

Health and Safety Policy

This document forms part of OneAdvanced's Health and Safety Policy. It is a working document and will be available to all employees, clients, and contractors

Supported by: Safety for Work Ltd

Policy Effective Date: 06/02/2023

Last Review Version/ Date: Version 5 - 09/07/25



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1. Health And Safety Statement of Intent

It is the policy of OneAdvanced (hereafter referred to as "the Company") to comply with the terms of the Health and Safety at Work etc. Act 1974, subsequent legislation and to provide and maintain a healthy and safe working environment. The health and safety objective of the Company is to minimise the number of instances of occupational accidents and illnesses and ultimately achieve an accident-free workplace.

All employees will be provided with equipment, information, training and supervision as is necessary to implement the policy and achieve the above stated objective.

The Company recognise and accepts the duty to protect the health and safety of all visitors to its premises, including contractors and temporary workers, as well as any members of the public who might be affected by its operations.

While management will do all that is within its power to ensure the health and safety of its staff, it is recognised that health and safety at work is the responsibility of every individual associated with the Company. It is the duty of each employee to take reasonable care of their own and other people's welfare and report any situation which may pose a threat to the well-being of any other person.

Management will provide every employee with the training necessary to carry out their tasks safely. However, if an employee is unsure how to perform a certain task or feels it would be dangerous to perform a specific job then it is the employee's duty to report this to their supervisor or the person responsible for health and safety. An effective health and safety programme requires continuous communication between workers at all levels. It is therefore every worker's responsibility to report immediately any situation which could jeopardise the well-being of the worker or any other person.

The Company will make available such finances and resources as are deemed reasonable to implement this health and safety policy and environment at work policy ("the Policies").

All injuries, however small, sustained by a person at work must be reported to the Company. Accident records are crucial to the effective monitoring and revision of the Policies and must therefore be accurate and comprehensive.

The Company recognises the civil and moral need to ensure that all employees adhere to these Policies and will be prepared to invoke the disciplinary procedure in case of any deliberate disregard for these Policies.

These Policies will be continually monitored and updated, particularly when changes in the scale and nature of our operations occur. These Policies will be updated at least every 12 months. The specific arrangements for the implementation of the Policies and the personnel responsible are detailed in section 2 of this document.

Signed on behalf of OneAdvanced



Date

1 October 2024

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2. Objectives

The objective of the OneAdvanced Health & Safety Management System, supported by this policy manual, is to provide and maintain a healthy and safe working environment. With the number of instances of accidents and illness reduced, aiming for an accident-free workplace.

All the employees will be provided with equipment, training and supervision as is necessary to implement the policy and achieve the above stated objective.

3. Company Values

The following values have been identified by the Company. These values guide us in all our activities and underpin our approach to our policies.

- **Integrity.** We are guided by a commitment to our ethics – honesty, transparency and integrity.
- **Accountable.** We stand by our decisions, keep our promises, build relationships and own our responsibilities.
- **Curious.** We are empowered to ask questions, engage in new ideas and improve our solutions.
- **Connected.** Building strong relationships and working together to drive growth and success.

4. Who does this policy apply to and how?

This policy applies to every individual associated with the company.

5. Roles and Responsibilities

5.1 Chief Executive Officer

The CEO of the Company has overall responsibility for health and safety,

Responsibilities owned by the Senior Leadership Team:

- Ensuring that the Company has established effective Policies and ensuring that the law is complied with.
- Continuous appraisal of the effectiveness of the Policies and ensuring that any necessary changes are made.
- Demonstrating personal involvement and support.
- Fulfilling the Company Policies.
- Ensuring adequate funds and materials are available to meet the needs of both Policies.
- Continually reviewing the Health & Safety objectives.
- Ensuring that subordinate responsibilities are being assigned, co-ordinated and monitored at all levels.

5.2 Facilities with Responsibility for Health & Safety

The Senior Facilities and Property Executive for the UK business is responsible for the management of the Health & Safety management system.

Responsibilities:

- Ensuring that within their area of responsibility, the Policies are complied with and that no member of staff or the public is put at risk as a result of the Company conducting its business.
- Monitoring contracts to ensure instructions are being complied with.
- Recording details of accidents and damage to company property and recommending corrective action.
- Conducting staff meetings for all members of staff during which safety training will be carried out. Safety reports and staff suggestions should be sought.
- Ensuring regulatory compliance actions are undertaken by approved persons / contractors and such actions are documented.
- Ensuring that all electrical equipment is inspected by a trained person and results noted in the equipment logbook within the facilities system.
- Quarterly H&S Audit are to be undertaken and recorded by the Facilities department – actions from which to be completed & evidenced in the company system.
- Weekly / Monthly Safety documented Inspections / Sweeps will also be completed by Facilities with the support of HS Champions.
- Hazards, near misses, unsafe or unhealthy conditions should be reported on the company log, and those which cannot be rectified by the individual should be referred to Facilities via the SDP.
- Ensuring that all new staff are properly inducted and trained in the contents of the health and safety policy statements.
- Health & Safety Representatives will be nominated / volunteered and associated training will be provided.
- Ensure that adequate H&S training is undertaken at a competent level, records from which will be maintained in the management system.
- Maintain Health and Safety records, e.g., staff development and training, etc.

5.3 Human Resources / Learning & Development

HR and L&D will support Senior Facilities and Property Executive for the UK business to ensure that adequate H&S training is undertaken at a competent level.

5.4 Fire Wardens

The company will ensure that based on risk, the premises have the required number of Fire Wardens.

The company will ensure all fire wardens receive the necessary training and qualifications, as evidenced by a current fire warden certificate.

It is the responsibility of all fire wardens to monitor their certificate of competence and to advise their manager when it is due to expire.

Line Managers will request training / refresher training via the Facilities, Service Delivery Platform.

The list of fire wardens and their locations will be displayed on notice boards and maintained by the Facilities department.

Responsibilities:

- Participate in required fire warden training.
- Know who works in their allotted area.
- Ensure that all employees in their area are familiar with their assembly points and nearest escape routes.

