintained.

6.3. The company always requires good housekeeping standards. It is the responsibility of all staff to ensure that these standards are met within the area/department.

7. Health and Safety Induction

7.1. It is the policy of the company to conduct a health and safety induction, as an integral part of the company Induction training programme, for all new employees. Where relevant, additional safety training will be provided with the introduction of new equipment or when the employee's tasks or areas of responsibility change.

7.2. In carrying out the induction training, the company will ensure that the key requirements concerning the health, safety and welfare policies are communicated, together with any appropriate specialist training requirements.

7.3. All field staff will receive training on vetting and monitoring learner work-places.

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8. General Workplace Risk Assessment

8.1. It is the responsibility of all line managers within The Company to complete a suitable and sufficient General Workplace Risk Assessment, for their designated work area. Risks from fire are to be included in the assessments.

8.2. The General Workplace Risk Assessment is the first stage in the process of identifying the hazards and risks within the work environment, with a view to implementing effective measures to eliminate, minimise or control the risks.

8.3. The line manager should discuss the workplace risks with the Managing Director as part of the process. This approach will enable the company to identify effective, practical control measures to resolve the identified risks, whilst also accepting ownership of the risk assessment process.

8.4. Once the General Workplace Risk Assessment document has been completed the original should be forwarded to the Quality Manager. The risk assessment information will be collated, and any specific risks identified will be assessed under the specific subject heading. (E.g., Manual Handling).

8.5. The General Workplace Risk Assessment will be reviewed when there is significant change within the work environment, or assessment becomes invalid.

8.6. Where an assessment has identified a control measure, which requires a significant amount of additional funding, this information will be progressed through the normal management structure, who will act accordingly.

8.7. The General Risk Assessment process will be reviewed on an annual basis, or if there are significant changes in health and safety legislation.

8.8. Where the General Workplace Risk Assessment identifies specific risk areas, these will be assessed under the subject heading. Examples of these are detailed below:

- a. Display Screen Equipment
- b. Manual Handling
- c. Hazardous Substances
- d. Children/Young people on Site
- e. Violence at Work

This is not an exhaustive list.

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9. Display Screen Equipment

9.1. The Health and Safety (Display Screen Equipment) Regulations (1992) place a responsibility on the company to complete an assessment of each employee's workstation. This must be completed for all staff that use display screen equipment as a significant part of their job role.

9.2. The employee's workstation comprises not only the Visual Display Unit (VDU) screen and keyboard, but also the desk, chair, document holder, footstool, lighting etc.

9.3. As part of the General Workplace Risk Assessment, each area/department will be asked to identify the significant risks within their work area and where appropriate Visual Display Equipment users will complete F018 Health and Safety Display Screen Equipment Checklist.

9.4. The Display Screen Assessment will be reviewed when there is a significant change in the work environment, the equipment being used or work procedures in operation.

9.5. In line with the requirements of the Display Screen Equipment Regulations (1992), the company accepts its obligations regarding the provision of eye tests for display screen users.

9.6. Eye Tests will be offered to all identified, employed status display screen users, free of charge. Should an employee require an eye test reimbursement, receipts should be submitted to the Managing Director via the normal expenses process.

10. Manual Handling

10.1. The manual Handling Operations Regulations (1992) place a responsibility on the company to eliminate, minimise or control the risk from the manual handling of loads within the work environment. In order to achieve this objective, the company requires that all staff adopt safe working practices with regard to the manual handling of all loads.

10.2. As part of the General Workplace Risk Assessment, each area/department will be asked to identify the significant risk within their work area. Where this risk assessment identifies lifting tasks as a significant risk to staff, further action will be required.

10.3. The information on manual handling tasks collated from the General Workplace Risk Assessment will identify those members of staff who require specific manual handling assessment and specialist training in safe lifting techniques.

10.4. As part of the collation process, the hazards and risks appropriate to the work task and environment will prioritise the allocation of manual handling training.

10.5. The Manual Handling Assessment will be reviewed when there is a significant change in the work environment, the equipment being used or work procedures in operation.

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10.6. It is the responsibility of the area/department leader to ensure that, if appropriate, each new member of staff or any temporary staff undergoes manual handling training.

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11. Control of Substances Hazardous to Health

11.1. The Control of Substances Hazardous to Health Regulations (1999) place a responsibility on the employer to assess the health risks associated with exposure to hazardous substances used within the work environment.

