



GEORG JENSEN

ESTABLISHED 1904

Health & Safety Policy

Guidelines for a safer workplace

August 2024

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1. Purpose of this policy

The Georg Jensen takes health and safety issues seriously and is committed to protecting the health, safety and wellbeing of all Employees and all those affected by its business activities and by attending it premises.

‘Employee’ shall mean all individuals on full-time or part-time employment with Georg Jensen, with permanent, probationary, trainee, retainer, temporary or other contractual appointments and all third-party employees working at Georg Jensen’s premises.

The policy try to capture many of the situations that Georg Jensen employees might encounter at our different sites that include offices, shops, warehouses, workshops, factories, canteens and kitchens.

It serves as a guidance for the entire Georg Jensen organisation and for local policies. The guidelines cannot address every circumstance and therefore it is required that each specific site creates their own local Health and Safety handbook and publish it to all employees at the local site, shop, office or other type of Georg Jensen’s premises.

National or local law or regulation might differ from this policy. It this case the local site must adhere to the stricter of the two.

In the following sections the abbreviation ‘H&S’ will mean ‘Health and Safety’.

2. Health & Safety Risk Assessment

A risk assessment is a formal document which identifies and assesses the risks arising out of, or in connection with, an activity. It identifies how risks arise and the impact on those affected. This information is then used to determine if levels of risk are acceptable and, if not, identify the controls necessary to lower risk levels to an acceptable level.

It is a valuable tool in preventing and controlling risks in the workplace, helping with the planning of work, the development of safety procedures and reducing the number of accidents in the workplace.

Georg Jensen encourage all locations where we operate to conduct Health & Safety risk assessments and as a minimum to assess all significant hazards, which is a legal requirement in many countries.

Health and Safety
Executive

Risk assessment template

Company name: Assessment carried out by: Date of next review: Date assessment was carried out:

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

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Further information* can be found here:

www.hse.gov.uk/simple-health-safety/risk/

**UK Information has been used throughout this policy as guidance for local policies. Local standards, laws and regulations must be followed in case they differ from UK standards.*

2.1. Health & Safety Risk Assessments

Georg Jensen will carry out Risk Assessments for the type of work operations and work environment that its employees undertake.

A risk assessment will be carried out on any task where there is a potential it could cause harm to individuals. By undertaking risk assessments we will either mitigate the risk altogether or reduce the likelihood of an injury or ill health occurring to our employees or anyone affected by our works.

The local H&S Manager is responsible for conducting and maintaining documented H&S Risk Assessments for all workplaces and/or processes which are identified to be hazardous or deemed to be harmful to human or environment.

By this, we will ensure that:

- Suitable assessments are carried out and continually monitored and reviewed as required.

- All control measures introduced following an assessment are implemented and followed.
- Information, instruction and training will be provided to all persons involved in the task where relevant.
- All risk assessments will be briefed out and employees will sign to confirm understanding.

If at any time the risk changes, the task will be stopped until a suitable assessment is undertaken and new controls have been put in place. This will then be briefed out.

2.2. Fire Risk Assessments

The local H&S manager is responsible for conducting Fire Safety Risk Assessment for the premises which the manager is responsible for.

The fire risk assessment of the premises should take place every three years – or more frequently, if the local regulations require it - and an action plan produced.

Fire Risk Assessments is a five step process where the local H&S manager should:

1. Identify the fire hazards.
2. Identify people at risk.
3. Evaluate, remove or reduce the risks.
4. Record the findings, prepare an emergency plan and provide training.
5. Review and update the fire risk assessment regularly.

Further information can be found here:

<https://www.gov.uk/workplace-fire-safety-your-responsibilities/fire-risk-assessments>

**UK Information has been used throughout this policy as guidance for local policies. Local standards, laws and regulations must be followed in case they differ from UK standards.*

The UK information link will lead to additional policy for Fire Safety Risk Assessments for:

- Offices and shops.
- Factories and warehouses.

FIRE SAFETY RISK ASSESSMENT

► Follow the 5 key steps ► Fill in the checklist ► Assess your fire risk and plan fire safety

1 Fire hazards

Fire starts when heat (source of ignition) comes into contact with fuel (anything that burns), and oxygen (air).
You need to keep sources of ignition and fuel apart.

