

Serco Education / Adult Skills for Work Health & Safety Policy

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

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

The health and safety of our employees, learners, and contractors 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 and adult education provision.

Please note that where we use the term "learner", we are referencing external apprentices and adult education learners who study with Serco Education, or a partner provider contracted by Serco Adult Skills for Work (ASW). Where we use the word "delivery team", we are referencing any facilitator, tutor, assessor, coach or member of the programme management and administration team who support the apprenticeship programmes. Where we use the word 'partner provider' we are referencing those organisations contracted by ASW to deliver training for adult learners.

Our aim

Serco Education and Serco ASW are committed to ensuring, as far as is reasonably practicable, the health, safety and welfare at work of its employees and learners, 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.

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, learners and partner providers 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
- Ensure that partner providers make a full commitment to abiding by this policy;
- Provide information, instruction and supervision for the delivery teams and partner providers as appropriate;
- Ensure that all members of the delivery team are competent to do the work, and provide adequate training as needed;
- Require partner providers to ensure that all members of their delivery team are competent to do the work and provide adequate training as needed;
- 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.

Roles and Responsibilities

At Serco Group's level, the 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

At Business Unit level, the Head of Serco Education and Head of SSW (for ASW) are responsible for:

- Complying with HSE policy, standards, procedures and key controls
- Ensuring HSE responsibilities are clearly defined
- Ensuring local controls are in place for providing assurance that HSE risks 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 employees and periodic refresher training for all employees
- Providing oversight and reporting contract HSE performance
- Promoting a positive and just HSE culture, where HSE performance is continuously improved and leaders lead by example
- Ensuring that members of the delivery team and partner providers have the necessary knowledge, training and experience to undertake their role and maintaining appropriate records

- Communicating with and providing mechanisms for employees and third parties to raise HSE concerns
- Recording HSE incidents on ASSURE (Serco's reporting system) and investigating them in accordance with Group Procedures
- Advising managers, delivery team, learners, partner providers 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.

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 a Programme Manager of any HSE concerns.

Health and Safety for Learners

Serco Education will ensure that our delivery team are up to date with health and safety and industry expectations. Serco ASW will ensure that partner providers are up-to date with health and safety and industry expectations. We are committed to ensure 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.

We will regularly review all learning environments to ensure regular health and safety audits have taken place for each venue. We will ensure risks are 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.

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.

Serco Education will monitor health and safety practices throughout learners' studies as part, for example, of the regular review sessions with apprentices and employers. Serco ASW will monitor health and safety practices of the partner providers at least bi-annually. 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.

Serco Education will ensure the following are provided by all apprentice employers:

- 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 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 Education (safeguarding@serco.com).

- All employers will ensure apprentices are properly line managed by a competent person
- All employers will ensure all apprentices are covered under public and employer's liability insurance.

In the case of an accident or ill-health of an apprentice, we will communicate with the apprentice and employer to understand the situation and timescale and identify 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.

Management Review Procedures

Health and Safety issues will be discussed at regular programme management meetings and progress will be reviewed bi-annually at SMT level. This will provide opportunities for 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

Reporting Concerns

Delivery Team members

Please report concerns to your Line Manager or to a member of the Senior Management Team.

Learners

Please report concerns to your Apprenticeship Coach or to the relevant Programme Manager at Serco Education. You may also email safeguarding.educ@serco.com.

Partner Providers

Please report your concerns to the relevant Programme Manager at Serco Education or Serco ASW. You may also email safeguarding.educ@serco.com.

Whistleblowing

If you consider that Serco Education or Serco ASW 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 \(serco-ese.com\)](#).