11.2. Within the Company premises these substances may include the following:

- i. Substances stored and used in the operation and maintenance of photocopiers, printers, and other office equipment
- ii) Cleaning agents stored and used in the toilet areas

11.3. To meet its obligations, as defined within the COSHH Regulations, the company will:

- i. Identify and obtain information concerning all hazardous materials used within The Company including those used by any contractors.
- ii) Maintain a database of all hazardous substances, as defined within the COSHH Regulations. The database will be administered and updated with new products as appropriate.
- iii) Assess the risk to all persons exposed to hazardous materials.
- iv) Eliminate, minimise or control exposed hazardous materials.
- v. Provide information and instruction, as is necessary, to all employees concerning the risks involved with using hazardous substances.
- vi) Ensure that all staff are aware of and observe all appropriate precautions in the use of hazardous substances and use specific personal protective equipment as necessary.

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12. New Workers and Young people on Big Condo Academy programmes

12.1. The Company accepts its responsibilities in relation to the health, safety, and welfare of young people whilst on its site or in work placements. In Health and Safety law, Young People are those under the age of 18 and a child is anyone of statutory school age. As an employer, in addition to health and safety responsibilities to all employees, the company is responsible for ensuring a young person is not exposed to risk due to:

- lack of experience
- being unaware of existing or potential risks
- lack of maturity

12.2. Learners employed by The Company will receive a company induction, in line with the criteria defined in Section 7 of the Safety Policy document.

12.3. Prior to the learners commencing training programmes at work placements, a competent team member will complete a Health and Safety check on the work environment. The relevant staff member must let the parents/guardians of any child know the key findings of the risk assessment and the control measures taken before the child starts work or work experience.

12.4. The Management of Health and Safety at Work Regulations (1999) places a responsibility on all employers to complete a risk assessment prior to a learner commencing employment. The Company staff will ensure such Risk Assessments are completed for all learners. Due to their age and lack of workplace experience, learners are more at risk whilst in the work environment. It is therefore imperative that they receive a comprehensive induction, with particular emphasis on the equipment that they are authorised to use, their working areas and areas prohibited to them.

12.5. Field staff is responsible for ensuring that each learner has a comprehensive workplace Health and Safety induction. Additionally, they must ensure that each learner has a named supervisor and a deputy, when appropriate, for the duration of the placement.

12.6. The requirements of prime contractors must be adhered to in relation to the frequency of ongoing monitoring visits of work placements and the investigation of any learner accidents. Learner progress reviews will incorporate a review of Health and Safety with the learner and their workplace supervisor.

12.7 The company recognises that workers are at particular risk of injury in the first six months of a job, when they are more likely to be unaware of existing or potential risks. Young people will often be in this category, however the above provisions will be extended to other learners above the age of 18.

12.8 To protect new staff, The company shall:

- i. Assess the new starter's capabilities
- ii. Plan and provide an induction
- iii. Make sure control measures to protect against risks are up to date and being properly used and maintained

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- iv. Provide relevant information, instruction, and training
- v. Provide adequate supervision
- vi. Check workers have understood the information, instruction and training they need to work safely

13. Contractors

13.1. Contractors working on site can be defined as the following:

- a. Permanent Contractors. For example: The cleaning company
- b. Temporary Contractors. For example:
 - i. Computer cabling staff
 - ii. Equipment maintenance companies
 - iii. Organisations providing fire extinguishers maintenance

13.2. It is the responsibility of the Permanent Contractors to comply with relevant health and safety requirements whilst on site. This must include the completion of, and compliance with, all Statutory Risk Assessment. Area/development Managers will be responsible for liaising with all relevant Permanent Contractors.

13.3. Prior to a department Manager engaging a temporary Contractor to work on site, the following criteria must be fulfilled:

- a. Ask for a copy of the contractor's Method Statement or Safety Policy Statement.
- b. Agree the area of the site in which the work will take place, the number of contractor's staff involved and the duration of the work.
- c. Request a copy of the safe system of work to be followed by the contractor's staff whilst on site or copy of the risk assessment for the task.
- d. Ensure that the contractor and the precautions that they will take ensure that their work does not adversely affect the employees of the company.
- e. Outline the areas that the contractor is authorised to enter, the facilities that they may use and the operation of the security system whilst on site.

13.4. The area/department Manager may request assistance from the Managing Director on control of contractors whilst on site.

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14. Electrical Safety

14.1. The Electricity at Work Regulations (1989) defines the health and safety standard in respect to electrical systems within the work environment. The primary objectives of the regulations are to avoid dangers from:

- a. Electrical shocks/burns
- b. Fire and explosions by electrical energy
- c. Electrical explosions by arcing

14.2. Any one of these situations could result in fatal circumstances if an unauthorised repair or unapproved maintenance is completed on the electrical system.

