


# Serco Ltd

## Apprenticeship Health & Safety Policy

### Document details

Document details	
<b>Document reference</b>	Apprenticeship H&S LSOP
<b>Version</b>	V4
<b>Name of Approver</b>	Colm Croskery
<b>Date</b>	24/11/2021
<b>Signature</b>	

This policy should be read in conjunction with the following Serco Group's Standards and Standard Operating Procedures:

Doc Ref:	Title	Location
SMS GS-HSE1	Health and Safety and Environment Group Standard	MySerco
SMS GS-P2	Employee Wellbeing	MySerco
SMS-GSOP-HSE1-28	Zero Harm Engagement	MySerco

### Document Control

Version history			
Version	Date	Reason for release/version update	Issued by
V1	30.08.2018	Policy issued	E M James
V2	27.09.2019	Reviewed & updated	E M James
V3	30.08.2020	Reviewed	A Thomas
V4	25.09.2021	Reviewed & updated	A Thomas
	25.09.22	Date of next review	

***Our vision is zero harm. Our work is never so urgent or important that we cannot take time to do it safely and with respect for the environment.***

## **Introduction**

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This document incorporates how we will as a business:

- promote the policy – Reference: 1.2
- get commitment to the policy – Reference: 2.1, 3, 5.
- train its employees in implementing the policy– Reference: 2.2, 3.2, 3.3
- cover apprentices in its care – Reference: 2, 4, 5.
- have people who are responsible for health and safety– Reference: 3.2, 4.7.
- identify and manage health and safety concerns – Reference: 3.2, 4, 5
- have a procedure for accidents or ill health of apprentices – Reference: 4.6 – 4.9.
- review the policy and how often (include the last review date) – Reference: 2.2

## **1. Overview**

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1.1 The health and safety of our apprentices and apprenticeship delivery team is paramount to Serco. We pride ourselves on the provision of a safe and welcoming environment in which to work and learn. Every possible step is taken to ensure that the highest standards of health and safety are attained, maintained and, wherever necessary, improved. This Health & Safety Policy has been produced to help meet these standards in the context of our apprenticeship provision.

1.2 This policy will be included on our apprenticeship webpage and will be given to all new members of the delivery team. Annual updates will be included within the apprenticeship delivery team pages, accessible by all members of the delivery team.

1.3 Please note that where we use the word “delivery team”, we are referencing any facilitator, assessor, coach, member of the programme management team and members of the apprenticeship leadership team who support the apprenticeship programmes.

## **2. Our aim**

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2.1 Serco is committed to ensuring, as far as is reasonably practicable, the health, safety and welfare at work of its apprentices and delivery team members, and will eliminate and avoid, where possible, the risk of injury and ill-health to all people affected by our activities. Where it is not possible to eliminate / avoid risks, they will be reduced to the lowest levels reasonably practicable.

2.2 Our aim is to:

- Provide adequate control of health and safety risks arising from our work activities
- Consult with and engage with our delivery team, apprentices and their employers on matters affecting their health and safety
- Ensure that all members of the delivery team receive a good level of health and safety training to enable them to keep themselves and others safe and promote a culture of good health and safety work practices
- Provide information, instruction and supervision for the delivery team as appropriate
- Ensure that all members of the delivery team are competent to deliver apprenticeships, and provide adequate training as needed for the situation
- Prevent accidents and cases of work-related ill health
- Maintain safe and healthy working conditions with the provision of suitable welfare services
- Review and revise this policy as necessary (if an issue is identified, there is a change in the law or there is significant change to the company) or at annual intervals, whichever comes first.

### **3. Roles and Responsibilities**

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- 3.1 At Serco Group's level, the Health & Safety Executive (HSE) Lead is responsible for:
- Developing and maintaining Group HSE policy
  - Ensuring standards and associated procedures and key controls remain fit for purpose, reflect legislative and regulatory requirements and effectively manage HSE risks
  - Setting annual Group-wide HSE objectives and targets
  - Providing oversight of HSE performance
  - Promoting a positive and just HSE culture, where HSE performance is continuously improved and leader lead by example
- 3.2 At Business Unit level, the Head of Serco Education is responsible for:
- Complying with Serco's HSE policy, standards, procedures and key controls
  - Ensuring that Health & Safety responsibilities are clearly defined with a named Health and Safety Officer who can be contacted by apprentices, their employers, or members of the delivery team for guidance.
  - Ensuring local controls are in place for providing assurance that Health & Safety risks linked to apprenticeships and members of the delivery team are being effectively managed
  - Ensuring all hazards are identified and risks assessments carried out to help design systems of work that minimise and/or control risk where appropriate
  - Conduct Health and Safety quarterly meetings, sharing details with all employees
  - Ensure the delivery of Health and Safety induction for new members of the delivery team and periodic refresher training for all members of the delivery team
  - Providing oversight and reporting on apprenticeship Health & Safety performance
  - Promoting a positive and just Health & Safety culture, where Health & Safety performance is continuously improved, and leaders lead by example
  - Ensuring that members of the delivery team have the necessary knowledge, training and experience to undertake their role and maintaining appropriate records
  - Communicating with and providing mechanisms for members of the delivery team, apprentices, their employers or third parties to raise Health & Safety concerns

- Recording Health & Safety incidents on ASSURE (Serco's reporting system) and investigating them in accordance with Serco Procedures
  - Advising managers, delivery team or apprentices as appropriate, to stop immediately any process or activity of which they become aware which might place any person at risk of injury, or where a break of statutory requirement has been identified.
- 3.3 All members of the delivery team are responsible for:
- Undertaking training provided and ensuring any mandatory training is kept up to date
  - Taking reasonable care of self and others' health and safety
  - Following defined procedures, work instructions, method statements and risk assessment
  - Informing an Apprenticeship Programme Manager of any Health & Safety concerns.

