

## OH&S Policy

“Occupational Health & Safety (OH&S) management is a key priority for Face2Face Contact Ltd. Our policy is to take all reasonable steps to ensure the health, safety and welfare of all those working on our behalf and of visitors to the Company and any members of the public who might be affected by our work operations and we will, so far as is reasonably practicable, establish procedures and systems necessary to implement such a policy.

### Our commitments:

- We will provide and maintain a healthy and safe working environment with the objective of preventing occupational accidents and illnesses
- We will not compromise the health and safety of any individual
- We will provide all workers with such equipment, information, instructions, training and supervision as is necessary for the safe and efficient performance of their duties
- We will seek the involvement of workers at all levels in designing, implementing and maintaining an effective OH&S management system
- We will ensure that we comply with all relevant legislation, statutory regulations and other applicable OH&S requirements
- We will continually seek to improve our performance against our specific targets for managing our OH&S risks

### In order to meet these aims and commitments, we will:

- Develop, implement and monitor OH&S policies and procedures appropriate to our business activities
- Identify the hazards and risks associated with our activities and put in place appropriate control measures to establish safe systems of work
- Establish channels of communication which encourage workers to contribute to improvements in our OH&S performance
- Provide appropriate resources to ensure that this policy statement may be brought into effect and maintained
- Ensure work-related OH&S incidents and near misses are reported, investigated and analysed to prevent recurrence

- Provide sufficient information, advice, training and supervision to ensure that people under our control are fully aware of their responsibilities and are competent to undertake their activities
- Establish and maintain comprehensive OH&S management systems that are based on the principles of BS OHSAS 18001:2007

### All persons working on our behalf have a duty to co-operate in the operation of this policy by:

- Taking reasonable care for their own health and safety and that of others who may be affected by their actions
- Reporting any situation which may pose a threat to the well-being of themselves or of any other person
- Co-operating fully to ensure compliance with the Company’s policies and procedures
- Co-operating with us in maintaining high standards of health and safety

Thank you for helping to make Face2Face Contact a safe place to work.

Our policy will be reviewed annually to monitor its effectiveness and to ensure that it reflects changing needs and circumstances.

This statement is to be read in conjunction with the responsibilities, arrangements, procedures and guidance that together form the occupational health and safety provisions for Face2Face Contact Limited.

**David Houlton**  
**Managing Director**  
**8 December, 2011”**