



Protran House, Boundary Road, Black Rock, Brighton BN2 5TJ
Tel 01273 681 681 : Email hello@thebiglemon.com

Health & Safety Policy

PART 1 - General Statement of Policy

- 1.1 **The Big Lemon** acknowledges and accepts its legal responsibilities for securing the health, safety and welfare of all its employees, of sub-contractors working on its behalf and all others affected by its activities under the Health and Safety at Work Act 1974.
- 1.2 The Big Lemon will provide and maintain a healthy and safe working environment with the objective of minimising the number of instances of occupational accidents and illnesses and ultimately achieving an accident-free workplace.
- 1.3 **The Big Lemon** will ensure, so far as is reasonably practicable:
 - a. the provision and maintenance of plant and systems of work that are, so far as is reasonably practicable, safe and without risks to health
 - b. arrangements for ensuring, so far as is reasonably practicable, safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances
 - c. the provision of such information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of his employees
 - d. so far as is reasonably practicable as regards any place of work under the employer's control, the maintenance of it in a condition that is safe and without risks to health and the provision and maintenance of means of access to and egress from it that are safe and without such risks
 - e. the provision and maintenance of a working environment for his employees that is, so far as is reasonably practicable, safe, without risks to health, and adequate as regards facilities and arrangements for their welfare at work.
- 1.4 The company will provide adequate control of the Health and Safety risks arising from our work activities.
- 1.5 The company ensures that all its employees are competent to carry out their tasks and given adequate information, instruction, training and supervision.
- 1.6 The Company will encourage all employees to be actively involved in maintaining safe operating conditions and practices.
- 1.7 This policy will be regularly reviewed to ensure that these standards of health and safety are maintained.

Signed: 

Date: 22 August 2024

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PART 2 – Organisation and Responsibilities

2.1 **Tom Druitt** has overall responsibility for health and safety in the Company, and will:

- Ensure suitable financial provision is made for health & safety obligations;
- Provide a safe working environment for employees and others who may be affected by the work activities;
- Ensure that the health and safety policy is effectively implemented throughout the company;
- Provide appropriate training, information, supervision and instruction to employees
- Ensure work is planned to take into account health & safety issues
- Provide adequate welfare facilities for their employees in accordance to the Workplace, (Health, Safety and Welfare) regulations 1992

2.2 All employees shall at all times take reasonable care of themselves and have due regard for the health and safety of others who may be affected by their work activities.

Responsibilities for the Organisation

Job title: CEO

Name: Tom Druitt

Responsibilities: Day to day responsibility for Health and Safety

Job title: General Manager

Name: Colin Morris

Responsibilities: Training and the Maintenance of plant and equipment

PART 3 – Arrangements for Health & Safety

Health and safety is considered in all aspects of our work. The following, outlines the principal ways in which we implement health and safety:

3.1 Communication.

The contents of this policy are brought to the attention of all employees. Employees are directly consulted on any matters that may affect their health and safety.

3.2 Training.

Training needs will be identified and employees will be given training appropriate to their responsibilities. Training is specifically provided for work with hazardous substances, use of equipment, use of personal protective equipment (PPE) and manual handling. Additional training required because of new work activities and the use of new equipment or substances will be provided when needed. Training achievement of all employees will be recorded.

3.3 Risk Assessments.

Risk assessments are a legal duty under the Management of Health and Safety at Work Regulations 1999. Regulation 3 states: -

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1. Every employer shall make suitable and sufficient assessment of the risks to the health and safety of his employees to which they are exposed whilst they are at work;
2. Every employer shall make suitable and sufficient assessment of the risks to the health and safety of persons not in his employment arising out of, or in connection with the conduct by him of his undertaking.

The objective is to examine all work areas and procedures to assess or determine if a risk or potential risks exist, categorise the severity of the risk with a view to elimination, substitution, reduction or control of the risk to help create a safe working environment.

The head of the Company ensures operators are provided with appropriate instruction and training on risk assessments.