14.3. All staff should be aware that only competent persons are authorised to work on, or carry out repairs or maintenance to, any electrical system including portable electrical equipment within The Company premises.

14.4. The company will arrange for regular inspection by a competent person and will maintain a database of all portable electrical equipment held on site. Electrical equipment must be inspected, by a competent person, prior to being placed into service.

14.5. It is the responsibility of each department to ensure that any new portable electrical equipment is presented for inspection, prior to being installed.

14.6. All staff are reminded that no personal portable electrical equipment, i.e., kettles, fans, etc., are permitted on site unless presented for inspection, tested, and authorised.

14.7. The maintenance and inspection of all fixed wiring, accessory wiring, illuminations, distribution boards and equipment is the responsibility of the company.

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15. Work-related driving

15.1. All company car drivers, or employees who use their own vehicle, as part of their work activity, are required to abide with all applicable road traffic legislation and approved codes of practice.

15.2. Company car drivers should comply with the vehicle manufacturer's instructions with regard to general use, maintenance and servicing intervals of the vehicle.

15.3. Before driving any company owned/leased vehicle on company business, staff should familiarise themselves with the vehicle's operating systems and controls. If the member of staff is unsure, they should consult the vehicle's handbook prior to driving the vehicle. If the member of staff does not feel competent with the vehicle systems, they should not attempt to operate the vehicle and should contact the company car driver responsible for the vehicle.

15.4. All employees, who use a vehicle registered in their name, as part of their job role must ensure that the vehicle has a current road tax and M.O.T, that they are insured for business use and that the vehicle has been maintained to a serviceable condition.

15.5. When staff are driving any vehicle on company business, they should consider the following points:

- a. Concentration always in order to avoid accidents.
- b. Do not drive for excessively long periods. When you feel tired, stop at a safe location and rest. Include travel and meeting times in the working day and ensure compliance with the Working Time Regulations (1998).
- c. Know the capabilities of your vehicle and exercise restraint.
- d. Consider other road users and give the correct signals in good time.
- e. Drive at the national permitted speed limits only.
- f. Know the Highway Code and apply it.

15.6. Should an employee be involved in a road traffic accident whilst on company business, it is the responsibility of the team member responsible for health and safety to report the incident, in writing, to the Managing Director in-line with the procedure outlined in Section 3 sub-section 2.

15.7. Field based staff are reminded that, when attending a client's or partner's premises, they must abide by and adhere to all Health and Safety arrangements applicable to that location.

15.8. To aide staff required to travel on company business, F019 – Health and Safety Safe Driving Checklist has been put together. All staff should complete this checklist annually and return it to the Operations Manager.

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16. In Car Communication Equipment

16.1. The use of a telephone handset in a vehicle, whilst that vehicle is in motion, is contrary to the requirements of the Highway Code, the Approved Code of Practice which supports the Road Traffic Act. A Police Authority prosecution of "driving without due care and attention" is therefore possible, citing the requirements of the Highway Code.

16.2. The company recognises the potential risks from the use of in-car communication equipment whilst the vehicle is in motion. All staff that have access to a telephone handset and use it in the course of their employment, are required to abide by Point 3 below.

16.3. When travelling on company business, the use of a mobile telephone handset whilst the vehicle is in motion is strictly prohibited. The handset should be switched off whilst the vehicle is in motion, unless a hands-free kit is installed or in use. Any message received can be retrieved once the vehicle is parked in a safe manner.

17. Smoking Policy

17.1. The company, in the interest of health, safety and welfare of its employees and visitors, has adopted a No Smoking Policy. This is inclusive of electronic cigarettes.

17.2. There are generally designated smoking areas. Any member of staff found smoking within any area of The Company premises will be in breach of the company Health and Safety Policy and will be subject to the company Disciplinary & Grievance Procedure.

17.3. Staff operating on the premises controlled by other organisations must adhere to the Smoking Policy of the controlling organisation.

17.4 The company acknowledges that quitting smoking can be a difficult time for an individual and staff wishing to end smoking addiction are encouraged to discuss this with the Managing Director or their line manager to enable support to be provided as necessary.

18. Home Based Staff

18.1. Arrangements for the health and safety of home-based staff are no less important than those for staff who are office based. The company is required to ensure that equipment provided for the use by home based staff is safe and without risk to health. A risk assessment is to be completed on the premises.

