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Introduction

Bytes Software Services (Bytes/Company) is committed to fostering a safe and healthy working environment for all employees, contractors and visitors. The Company recognises that the well-being of its people is essential to sustaining high performance, supporting growth and maintaining competitiveness. Bytes believes that a proactive and positive approach to health and safety protects individuals and strengthens overall business resilience.

Purpose

The purpose of this policy is to ensure that Bytes maintains the highest standards of health, safety and well-being across all operations. It sets out the Company's commitment to preventing accidents and work-related ill health, promoting a strong safety culture, and complying with all applicable health and safety legislation, including the Health and Safety at Work Act 1974. Bytes aims to operate, so far as is reasonably practicable, in a way that does not harm anyone. Continuous improvement is a guiding principle, ensuring alignment with Health and Safety Executive (HSE) requirements and best practice.

Key Objectives

- **Compliance**: Meet or exceed all applicable health and safety legislation, including HSE guidance and relevant standards.
- **Risk Management:** Identify, assess and control risks to prevent accidents, injuries and work-related ill health.
- **Incident Reporting:** Maintain clear processes for reporting, investigating and learning from health and safety incidents and near-misses.
- **Training**: Provide appropriate health and safety training to ensure employees understand their responsibilities and are competent in their roles.
- **Emergency Preparedness**: Develop, implement and regularly test emergency response arrangements, including fire evacuation protocols and business continuity measures.
- **Ergonomics**: Apply ergonomic principles to minimise musculoskeletal risks and support employee comfort and productivity.
- **Employee Wellbeing**: Promote a working environment that supports overall health, wellbeing and engagement, reducing incidents and absenteeism.
- **Communication and Engagement**: Ensure open, transparent communication channels so employees can participate fully and raise concerns without fear of reprisal.
- **Continuous Improvement**: Review, monitor and enhance health and safety performance to maintain effectiveness and ensure ongoing compliance.
- **Brand Reputation**: Demonstrate strong health and safety governance to reinforce stakeholder confidence and uphold the Company's reputation.

Scope

This Policy applies to all employees (full-time, part-time, temporary or permanent) as well as all contractors, subcontractors, and suppliers operating on Bytes' premises and/or acting on behalf of Bytes. All individuals within scope are required to conduct their activities in accordance with the

principles set out in this policy. Employees are expected to review Compass regularly to maintain an up-to-date understanding of relevant policies and procedures (see Supporting Documentation). This Policy is also available to the public upon request via the Company website.

Policy

Terms of Reference

Hazard	An actual or potential source of harm.
Harm	Illness, injury or both.
Risk	The likelihood that a hazard will cause harm, combined with the severity of the harm.
Risk Assessment	The process of identifying hazards, evaluating the risks associated with them, and determining appropriate ways to eliminate or control those risks.
Control Measures	Actions taken to reduce the risk of harm from hazards, such as safety procedures and training.
Accident	An unintentional event that results in damage, injury, or harm to a person.
Incident	An unplanned event, including near misses, that poses a risk to safety.
Near Miss	An event that did not cause harm but had the potential to do so.
Act	Any action taken that could impact health and safety. For example, using a standing desk incorrectly, causing back pain.
Omission	Refers to a failure to take necessary action, which may result in harm or potential harm. Examples include not providing adequate training or neglecting safety inspections.
Emergency Procedures	Plans and actions to be taken in response to emergencies, such as fires or medical emergencies.
Health and Safety Executive (HSE)	Britain's independent regulator for workplace health and safety.
Reporting of Injuries, Diseases and Dangerous Occurrences	The (UK) law that requires employers and 'responsible persons' to report specific work-related deaths, serious injuries, occupational diseases, and dangerous occurrences (near misses) to the HSE.

Regulations (RIDDOR) 2013	
Display Screen Equipment (DSE)	Refers to work-related screens, such as monitors, laptops, and tablets.
Workstation	The complete setup used for DSE work, including the screen, input devices (such as the keyboard and mouse), desk, chair, and the immediate working environment.
User	A person who regularly uses DSE as a significant part of their normal work, whether at the office, at home, or at another employer's workstation.

Risk Management

Although Bytes is a relatively low-risk oranisation, the Company takes a proactive approach to managing its work environment. Routine risk assessments – conducted annually, or sooner if circumstances significantly change - evaluate the likelihood and severity of hazards, with particular consideration given to factors that may affect musculoskeletal health, visual strain, or mental well-being.

Risks are assessed by:

- identifying the key duties staff perform (e.g., working with DSE);
- identifying the hazards associated with those duties (e.g., back/neck pain, fatigue); and
- selecting and implementing appropriate control measures to minimise those hazards, such as providing ergonomic equipment and training.

*COSHH

Bytes does not use strong chemicals or hazardous substances in its day-to-day activities; only standard household-grade cleaning products are used.

Accident Reporting and Investigation

In the event of any accident, incident, near-miss, or case of suspected occupational ill-health (where this may have been caused or exacerbated by work), employees - supported by the relevant First Aider where applicable - must report the circumstances to their Line Manager and a member of the Facilities Team, ensure the details are logged in the Company's accident book, and cooperate fully with a prompt investigation.

Bytes complies with the reporting requirements and timeframes set out under RIDDOR 2013. Following any investigation, corrective actions must be initiated, and where a root cause is identified, appropriate preventative measures must be implemented to prevent recurrence.

