



Connect Install Ltd

Worker Safety Handbook

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Connect Install Ltd



Worker Safety Handbook

This handbook has been prepared to provide you with information about our health and safety policy, procedures and arrangements. It also includes information about your duties as a member of our workforce and will help you to understand Health and Safety issues which affect you at work.

What The Law Requires

As an employer we must prepare a written Safety Statement explaining how we intend to protect the health and safety at work of our workers, others working in support of our business and anyone else who might be affected by our work activities. Our Safety Statement reflects our commitment to the provision of a safe working environment. It meets a requirement to identify the duties and responsibilities of anyone with responsibilities for managing health and safety in our workplace.

We also have a responsibility and duty to ensure that you are:

- Aware of and understand the Health and Safety General Policy.
- Aware of and understand the health and safety rules relating to your work.
- Provided with adequate information, instruction, training and supervision.
- Made aware of the significant risks associated with your work activities and how they may affect others.
- Provided with Safe Systems of Work.
- Provided with a safe and healthy working environment.

We ask you to acknowledge that you have read and understood the rules set out in this handbook, that you will obey them and any other rules or changes that are drawn to your attention. We will also provide, as appropriate, additional documents, training and instruction to help you to carry out your work safely and without risk to your health.

Health & Safety General Policy Statement



Connect Install Ltd recognises that it has responsibilities under the Safety, Health and Welfare at Work Act 2005, the Safety, Health & Welfare at Work (General Applications) Regulations 2007 to 2023 (as amended) for the health and safety of clients, visitors, contractors, suppliers and other people who visit our premises. We will assess the hazards and risks they face and take action to minimise hazards and control risks to an acceptable, tolerable level.

Our managers and supervisors are made aware of their responsibilities and required to take all reasonable precautions to ensure the safety, health and welfare of employees, customers and anyone else likely to be affected by the operation of our business.

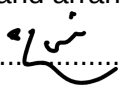
We will meet our legal obligations by providing and maintaining a safe and healthy working environment so far as is reasonably practicable. This will be achieved by:

- Providing leadership and control of identifiable health and safety risks on our premises and for those work off-site.
- Consulting with our employees on matters affecting their health and safety.
- Providing and maintaining safe access to safe premises and equipment.
- Ensuring the safe handling, storage and use of substances.
- Managing risks from the use of display screen equipment.
- Providing information, instruction, training where necessary for our workforce, taking account of any who do not have English as a first language.
- Ensuring that all employees are competent, and suitably trained as necessary.
- Ensuring that any contractors working for us are competent.
- Preventing accidents and cases of work-related ill health.
- Actively managing and supervising health and safety at work.
- Having access to competent advice.
- Aiming for continuous improvement in health and safety performance and management by regular review and revision of this policy.
- The provision of the resource, financial and other, required to make this policy and our health and safety arrangements effective.

We also recognise our duty to co-operate and work with contractors when they come to work at our premises, to ensure the health and safety of everyone present.

To help achieve our objectives and ensure our employees recognise their duties under health and safety legislation, we will also remind them of their duty to take reasonable care for themselves and for others. These duties are explained on first employment, at induction. A Safety Handbook setting out their duties and specific health and safety rules is given to each employee.

This policy, our procedures and arrangements will be reviewed annually.

Signature  Date 11/03/2026.

Position Managing Director

Bullying Prevention & Resolution Policy

PURPOSE

We are dedicated to ensuring an atmosphere of respect, collaboration, openness, safety and equality in the workplace. As part of our commitment to the fairness, dignity and respect of each employee, any form of bullying will not be tolerated by this Company. The aim of this Policy is to indicate what constitutes bullying and what action the Company will take if it becomes necessary to deal with an offence of this nature.

SCOPE

This Policy is applicable to all employees (temporary and permanent) irrespective of length of service and the protection extends to;

- Bullying at work by management, fellow employees, subordinates, clients, customers and other business contacts; and
- Beyond the place of work to off-site and to work-related social events.

POLICY

The Company acknowledges the right of all employees to a workplace and environment free from any form of bullying. Every member of staff has an obligation to be aware of the effects of their own behaviour on others. All complaints of bullying will be taken seriously and will be followed through to resolution and employees who make a complaint will not be penalised. Any complaints of bullying will be dealt with in an effective and efficient manner.

In cases where the behaviour is established on the balance of probabilities to be repeated and consistent, causing unnecessary stress and anxiety, this may be considered gross misconduct. The Company reserves the right to use the disciplinary procedure up to and including summary dismissal. Equally, if it is found that there are facts which evidence a vexatious complaint, this may also be dealt with through the disciplinary procedure.