How could a fire start?
Think about heaters, lighting, naked flames, electrical equipment, hot processes such as welding or grinding, cigarettes, matches and anything else that gets very hot or causes sparks.

What could burn?
Packaging, rubbish and furniture could all burn, just like the more obvious fuels such as petrol, paint, varnish and white spirit. Also think about wood, paper, plastic, rubber and foam. Do the walls or ceilings have hardboard, chipboard, or polystyrene? Check outside, too.

☐ Have you found anything that could start a fire?
Make a note of it.

☐ Have you found anything that could burn?
Make a note of it.

4 Record, plan and train

Record
Keep a record of any fire hazards and what you have done to reduce or remove them. If your premises are small, a record is a good idea. If you have five or more staff or have a licence then you must keep a record of what you have found and what you have done.

Plan
You must have a clear plan of how to prevent fire and how you will keep people safe in case of fire. If you share a building with others, you need to coordinate your plan with them.

Train
You need to make sure your staff know what to do in case of fire, and if necessary, are trained for their roles.

☐ Have you made a record of what you have found, and action you have taken?

☐ Have you planned what everyone will do if there is a fire?
☐ Have you discussed the plan with all staff?

☐ Have you?
☐ Informed and trained people (practised a fire drill and recorded how it went)?
☐ Nominated staff to put in place your fire prevention measures, and trained them?
☐ Made sure everyone can fulfil their role?
☐ Informed temporary staff?
☐ Consulted others who share a building with you, and included them in your plan?

2 People at risk

People at risk
Everyone is at risk if there is a fire. Think whether the risk is greater for some because of when or where they work, such as night staff, or because they're not familiar with the premises, such as visitors or customers. Children, the elderly or disabled people are especially vulnerable.

☐ Have you identified?
☐ Who could be at risk?
☐ Who could be especially at risk?
Make a note of what you have found.

5 Review

Keep your risk assessment under regular review. Over time, the risks may change.

If you identify significant changes in risk or make any significant changes to your plan, you must tell others who share the premises and where appropriate re-train staff.

☐ Have you?
☐ Made any changes to the building inside or out?
☐ Had a fire or near miss?
☐ Changed work practices?
☐ Begun to store chemicals or dangerous substances?
☐ Significantly changed your stock, or stock levels?
☐ Have you planned your next fire drill?

3 Evaluate, and act

Evaluate
First, think about what you have found in steps 1 and 2: what are the risks of a fire starting, and what are the risks to people in the building and nearby?

Remove and reduce risk
How can you avoid accidental fires? Could a source of heat or sparks fall, be knocked or pushed into something that would burn? Could that happen the other way round?

Protect
Take action to protect your premises and people from fire.

☐ Have you assessed the risks of fire in your workplace?
☐ Have you assessed the risk to staff and visitors?

☐ Have you kept any source of fuel and heat/sparks apart?
 If someone wanted to start a fire deliberately, is there anything around they could use?
☐ Have you removed or secured any fuel an arsonist could use?
☐ Have you protected your premises from accidental fire or arson?

How can you make sure everyone is safe in case of fire?
☐ Will you know there is a fire?
☐ Do you have a plan to warn others?
☐ Who will make sure everyone gets out?
☐ Who will call the fire service?
☐ Could you put out a small fire quickly and stop it spreading?

How will everyone escape?
☐ Have you planned escape routes?
☐ Have you made sure people will be able to safely find their way out, even at night if necessary?
☐ Does all your safety equipment work?
☐ Will people know what to do and how to use equipment?
Make a note of what you have found.

Completed the checklist? Do you need more information?

The checklist above can help you with the Fire Risk Assessment **but** you may need additional information especially if you have large or complex premises.

We have produced a series of guides for different business sectors. These guides will give you more information about how to carry out a Fire Risk Assessment, with specific advice for your type of premises. These guides are free to download at www.communities.gov.uk/fire

Product code 06LGF03895/P

3. Permit-to-work system

As outcome of the H&S Risk Assessment, some work is identified as having a high risk. Strict controls are required for these high-risk types of work. The work must be carried out against previously agreed safety procedures and a 'permit-to-work' system.