#### **4. Health and Safety for Apprentices**

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- 4.1 Serco will ensure that our delivery team are up to date with health and safety and industry expectations. We are committed to ensuring that all learning takes place in a safe, health and supportive environment. We also consider that safe learning and working are essential to maximise their experience and achievement.
- 4.2 We will regularly review all learning environments and ensure regular health and safety audits take place for each venue. Risks will be identified before face-to-face workshops or coaching sessions, and we will review health and safety applicable to the setting at the beginning of each face-to-face training session, including advising on the fire and evacuation procedures.
- 4.3 When appropriate, we will provide support to enable apprenticeship employers to access suitable health and safety advice and all apprenticeship employers will be required to evidence that they comply with current health and safety legislation.
- 4.4 Serco will monitor health and safety practices throughout the apprentices' studies as part, for example, of the regular review sessions with apprentices and employers. A culture of open discussion around key risks will be encouraged helping to ensure all employers introduce and maintain appropriate measures to eliminate or control risks to the lowest practicable level.
- 4.5 Serco will require the following compliance by all apprentice employers in order to accept an applicant onto an apprenticeship:
- All employers will have a written Health & Safety policy including First Aid at work procedures in place in accordance with current legislation
  - All employers will inform their apprentice about who is responsible for health and safety matters within their school/academy/trust or other place of work as part of their induction
  - All employers will provide initial and ongoing health and safety training in the workplace for apprentices, whilst providing necessary protective clothing or equipment (free of charge to the apprentice)
  - All employers will report immediately any accident, near misses or incidents involving their apprentice(s) to Serco (safeguarding@serco.com).

- All employers will ensure apprentices are properly line managed by a competent person
  - All employers will ensure that their apprentices are covered under public and employer's liability insurance.
- 4.6 In the case of an accident, the employer should contact our Health and Safety Manager as soon as it is safe to do so. The employer will be asked to confirm that they have fully dealt with the matter or identify the support required from the apprenticeship team. The employer is required to forward a detailed update to the Health and Safety Manager within 24 hours of the accident. The apprenticeship team will contact the apprentice directly to identify whether any further support is required.
- 4.7 In the case of ill-health of an apprentice in their workplace, the employer should notify the apprentice coach within 24 hours of the apprentice becoming ill. The coach will contact the apprentice directly to identify whether any further support is required.
- 4.8 In the case of an accident or illness while attending an apprenticeship learning session, whether at a workshop or other location, the delivery team member(s) present will ensure the safety of the apprentice to the best of their ability. At minimum this will include ensuring that any injuries are treated by a medically trained professional and ensuring that the apprentice has the ability and means to return home. The delivery team member will notify the Health & Safety Manager as soon as it is possible to do so, providing full details. The Health & Safety Manager will contact the apprentice directly to ensure that they are suitably supported and identify whether any further action is required. The Health & Safety Manager will also notify the employer, providing full details of the incident.
- 4.9 If, as the result of an accident or ill-health, the apprentice is unable to continue their studies for a period greater than four weeks, we will discuss with the apprentice and the employer a solution which is in the best interests of the apprentice. We will work to ensure the apprentice is able to progress with their programme of study, to the planned and current Individual Learning Plan or put in a formal Break in Learning and adapt the ILP. We will agree any alterations to the ILP with the employer and apprentice when they return to the programme to ensure full cover of any missed training, learning activities and assessment.
- 4.10 Apprentices, employers, members of the delivery team and third parties may contact the Health & Safety Manager via [\\_sercoprovider.support@serco.com](mailto:_sercoprovider.support@serco.com) Tel 01452 341829

## 5. Management Review Procedures

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- 5.1 Health and Safety issues will be a standing item on the agenda of apprenticeship operational meetings and progress and the Governance Board. This will provide opportunities for all managers to:
- Review recent risk assessments
  - Review the actions taken to remedy any identified risks
  - Contribute further ideas for improving the health and safety of their working environment

- Contribute further ideas for improving the health and safety of the apprentices learning environment.

## **6. Reporting Concerns**

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### **6.1 Delivery Team members**

Please report concerns to your Line Manager or to a member of the Apprenticeship Management Team. You may also email [safeguarding@serco.com](mailto:safeguarding@serco.com)

### **6.2 Apprentices**

Please report concerns to your Apprenticeship Coach or to the relevant Apprenticeship Programme Manager at Serco. You may also email [safeguarding@serco.com](mailto:safeguarding@serco.com).

### **6.3 Whistleblowing**

If you consider that Serco is breaking the law, someone's health and safety is in danger or you believe someone is covering up wrongdoing, you may wish to raise your concerns under our Whistleblowing policy. Our Whistleblowing Policy is available at [serco-education-whistleblowing-policy-1.pdf \(serco-ese.com\)](#).

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