As part of this Company's code of conduct, it is imperative that all staff and suppliers respect the dignity of every colleague. Please consider your colleagues regarding your code of conduct, with particular reference to remarks, dress code, posters, e-mails and anything which may cause offence.

DEFINITION

The Code of Practice for Employers and Employees on the Prevention and Resolution of Bullying at Work defines bullying as:

"Repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work, but, as a once off incident, is not considered to be bullying".

The following are examples of the types of behaviour that may be considered as bullying and are prohibited:

1. Exclusion with negative consequences
2. Verbal abuse and insults
3. Being treated less favourably than colleagues in similar roles
4. Belittling a person's opinion
5. Disseminating malicious rumours, gossip or innuendo
6. Socially excluding or isolating a person within the work sphere
7. Intrusion - pestering, spying or stalking

8. Intimidation and aggressive interactions
9. Excessive monitoring of work
10. Withholding information necessary for proper performance of a person's job
11. Repeatedly manipulating a person's job content and targets
12. Blaming a person for things beyond their control
13. Use of aggressive and obscene language
14. Other menacing behaviour

The above list is not exhaustive and only serves as a guideline to employees. Each case will be taken in isolation and dealt with in the appropriate manner. For behaviour to be considered to be bullying, it must be behaviour which can be described as outrageous, unacceptable, and exceeding all bounds tolerated by decent society.

From time to time, disciplinary and corrective action may be taken against an employee and, where such action is taken in respect of an employee in good faith, this will not be considered to be bullying behaviour. Furthermore, where actions are taken which can be justified on the basis of protecting the safety, health and welfare of employees then such actions will not be considered to be bullying behaviour.

PROCEDURES FOR DEALING WITH BULLYING

Informal Procedure

An informal approach can often resolve difficult situations with the minimum of conflict and stress for the individuals involved and may effectively address the unwanted behaviour without recourse to any other action. This in no way diminishes the issue of the effects on the individual.

If you feel you have been subjected to behaviour that may be deemed bullying, you should attempt to explain to the alleged perpetrator(s) that their behaviour is unacceptable. If you find it difficult to approach the alleged perpetrator(s) alone then you may seek help and advice from an appropriate person (e.g. a fellow employee, a manager, etc.). Such a person may be able to assist you with raising the issue with the alleged perpetrator(s) in a confidential, non-confrontational discussion to try to resolve the matter in a low-key manner.

Secondary Informal Procedure

If the above informal procedure is unsuccessful or if it is deemed inappropriate for the seriousness of the issues, this extended, yet still informal procedure can be put in place. Complaints at this stage of the procedure may be verbal or written. However, if verbal, a written note of what is complained of will be taken by a nominated person and a copy given to you.

If the complaint concerns alleged bullying as defined above, and includes concrete examples of inappropriate behaviour, the person complained against will be presented with the complaint and their response established.

Thereafter, a method will be agreed to progress the issue to resolution so that both parties can return to a harmonious working environment without bullying being a factor.

Formal Procedure

It is good practice that all informal resolution avenues (as set out above) are contemplated and where appropriate, exhausted before a formal process is invoked.

A formal written complaint must be given to the Owner, Managing Director or the nominated person in your management structure. The complaint should contain precise details of actual incidents of bullying, including the dates, and names of witnesses, where possible.

A letter will be sent to the person complained against as notification that a formal complaint has been made against them. A copy of the complaint will be given, and the individual will be given the opportunity to respond to the allegations.

Statements from all parties, including witnesses, will be obtained and recorded in writing. All parties to the process have a responsibility to participate without undue delay in any investigation initiated in response to an allegation of bullying. Confidentiality of the process will be emphasised to all concerned.

An investigation will be carried out by a designated member of the Management team or, if necessary, in the case of any possible conflict of interest, an impartial third party. In either case, the person nominated will have had appropriate training and be familiar with the procedures involved. The investigation will be conducted thoroughly, objectively, with sensitivity, utmost confidentiality, and with due respect for the rights of both the complainant and the person complained of.

The objective of an investigation is to ascertain whether the alleged behaviours come within the description of workplace bullying. The designated investigator will meet with the complainant, the person the allegations are against, and any witnesses or other relevant persons individually..

The person investigating the complaints will make every effort to carry out and complete the investigation as quickly as possible. The investigation will consider all material and evidence before it and a decision will be made on balance of probabilities, as to whether the complaint is valid.

