



Health and safety policy

Telecoms, networks and client site operations

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01 Policy statement and scope

Phone Guys Limited will plan, organise and carry out its work to protect the health, safety and welfare of its workers and other people affected by it. We will prevent injury and work-related ill health so far as reasonably practicable and meet the health and safety duties applicable to our work.

We will remove hazards where practicable, control the risks that remain, provide safe equipment and working arrangements, and give people the information, instruction, training and supervision they need. The director will provide competent assistance, adequate time and resources, and meaningful consultation with workers.

Every worker may stop an unsafe task and report a concern without penalty for doing so in good faith. A deadline, customer request or commercial pressure will not justify uncontrolled risk. Work will resume only when a competent person has checked the controls and the supervisor has authorised the revised method.

Work covered

This policy covers employees and people working under Phone Guys control in Great Britain. It applies to offices and remote support, business travel, surveys, telecoms and network installation, Wi-Fi, cabling, CCTV, access control, maintenance and decommissioning at client premises. It includes occupied care, hospitality, construction, public-sector, venue and heritage sites.

Project risk assessments, method statements, permits, client rules and specialist instructions supplement this policy. Work elsewhere requires a review of the relevant local duties before it is assigned. This policy does not authorise live electrical work, asbestos work, structural alteration, confined-space entry or specialist access beyond verified competence.

02 People and responsibilities

Simon Diss, accountable director, retains overall responsibility. Delegating a task, appointing an adviser or using a subcontractor does not transfer the employer's duties. Names, contacts, competence and cover arrangements will be recorded in the controlled responsibility record.

Role	Required responsibilities
Accountable director	Approve this policy and resources; appoint competent assistance; set priorities; ensure consultation; review significant incidents and overdue corrective actions.
Competent safety assistance (nominated: Citation)	Advise within verified skills, knowledge and experience; help assess risks and controls; identify when a specialist is needed. Record the agreed scope and availability.
Operations or delivery manager	Allocate competent staff; obtain site information and permissions; arrange equipment, welfare, first aid and contractors; keep the work and competence records current.
Job supervisor	Prepare and brief the work pack; check actual site conditions; coordinate with the client and other trades; enforce hold points; stop and revise unsafe work.
Workers	Follow the agreed method; use equipment correctly; complete pre-use checks; protect others; report concerns, defects, exposure and incidents promptly; stay within authorisation.
Subcontractors	Demonstrate competence for the assigned task; exchange relevant safety information; follow agreed interfaces and controls; cooperate with supervision and reporting.

Competence and authority

A job title, supplier relationship or proposed course is not evidence of competence. Operations will verify relevant experience, training, practical ability and any required authorisation before allocation. Work beyond our competence will be referred to a suitable specialist. New and inexperienced workers will receive additional supervision.

The work pack will name the supervisor and the person who will answer an escalation, including outside normal office hours when work is scheduled. If the necessary decision-maker, specialist information or safe method is unavailable, affected work will wait.

03 Plan and coordinate the work

Risk assessment and safe method

Before work is accepted or allocated, the manager will consider the task, premises, people, access and equipment. The supervisor will identify hazards, who could be harmed and how, and the controls needed. Include visitors, residents, children, other trades, new or expectant mothers, disabled people and anyone whose circumstances need additional protection.

Eliminate the hazard where reasonably practicable. Otherwise select engineering and organisational controls before relying on personal protective equipment. Record significant findings, actions, responsible people and completion dates. Phone Guys will use written records for its site work regardless of headcount; paperwork will support controls in practice.

A proportionate risk assessment and method statement will set out the work sequence, equipment, isolation, permitted routes and fixings, separation from occupants, exposure controls, emergency arrangements and checks before release. Workers will be briefed, their understanding checked and the version and attendance recorded. A changed site condition requires a review and a fresh briefing.

Client and construction duties

Obtain relevant site rules, asbestos information, service drawings, access restrictions and pre-construction information. Establish the applicable Construction Design and Management Regulations 2015 roles with the client. Installation and alteration work must be assessed for those duties; a small job or a non-notifiable project is not automatically exempt.

Plan, manage and monitor our own work. Where we are the sole contractor on construction work, ensure a suitable construction phase plan exists before setting up the site. On a project with other contractors, coordinate with the appointed dutyholders, follow relevant parts of the plan and directions, and confirm welfare and induction arrangements. Take account of any designer duties when specifying or altering an installation.