The permit-to-work is a documented procedure that authorises certain people to carry out specific work within a specified time frame. It sets out the precautions required to complete the work safely, based on a risk assessment. It describes what work will be done and how it will be done; the latter can be detailed in a 'method statement'.

The permit-to-work requires declarations from the people authorising the work and carrying out the work. Where necessary it requires a declaration from those involved in shift handover procedures or extensions to the work. Finally, before equipment or machinery is put back into service, it will require a declaration from the permit originator that it is ready for normal use.

The Permit-to-work system:

Some hazards, such as fire, dangerous substances, buried services, confined spaces and electrical equipment are difficult to control under normal circumstances. These hazards require that employers provide a safe place of work, safe systems of work, evaluation of hazards and written action control measures to minimise those

hazards. In these cases, formal written procedures are used to ensure that there is a safe place and system of work. This is called a permit-to-work system.

A permit has two main purposes:

- It authorises a named, trained person to carry out an activity. That person should have the permit with them until it expires.
- It provides a mechanism of checking before the operation starts that all the precautions and safeguards are in place.

The permit will state:

- The “authorised” person who is trained and competent for the task.
- Limitations on the person/s and activity and the precautions to be taken.
- The supervisor in charge and their signature.
- The specific area to which it relates and the exact nature of the task.
- The period for which the permit is valid.

On completion of a task, the permit must be signed off and its validity terminated.

Permits will be issued by the Local H&S manager to a competent individual for the duration of the works and only those named on the permit are permitted in the work area.

Georg Jensen will ensure the necessary information and training is provided to ensure that appropriate employees, contractors and visitors are fully aware of the permits in use and are competent to undertake the tasks and testing prescribed in the permit system.

4. Work at Height

Working at height remains one of the biggest causes of fatalities and major injuries. Common cases include falls from ladders and through fragile surfaces.

'Work at height' means work in any place where, if there were no precautions in place, a person could fall a distance liable to cause personal injury (for example a fall through a fragile roof).

Examples of “Work at height” areas are:

- Warehouse – use of ladders to collect products from pallet racks.
- Warehouse – working at truck loading mezzanines.
- Shops – use of ladders to decorate interior.
- Factories – building maintenance.
- Factories – machinery maintenance.
- Factories – building constructions work.

Georg Jensen will take all reasonably practicable steps to ensure that measures are in place, and effectively controlled, to prevent persons from falling and to comply with current legislation, company policies, procedures and best practice.

The recognised hierarchy of steps that shall be taken to reduce the risk of falls from height are:

- Avoid work at height where possible, where construction or assembly of components etc. can be done at ground level, or on a secure floor or platform with no risk of fall, this shall be done in preference to work at height.
- Use work equipment or other measures to prevent falls where work at height cannot be avoided

In practice this means fully guarded scaffolding, mobile elevating work platforms and/or guardrails and toe boards at work locations etc.

Where the risk of falls cannot be eliminated, provide work equipment or other measures to minimise the distance and consequences of a fall should one occur.

In practice this means such measures as safety harnesses, rope access, airbags or similar.

4.1. Safe Systems of Work

Work at height shall be properly planned, organised and supervised. Depending on the nature and level of risk, this will always require the production of a risk assessment and possibly a method statement. The details of these shall be conveyed to the applicable operatives via toolbox talks and a record.

Risk assessments and method statement for work at height should address the following factors:

- Weather conditions.
- Training and competence of persons.
- The place, position or situation of work.
- Appropriate inspection regimes.
- The risk from fragile surfaces.
- The risks from falling objects.
- Arrangements for emergencies.
- A safe means of access and egress.

4.2. Prefabricated aluminium scaffold towers

Aluminium scaffold towers shall be erected in accordance with the relevant manufacturer's instructions. The type of aluminium scaffold towers must be certified safe according to the European safety standard EN1004 for mobile access towers (scaffold towers). Towers which conform to this standard will meet minimum safety requirements.