If the investigator concludes that the accused employee has a case to answer on the balance of probability, then the investigator may recommend an appropriate course of action, to include whether or not the employer should invoke the disciplinary procedure. Management will inform the complainant and the alleged perpetrator, in writing, about the findings of the investigation.

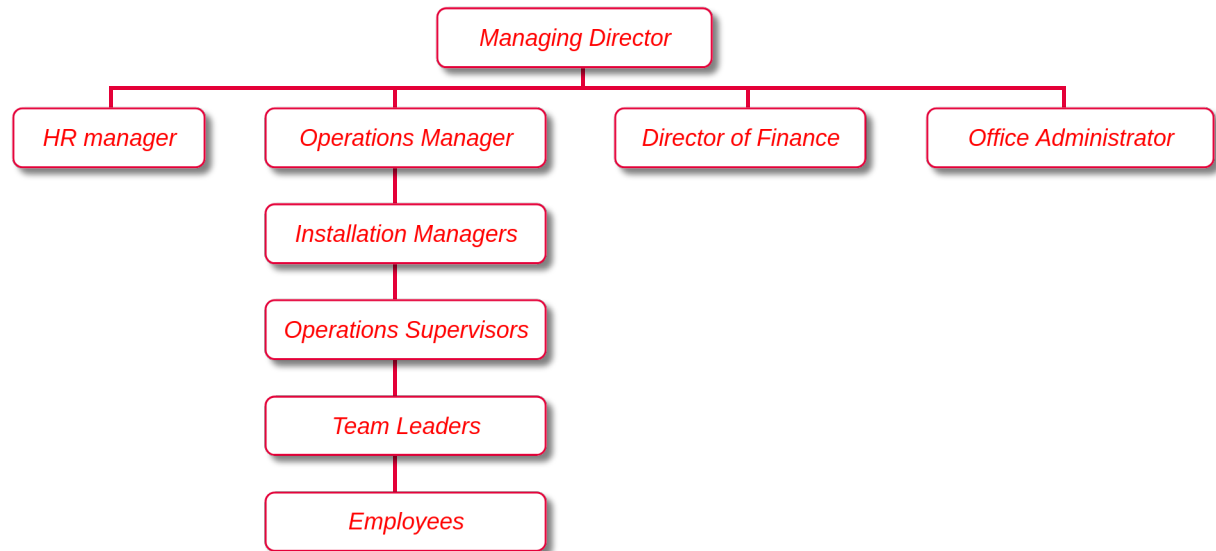
APPEALS

If either the complainant or the person complained against wish to appeal the outcome, they should apply, in writing, to a member of the Management team, within 5 days, or nominated person if deemed more appropriate. Should it be deemed necessary to engage an external person to hear an appeal, all such hearings carried out will be in accordance with our company procedures. You agree to permit us to share any relevant special categories of data where it is necessary for the purposes of that hearing.

The outcome of the appeal shall be final.

Health and Safety Organisation

In support of our health and safety policy the Managing Director has identified key personnel for its implementation and allocated specific responsibilities as set out here and in the following pages.



People Who Have Been Allocated Responsibilities for Health and Safety

We have a duty to name managers and supervisors with responsibility for specific workplace functions. Those details are shown here. The table will be updated whenever functions are reassigned or transferred.

Responsibility Table	
Location	Unit 2 , Goldenbridge Industrial Estate , Inchicore , D08 YY38
Date Completed	31st of January 2025
Individual Responsibilities	
Safety Statements	HR manager
Finance and Purchasing	Director of Finance
Management of Contractors	Operations Manager & HR Manager
Anti-Bullying Policy Contact	HR Manager
Management of Health and Safety	Operations Manager & HR Manager
Operational Procedures (Writing and Preparation)	Operations Manager & HR Manager
Appointed Competent Person(s) for Occupational Safety, Maintenance and Chemical Agents	Operations Manager
All Risk Assessments	Operations Manager & HR Manager
Emergencies (Fire, Flood, First Aid), Plans and Procedures	Operations Manager
Utilities (Electric, Water)	Operations Manager
Gas	Operations Manager
Personal Protective Equipment	Operations Manager
Training	Operations Manager & HR Manager
Maintenance	Operations Manager
Equipment and Machinery (Guarding, Maintenance and Statutory Tests)	Operations Manager
Welfare Facilities	All staff

Responsibilities

Responsibilities are allocated to key management personnel as below.

