

## HEALTH AND SAFETY POLICY

Our commitment to excellence has established HEROtsc as Scotland's leading contact centre company, with sites based across the UK at Aviemore, Dunoon, Falkirk, Greenock, Kilmarnock, Rothesay, Dearne Valley and Warrington. HEROtsc shall deliver its services, in a responsible manner, in accordance with the health and safety management system which is compliant with the requirements of BS OHSAS 18001:2007. HEROtsc are committed to ensuring that the highest standards of health, safety and welfare are achieved in all company operations by:

- Understanding and ensuring compliance with applicable health and safety regulatory and other requirements.
- Be fully committed to the prevention of injury and ill health of employees, contractors, the public or visitors, whilst striving to improve health and safety performance.
- Identifying hazards and reducing risks to an acceptable level
- Developing and maintaining systems and procedures to ensure that all equipment, premises, workplace activities and appliances are safe and do not have an adverse affect on health.
- Consulting employees and promoting health and safety standards and expectations
- Raising awareness, encouraging participation and training employees in health and safety matters
- Having systems in place to ensure that contractors, under our control, are competent and work safely.
- Encouraging all employees and contractors to take reasonable care of themselves and others who may be affected by their activities.

HEROtsc will ensure all aspects of the Health and Safety Management System, including this policy and associated objectives and targets are regularly reviewed and effectively implemented.

This policy statement is communicated to all employees and supply chain partners and publicly displayed on our website.

Chief Executive Officer Signature:

Date: 17<sup>th</sup> August 2011