Assessments are reviewed annually or when the work activity changes, whichever comes first.

3.4 Display Screen Equipment (DSE)

Display screen operators may suffer from postural difficulties and visual fatigue, in addition to the other hazards of the workplace, such as tripping over cables or carpets, lifting injuries picking up boxes of paper, etc. Although display screen equipment does produce some radiation, the levels produced are no more than those from the environment in many areas.

Postural hazards result from poor ergonomics and working environment. The following may produce fatigue-related conditions:

- sitting in an immobile position for long periods
- high rates of repetitive finger movements, with the wrists bent
- poor circulation to the legs
- pressure from the seat/chair upon the thighs caused by incorrectly adjusted seat.

Visual fatigue may result from the following:

- poor screen display, such as low contrast or flickering
- high levels of ambient light compared to the screen display
- reflections or glare
- the need for a document holder.

These can produce eye strain, headaches or other related symptoms.

It is our policy to exceed, where possible, the minimum health and safety requirements of the law. We aim to provide a working environment that is both comfortable and maximises the effectiveness of employees. Although the Regulations only apply to DSE users or operators (an operator is a self-employed DSE user), we will try to apply the principles to all DSE workstations regardless of the category of user. In order to achieve our goals, we will put in place arrangements and procedures for the assessment of risks from the use of DSE. The risk assessment will be followed by the provision, maintenance and monitoring of appropriate control measures to minimise any risks identified.

3.5 Emergencies.

Employees always familiarise themselves with client procedures and fire exits when first attending other sites, and co-operates and participate in any drills.

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3.6 Welfare

Welfare arrangements are provided in line with the Workplace (Health, Safety and Welfare) Regulations 1992.

The Big Lemon ensures that the Workplace Approved Code of Practice is met by ensuring that the minimum number of sanitary conveniences is provided in line with the figures below. Where toilets are used only by women or jointly by men and women the minimum number of facilities provided will be:

Number of people at work	Number of WCs	Number of wash stations
1 to 5	1	1
6 to 25	2	2
26 to 50	3	3
51 to 75	4	4
76 to 100	5	5

PART 4 – Your Health & Safety Obligations

You must:

- familiarise yourself with, and abide by, The Big Lemon's Health & Safety Policy; a reference copy is kept in the Office
- ensure you are fit to work when on duty
- take care of your own health and safety and that of people who may be affected by what you do (or do not do)
- not attempt to lift anything heavy
- co-operate with others on health and safety, and not interfere with, or misuse, anything provided for your health, safety or welfare
- follow the training you have received when using any work items your employer has given you
- report any concerns to a Manager

On site at our sites, depots and yards

Vehicle movements are a hazard of our business, on the road and at our sites. Always exercise extreme care when moving your vehicle, noting blind spots and getting out of the vehicle to check rather than risk any collision, damage or injury. It is always better to spend ten minutes seeking advice than many hours to repair vehicles – or worse.

Reversing will be controlled with a trained banksperson, or by exercising extreme caution if reversing alone. Supervisors will monitor this on our sites.

A hi-vis vest must be worn in all vehicle movement areas on our sites, and at the roadside in traffic.

Pandemic response and control

We will follow prevailing national guidelines on infection control, maintaining social distancing, use of facemasks and frequent handwashing, or on any other measures which help to control the spread of illness or disease and keep ourselves and our passengers safe.

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Other road users

The Big Lemon is as valuable as its reputation - everyone out there is a potential customer, ambassador or supplier; how they perceive us is crucial to our success as an organisation.

The Big Lemon has built up a reputation as a happy, friendly, community organisation full of nice people. This means people want to work here, people want to do business with us, and people want to ride our buses. It is up to all of us to live up to this and be the best we can be, all the time.

1. Give yourself plenty of time. If you're running to a timetable and running late, don't worry and don't hurry – that's when you become less courteous and more careless
2. Give vulnerable road users lots of space
3. Give way to pedestrians if safe to do so
4. Let others out if you can, and don't block box junctions/keep clear signs
5. Wave at other bus drivers – we're all in it together!