The general safety principals apply to aluminium towers. However, because of their lightweight construction and variation in design, the following also apply and shall be taken into account:

- Bracing requirements will be as detailed in the manufacturers handbook.
- Platforms are supplied as pre-made units and single scaffold boards shall not be used.
- The use of single width platform units is not permitted except in a situation where physical obstructions prevent the use of double width platforms.
- Guard-rails and toe boards shall be fitted on all four sides of the tower, as for tube and fitting towers.
- Access onto the working platform shall be by the correct ladders system for the particular tower and this shall be fitted within the tower unit.

- Trap doors are provided within the platform units. The towers shall never be climbed by using the ledgers as if they were ladders.
- Traditional ladders shall never be fitted against the outside of the towers as this could result in the tower overturning.

The height restriction for free standing mobile towers is on a ratio of 3.5 times the minimum base size but with the additional provision that towers used externally are limited to a height based on a ratio of 3 times the minimum base size. Because of the real risk of overturning, light loads only may be raised within the base area of the tower.

In many instances when using towers inside buildings it is impossible to fit the guard-rails because of overhead services, i.e. pipes work, ducting etc. In such conditions the project manager shall ensure an alternative method of fall protection is provided.

4.3. Ladders and Stepladders

When considering the use of ladders, including stepladders, they shall not be used for work at height unless risk assessment has demonstrated that other systems such as podium or tower scaffolds are not practicable or they are to be used for very short duration only. All steps and ladders shall be of industrial grade.

Stepladders and ladders shall only be used as a last resort and in such exceptional cases the following must apply:

- A specific risk assessment has been undertaken which eliminates all other means of working at height.
- Stepladders shall be limited to lightweight duties where no sideways loading is exerted and where the use of a scaffold tower or podium step ladders is not reasonably practical.
- Stepladders shall be checked to ensure that they are in good condition. Damaged stepladders shall be taken out of service immediately.
- Every care shall be taken to ensure that the proposed work location for stepladders is suitable for such work and, where it is not, the site management shall require an alternative method of work.
- Operatives shall use stepladders only for work that can be readily reached for the third step down from the top step.

A special focus must be on the employee's footwear. Proper footwear is necessary in order to use a ladder or a stepladder. Especially high heel shoes should be avoided if a ladder is necessary for the work.

5. Provision Regarding Work Equipment

Georg Jensen will provide a safe working environment in relation to all work equipment used. Therefore, all equipment that is taken into use by Georg Jensen's employees, contractors or customers must as a minimum be:

- suitable for the intended use.
- safe for use, maintained in a safe condition and inspected to ensure it is correctly installed and does not subsequently deteriorate.
- used only by people who have received adequate information, instruction and training. As a minimum, follow manufacturer's instructions and ensure a copy of the manual is readily available.

- accompanied by suitable health and safety measures, such as protective devices and controls. These will normally include guarding, emergency stop devices, adequate means of isolation from sources of energy, clearly visible markings and warning devices.
- that a suitable and sufficient risk assessment, including control measures, has been undertaken and briefed out to all relevant employees.
- used in accordance with specific requirements, for mobile work equipment and power presses.

It is the Local H&S managers responsibility that all work equipment complies with above rules and to keep records of incidents that might occur during the use of the equipment.

5.1. Inspection requirements

Georg Jensen requires that all locations to carry out inspections of work equipment*. An inspection is required for work equipment when it has been installed or assembled in a new location to ensure that it has been installed correctly and is safe to operate, an assessment must be made of all other equipment to determine if an inspection is needed and, if so, how often.

The minimum inspection regime should be set by the owner/supplier of the equipment based on the manufacturer's information and other statutory obligations. The user of the equipment should identify additional inspections and factors that must be taken into account by the user included the work being carried out, any specific risks on site that may affect the condition of the equipment and the intensity of use of the equipment.

An inspection may include visual examination, a strip down of the equipment and functional tests. Advice should be sought from the manufacturer and a competent person on what an inspection should include for each piece of equipment.

It is the Local H&S managers responsibility that all work equipment complies with above inspection rules and to keep records of incidents that might occur during the use of the equipment.