5.5 First Aiders

The company will ensure that all first aiders must have the necessary training and qualifications, as evidenced by a current first aid certificate.

The required training will be decided on following a First Aid Risk Assessment for the sites.

It is the responsibility of all first aiders to monitor their certificate of competence and to advise their manager when it is due to expire.

The Line Manager will request training / refresher training through the Service Desk Platform.

The Facilities department will keep a record of H&S training and qualifications.

The list of first aiders and their locations are displayed on notice boards, this will be maintained by the Facilities Team.

All information of a personal nature obtained during first aid duties will be treated as confidential.

Responsibilities:

- Act in accordance with their training at all times.
- Summon further medical help where necessary.
- First and foremost, Ensure their own safety at all times.
- Record all treatments for which they are responsible, with specific details of the injury or other reason for treatment in a statement and this should be submitted as part of the evidence for the incident investigation.
- Ensure that the accident book is completed with clear and precise details – this is a legal document and must be submitted as part of the evidence for the investigation, regardless of severity of injury.
- Ensure that the first aid box for which they are responsible as issued by the Facilities Department, , at the first aid point at which their name is affixed, is appropriately stocked and maintained in a clean, tidy condition, obtaining replacement items as necessary.
- Ensure that the first-aid room (if applicable) is kept tidy and well-stocked.

5.6 Employees

Employees have responsibilities with respect of health and safety and the environment. In particular.

Responsibilities:

- Co-operate at all times within the implementation of and adherence to the Policies.

- Take reasonable care for their safety and for the safety of others who may foreseeably be affected by their actions at work.
- Not intentionally or recklessly interfere with or misuse anything provided for the purpose of health and safety at work.
- Report all health and safety concerns to line managers or the Facilities Department via the Facilities Section on the Service Delivery Platform
- Assist with the completion of the risk assessment programme.

5.7 Company Health and Safety Advisers – *Safety for Work Ltd*

OneAdvanced have contracted Safety for Work Ltd as the company Health & Safety advisers.

Safety for Work Ltd will support in the organisation of health & safety matters within the guidelines of the policies of the Company.

Liaising with the Senior Facilities and Property Executive and/or the Head of Risk and Compliance (as appropriate) of the Company regarding matters appertaining to health and safety within the Company:

The contracted HS Advisers will

- Support in Investigating work methods, materials or equipment which could generate hazards.
- When requested, will support during the Investigation of accidents, dangerous occurrences or diseases and reporting and recording of any RIDDOR incidents.
- Liaise with “OneAdvanced” on health and safety matters where any decisions taken could have company-wide implications.
- Ensure that within the premises occupied by Company personnel, the Policies are complied with, and that no member of staff or visitors are put at risk because of equipment or practices employed in conducting the Company's operations.
- Undertake an Annual H&S Audit of each site – reports from which are sent to Site Responsible Person & the Senior Facilities and Property Executive, following which a debrief will be held to review any corrective action required by OneAdvanced.
- Measure, appraise and direct the Company's performance in health and safety matters.
- Ensure that information on the Company's Policies is understood at all levels

6. Health & Safety Management Arrangements

6.1 Risk Assessment

Safe working can only take place if all of the hazards that exist in a work task are identified and evaluated. This process is called risk assessment and seeks to quantify the level of risk to which people are exposed.

Once the risk has been quantified, it is possible to determine what actions are necessary to either remove or reduce the risk.

Safety for Work Ltd will support in this process and documents will be kept by the Senior Facilities and Property Executive

This process is detailed comprehensively but specifically identifies the hazards associated with:

- People
- Procedures / Tasks
- Equipment / Machinery / Tools
- Substances
- Location / Working Environment

The Company's approach to Risk Assessments follows a three-stage process.

Stage 1 – General Risk Assessment

Each site will have a general risk assessment that covers the site, incorporating all activities.

These are to be reviewed on an annual basis by the Senior Facilities and Property Executive

In conjunction with Safety for Work Ltd, to ensure they are up to date.

Training on the controls will be built into business training.

Stage 2 – Site / Task Specific Risk Assessment

Site / Task Specific Risk Assessment will identify the hazards by location and what control measures are required, completed site specific risk assessments will be placed in the folder on site.

These will be undertaken with support of Safety for Work Ltd.

Having identified a work situation that requires further hazard and risk evaluation, a Site/Task-Specific Risk Assessment will be conducted. This will require the Risk Assessor to take an in-depth look at both the work process and the area in which the task is to be completed.

A detailed review of existing control measures will be made and scored and then the proposed control measures to reduce the likelihood and severity of an incident occurring to lower the score.

This assessment will categorise the activity into low, medium, or high risk, taking into account the consequence (likely severity) and the likelihood of the event occurring.

Stage 3 – Communication of Information

The information from the Risk Assessments must be passed on to all employees who are exposed to the risks. This procedure is elaborated in greater detail under "Health and Safety Training".

At each location the Risk Assessments will be held in the site file and must be made available to all employees.

Internal H&S audits will be conducted on a quarterly basis by Safety for Work Ltd, to ensure that the information contained in the Risk Assessments is reviewed and is being communicated effectively by Safety for Work Ltd.

Management of Health and Safety at Work Regulations require cooperation and sharing of information between employers sharing or acting as hosts at a workplace.

As a service provider to clients premises the Company expects that all contracts are commissioned with an open dialogue regarding Health and Safety.

The Company recognises the legal and contractual requirements to exchange Risk Assessment data. Therefore, Health and Safety is a part of any contract implementation process.

Risk Assessments will be conducted following award of contract by the Senior Facilities and Property Executive, in conjunction with Safety for Work Ltd, and control measures written.

If they highlight any significant Risks that employees should be aware of, then they will be passed on to employees at the implementation stage.

Risk Assessments will be reviewed annually by the Senior Facilities and Property Executive, in conjunction with Safety for Work Ltd, to ensure their validity or in the event of an incident or accident that warrants a review.