Key

OPM - Operations Manager

HR - HR Manager

Safety arrangements	OPM	HR
Managing Safety And Health At Work	✓	✓
Accident, Incident, Dangerous Occurrence Reporting And Investigation	✓	✓
Workplace Health And Safety Consultation	✓	✓
Risk Assessment And Hazard Reporting	✓	✓
Occupational Health And Health Surveillance	✓	
Substance And Alcohol Abuse	✓	
Purchasing	✓	✓
Protection Of Pregnant, Post-Natal And Breastfeeding Employees	✓	✓
Lone Working	✓	
Health And Safety Training	✓	✓
Health And Safety Of Visitors	✓	✓
Personal Protective Equipment	✓	✓
Home Working	✓	✓
Safe Systems Of Work	✓	
Action On Enforcing Authority Reports	✓	✓
Equality And Disability Discrimination Compliance	✓	✓
Health And Safety Information For Employees	✓	✓
Working Abroad	✓	✓
Fire Safety - Arrangements And Procedures	✓	✓
First Aid	✓	✓
Welfare, Staff Amenities, Rest Rooms And The Working Environment	✓	✓
Indoor Air Quality	✓	✓
Housekeeping And Cleaning	✓	✓
Pest Control	✓	
Building Services	✓	
Control Of Hazardous And Non-Hazardous Waste	✓	✓
Access, Egress, Stairs And Floors	✓	
Windows, Glass And Glazing In The Workplace	✓	

Premises	✓	
Electrical Safety	✓	✓
The Provision, Use And Maintenance Of Work Equipment	✓	
Office Equipment	✓	✓
Slips, Trips And Falls	✓	✓
Lifts And Hoists	✓	
Work At Height	✓	
Occupational Road Safety	✓	✓
Working Time, Night Work And Shift Working	✓	✓
Manual Handling	✓	✓
Display Screen Equipment		✓
Asbestos At Work - No Survey & Off-Site Risk	✓	✓
Control Of Noise At Work	✓	✓
Stress In The Workplace	✓	✓
Aggression And Violence	✓	✓
Contractor Control And Management	✓	✓

Connect Install Ltd

Key Health and Safety Responsibilities

Introduction

Health and safety legislation places specific duties on employers to make arrangements to protect the health, safety and welfare of their workforce whilst at work and anyone else (visitors, contractors, etc) who might be affected by their business activity.

To help us comply with these duties we have assigned specific health and safety responsibilities to Key Personnel as shown on the previous page.

In addition, we have a Health and Safety Management System that includes:

- Our Health and Safety Policy.
- Safety arrangements to deal with health and safety issues in our workplace.
- Risk assessments.
- Procedures to deal with emergencies.
- Worker safety rules.
- Additional information such as documented Safe Systems of Work, specific safety rules and fire precautions, are also provided.

Other health and safety information provided to workers includes:

- The official Health and Safety Law Poster.
- A current Employer's Liability Insurance Certificate.
- Health and safety booklets and information sheets.
- Information about significant findings from risk assessments and action to be taken.
- Information relating to Safe Systems of Work and work procedures.

Workers' Legal Responsibilities

All workers have a legal duty to take reasonable care for themselves and others and to co-operate with management on all aspects of health and safety.

You must co-operate with and follow all emergency arrangements.

You must ensure that you report all accidents, near misses or damage to equipment and property as soon as possible. You must co-operate and assist with accident or incident investigations when asked.

You must refrain from deliberate acts or interference with anything provided in the interests of health, safety and welfare. This includes alteration, removal or deliberate disablement of guards and other safety devices and unauthorised alteration or repair of equipment.

You must carry out your tasks in a safe manner and follow any instructions, procedures or Safe Systems of Work given to you by the General Managers and Duty Managers. If you identify a hazard or hazardous situation, you must immediately, or as soon as possible report, it to the person managing the work.

You also have a duty to ensure that all personal protective equipment provided for you is worn as directed, kept clean, maintained and stored in the correct manner.

Remember that these are statutory duties. The Enforcing Authorities can prosecute individual workers who fail to comply. Prosecution can result in heavy penalties - fines and or imprisonment.

Safety Rules

This section outlines some of the general health and safety rules that apply while you are working for us. There may be other more specific procedures where particular working practices apply and for which training and instruction will be provided.

Accident Procedures

- All work-related injuries, however minor, must be reported to your manager at the earliest opportunity and recorded in the Accident Book.
- Report all injuries, incidents, near misses, dangerous occurrences and damage to property or equipment to your manager at the earliest opportunity.