**Work equipment is any machinery, appliance, apparatus, tool or installation for use at work (whether exclusively or not). This includes equipment which employees provide for their own use at work. The scope of work equipment is therefore extremely wide. The use of work equipment is also very widely interpreted and '...means any activity involving work equipment and includes starting, stopping, programming, setting, transporting, repairing, modifying, maintaining, servicing and cleaning'.*

5.2. Types of inspection

5.2.1. Visual inspection

Low risk equipment:

Low risk equipment used for low risk activities will not always require a formal inspection. A visual check may be required by the user before each use to ensure it is in good condition e.g. a hammer should be checked to ensure that the head is not loose; a ladder should be checked for split stiles, broken rungs and other defects. The person carrying out these checks must be competent. There is no need to record the results of the visual check.

Higher risk equipment:

In circumstances where additional hazards exist, low risk equipment may need a more detailed check e.g. a screwdriver used for testing on isolated electrical equipment.

Equipment that is of a higher risk and equipment with moving parts should have a visual check of the equipment before each use and may require a more formal check at specified intervals e.g. petrol driven disc cutter. A competent person should ascertain how often these formal checks should take place.

5.2.2. Formal inspection

Equipment that poses a significant risk i.e. grinding machines, sand blasting machines, laser machines, casting equipment, gas welding torch etc. will need to have a suitable inspection regime produced by a competent person. These inspections are in addition to the daily checks by the operator and must be carried out by a competent person.

For the majority of equipment, the formal inspection will be undertaken weekly. Some equipment may require more frequent inspections.

5.2.3. Maintenance

Georg Jensen will take all reasonable steps to ensure the health, safety and wellbeing of all employees and contractors maintaining machinery. They will liaise with all suppliers of the machinery to establish the maintenance process and safe operation process.

Georg Jensen will ensure all individuals in the maintenance process are trained and competent to carry out the task.

They will ensure:

- A risk assessment is in place covering the isolation and maintenance regime.
- A safe system of work is in place and has been briefed out to all involved.
- All safety controls are in place.
- Appropriate Personal Protection Equipment - PPE - has been provided and used.
- Permit system is in place and adhered to.

6. Manual Handling

Manual handling injuries are part of a wider group of musculoskeletal disorders (MSDs). The term 'musculoskeletal disorders' covers any injury, damage or disorder of the joints or other tissues in the upper/lower limbs or the back.

Some MSDs are caused by work activities but some are caused by activities outside work or may be the result of illnesses or diseases unrelated to work. How much a person is affected by MSDs varies widely. Some people are able to continue normal activities but more severely affected people may need adjustments to their workplace to help them continue to work or may need to take time off work to recover. Many episodes of MSD pain get better quite quickly.

There is evidence that, as well as manual handling, heavy manual labour, awkward postures and a recent or existing injury are all risk factors in the development of work-related MSDs. There are things you can do to prevent or minimise MSDs, however you cannot prevent them all.

To help reduce the risk of manual handling injuries in Georg Jensen's workplace:

- Comply with the local regulations and guidance.
- Review risk assessments when necessary.

- Encourage early reporting of symptoms.
- Ensure that any cases of manual handling injury are managed effectively.
- Consult and involve the workforce and their representatives. They know the risks and can offer solutions to control them.

Georg Jensen encourage each of our locations to conduct a Risk Assessment and reduce the amount of manual handling if possible or use of mechanical aids or alternative materials and techniques including reduction of weights of common materials and methods of avoiding manual handling.

Those persons in charge of work activities must ensure that work is organised so as to prevent unnecessary manual handling and all employees shall be competent in the correct method of lifting and the following shall be taken into account:

1. The task.
2. The load.
3. The environment.
4. Individual capability.
5. Lifting techniques.

Where it is deemed necessary, formal training must be given and no one should be permitted to lift beyond their own personal capabilities.

All employees must inform their manager and the local H&S manager if they have any injury preventing them from lifting safely.

At any time, if anyone feels they cannot do the task or the nature of the task changes, they will stop work and inform their manager.

The local H&S manager is responsible to conduct and maintain documented H&S Risk Assessments for all workplaces and/or processes which includes the manual handling processes.

7. Control of Substances Hazardous to Health - COSHH

Georg Jensen has a responsibility to ensure that all substances hazardous to health are controlled according to the legislation or regulation in the countries where we operate.

Each country has their own regulation and therefore in order to control substances hazardous to health, Georg Jensen recommends that each Georg Jensen location implement a system that complies with local requirements and laws.