Risk Assessments will also be reviewed by these functions when a new procedure arises, or the circumstances of the existing risk assessments themselves change.

Once a Risk Assessment process has been completed and a hazard reduction plan prepared the following preventative measures will be introduced in the priority order listed.

These preventative measures will be implemented by the Senior Facilities and Property Executive, who will also ensure they are recorded and monitored for effectiveness – such information will include;

1. Hazard elimination e.g.: change of process.
2. Substitution elimination e.g.: replace one chemical for another.
3. Use of barriers / warning systems.
4. Use of procedure e.g.: Safe System of Work.
5. Use of Personal Protective Equipment

6.2 Electrical Equipment

Employees, unless adequately trained, will under no circumstances attempt to install or repair sockets, plugs and tools or interfere with equipment, appliances or electrical installations.

These jobs will be undertaken by an authorised and competent person, either employed by the Company or by contractors, agents or manufacturers called to the building.

A record of such persons will be held by the Facilities Department

Guidelines and Precautions

The Electricity at Work Regulations (“EW Regulations”) were introduced to ensure that precautions are taken against risk of death or personal injury from electricity in work activities.

All electrical work undertaken will conform to these new regulations.

The EW Regulations address a number of different aspects to the achievement of electrical safety, which may be summarised as follows,

- Planning and design.
- Installation.
- Commissioning.
- Use.
- Routine maintenance and fault repairs.
- Dismantling at end of required life.

Within the EW Regulations are specific guidelines for the requirement of suitable 'hardware', i.e. the components used to make up electrical systems and for safe systems of work. Furthermore, the EW Regulations impose general requirements to ensure that all electrical systems are, first, of such construction and, second, are maintained so as to prevent danger.

The Company will ensure, through planned preventative maintenance, that:

- Mains supplies are inspected and checked for breaks, clean and tight connections and loading.
- IT equipment is maintained according to the manufacturers and installers guidelines.
- Appropriate warning and safety signs will be posted alongside plant, equipment, or supplies.

In view of the dangers represented by electricity it is extremely important that electrical work, other than small tasks such as the changing of light bulbs, is undertaken only by those with the expertise (in the form of technical knowledge, experience, skills and competence) to do so, in all aspects of the job or task.

Such work is often assigned to contract electrical engineers, and work must conform to the EW Regulations in every respect – Contractor Approval Process will be undertaken by the Facilities Department.

Portable Appliance Testing (PAT)

There is a requirement under the regulation to ensure that all electrical equipment is maintained and fit for purpose.

The term 'portable appliance' is deemed as being an appliance or equipment that can be readily disconnected from the system, typically via a 13-amp plug top. - records of such items are kept by the business.

Many items which fall within this classification, e.g. appliances, kitchen equipment, desk system equipment (DSE), photocopiers, etc., and the items, their leads and plugs will be tested on an annual basis by a competent person using approved testing equipment.

The results of these tests will be logged, and a self-adhesive label must be affixed to each appliance showing the date tested and by whom.

Should an appliance fail the test, the item must be removed immediately for repair or replacement.

Records from these tests may be sampled during a visit from the regulator.

The Company will ensure that this required testing is undertaken on a periodic basis, keeping in mind local regulatory requirements.

Records will be kept and maintained by the Facilities Department

Staff are not to bring electrical equipment from home for use in the company premises.

6.3 First Aid

An assessment will be made considering the following:

- Layout and complexity of the building.
- Numbers of staff employed and the ratio of male to female.

- Number of buildings/premises occupied, and number of floors occupied.
- Any special facilities required for individuals i.e. young persons, disabilities or people with specific health problems.
- Nature of work conducted and level of risk.
- Type of products used and stored and exposure to risk thereof.
- History and record of accidents or ill health at work.
- Lone workers.
- Visitors and/or contractors.

Based on the assessment, person(s) will be appointed and trained to the required level of First Aider for the risk highlighted.

The First Aider will be responsible for completing the office accident book and replenishing the First Aid Box as and when required.

Accident book: will be kept at reception, but all completed sheets are to be removed and passed to the Facilities Department.

Accident Reporting:

Accidents that result in injuries to employees of the Company or contractors working on their behalf must be reported to the Senior Facilities and Property Executive.

The Accident Book is to be completed and if required the Senior Facilities and Property Executive

The Senior Facilities and Property Executive will make the RIDDOR reporting in the standard set out by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

The First Aider will ensure that the NRP and the Senior Facilities and Property Executive is notified of the incident within 24hrs min, and it is reported on the company log via Facilities Service Delivery Platform.

The Company accident investigation is recorded on Accident/Incident Investigation Report - form templates are stored on the OneAdvanced Hub:

Accident Investigation

The investigation will be the responsibility of the Nominated Responsible Person for the injured person e.g. Line Manager.

The Senior Facilities and Property Executive will support this process.

All records will be held securely in the Facilities HS Management System.

The investigator should consider the following whilst conducting the investigation.

- Establish if Health & Safety preventative measures have been recorded (Risk Assessments, COSHH Assessments and Method Statements, training records).
- Total reliance should not be placed on any one sole source of evidence.
- The value of witness statements will be judged against the time lapse from when the event occurred.
- Review the Form Accident/Incident Report identifying when, where, to whom, and the outcome of the incident.
- Use Accident Investigation questionnaire to further the nature and background to the accident.
- All information must be factual and first hand. Information obtained via opinion and/or hearsay should not be considered unless it can be substantiated.

Once the immediate investigation and checklists have been completed and all relevant information has been gathered the reporting manager or supervisor will make a formal report.

All incident reports should consider:

- What was the primary cause of the accident / injury or loss?
- What were the contributory causes?
- What is the necessary corrective action?
- What system changes are necessary to prevent a reoccurrence?
- What reviews are necessary of policies or procedures? (i.e. Risk Assessments)

It must be remembered that this information is legally "recoverable" documentation and should the incident go before court, can be used as evidence.

Therefore, the following information must be clearly identified and shown on all reports.

