



Health and Safety Policy

Issued: March 2025 Next Review: March 2026

1. Introduction

Arrivals Star Ltd is committed to maintaining the highest standards of health and safety across all areas of its operations. This policy outlines our approach to ensuring the safety and wellbeing of employees, subcontractors, passengers, and visitors. We fully recognise our legal obligations under the Health and Safety at Work etc. Act 1974 and other relevant legislation.

2. Policy Aims

- Provide a safe and healthy working environment for all staff, subcontractors, and those affected by our services.
- Prevent accidents and work-related ill health through proactive risk management.
- Ensure all vehicles, equipment, and premises used in the delivery of services are safe, roadworthy, and well maintained.
- Promote a culture of responsibility, safety awareness, and continuous improvement in health and safety performance.
- Comply with all applicable health and safety legislation, best practice guidance, and council requirements.

3. Responsibilities

- **3.1 Senior Management**



ARRIVALS STAR LTD

28 Buttermarket Street, Warrington WA1 2LL

Telephone: 01925 211211 Email: contact@arrivalsstar.co.uk

Company Number: 08033885

- The Director has overall responsibility for health and safety across the organisation.
- The Operations Manager is responsible for overseeing implementation and ensuring procedures are kept up to date.

· **3.2 Managers and Supervisors**

- Ensure this policy is followed in their respective areas.
- Conduct regular risk assessments and safety checks.
- Provide induction and refresher training to staff and contractors.

· **3.3 Employees and Subcontractors (Drivers & PAs)**

All staff and self-employed personnel are expected to:

- Cooperate fully with health and safety procedures.
- Take reasonable care of their own safety and the safety of others.
- Report any hazards, near misses, vehicle defects, or incidents without delay.
- Follow safety instructions and use equipment or vehicles properly.

4. Operational Safety Measures

- Risk Assessments: Regularly carried out and reviewed for all premises, tasks, and vehicle-related activities.
- Training: Staff and subcontractors receive appropriate health and safety training.
- Vehicle Safety:
 - Vehicles are subject to daily visual inspections by drivers.
 - Our dispatch system flags upcoming expiries for MOT, insurance, and licensing documents.



- Vehicles with expired documentation are automatically deactivated from the dispatch system.

- **Fleet Support:** We operate an in-house fleet recovery and roadside assistance service, available 24/7 to respond to vehicle breakdowns, including those involving subcontracted vehicles.
- **Incident Reporting:** We maintain a clear process for reporting and investigating incidents, with corrective actions taken where necessary.
- **Emergency Preparedness:** First aid kits, fire safety equipment, and evacuation procedures are maintained and communicated to all relevant staff.
- **Internal Communication:** Regular safety updates, reminders, and guidance are shared via internal memos, particularly for those working with vulnerable passengers.

5. Monitoring and Compliance

- Regular audits and spot checks.
- Reviews of incident logs and near-miss reports.
- Feedback from staff and contractors.
- Corrective actions and improvements based on incident analysis.

6. Policy Review

This policy is reviewed annually or when significant changes occur in legislation, operations, or organisational structure. Any updates are shared with all relevant stakeholders, including self-employed subcontractors.

For questions or to report a health and safety concern, contact: manager@arrivalsstar.co.uk or call 01925 211211.