Cycle Awareness

Cycling is part of the sustainable transport mix and should be encouraged. Many cyclists are also our passengers when the weather is bad. Keep your eyes out for cyclists and make sure you know where they are at all times. Give them a wide berth.



Safe Driving Policy

The Big Lemon takes the safety of our staff and passengers very seriously. We operate in an environment with many hazards and our Drivers have a huge responsibility for the safety of both themselves and their passengers when on the road. It is essential that our Drivers are alert at all times and completely focussed on the road.

Drugs & Alcohol Policy

We recognise that alcohol and drug abuse related problems are an area of health and social concern. We also recognise that alcohol and drug abuse problems can have a detrimental effect on work performance and behaviour.

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It is therefore our policy that staff may not bring to or consume alcohol or any unlawful drugs in the workplace during work time or during a period prior to work where the effects may carry over to the workplace.

We recognise that a member of staff with alcohol or drug dependency problems needs help and support from us. However, we also understand that we have a responsibility to all our employees, customers and other stakeholders to ensure that any risks related to this are minimised. Therefore, our approach is:

- Providing reasonable assistance to the member of staff with an alcohol or drug abuse problem who is willing to co-operate in treatment for that problem. The member of staff is strongly encouraged to report any concerns about their own alcohol or drug dependency to their manager as soon as possible. Not only will this enable the Company to support you, but also it will allow us to reduce the risk to our customers and employees
- Disciplinary rules, enforced through disciplinary procedures, where use of alcohol or drugs (other than on prescription) affects performance or behaviour at work, and where either (1) an alcohol or drug dependency problem is not recognised or (2) where treatment is not possible or has not succeeded.

We do not have the internal resources to provide or arrange treatment or other forms of specialist assistance, however we will signpost the services provided by GPs, hospitals and other agencies. Through this policy we will seek both to support a member of staff during such specialist help.

We may utilise an occupational health service, or, where appropriate, the employees own GP, in order to confirm diagnosis and understand the recommendations on support.

The Company will, where reasonable and possible, provide support for a period of treatment where

1. the Occupational Health Service, or, where appropriate, the individual's GP or other appropriate professional, diagnoses an alcohol or drug dependency related problem, **and**
2. The member of staff recognises that they are suffering from an alcohol or drug dependency problem and is prepared to co-operate fully in referral and treatment from appropriate sources.

The Company and its employees must recognise the following limits to the assistance the Company can provide:

- Where a member of staff fails to co-operate in referral or treatment arrangements, no special assistance will be given and any failure in work performance and behaviour will be dealt with through the Disciplinary Procedure.
- If the process of referral and treatment is completed but is not successful, and failure in work performance or behaviour occurs, these will be dealt with through the Disciplinary Procedure.
- A member of staff's continuation in their post or an alternative post during or after treatment will depend upon the needs of the Company at that time.

Disciplinary Action

In line with the Company's disciplinary rules, the following will be regarded as serious misconduct:

1. Attending the work site and/or carrying out work duties under the influence of alcohol or drugs.
2. Consumption of alcohol or drugs whilst on duty (other than where prescribed or approval has been given).

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Breach of these rules may (and is likely to) result in summary dismissal, and only in truly exceptional cases will reduced disciplinary action of a final written warning be applied.

Where a breach of these rules occurs, and it is established that there may be an alcohol or drug dependency problem that was pre-existing, the Company **may** suspend application of the Disciplinary Procedure. This will only be where the Company is satisfied there were strong mitigating circumstances why the employee could not alert us before the breach of rules, especially where the employee is in a safety critical role. Employees should report any concerns about their own alcohol or drug dependency problems as soon as possible to their manager. All employees are responsible to report any concerns about their colleagues that may have safety critical implications.