- A summary of what happened.
- Introductory, containing events prior to the accident.
- Information gained during investigation.
- Details of witnesses.
- Information about injury or loss sustained.
- Conclusions and recommendations.
- A summary of what happened.
- Supporting material (photographs and diagrams).
- The date and signature of the investigator

6.4 Emergency Procedures

Contract-based arrangements.

The Company places great emphasis on their employee's safety whilst at work. It is important that they are trained and made aware of the local arrangements for their safety in the event of a fire evacuation.

Staff should always:

- Attend a local induction course to be told what to do in the event of a fire this will include methods of raising the Alarm, Action on hearing the alarm and evacuating the area by the nearest escape route.
- Understand signs and directions to places of safety.
- Familiarise themselves with the premises layout and location of fire exits.
- They should know how to raise the alarm and where the alarm points are located.
- Know what their part is in the prevention of fire.
- Take part in training sessions and drills as conducted locally.
- Offer any feedback or comment.

A record of H&S training will be held by the Facilities Hub and reviewed on at least an annual basis .

6.5 COSHH

Each chemical in use will have an assessment of the risk. The risk presented by a chemical or substance will not be dependent upon just the physical and chemical properties, but also the function of the way it is used.

COSHH (CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS 2002, AMEND 2004) assessments will be carried out on all the chemicals and substances used by the Company and detailed in the Site File – supported by Safety for Work Ltd.

The control measures found during the assessment process will be published immediately and staff will be instructed on its findings.

If a product is assessed as dangerous, it will be removed from the Company and an alternative sourced.

Method Statements will list the control methods as part of the work procedure and indicate any chemicals by their COSHH reference number – Safety for Work Ltd will provide these.

Method Statements will always refer the operator to the COSHH Assessment, to be able to access and retrieve the technical information.

Use, handling, and storage of Chemicals:

- Always wear all the recommended PPE as highlighted on the COSHH data sheet/assessment.
- Never put chemicals in unmarked containers
- Always store chemicals in a secure storeroom.
- Never mix chemical agents together.
- Always dilute to the correct number of chemical agents.
- If you get splashes on your skin, rinse immediately with water and report to your supervisor.
- Never leave chemical agents unattended.
- Never smell chemical agents to distinguish one from the other - some agents have powerful fumes.
- Any adverse reactions suffered, because of using any chemical agent should be reported to your supervisor without delay.

The manufacturers regularly publish updated documents (Material Safety Data Sheets – MSDS) to inform chemical users of new or changes within supplied substances.

OneAdvanced, with the support of Safety for Work Ltd, will monitor these publications and will inform its employees of any changes with a new or a reviewed re-issue of the appropriate COSHH Assessment.

6.6 Health Surveillance

Health surveillance allows for early identification of ill health and helps identify any corrective action needed. Health surveillance may be required by law if Company employees are exposed to noise or vibration, solvents, fumes, dusts, biological agents and other substances hazardous to health, or work in compressed air.

It is the Company policy to take this approach in its simplest form; health surveillance will involve employees checking themselves for signs or symptoms of ill health following a training session on what to look for and who to report symptoms to, e.g. employees noticing soreness, redness and itching on their hands and arms, where they work with substances that can irritate or damage the skin.

6.6 Legal Arrangements

Health & Safety at Work Act 1974

The Act requires that:

- All information must be pro-actively introduced and brought to the attention of employees.
- Employees must be consulted in all matters relating to health and safety at work.
- Employers must prove that, in cases of possible transgression, they have done whatever is reasonable and practicable to ensure that the infringement has not taken place. This means that employers are deemed to be guilty until they can prove themselves innocent.
- Offending employers are prosecuted and if negligence is proven, are given a heavy fine and a criminal record.

Law - "Six Pack"

Additional legislation was passed in 1992, and this has been added to the Health and Safety at Work Act 1974. This legislation has become known as the "Six Pack" and it covers: all areas of risk at work in general terms and is supported by approved codes of practice and guidance notes.

The Six Pack legislation includes:

1. Management of Health and Safety at Work Regulations 1999

- Employers must take a responsible attitude towards the health and safety of their staff.
- Responsibilities must be detailed.
- Meaningful risk assessments must be undertaken by competent staff with results recorded and retained.
- Any action identified must be implemented within a "reasonable period".

2. Provision and Use of Work Equipment Regulations (PUWER) 1998

- These Regulations deal with the safe supply, use and maintenance of plant, equipment and machinery used in the workplace.
- All equipment must be able to be always used safely, including periodic inspection and testing and the training of operators.

3. Manual Handling Operations Regulations 1992

- Manual handling of loads should be avoided wherever reasonably practical.
- A risk assessment must be undertaken where manual handling is a routine part of the job.
- Appropriate training must be provided in relation to the tasks being carried out.

4. Workplace (Health, Safety and Welfare) Regulations 1992

- The Regulations strive to create a generally safer workplace focusing on areas such as a safe means of access, prevention of falls, provision of sanitary and washing facilities, drinking water etc.
- The Regulations also cover specific hazards such as the safety relating to internal glass and powered doors.
- Periodic general inspections of the workplace should be undertaken by a responsible employee or agency.

5. Personal Protective Equipment Regulations 2002

- A risk assessment must be carried out to determine the suitability of the personal protective equipment.
- Protection against ever present but unpredictable hazards may require personal protective equipment such as safety helmets, eye protection, safety footwear etc.

6. Health and Safety (Display Screen Equipment) Regulations 1992

- A risk assessment must be undertaken for each computer workstation in order to ensure that the workstation is safe.
- The equipment must be comfortable for the user offering adjustability where necessary.
- Every effort must be taken to rest the eyes, hands, neck, shoulders etc. to reduce the possibility of long-term disability.

Additional Health and Safety Legislation :

- Health and Safety (First Aid) Regulations 1981
- Electricity at Work Regulations 1989
- Control of Substances Hazardous to Health Regulations 2002 and The Control of Substances Hazardous to Health (Amendment) Regulations 2004 (COSHH 2004)
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Health and Safety (Consultation with Employees) Regulations 1996
- Health and Safety Information for Employees (Amendment) Regulations 2009
- Working at Height Regulations 2005 • Construction Design and Management Regulations 2015
- Regulatory Reform (Fire Safety) Order 2005.