Work pack and hold points

- Confirm scope, named supervisor, client contact, work windows and any permit or building-fabric approval.
- Confirm competence, access equipment, emergency communication, welfare and first-aid cover.
- Resolve asbestos, concealed services, isolation and critical-service dependencies before disturbance or shutdown.
- At arrival, check the plan against the actual site. Stop and re-plan when information, access, conditions or the work change.

A client's approval supports coordination; it does not remove our responsibility for the safety of our method. Unclear ownership or conflicting instructions will be resolved before affected work begins.

04 Check the building before disturbance

Asbestos and unknown materials

Before drilling, cutting, opening a void, removing a panel or disturbing finishes, obtain asbestos information covering the exact work area and material. A management survey may not cover intrusive work or inaccessible areas. Where information is insufficient, require suitable investigation or survey by competent specialists before disturbance. Absence from a drawing or register is not evidence that a material is asbestos-free.

Workers will receive asbestos awareness instruction appropriate to their tasks and understand the stop procedure. Awareness training does not qualify them to sample, remove or otherwise work on asbestos. No unplanned asbestos work is authorised by this policy.

If suspect material is encountered or disturbed, stop immediately, keep people away, avoid further disturbance and notify the supervisor and client. Do not sweep, vacuum with ordinary equipment, drill again or attempt an unplanned clean-up. The manager will obtain competent advice on isolation, exposure assessment, specialist response and any reporting required before release of the area.

Concealed services and structure

Check available plans and inspect the area for electrical cables, pipes, telecoms circuits, fire systems and other services. Use suitable locating and verification methods, with competent interpretation, before drilling or cutting. A detector result alone is not a guarantee of clearance. Resolve uncertainty by changing the route or obtaining specialist confirmation; do not drill blind.

Select fixings for the actual substrate, load and environment. Check that supports and surfaces can safely carry the installation. Do not fix to unknown structural elements, ceilings, fragile surfaces, fire protection or existing services. Structural concerns, excavations and work near overhead or buried electricity require a separately assessed specialist method.

Heritage and building fabric

Agree routes, mounts, sample fixing treatments, access and protection with the client and the relevant Estates or conservation authority before work affects protected fabric. Confirm who obtains any required consent. Reuse existing routes only when suitable and authorised. Protect finishes, control debris and record the agreed work and condition using authorised photographs where permitted.

Asbestos information, a safe fixing assessment and heritage permission answer different questions. Obtain each that applies. Unexpected fabric, voids, obstructions or fragile finishes require a stop and a recorded decision; pressure to finish will not authorise an improvised alteration.

05 Prevent falls and falling objects

Select the safest access

Avoid work at height where reasonably practicable, for example by configuring equipment before installation or using a safe ground-level method. Where it cannot be avoided, use a suitable existing safe place or equipment that prevents a fall. Give collective protection priority over personal protection. Where a fall risk remains, minimise its distance and consequences.

The assessment will address the task duration and reach, equipment and load, ground or floor condition, nearby doors and traffic, weather, lighting, overhead services, fragile surfaces and people below. Plan safe access, supervision, evacuation and rescue. Rescue arrangements must be workable for the site and cannot depend solely on an emergency-service response.

Ladders and stepladders

Use a ladder only where assessment justifies it for low-risk, short-duration light work. It is not the default platform for prolonged overhead drilling, forceful cable pulling, heavy equipment or awkward two-handed work. Select the correct type and height, follow the manufacturer's limits and inspect before use. Quarantine damaged equipment.

Set up on a firm, stable base and prevent slipping or movement. Secure where required, protect from doors and vehicles, keep suitable contact, face the task and do not overreach or stand on prohibited steps. Carry only manageable light tools; use a safe method to raise equipment. Chairs, desks, boxes and other makeshift platforms are prohibited.

Platforms roofs and restricted areas

Use a suitable podium, tower or mobile elevating platform where the task requires it. Only people whose competence is verified may erect, alter, inspect or operate specialist equipment. Confirm inspection status, ground bearing, operating limits, exclusion zones and rescue provision. Harnesses and anchors require their own suitable assessment, equipment and competence.