Working Practices

- You may only use your mobile phone at designated break times.
- Do not operate any equipment or use hazardous and dangerous substances unless you have been trained and authorised.
- Use all work equipment in accordance with your training and instruction. Before use check that it is safe and in full working order.
- Report faulty, damaged, defective or malfunctioning equipment to your manager without delay. Do not attempt repairs unless you have been trained and authorised.
- When cleaning work equipment you must use the correct procedure as instructed.
- Work equipment must not be left switched on without someone in control of it.
- If you are under 18 years old you must not operate or clean dangerous machinery without direct supervision and instruction.
- Use all hazardous substances in accordance with written assessments, procedures and instructions.
- Hazardous, flammable or explosive substances that are not in immediate use must be stored correctly in their designated safe storage areas.
- Always follow our Drugs and Alcohol Policy.
- Carry out manual handling tasks as instructed and according to your training.
- You must comply with all of our safe working procedures.

- When at work you must always wear suitable footwear.
- You must not connect any mains powered equipment or device to our electric supply system unless authorised in writing.

Working Conditions and Working Environment

- Always use the correct tools provided for your work.
- Clear up spillages as soon as possible, clean as you go. If the spillage is of a hazardous substance report it to a manager.
- All hazardous waste must be disposed of in a safe and approved manner.
- Do not allow hazardous substances to enter drains or sewers.
- Keep floors and other work areas free from obstruction and all other areas clean and tidy. Clean as you go.
- Dispose of all rubbish and waste materials as instructed.
- You must report any hazardous conditions to management.

Fire Precautions

- Do not obstruct any fire escape route, fire equipment or fire doors at any time. Locked or obstructed fire escape routes must be reported immediately to management.
- You must comply with all established emergency procedures.
- You must report any use of firefighting equipment to management.
- Do not attempt to fight fires unless you have been trained how to do so.
- You must not interfere with or misuse any fire equipment provided.
- Fire doors must be kept closed at all times unless they are fitted with an automatic closing device linked to the fire alarm.

Hygiene

- You must maintain high standards of personal hygiene at all times when at work.
- You must protect all open wounds with a suitable dressing.
- You must not consume food or drinks in a place where it may become contaminated.
- Use and treat the toilets, washing and welfare facilities with care and respect, keep them clean and tidy so that the risk of contamination and cross-infection are minimised.

Health

- Report any medical condition, symptoms or use of medication which could affect your safety or the safety of others to management. Failure to do so could result in disciplinary action.
- You must inform your manager, as soon as possible, if you are pregnant.
- You must inform management of any infections or illness immediately. Decisions to keep you away from work, due to illness, will only be taken after careful consideration.
- You must not attend work under the influence of either alcohol or illegal drugs.
- Ensure that the personal protective equipment issued to you is correctly used, maintained and stored in accordance with the instructions given to you. Notify your manager when it needs to be replaced.
- Always wash your hands after removal of personal protective equipment and on the completion of work.

Hazard Warning Signs, Signals and Notices

- You must comply with all workplace warning signs, signals and notices displayed.

Vehicles

- You must tell us, without delay, about endorsements or changes to your driving licence.
- You must tell us immediately about any medical condition likely to affect your ability to drive.
- Regular safety checks must be carried out on all work vehicles.
- Do not drive or operate any work vehicles without approval.
- You must not allow unauthorised passengers in work vehicles.
- You must not use work vehicles for unauthorised purposes.
- You must not overload work vehicles.
- You must not use a handheld mobile phone whilst driving.
- Smoking is not permitted in work vehicles.

Protective Clothing and Equipment

- Use all personal protective equipment as instructed.
- You must not damage or misuse personal protective equipment.
- After use personal protective equipment must be properly cleaned and stored correctly.
- You must inform your manager about damaged, defective or lost personal protective equipment.

Gross Misconduct

- You will be liable to summary dismissal if you are found to have acted in either of the following ways:
 - Serious breaches of the preceding health and safety rules, which endanger the lives of or may cause serious injury to employees or any other person.
 - Interference with or misuse of any equipment for use at work, such that it may cause harm.

Hazard Reporting

If you have concerns about health or safety hazards in the workplace you should raise them with your supervisor or manager so that they do not go unnoticed and remedial action can be taken.

Recognising that some people can feel uncomfortable about raising hazard issues we also have a system which allows you to report your concerns in writing and (should you choose) anonymously. Complete the Hazard Log form at the back of this handbook, put it in an envelope and place it in the mailbox.

Should you need additional Hazard Log forms or would rather not use the one in this booklet you can get additional copies by asking your line manager.