This list is non-exhaustive, further information can be found at: www.hse.gov.uk

The Company notes that legislative requirements in respect of Health and Safety are regularly reviewed – this will be with the support of Safety for Work Ltd – Monthly reviews undertaken and updates discussed as required.

In order to ensure compliance, the Company will ensure that relevant steps are taken, and sources of information reviewed to maintain its' legal obligations.

All relevant new legislation and regulations are reviewed as part of day-to-day management activities and more formally during Management Reviews, to establish their relevance with regard to the Company's activities.

6.7 Manual Handling Arrangement

All manual handling activities will be identified as part of the risk assessment process undertaken by the Senior Facilities and Property Executive, with support of Safety for Work Ltd as required.

The Company will ensure that trained manual handling assessors identify those tasks which include an element of manual handling.

Upon identification, they will also complete manual handling assessments for each of these tasks. These will be reviewed annually or when any of the tasks identified change significantly.

During the assessment, the following will be considered:

- Should the Company provide mechanical lifting aids of some kind?
- Should the Company change the layout of the working area to allow people to work in a better way?
- Should the Company redesign loads to make it easier to handle?
- Should the Company allocate more people to the job to reduce the overall burden on each person?
- Should the Company train the workforce in safer working practices?

Alternatively, can the working system be redesigned to eliminate the need to handle the load altogether?

Training

All relevant personnel will receive manual handling training which will be reviewed on an annual *basis*. Information on any specific manual handling techniques appropriate to the tasks completed will also be provided.

Information on Safe Lifting

'Safe lifting' is a commitment to lifting correctly each time an object is lifted or moved.

Listed below are basic safety tips which, when followed, will prevent accidents or injury to employees.

Basic safety tips when moving objects:

- Get help – if there is any doubt about your ability to move the object by yourself.
- Get a good grip – to make carrying easier and to protect your fingers and toes. Use your palms and whole of fingers.
- Wear gloves - to protect against slivers, cuts, scratches and burns.
- Lift with your legs – don't really put your back into it.
- Feet should be hip width apart, leading foot in direction of travel.
- Keep your arms close to your body with elbows tucked in.
- Your head should be facing in the direction of travel with chin tucked in.
- Keep hands in the clear – fingers can be crushed when load is put down carelessly.
- When lifting or lowering from a high place these guidelines must be followed:
- Stand on a sturdy ladder or platform, never on the top rung.
- Lift the load in smaller pieces if possible.
- Push up the load to see how heavy and stable it is.
- If necessary, make it a two-person job (this is often best when lifting or lowering from high places as the exercise is done with weaker arm muscles at that height);
- Slide the load as close to yourself as possible before lifting.
- Grip firmly and slide it down, if lowering

6.8 Lone Working

Definition: Working with no other person within visual or normal audible range. The availability within range need not be on a continuous basis, but the adequacy of non-continuous coverage must be assessed in relation to the hazards of the work concerned, in determining if the work will be considered as 'lone working'.

it is the duty of the Company to organise and control working patterns.

Safe systems of work will be instigated after the identification of hazards and the assessment of risk.

Safe Systems of Work

- When the work to be undertaken consists solely of work such as office administration, no special action is required, but if outside normal working hours the notifications relating to such work must be given.
- A risk assessment will be made of the work area and task to be completed. This may conclude that one person cannot control the risks involved, e.g. employees working in a workshop or in remote parts of the building, etc.
- When the work is to be done during normal working hours, the approval must be given to named individuals for specific tasks (considering any known health problems of the individual). If the four conditions given below can be assured, these specified tasks could be allowed for unspecified occasions. However, when the work is to be done outside normal hours, approval may be given only for specific occasions.

- In giving approval for lone working, managers will identify any hazards by completing a suitable and sufficient risk assessment and ensure that:
- All equipment to be used is in safe working order.
- Safe working procedures are available and are known to the employees concerned, they have the training and competence to use the equipment and to follow the procedures and will not improvise or take potentially dangerous short-cuts.
- The area in which the work is to be carried out is in a condition to permit the work to be carried out safely, e.g. it has adequate space, is tidy and has safe means of access.
- In addition, when the work is to be undertaken outside normal working hours, the manager will ensure that arrangements have been made for checking at agreed intervals appropriate to the nature of the hazards.

When the work involves the use of equipment for which the hazard is significant, even though the working procedures ensure that the risk is small, either the work will not be undertaken outside normal working hours or arrangements must be made for another employee to be present.

6.9 Control of Contractors

The Facilities Department will ensure the review of contractors.

Contractors must provide the Company with task specific risk assessments and detailed method statements on how the tasks will be completed and what tools/equipment will be used.

When approving the contractor must investigate the following:

- Have the workers received training for the works to be carried out?
- To what extent is there supervision for the task?
- What is the competency of the contractors in the management of health and safety?
- What are the proposals for safe working?
- Has the contractor ever been subject to enforcement action?
- How does the contractor's accident record compare to that of other companies?
- Can the contractor's health and safety attitudes be checked with previous clients?
- Are they suitably insured?

The investigations must be recorded and kept on file within the facilities hub for future reference.

6.10 Health and Safety Training

Health and Safety training receives active commitment, support and interest of all managers within the Company, all members of the management team should demonstrate this by example, Trained workers will not obey safety rules if supervisors and managers are known to ignore them.

The Company provides training:

For all levels of the business based on a H&S Training Needs Analysis, organised by the Facilities Team, with the support of the Learning & Development function.

This highlights key H&S Training required.

New Starters: To ensure understanding responsibilities, Health and Safety must form part of the new employee's induction programme.

During contract commissioning, irrespective of the nature of the type of contract, all employees will be formally inducted to the Company.

At this stage they will receive induction training and courses on all aspects of the company's operation.