Roof, mast, fragile-surface, unguarded-edge and similar work require a specific approved plan and suitable specialist capability. Do not enter a ceiling void or roof space on the assumption that it is load-bearing or safely accessible. Confined-space entry is outside routine work and requires specialist assessment and arrangements.

Keep the area below controlled. Secure tools, components and materials against falling, protect occupants and reopen routes only after the supervisor checks that the work and area are safe.

06 Electrical and network system safety

Identify and control energy

Identify every relevant supply before disturbing equipment: mains, Power over Ethernet, telecoms line feeds, batteries, uninterruptible power supplies and stored energy. A data cable, switched-off display or unplugged mains lead does not by itself prove that equipment is safe. Follow manufacturer instructions and the site isolation procedure.

Plan isolation with the client, identify the correct circuit and affected equipment, make it safe, secure against reconnection and control stored energy. A suitably authorised competent person will prove dead with appropriate test equipment before work on or near exposed conductors. Protect others and record the isolation and release. Do not improvise lock-off or defeat protective devices.

Routine ICT competence does not authorise fixed mains alterations, live electrical work, distribution-board access or work inside exposed electrical equipment. Refer these to appropriately competent electrical specialists. Do not open energised enclosures, repair damaged plugs or replace protective components without the appropriate competence and authorisation.

Portable equipment and supplies

Use suitable equipment, leads, chargers, sockets and protective arrangements for the location. Check condition before use and remove damaged, overheated or suspect items. Avoid overloading sockets and daisy-chained supplies. Select inspection, maintenance and testing intervals by risk and manufacturer instructions; a test label does not make damaged equipment safe. Consider appropriate residual-current protection for the work and environment.

For PoE, confirm the supported standard, equipment rating, connector condition, cable suitability and switch-bank or injector power provision. Use approved compatible components. Stop if connectors, cables or equipment show heat damage. Do not assume that low-voltage operation removes electrical, fire or stored-energy risks.

Control service interruptions

Before a shutdown, patching change, restart or migration, identify any dependent fire alarm, door release, CCTV, lift, telecare, emergency-call or other critical service. Agree the outage, contingency, affected users, responsible specialists, rollback and restoration checks with the client. Do not interrupt a safety-related service without those arrangements.

Keep people clear of equipment during re-energisation. Check covers, terminations and safe connections, then restore in the agreed sequence with the authorised person. Record the agreed functional and critical-service checks and any exception before handover. Do not leave an unlabelled temporary supply or an unauthorised bypass in use.

07 Tools substances and exposure controls

Safe tools and work equipment

Select suitable tools, guards, attachments and test instruments for the material and environment. Follow instructions, check before use and maintain an equipment record. Operators must know the safe method and limitations. Isolate before adjustments, blade changes or clearing a jam. Defective equipment will be marked, quarantined and repaired or replaced through a competent person.

Dust and hazardous substances

Assess drilling, cutting and cleaning before starting, including silica, wood dust and hazardous old coatings. Avoid creating dust where practicable. Use an effective method such as suitable on-tool extraction or another assessed control and separate the work from occupants. Do not rely on a domestic vacuum, dry sweeping or blowing dust away. Reconsider the method if the material or exposure is uncertain.

Assess cleaners, adhesives, sealants, aerosols, batteries and other hazardous products using the task and current safety information. Substitute a safer product where practicable, control use and storage, provide hygiene and spill arrangements, and brief workers. A safety data sheet alone is not the task assessment.

Noise vibration and respiratory protection

Choose lower-noise and lower-vibration equipment and methods, maintain them and plan exposure time and rest or task changes. Protect other workers and occupants. Where assessment requires exposure measurement or health surveillance, the manager will obtain competent occupational-health advice and put it in place before uncontrolled exposure occurs.

Select respiratory protection for the substance, exposure, task and wearer when it is needed in addition to other controls. Tight-fitting protection requires an appropriate face-fit test and a fit that remains effective; facial hair must not compromise the seal. Provide instruction, checks, cleaning, maintenance and replacement. If effective protection cannot be provided, change the method or stop.

Personal protective equipment

Provide suitable protective equipment without charge where required for work, including appropriate eye, hand, foot, head, hearing, high-visibility or respiratory protection. Check compatibility, fit and the worker's needs. PPE supports the assessed safe method and does not replace elimination, extraction, guarding or segregation. Workers will use it correctly, inspect it and report defects.