18.2. All computer equipment supplied to home-based staff will be issued in a serviceable condition and will have been inspected and confirmed as safe, by a competent person. Under no circumstances should equipment be dispatched that is not deemed serviceable.

18.3. Should a piece of equipment supplied by the company become unserviceable, it must be reported to the Operations Director in accordance with the normal reporting process. No member of staff should attempt to fix, maintain, or service any equipment supplied by the company.

18.4 Home-workers are required to ensure that they manage the risks associated within their own home and where necessary that the appropriate insurance policies and level of cover is in place.

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19. Violence at Work

19.1 The Company recognises that Work-related violence is not just physical – it includes verbal abuse and threats and is more common in those jobs where workers have face-to-face contact with the public. The nature of the company's work therefore has the potential to expose staff to work-related violence and therefore makes provision to ensure that staff receive adequate advice, guidance and support to avoid exposure and to deal with the impact of any occurrences.

This includes monitoring instances of verbal abuse and threats to staff to minimise stress, anxiety and depression.

19.2. Where violence at work has the potential to be an issue, the following considerations will be made:

- The layout of the work area:
 - Are there areas where attacks could take place without being witnessed?
 - Can entry be controlled and do you know who is in the workplace?
- Employees should regularly report any feelings of being threatened and will be encouraged to report incidents. Staff must keep detailed records, including those of verbal abuse and threats. These should be reported directly to Line Managers.
- Staff should also be aware of situations and their potential and try to predict what might happen – there may be a known pattern of violence linked to certain work situations.
- Where required, staff will receive training to spot the early signs of aggression and avoid it.
- Consideration will also be given to physical security measures at delivery premises e.g., CCTV or alarm systems and coded security locks and the company will liaise with partner organisations as appropriate.
- Staff experiencing violence at work will receive a high level of support bespoke to their needs, e.g., with debriefing or specialist counselling and time off work to recover

20. Work-related Stress

20.1 Big Condo Academy seeks to be a mindful employer and recognises the impact of stress and pressure and seeks to minimise the common causes of work-related stress, including too much or too little work, lack of control over the work being done, conflicting priorities and major change.

20.2 To reduce work-related stress and pressure, the company will implement an effective risk assessment approach to tackling stress which will include the following:

- Measure the current situation (using surveys and/or other techniques)
- Work in partnership with employees and their representatives to make practical improvements.
- Agree and share an action plan with employees and their representatives.
- Regularly review the situation to ensure it continues to improve.

20.3 The Company will follow the HSE's Management Standards which is a step-by-step process for tackling stress.

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20.4 The Standards identify six factors that cause stress at work:

- Demands – including issues such as workload, work patterns and the work environment.
- Control – how much say the person has in the way they do their work.
- Support – including the encouragement, sponsorship and resources provided by the organisation, line management and colleagues.
- Relationships – including promoting positive working to avoid conflict and dealing with unacceptable behaviour.
- Role – whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles.
- Change – how organisational change (large or small) is managed and communicated.

20.5 Whilst Big Condo Training Academy CIC seeks to minimise work-related stress, employees are encouraged to discuss any mental health issues relating to stress and anxiety with their Line Manager to enable suitable provisions and support to be identified.

21. Drugs, alcohol, and substance abuse

21.1 As the abuse of alcohol, drugs and other substances can affect health, work performance and safety, it is the policy of the company to ensure that:

- Staff and Workers are aware of their duty to take reasonable care of themselves and others who could be affected by their actions while they are at work.
- Staff and workers receive specialist help and support, by referring staff to such specialist organisations.
- Where staff breach the Code of Conduct, disciplinary procedures will be followed.

22. New and Expectant Mothers

22.1 When carrying out the company's general risk assessment, female employees of childbearing age, including new or expectant mothers (ie employees who are pregnant, have given birth within the last six months or are breastfeeding) will be taken into account.

22.2 A bespoke Risk Assessment (F020) will be completed for all new and expectant mothers which will consider the risks that may arise from any process, working condition, or physical, biological or chemical agents, including:

- lifting or carrying heavy loads
- standing or sitting for long periods
- exposure to infectious diseases
- exposure to lead
- work-related stress
- workstations and posture
- exposure to radioactive material
- long working hours
- exposure to toxic chemicals

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22.3 If any significant risks have been identified, the appropriate action will be taken as soon as the company receives notification, in writing, that an employee is a new or expectant mother, to ensure that she is not further exposed.

22.4 If the Company is unable to avoid or control any risks that go beyond the level of risk found outside the workplace, then the appropriate action will be taken, which may include altering working conditions and/or hours of work or finding suitable alternative work.