More extensive training: will be introduced depending on the type and demands of the contract they will be working on. It is also encouraged to seek active support from the client to address the unique health & safety issues the Company's employees will have to comply with at that location.

However, the Company Health and Safety training programme covers the following as a minimum:

- Review and discussion of the Company's health and safety policy.
- The Company's philosophy on safety.
- Local, national & company safety rules, regulations and procedures.
- The Health & Safety role of supervisors and other members of the management team.
- The wearing, issue and use of Personnel Protective Equipment.
- First Aid and Accident Procedures.
- Fire and Emergency Procedures.
- Hazards associated with tasks and locations.
- Chemical awareness (if applicable).

Induction: Once induction training has been completed the new employee will sign a receipt on the companies Induction Training Record Sheet, the person providing the training is also required to countersign the Induction Training Record Sheet, in each of the categories in which he or she has given that instruction – records of this will be managed by Safety for Work Ltd and shared with the Facilities Team.

Refresher training: will be built into the individual's programme, by the Line Manager.

Practical induction: Where required, new employees will also receive Practical Induction Training which will concentrate on the main tasks and areas they will be involved in. These include chemicals, equipment and task related training. As with the Health & Safety Induction Training, this training will be recorded.

Supervisory and General Management Training

Supervisors & Managers must be made aware of their responsibilities and of their accountability within the Health and Safety Management System Framework and of the employees they are charged with.

The key points covered in the training of Supervisors and Management are:

- The organisations Safety Programme and Policy.
- Legal framework and duties of the organisation, management and employees.
- Specific Laws and Rules applicable to the work area or process.
- Safety Inspection Techniques and Requirements.
- Causation and consequences of Accidents.
- Basic Accident Prevention Technique.
- Disciplinary Procedures and their Application.
- Control of Hazards likely to be present.

Senior Management Training

Senior Managers will be given training commensurate to their position. This will allow them a full appreciation of the business activities, make them more aware of standards of success and failure, and equip them to make cost-beneficial discussions on Health and Safety.

Where a contract is of suitable size, training will be provided to the Manager to a professional standard.

Specialised Training

Where a contract demands specific specialised training, this will be provided usually externally.

Clients who conduct their own specialised training courses for specific areas and tasks are to be approached for enrolment of the company's employees.

Certificates of attendance and competence will be sought from the training provider, and these will be kept in the staff files of the individuals concerned.

Fire & Evacuation Training

Fire training and evacuation to the extent that all staff should know the action to take when evacuation is required or when fire alarms sound.

In the main this will be given to all employees during their induction-training requirement and identified as fire and evacuation procedures, relevant to the site they work from.

Knowledge of emergency plans will be given at a local level and active support from clients will be sought with particular attention to participation in their own fire training, drills and evacuation procedures.

Refresher Training

The Company accepts and is dedicated to regular refresher training within the Health and Safety Management System and its procedures.

It is dedicated to ensuring that the maximum period between training will be six months.

There will also be further on-going training as contracts develop and grow.

Training Records

All training, instruction and information including induction training must be recorded – individuals may keep copies of certificates, but the Facilities Department will manage the H&S training records.

6.11 Communication and Consultation with Employees

It is important that all aspects of this Health and Safety Policy Manual are communicated to every employee of the Company.

We all have a duty of care to observe ourselves and our colleagues, and by properly distributing this document we will cascade the Policies to all.

This will be achieved in the following manner:

1. A copy of this document will be placed on the OneAdvanced hub <https://cloud.advancedhub.me/business-services/healthandsafety>
2. Instruction on the contents of this manual will form part of the induction process.

6.12 Personal Protective Equipment

Personal Protective Equipment is provided Further to assessment of risk for the tasks required,

Facilities Department will liaise to ensure the provision of suitable PPE.

When required to meet statutory obligations or best practice, PPE will be provided to all employees free of charge.

Should it become unserviceable, it will be replaced.

All PPE will be issued and logged on the Company PPE issue sheet stored within the Facilities hub

6.13 Welfare of Employees

The Company recognises that it has a responsibility to provide as much in the way of welfare as is reasonably practicable. At each facility this includes but is not limited to the following.:

- Suitable and sufficient sanitary conveniences and washing facilities should be provided at readily accessible places. They and the rooms containing them should be kept clean and be adequately ventilated and lit.
- Washing facilities should have running hot and cold or warm water, soap and clean towels or other means of cleaning or drying.
- Men and women should have separate facilities, unless each facility is in a separate room with a lockable door and is for use by only one person at a time.
- An adequate supply of high-quality drinking water, with an upward jet or suitable cups, should be provided.
- Bottled water/water dispensing systems may also be provided as a secondary source of drinking water.
- Suitable and sufficient, readily accessible rest facilities should be provided. Seats should be provided for workers to use during breaks. These should be in a place where personal protective equipment need not be worn.
- Rest areas or rooms should be large enough and have sufficient seats with backrests and tables for the number of workers likely to use them at any one time, including suitable access and seating which is adequate for the number of disabled people at work.
- Where provided, eating facilities should include a facility for preparing or obtaining a hot drink. Where hot food cannot be obtained in or reasonably near to the workplace, workers may need to be provided with a means for heating their own food (e.g. microwave oven).
- Adequate heating and lighting should be provided and where conditions are such, consideration be given to air conditioning equipment.

6.14 Display Screen Equipment

- Operator/Computer Interface In designing, selecting, commissioning and modifying software and in designing tasks using display screen equipment, the Company will ensure that the software is suitable for the tasks, the systems display information is in a format and at a pace which is adapted to operators, and that the principles of software ergonomics are applied.

Prevention of Fatigue

- Whenever possible, jobs at display screens will be designed to consist of a mix of screen-based and non-screen based work to prevent fatigue and to vary visual and mental demands.
- Where spells of intensive display screen work are undertaken without being integrated with non screen work, such as data or text entry tasks, employees will ensure that this work is occasionally

broken with non-screen work before the onset of fatigue. Short frequent breaks prove more beneficial than long, less frequent ones.