Hot work, gas cylinders, significant chemical work and similar activities require a separate competent assessment and any permit, fire watch or specialist control; they are not authorised as routine network work.

08 Handle telecom equipment and cabling safely

Racks cabinets and handling

Avoid hazardous handling where practicable. Assess the load, route, stairs, space, grip, posture and individual capability before moving racks, UPS units, reels, access equipment or boxes. Use handling aids, smaller loads or a planned team lift as appropriate. There is no universal safe lifting weight; training is additional to reducing the handling risk.

Check rack and cabinet stability, anchoring, loading, ventilation and safe access before fitting equipment. Secure heavy items in the assessed position and support equipment while fastening it. Do not pull out multiple heavy sliding units where this could overturn the rack. Keep doors and removed panels controlled and prevent unauthorised access.

Copper cabling and fibre

Plan cable routes and pulling methods. Protect people from sharp edges, drilling debris, tensioned cables and awkward overhead effort. Use suitable guides and pulling aids and communicate before a pull; keep hands clear of pinch points. Protect temporary cables from damage and trips. Do not overload containment or supports.

Treat fibre as potentially active. Verify the source state with suitable methods and follow equipment instructions; do not look into a fibre end or optical port, including through a magnifier. Control fibre offcuts in a suitable closed container, keep food and drink away, clean the work area safely and protect eyes and skin. Only trained people may splice or use specialised optical equipment.

Batteries outdoor equipment and specialist boundaries

Follow the manufacturer's handling, charging, ventilation and storage instructions for batteries and UPS units. Prevent short circuits and uncontrolled movement. Swelling, leakage, unusual heat, damage or smell requires a stop, keeping people clear and advice through the site emergency and specialist arrangements. Do not open, repair or transport a damaged battery through an improvised method.

For outdoor cameras, antennas and wireless equipment, assess weather, mounting, access, lightning-related interfaces, cable entry and nearby overhead services. Co-located transmitting equipment requires the site operator's relevant radio-frequency exposure information and controls; no safe distance will be guessed. Specialist mains, lightning protection, structural, mast and lifting work remains subject to separate verified competence and approvals.

Keep ventilation clear and respect power ratings and environmental limits. Record the installed equipment, safe cable routing, labels and outstanding restrictions for handover. Secure electrical and electronic waste, batteries and sharp offcuts for appropriate lawful collection; do not leave hazards at the client site.

09 Protect occupants and prepare for emergencies

Occupied premises and public areas

Agree deliveries, routes, storage and work windows before arrival. Sign in, complete induction and identify the client representative. Separate work, tools, openings and overhead activity from residents, staff, visitors and other trades. Use suitable barriers and signs and manage doors and traffic. Keep accessible routes and escape routes clear and maintain safe lighting and housekeeping.

At care, healthcare, hospitality and public venues, consider infection controls, vulnerable occupants, noise, distress, privacy and safeguarding interfaces with the client. Do not leave accessible tools, open cabinets, cables or sharp waste. Secure the work area whenever unattended and check it before barriers are removed. Obtain authorised access and photography arrangements.

Fire and welfare

Confirm alarm, evacuation and assembly arrangements, including any assistance needed for disabled occupants and out-of-hours work. Keep fire doors, detection, extinguishers, escape routes and fire stopping effective. Any planned isolation or penetration affecting fire protection requires an authorised specialist method, compensating controls and recorded reinstatement.

Confirm suitable toilets, washing, drinking water, rest or eating facilities, lighting, ventilation and a safe working temperature from the start. Check that shared client facilities are available for the actual shift. Provide alternatives if they are not; an assumed facility is not an arrangement.

First aid and rescue

The manager will assess first-aid needs for offices, travelling, lone and site workers, taking account of hazards, location, shifts and absence cover. Provide suitable supplies, a person available to take charge of arrangements, and trained first-aiders where the assessment requires them. An appointed person is not automatically a qualified first-aider. Agree shared provision with the client and tell all workers how to obtain help.

The work pack will record the full location, emergency access, contact method, alarm, evacuation, first-aid and any task rescue arrangements. Test communication availability without making an emergency test call. For an actual emergency, raise the alarm, call 999 or 112, give the location and nature of the danger, and follow the site plan. Only attempt first aid or rescue within training and where it is safe; do not create a second casualty.