First Aid

Bytes is committed to providing adequate first aid provision to protect employees and visitors, minimise the severity of injuries, and maintain a safe working environment. Suitable arrangements are in place across all offices.

General Provisions

- HSE-approved First Aiders are listed on the Company intranet and appointed in line with staffing levels at each office.
- Each First Aider maintains a fully stocked first aid box, which is checked and replenished regularly.
- Blood pressure monitors are available in all Bytes offices.
- **The Leatherhead Office(s) (HQ)** is approximately four miles (a 10-minute drive) from Epsom Hospital, which provides A&E services.
- Two Automated External Defibrillators (AEDs) are available at **Bytes House, Leatherhead**, with a third located at **Pascal Place, Leatherhead**. They can be used by untrained personnel, and all First Aiders have received AED training.

Managed Offices (Manchester, Reading, London)

- Building Risk Assessments are carried out by building management and available for review onsite.
- Each office is located close to a hospital with A&E services.
- These offices accommodate small numbers of Bytes employees and are considered low-risk environments.
- First Aid Boxes and Accident Books are available onsite and are maintained by building management or designated personnel.

Specific Arrangements

Bytes complies with the Health and Safety (Display Screen Equipment) Regulations 1992 to minimise the risk of occupational ill health. Risk assessments identify and control workstation-related hazards across the working environment, including workstation layout, IT equipment, work patterns, and lighting. These assessments inform required control measures, including employees' entitlement to eyesight tests (see '**POL079 – Expenses, Travel & Accommodation Policy**').

In-Office Work

Workstations

- Provide a stable, low-glare surface with sufficient space for screens, keyboards, documents, and equipment.
- Desks must be safely constructed, offer adequate legroom, and support a comfortable working posture.
- Input devices must allow a neutral wrist and arm position; wrist rests are available on request.
- Telephone headsets are available to support safe and ergonomic working practices.

Chairs

- Chairs must be stable, adjustable, and allow freedom of movement.
- Seats and backrests must adjust to support a healthy posture, including lumbar support.
- Chairs must allow users to sit close enough to the work surface without obstruction.
- Footrests are available on request for employees who require additional support.

Display Screens

- Display screens must provide clear, stable, and easily readable images with adjustable brightness and contrast.
- Users must be able to adjust screen height, tilt and position to minimise glare and ensure comfortable viewing.
- Document holders and screen filters are available where required.

*Employees issued with a company laptop may request a rucksack carry-case to support safe and proportionate load distribution during work-related travel.

Remote Work

Bytes may provide reasonable adjustments for hybrid and remote employees, including essential equipment such as a monitor and mouse. Additional support is available to employees with specific medical conditions who require specialist equipment for their home or office environment. Requests for adjustments should be submitted to HSE Support at hsesupport@bytes.co.uk.

The Company provides training and guidance via the intranet on the correct set up and use of workstations to enhance comfort, support productivity, and reduce the risk of injury. Employees are responsible for following this guidance, and the Company cannot be held liable for issues arising from failure to do so.

Employees must report any health concerns related to the use of DSE to the Health & Safety Officer without delay.

Training

The Company ensures that all employees receive appropriate health and safety information, instruction, and training. New starters must complete mandatory health and safety training during onboarding, and all employees are required to undertake annual refresher training via the Company's e-learning platform. Employees should also refer to the Supporting Documentation for additional guidance, such as manual handling requirements.

Monitoring and Review

Bytes is committed to continually improving its health, safety and welfare arrangements, with performance monitored through Management Review Meetings.

Responsibilities

Managing Director	Hold overall responsibility for the Company's health and safety, ensuring effective top-down risk assessment and management.
Health & Safety Officer	Oversee the implementation and annual review of health and safety policies, and ensure all notifiable events are recorded, reported, and reviewed in accordance with RIDDOR 2013.
Managers/Line Managers	Ensure health and safety policies and procedures are followed within their teams and address any health and safety concerns raised by staff.
All Staff	Employees must follow this Policy and all related health and safety procedures. They are responsible for taking reasonable care of their own safety and the safety of others who may be affected by their actions or omissions. All equipment provided must be used correctly and not misused or interfered with. Employees must cooperate with managers, follow all training received, and report any hazards or accidents to the H&S Officer. Any health and safety concerns should be directed to the Health & Safety Officer or the Managing Director.
HR	Maintain records of health and safety incidents and review training for audit purposes and to support the Company's commitment to continual improvement.

Supporting Documentation

The following topics are covered under our Health & Safety Policy, which can be found on Compass:

- Bytes First Aiders (& Fire Wardens)
- POL089 - Health & Safety Induction Policy.pdf
- Work Related Stress & Stress Management - Wellbeing Team
- Employee Facilities - POL065 - Staff Handbook.pdf
- Smoking Policy - POL065 - Staff Handbook.pdf
- Eye Test Policy – POL079 - Expenses, Travel & Accommodation Policy.pdf
- PRO018 - Building Security Procedure.pdf
- REC026 - Bytes House Risk Assessment.pdf
- REC044 - Pascal Place Risk Assessment.pdf
- PRO015 - Fire Procedure.pdf
- BPPD271 - Ergonomics & Manual Handling.docx