Display Screen and Workstation Assessments

- DSE assessments will be undertaken for all “Users” on an annual basis.
- New starters must request via Facilities hub in the Digital Workplace – line Manager will ensure they have access.
- The assessment will include posture, seating, training, the display screen and monitor, the keyboard and workstation, the environment, cleaning and ancillary equipment, activity levels, homeworking, use of laptops and telephones.
- The assessment will also take account of health issues such as WRULD’s (work related upper limb disorders), headaches, eyestrain and other health issues.
- Any required remedial actions will be taken to reduce all hazards to the lowest reasonably practicable level.

Homeworking workstation assessments will be completed by the user and submitted to the Line Manager & Senior Facilities and Property Executive to ensure the provision of suitable equipment for their role.

These are requested via the Facilities Service Desk Platform.

Guidance on good workstation set up will be provided by the Facilities Department – links will be available via the Skills Hub

Eye Tests

For DSE users, the cost of eye tests and, if necessary, the supply of corrective appliances prescribed to correct vision defects at the normal display screen viewing distance, will be borne by the Company.

These additional spectacles for display screen work will be to the design and cost agreed in advance to the Company.

If employees choose spectacles or lenses to correct distances other than display screen viewing distance the Company will only contribute a cost attributable to the requirements of the display screen work involved.

If, however, users are prescribed, as results of test, spectacles or lenses to correct eye defects or vision defects at distances other than at which the screen is viewed, the Company will not be responsible for the cost.

Please also refer to the Company Expense Policy, available on the OneAdvanced hub

6.15 Visitors

Company employees are responsible for the health and safety at all times of visitors and customers they invite onto the Company’s premises.

Employee Responsibilities

When confirming dates and times of visits with visitors/customers ensure that:

- The visitor is asked if they have any special requirements or disabilities that require specific arrangements to be made. Determine exactly what assistance is required.

- You explain the location and layout of the building, and the facilities available, including disabled toilet facilities.
- Reception is informed of the date and time of the visit, name of the visitor, and specific arrangements to be made. On the day of the visit ensure that:
- Either you or a nominated deputy is informed by reception on the arrival of your visitor.
- You attend reception without delay and escort your visitor to the relevant meeting room pointing out the amenities and health and safety procedures.
- Your visitor is always accompanied during their visit.
- In the event of a fire or other emergency your visitor is escorted to the assembly point and is accounted for until reoccupation. Except where the visitor is in a wheelchair when they must be escorted to the safe refuge (usually the nearest stairwell) to await rescue.
- In the event that your visitor has an accident you must contact a first aider and ensure that an accident form is completed with details of the incident.

Reception Responsibilities

When you are informed by a Company employee that they have arranged for a disabled person to visit the premises, you must ensure that:

- Prior to the visit you have a clear understanding of the date, time and name of the visitor, their specific requirements and the arrangements to be made, and the Company's host.
- Prior to the visit if wheelchair access is required you have requested the completion of a Personal Emergency Evacuation Plan (PEEP).
- The Fire Warden responsible for the area that the guest is visiting is informed of their attendance.
- On the day of the visit the host employee is contacted and requested to attend reception as soon as their visitor arrives.

Visitors Health and Safety Information – Instructions to be provided:

Health and safety legislation requires that we provide a safe place of work for our employees, visitors, contractors, and anyone else who may be affected by what we do.

Visitors Rules:

To that end we request your cooperation in complying with the following – these will be displayed at reception for review:

- *Behave in a safe manner at all times.*
- *Act in accordance with the Company's health and safety procedures, and in line with your host instructions.*
- *Display your visitors pass at all times - available from Reception.*
- *Behave in a way that is conducive to good health, safety and welfare and observe the no smoking or vaping policy or risk being asked to leave the premises.*
- *Report any unsafe acts and conditions.*
- *If at any time during your visit to the Company's premises you have an accident/incident/near miss, please inform your host who will ensure the accident is reported and you receive appropriate first aid/medical attention.*
- *If at any time during your visit to the Company's premises you become ill, please inform your host who will ensure you receive appropriate first aid/medical attention.*

Fire/Emergency Procedures for Visitors

- *If during your visit you hear the fire alarm sounding your host will escort you out of the premises and take you to the assembly point.*
- *If the alarm sounds and you become separated from your host, please leave the building by the nearest emergency exit and go to the assembly point situated:*
- *Please remain with your host representative until all clear is given to re-enter the building.*
- *If for any reason you decide to terminate your visit, please ensure that you inform your host representative.*

If you discover a fire:

- *Alert either your host or any other employee.*
- *Immediately operate the nearest break-glass fire alarm call point.*
- *If alone, call the Fire Brigade, and evacuate the area.*
- *DO NOT take undue personal risk.*

On leaving the building go immediately to the assembly point as advised by your host, or as detailed on a Fire Action Notice. Please remain with your host representative until the all clear is given to re-enter the building.

6.16 Remote Working

Health and Safety Guidelines Definitions of various working practices as used within this guidance and the policy and procedures below:

Remote Working 'at a distance' from the rest of the workforce. This may include mobile workers and homeworkers.

Mobile Worker Also known as a Transient Worker or a Peripatetic Worker, is someone who works away from their normal work base either for part or all of their work. It can also refer to someone who has no fixed workplace.

The Health and Safety Executive (HSE) defines a mobile, or peripatetic worker, as "someone who works at a variety of locations and travels between them".

In this policy a mobile worker is someone whose contract states that they are required to travel between a variety of workplaces while carrying out different activities. Homeworker any employee or contractor who works from home or in any other premises of their choice (not OneAdvanced Offices, or Client Offices) on behalf of the Company.

The Health and Safety at Work etc. Act 1974 requires employers to ensure, so far as is reasonably practicable, the health, safety and welfare of its entire workforce including homeworkers and mobile workers.

The Regulations made under the HSW Act apply to homeworkers in the following matters: • Risk assessment of their working activities.