Where a diagnosis of alcohol or drug dependency has been made and treatment commenced, the Company will ask for regular updates on progress. During this period, depending on the circumstances, the Company may

- Temporarily place the Employee in an alternative, non-safety critical role, if one exists within the Company. This will be reviewed on a regular basis, depending on the needs of the business
- Receive medical certificates and the Employee will be considered as sick
- Allow annual leave or unpaid leave
- Only in very exceptional circumstances will medical suspension be considered

Should the Employee refuse to cooperate in treatment at any point, all these options are open to reconsideration. If appropriate, the Employee may be subject to disciplinary action or risk of dismissal on the grounds of incapacity/some other substantial reason

Before the Employee returns to a safety critical role after treatment, it will likely be necessary for an Occupational Health service or the Employee's own GP to confirm treatment has been successful. We understand that alcohol and drug dependency is a complex issue that cannot be 'cured', however we will seek assurances that Employees in safety critical roles will not be a risk to themselves, their colleagues or our customers.

Should the Employee relapse, further assistance, as above, will be considered. Third referrals will not be permissible.

Drug and Alcohol Testing

In order to ensure compliance with the law and to ensure the safety of its Employees, visitors and customers, we will undertake drug and alcohol testing for all roles within the Company. This policy applies to all Employees, due to the safety critical nature of the site and vehicle movements within the site.

When testing will occur:

- Pre Employment – this will usually be at interview, but can be at any time before start date. If a job offer is made before the test is undertaken, this offer will be conditional upon successfully passing the test
- Post Incident/For Cause – testing will be undertaken at any time any official of the Company is concerned an Employee may be under the influence of alcohol or unlawful drugs. This may be due to noting behaviours in that Employee, or after an incident such as a collision, or any other evidence to support a reasonable concern
- Random –the Company will randomly sample the workforce. Each month, the Company will randomly select the names for that month from a staff list. Those identified will be tested at any point in the month, at any point in their shift

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Alcohol Testing:

This will be carried out by a measured breath test with an Alcosense test kit, and will be conducted according to the test equipment manufacturer's instructions. The result will be recorded. This test should be witnessed (this can be any appropriate member of staff) and co-signed.

The UK legal limit for driving is 38mg alcohol per 100ml breath. The Company limit is 20mg/100ml breath. This is set lower due to the possibility that alcohol levels could still be increasing, and also the increased risk to colleagues and customers when operating large vehicles or machinery.

Should the Employee test over the Company limit, they will immediately be suspended from duty on full pay pending investigation.

Should the Employee test between 0 and 20mg/100ml breath, they will be stood down for 1 hour and retested. If the test results in a 0mg/100ml breath, they will be able to return to work. If the test results above 0 but below 20mg/100ml, they will be sent home and marked as sickness absence for the entire day.

Drug Testing:

This will be carried out by saliva test. The process will be in line with the tester manufacturer's instructions. The test should be witnessed by any appropriate member of staff.

For random testing, the Employee will be allowed to return to work whilst awaiting the result, unless the testing official has any concerns they may be under the influence of unlawful drugs at that time.

For tests carried out For Cause, the Employee will be suspended on full pay until the result is received. They will be able to return to work immediately on receipt of a negative result. If a positive result is received, they will remain on suspension pending investigation.

For pre-employment testing, the result should be received and confirmed negative before a job offer is made or confirmed.

Failure or refusal to be tested

A positive drug or alcohol test in the workplace will be treated as a gross misconduct offence. Refusal to comply with a drug or alcohol test will be treated in the same way as a positive drug or alcohol test.

Prescription drugs

Employees in safety critical roles should make their managers aware of any medication they have been prescribed that may impair their cognitive function. This may include, but not be exclusive to, strong painkillers such as opiates, medication for sleeping disorders and some anti-anxiety or antidepressant medication.

All information given about medication will be treated in the strictest confidence and have no other impact on employment other than to enable us to ensure the safety of our Employees and Customers.

If you are unsure whether medication you have been prescribed will result in your inability to carry out your safety critical role safely, ensure the doctor prescribing the medication is aware of your profession.

Before making a decision whether any prescription medication may leave the Employee unsafe, the Company will consult an occupational health or medical professional.

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