We encourage your participation in reporting hazards, so that defects or hazards can be quickly identified and remedied before they can cause injury or ill-health to you or your colleagues.

Consultation

To promote your involvement in the health and safety of the organisation we provide various formal opportunities for consultation. Between those opportunities you should raise any general concerns about health and safety at work with your supervisor or manager.

Every effort will be made to provide consultation and communication on important health and safety issues such as:

- Risk Assessments and subsequent Safe Systems of Work.
- Workplace hazards.

- Emergency procedures.
- New working practices and new work equipment.
- Workplace welfare issues.

Occupational Health

Hazards that have the potential to harm your health, or anyone connected with our business, are identified in our risk assessments.

It is our policy that we only use substances hazardous to health where there is no alternative safe substance that could be used. Where we have to use hazardous substances we always try to use those that present the lowest level of risk to people who use them.

Where risk assessment identifies the presence of Occupational Health hazards and risks we will always implement suitable control measures. Where occupational health surveillance is recognised as being able to recognise and protect against ill-health appropriate systems will be implemented. You will be informed of any requirement for your involvement in this health monitoring.

We anticipate that you will cooperate and take part in health monitoring which will be for your benefit. The specific results of any monitoring carried out by medical qualified assessors will always be confidential.

Risk Assessments

We carry out the process of risk assessment to reduce the risk of injury and ill health, and identify:

- The significant hazards that workers may be exposed to.
- Who could be harmed and how.
- Identifying existing control measures.
- The likelihood of someone being harmed by the hazard.
- What (if any) further actions are required.
- Appropriate Safe Systems of Work and necessary training.

For further information on risk assessment and to view those relevant to your work you should speak to your supervisor or manager.

General Safety Rules

Applicable to all Workers, Visitors and Contractors

1. Obey all rules, signs and instructions.
2. Attend for health and safety training or induction as instructed.
3. Do not attempt to carry out any work or activity for which you have not been trained.
4. Ensure that all equipment used is in a safe condition.
5. Wear Personal Protective Equipment as specified.
6. Do not enter any areas for which you are unauthorised.
7. All accidents, incidents, hazards and near misses must be reported to the person in charge as soon as possible after the incident.
8. Smoking, including e-cigarettes, is not permitted in the workplace.
9. Maintain good housekeeping at all times.
10. Pedestrian and vehicle traffic routes must be kept clear at all times.

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HAZARD REPORTING FORM

Use this form to report workplace hazards unsafe working conditions or practices that you are not able to correct for yourself or are not within your area of responsibility. If you have a suggested solution or remedy, please let us know about it. The business would prefer that you hand this completed form to a line manager so that the issues can be explained to them, but you do not have to do that. You can simply leave it in the mailbox. If you need additional copies of this form or would rather not use the one from this booklet you can get additional copies by asking your line manager. If you wish to remain anonymous there is no need to give your name. All hazards reported, including anonymous reports, will be taken seriously.

Report _____ date: _____

X Hazard _____ location: _____

Hazard _____ description: _____

Suggested solution: _____

What is your name? (not compulsory): _____

For employer's use

Action identified as necessary: _____

Action allocated to: _____

Target date for completion: _____

Employers should copy basic details of this hazard report to form HL, Hazard Log, which will act as a running record and give an oversight of all hazards reported.

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Form ESH1

Connect Install Ltd

**WORKER CONFIRMATION OF RECEIPT AND CONTENT OF WORKER
SAFETY HANDBOOK**

Please read the notes below, then sign and date this form

Part 1

Connect Install Ltd has prepared a Health and Safety Statement. This form is to let you know that the sections of the Statement affecting you, as a worker, are contained in the Worker Safety Handbook. Should you wish to see the complete Health and Safety Statement this can be arranged; ask your line manager. They will arrange for it to be made available. Please read the Worker Safety Handbook and take time to understand it. Raise any questions about the content with your manager. Then read and sign part 2 and return it to your manager.

Part 2

I have read my Worker Safety Handbook. I understand, accept and will comply with the contents. I understand that compliance with the rules and conditions set out forms part of my contract of employment. I will keep myself aware of its contents and any updates I am told about.

Signature:

Date:

Name:

Department:

Note: Note: By law, employers must give workers relevant information about their health and safety policies, procedures, and safe working systems. The same legislation requires workers to follow safety rules, procedures and instructions set by their employer. Workers should confirm that they understand these matters. Should you refuse to sign this document, the contents will be read to you and this will be recorded by your manager.

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