Stop work after a serious incident, make the area safe where possible and arrange competent release before the affected task resumes. Do not move damaged equipment or disturb evidence except to protect people or assist the emergency response.

10 Support people travel and wellbeing

Instruction consultation and supervision

Before assigning work, check the person's competence and provide induction, task instructions and supervision appropriate to the risk. Explain relevant site hazards, equipment, stop points and emergency actions in a form the worker can understand. Check practical understanding rather than relying on a signature alone. Training records will distinguish completed evidence from proposed, expired or template entries.

Consult workers and their appropriate representatives about risks, controls, training, competent assistance and changes affecting safety. Record concerns and agreed actions and explain the outcome. Encourage early reporting of symptoms and unsafe conditions. Consider individual needs, new or expectant mothers, young or inexperienced workers, disability, language and reasonable adjustments when designing work.

Lone work and violence

Approve lone work only after assessment of the task, location, person, access, communications and emergency response. Record check-in intervals, who monitors them, a response to a missed check and when emergency assistance is required. Confirm that the monitoring person is actually available. A mobile phone without coverage or a person who is not responding is not a control.

Do not allocate lone work where foreseeable rescue or immediate help cannot be provided safely. High-risk access, intrusive work or a hostile situation needs a specifically approved method and staffing. If threatened, withdraw to safety and obtain help; do not confront an aggressor to protect equipment.

Driving and fatigue

Plan the journey, driver and vehicle, including personal vehicles used for business. Check entitlement, fitness, vehicle condition, business-use insurance, load security and appropriate checks. Allow realistic time for traffic, breaks, weather and London or remote-site travel. Adjust the work plan if driving and a late shift would create fatigue.

Do not drive while impaired or dangerously tired. Stop safely before handling a phone or device. Report vehicle defects and incidents and stop using an unsafe vehicle. Managers must not create incentives to rush, exceed safe hours or answer messages while driving.

Office work and occupational health

Assess display-screen work in the office, at home and during prolonged remote support. Arrange suitable equipment, posture, changes of activity and the eye-testing arrangements required for relevant users. Address workload, pressure, isolation and support through stress risk assessment and consultation. Obtain occupational-health advice for symptoms, exposure concerns, health surveillance or safe return to work where needed; keep health information confidential.

11 Report incidents and check performance

Immediate reporting and investigation

After emergency action, workers will promptly report injuries, near misses, unsafe conditions, equipment failures, suspected exposure and work-related ill health to the supervisor. Escalate serious events immediately to the accountable director and the client through the agreed route. Record the facts, people affected, immediate controls and witnesses without assigning blame or guessing a medical diagnosis.

The director or authorised responsible person will promptly assess whether statutory reporting is required, using current HSE RIDDOR criteria and competent advice where necessary. Record the decision, responsible reporting person and applicable deadline. Report within that deadline and retain the receipt. Internal reporting does not replace RIDDOR, and not every internal near miss is a statutory dangerous occurrence.

Investigate proportionately to establish causes and prevent recurrence. Assign corrective actions, owners and dates, verify completion and share relevant learning without exposing personal data. Consider whether other jobs, equipment or workers are affected. A supervisor will check the revised controls and authorise resumption of affected work.

Records and checks

Operations will maintain controlled records for responsibilities, competence, job risk assessments and briefings, permits, equipment inspection and maintenance, first aid, incidents, specialist advice and corrective actions. Keep personal or medical information secure with access and retention appropriate to its purpose. Use authorised client-record arrangements and return or destroy client material as required.

The supervisor will check controls at each job. The manager will check that work packs are complete, inspections and training remain current, and actions are closed in practice. The director will review significant concerns and resource needs. Checks will cover what workers actually do and experience, as well as completed forms.

Policy control and improvement

Review this policy at least annually and sooner after a significant incident, new work activity, equipment or organisational change, worker concern or relevant change in guidance or duties. Consult workers about material revisions. Record the review, approver, effective date and changes and issue the current version to affected workers.

The responsibility record identifies appointments, resources and actions. Before a job proceeds, the supervisor must confirm the people, information, equipment and controls needed for that particular work.

Policy enquiries may be sent to info@phoneguys.uk or raised through the supervisor and accountable director. General business contact details are not an emergency service or a substitute for the site emergency arrangements.