

## Health and Safety Policy

This is the Health & Safety Policy of Balcony Business Services Limited (Balcony). It is subject to review at least annually to ensure that it remains appropriate to the business' purpose, the context within which we and all interested parties operate and continues to support our scope of work. Balcony is not externally certificated to ISO45001 but maintains a management system in accordance with the requirements of the standard in order to benefit from its structure and concepts.

Balcony is a small company. Continued awareness and understanding of this policy is ensured by initial induction, briefing of changes, consultation and participation where appropriate. This policy is available at the Balcony office and on our website ensuring its availability to relevant interested parties including, clients, suppliers, enforcement agencies, employees, visitors & neighbours.

This policy ensures continued compliance with the Health and Safety at Work Etc. Act 1974 and other relevant legal and regulatory requirements including those of Network Rail and other interested parties. Objectives are set and implementation is measured against key performance indicators to support this policy and the Balcony business plan, to ensure continual improvement of our processes, people and performance. Responsibility and accountability remain with the directors, one of whom is an active consultant and auditor. Company objectives are our personal objectives. Monitoring of the effectiveness of key areas of policy and process are measured on the basis of risk. The directors take responsibility for the effective implementation of corrective action.

The directors demonstrate behaviour-based leadership to those they come in contact with through a positive attitude and clear communication of health and safety issues.

Operational hazards are risk assessed and managed through the implementation of a hierarchy of controls to improve policy, process and behaviour.

Injury and ill health is prevented through the assessment and control of risk by providing appropriate resources including work environment, welfare facilities, equipment, supervision, information, training and time. Instances of accident, operational incident and close call will be reviewed through our fair culture process to identify potential improvement to policy, process and behaviour.

Specifically, Balcony implement this health & safety policy by:

- Documenting our health & safety arrangements.
- Providing sufficient resources to ensure the proper provision for health, safety & welfare.
- Carrying-out risk assessment of our activities and implementing effective measures to control any risk.
- Communicating with all employees, subcontractors and clients about their health and safety.
- Providing employees with sufficient information, instruction and training through positive management.
- Providing appropriate tools and equipment to enable individuals to work safely.
- Working with our clients to ensure a safe and healthy work environment.
- Encouraging and promoting safe and best practice.

This is achieved through:

- Ensuring confidential disclosure of Balcony personnel health issues to identify appropriate opportunities to promote health improvement.
- Tailoring a health surveillance programme for Balcony personnel to promote the maintenance and improvement of levels of health.
- Making appropriate external expertise available to Balcony personnel for advice.
- Liaising with Balcony personnel to design work patterns to support a healthy work/life balance whilst meeting the requirements of the business.
- Supporting Balcony personnel to take responsibility for their own health by providing appropriate resources and initiatives.

The directors demonstrate behaviour-based leadership to those they come in contact with through a positive attitude and clear communication of health, safety, fitness and wellbeing issues. Behaviour is measured through performance monitoring and informal discussion.

Occupational health and safety risk is managed by working within the context of the business and ensuring that the needs and expectations of interested parties are always met to identify potential improvement to policy, process and behaviour.

Balcony personnel, visitors, contractors and clients are required to co-operate with RDL to implement this policy, correctly use personal protective equipment (PPE) provided and not to intentionally or recklessly interfere with any equipment or process designed with safety in mind.



Paul Saddington  
Director

1<sup>st</sup> January 2025

**Balcony Business Services Limited**