- Maintenance of equipment used for work purposes.
- Systems of work to be adopted.
- Information, instruction, training and supervision. They do not apply to:
- Maintenance of the workplace (i.e., the home).
- Access to the workplace.
- The environment (e.g., heating and lighting).
- Means of escape in the event of fire

Homeworkers also have legal obligations, which include:

- Taking reasonable care for their own health and safety.
- Co-operating with the employer on health and safety issues.
- Not interfering with anything provided for their health, safety or welfare.
- Correctly using all work equipment in accordance with their training.

Staff must follow a three-step process, as stated below. OneAdvanced will use this process to determine the specific equipment provided based on the requirements of the job role, the working hours at home and the individual's needs determined by risk assessment.

- Part 1 – Read the Remote Working Health and Safety Guidelines, Homeworking Policy and Procedures and sign to agree, Parts 1-3 are understood. Date of completion.
- Part 2 – Complete the initial Homeworking Self-Assessment, Risk Assessment.
- Part 3 – Complete a Display Screen Assessment – via Safety for Work Ltd, Health, and Safety Consultants.

Homeworking Policy

OneAdvanced will ensure that suitable arrangements are in place to comply with Health and Safety requirements. This will include the completion of risk assessments, and provision of such equipment, information, instruction, and training as are reasonably required.

Employees and contractors who are contracted to conduct all or part of their work at their home and required to use work equipment (which may include furniture, computers, and other electronic equipment) in connection with this to enable them to:

- Communicate with their employer and their employer's clients.
- Store and retrieve information and records.
- Transcribe reports and correspondence.

Homeworking Procedure

Prior to the commencement of any home working, the activity will be reviewed. This involves the completion of a 'Homeworking Self-Assessment' form, to be returned to the relevant line manager. A copy is to be sent to the HR Department.

New starts sent it in their induction pack.

The Facilities Manager will liaise with the line manager in reviewing the assessment. Line managers will ensure that any follow up actions are carried out and

that appropriate equipment, software, etc., as considered appropriate is supplied.

The Line manager is to ensure a review of the assessment on an annual basis or when there is a significant change either to the role, environment, or employee.

An online 'Display Screen Assessment, will be sent via Safety for Work Ltd and must be completed by the employee or contractor homeworking, or where agreed a DSE Self-Assessment form can be completed and returned to Group Health and Safety, who will follow up any actions required.

Accidents and near-miss incidents that may be sustained as a result of the work activity must be reported to the relevant line manager who will ensure that details are entered into the accident book and reported to Group Health and Safety. OneAdvanced is responsible for the insurance and maintenance of all equipment that they supply for use for home working.

Employees and contractors working from home must stop using any faulty equipment immediately. They must report any equipment faults and return the faulty items to the Group IT or Group Facilities departments as appropriate. When required all Remote Workers, including homeworkers, issued work equipment by OneAdvanced, must ensure that the equipment is made available for maintenance and testing.

Should the employee or contractor homeworking use his or her own equipment, they will be responsible for the insurance and maintenance of this equipment.

All equipment used must meet current industry standards as outlined in the display screen assessment. Equipment provided by OneAdvanced for home working, must be signed for.

When it is no longer necessary for the employee's duties, when the employee is no longer based at home or when their contract of employment ends, the employee and their manager must organise the return of the equipment. It is the employee's responsibility to ensure the equipment is returned to an OneAdvanced office by the required date.

OneAdvanced Software and files are confidential and remain the property of OneAdvanced.

Provisions must be in place for back-up arrangements to ensure that information is not lost in the event of fire, equipment failure, or the equipment being stolen.

It is anticipated that any waste generated by the work activity, should be destroyed in an appropriate manner i.e. confidential shredding or confidential recycling.

Lone working procedures are to be followed (refer to the Lone Working and Personal Safety Policy) by those homeworking and all Remote Workers

The employee or contractor homeworking must ensure good housekeeping within the working areas and ensure that the work area remains free of trip and slip hazards and is maintained in a safe manner.

Homeworking Self-Assessment

All employees or contractors' homeworking must complete and return the Home Working Self-Assessment Risk Assessment.

Display Screen Assessment

All employees or contractors' homeworking must complete a Display Screen Equipment Risk Assessment. Upon notification of an employee or contractor carrying out homeworking a link to the online assessment will be sent out via Safety for Work Ltd, Health and Safety Consultants.

Issue of Equipment Form

Where equipment is to be issued this form is to be completed and returned to the employee's manager.

The manager will request equipment from the relevant IT and Facilities Departments.

7. Policy Review and Update

The Health & Safety Policy is reviewed at least annually to ensure its ongoing relevance and compliance with the legislative, regulatory, and contractual requirements applicable to OneAdvanced. It may also be reviewed after significant changes in the threat landscape or business operations.

All changes to this Policy are approved by the Director of Risk and the Senior Facilities and Property Executive.

8. Compliance

Failure to comply with this Policy, and underlying associated policies, may have serious consequences for the Company and individual associates, including civil and criminal penalties, and reputational damage.

Violations of this Policy may result in disciplinary action, up to and including termination of employment.

9. Document Control

Version History

Date	Version	Issued by	Changes
6/2/23	1	Safety for Work Ltd	Initial Document
13/7/23	2	Legal	Comments
1/8/23	3	Health and Safety + Legal Joint Issue	Updates
11/4/24	4	Safety for Work Ltd	Rebranding
10/6/2025	5	Safety for Work Ltd	Updates
09/07/25	5	Legal & Compliance	Review of content

Document Review History

Version	Name	Title/Organisation
4	Kamila Kemblowska	Head of BT PMO and Business Acceptance
5	Kamila Kemblowska	Head of BT PMO and Business Acceptance

Document Approval

Date	Version	Name	Title/Organisation	Approval record
22/04/2025	4	Kamila Kemblowska	Head of PMO and Business Acceptance	
09/07/2025	5	Kamila Kemblowska	Head of BT PMO and Business Acceptance	Email

Document Hierarchy

Parent Document	Name	Location
Child Document(s)	Name	Location

10. Appendices

A – Applicable policies, legislation, etc.

Refer Section 6.6



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