22.5 If the risks can't be avoided or alternative work found, the company shall suspend the employee on paid leave for as long as necessary to avoid the risks to them.

23. Consultation with Employees

23.1 The company is committed to ensuring the health, safety and welfare of all its employees whilst at work. Consultation with employees on health and safety matters is a key element to the successful achievement of this objective.

23.2 Health and Safety is an agenda item for all team/management meetings.

24. Disciplinary arrangements

24.1 All staff are reminded of their general duties under the Health and Safety at Work Act (1974), i.e., not to act in a manner that is liable to cause themselves, or other persons, injury or harm.

24.2 As part of their general terms and conditions of employment, there is an implicit requirement to comply with the company Health and Safety Policy. Failure to comply may result in disciplinary action being taken.

24.3 Staff should be advised that when visiting The Company premises, or another employer's location during their work, that they will be required to comply with the safety policies applicable to those premises.

24.4 If staff are unsure or in any doubt concerning such arrangements, they should request such information from the person whom they are visiting.

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25. Contract of Employment

25.1. This policy forms part of the terms and conditions of your Contract of Employment/Written Statement of Terms & Conditions. Any changes to this policy will be notified to you by policy document revision via e-mail and hard copy.

Section 4: Delivery Locations, Employers and Learners

4.1 Partners and delivery on other sites

Where a contract is held directly and operated by partners, the company must ensure it meets any contractual requirements. This will usually include:

- Completing a company Health and Safety Assessment for each client in accordance with the funder Standards for Health & Safety
- Ensuring that an up to date and valid Health & safety Assessment is held on record through the duration of the programme.

Big Condo Academy will ensure that all delivery locations are risk assessed by a competent member of staff against the standard set out in F001 – Health and Safety Delivery Location Risk Assessment, following the procedure outlined in P004 – Health and Safety Delivery Location Risk Assessment Procedure; and DB003 - Delivery location directory.

The funder requires that all the training and learning that it funds takes place in a safe, healthy, and supportive environment, regardless of where it is delivered or who the learner is with. Big Condo Academy must judge the suitability of health and safety in the place where training and learning is conducted.

The funder has agreed an approach with the Health and Safety Executive (HSE) and the Department for Education and Skills (DfES) that uses a health and safety procurement standard for all those involved with funder-funded learners. This has been done to provide clarity, provide consistency of standards and the assurance that learners are in safe, healthy, and supportive environments. Health and safety assessments should be undertaken once every, two or three years, depending on the risk (high, medium and low).

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There are nine core standards, the tenth standard is specific to the learner and will need to be agreed for each learner because of individual needs and the duty of care owed to them.

For employers who do not meet all the standards, the employer should be signposted to an appropriate source of advice and assistance. In most cases there should be an agreed action or development plan to help achieve the standards.

The responsibilities for ensuring Health & Safety requirements sit with the owner or operator of the premises where delivery will take place and Big Condo Academy will support employers and ensure that contractual and funder requirements are met as appropriate.

This will usually include:

- Completing a company Health and Safety Assessment (known colloquially within the industry as a Standard 1 to 9 Form); (F001 – Health and Safety Delivery Location Risk Assessment)
- Completing a learner Health and Safety Assessment (known colloquially within the industry as a Standard 10) for work-based delivery and placements;
- Ensuring that an up to date and valid Health & safety Assessment is held on record throughout the duration of the programme and that any actions identified through the initial assessment are completed within the specified timescales.
- Embedding as far as is reasonably practicable, learning content to raise the knowledge and awareness of learner Health and Safety issues, particularly through induction.

Big Condo Academy will ensure that all the training and learning it provides takes place in a safe, healthy, and supportive environment, regardless of where it is delivered or who the learner is with. Big Condo Academy will judge the suitability of health and safety in the place where training and learning is conducted and make recommendations as appropriate. This will be completed using F001 – Health and Safety Delivery Location Risk Assessment.

For employers who do not meet all the standards, the employer will be signposted to an appropriate source of advice and assistance. In most cases there should be an agreed action or development plan to help achieve the standards.

Where learning is delivered at an alternative location under the operation of a registered training provider (with a UK Provider Reference Number), Big Condo Academy will confirm that the appropriate Risk Assessment has been completed and work with the provider as required.

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4.2 Associate Delivery

Where Associate Models of delivery are used and the Company purchases the training expertise from another organisation or person, The Company is not responsible for Managing the Health and Safety of the Associate, however, is responsible for managing the Health and Safety Arrangements for learners and the same process will be followed by The Company or the Associate.

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