Georg Jensen requires as a minimum standard to be compliant with UK's system named COSHH: "Control of Substances Hazardous to Health":

<https://www.hse.gov.uk/coshh/index.htm>


COSHH means "Control of Substances Hazardous to Health" and each country where Georg Jensen operates in have their own local regulations on how to control substances hazardous to health.

Georg Jensen will ensure that information on substances hazardous to health is available at all times.

The COSHH assessment forms will be made available to any person handling or using the substance. All the appropriate controls and PPE shall be in place when using COSHH products.

Anyone under the age of 18 will need to be supervised if using any COSHH products.

Example of the COSHH assessment form:

 Health and Safety Commission		
<h2>COSHH Assessment Form</h2>		
<p>This assessment <i>only addresses the risk of harm to health</i> from the substances listed. Additional risk assessments may be required to control the risk from other hazards associated with this work/the procedures used.</p>		
Assessor (print) ⁽¹⁾	Employer/Supervisor ⁽²⁾	
Assessment Date ⁽³⁾	Dates reviewed ⁽⁴⁾	
HAZARDS IDENTIFIED		
<p>*If the substance has a R45 or R49 risk phrase or a H350 or H350i hazard statement, it must also be registered on your personal carcinogen return (at Occupational Health) <i>where exposure is not adequately controlled</i>.</p>		
Substance ⁽⁵⁾ <i>(Name of Chemical, etc. as appropriate); NB.</i>	Hazardous Properties ⁽⁶⁾ <i>(Provide details of how the substance could cause harm, e.g. harmful by inhalation, skin contact, flammable, carcinogen, allergen, etc)</i>	Quantity ⁽⁷⁾ <i>(Indicate how much of the substance will be used)</i>
Additional information ⁽⁸⁾ <ul style="list-style-type: none"> • Workplace Exposure Limits: • R-phrases: • S-phrases: • H and P statements: 		
Emergency Procedures ⁽⁹⁾ <ul style="list-style-type: none"> • Eye contact: • Inhalation: • Skin contact • Ingestion: • Spill procedure: 		
What will the chemical be used for? <i>(insert title of experiment or experimental procedure)</i> Who may be exposed? ⁽¹⁰⁾		

7.1. Compliance

Georg Jensen recommends implementing the following at each Georg Jensen location if relevant e.g. if hazardous substances are used frequently:

- Maintain a register of all COSHH risk assessments and relevant MSDS sheets.
- Produce COSHH risk assessments using competent advice when required.
- Brief out of COSHH risk assessments to all individuals who may come into contact or could be exposed.
- Ensure a robust safe system of work is implemented, briefed and adhered to.
- Ensure control measures are in place and the required PPE is provided.
- PPE used as a last resort and all are trained on its use, storage and maintenance.
- Health surveillance programme in place.
- Qualified professionals, where required, will carry out health surveillance.
- Health records kept as long as the local laws or regulations require it. Be aware of the GDPR rules.
- Provision of health provider in place.
- Change control process in place.

The local H&S Manager is responsible for implementation and maintenance of above activities.

7.2. Information and Training

The Georg Jensen local H&S manager is responsible for giving sufficient information, instruction and training to ensure everyone has a full understanding of the hazards to health posed by the substances used within the workplace and the importance of the control measures provided.

Information must also be provided and given to others who may be affected such as contractors and others including third parties where appropriate.

Additional training must be provided to managers and supervisors responsible for areas where hazardous substances are used to ensure proper management of any potential risk.

8. Gas Cylinders

Georg Jensen have several locations where gas cylinders are used and therefore the local H&S Manager has a responsibility to ensure compliance with local regulations for gas cylinders and, as a minimum, to follow below policy:

Accidents involving gas cylinders can cause serious injury or even death. Georg Jensen has a duty to provide a safe workplace and safe work equipment. To ensure compliance with legal requirements Georg Jensen recommends that the specific locations engage with a third-party contractor that are competent and can ensure compliance.

The chosen contractor must undertake the supply and maintenance of all our gas systems.

8.1. The main hazards are:

- Impact from the blast of a gas cylinder explosion or rapid release of compressed gas.
- Impact from parts of gas cylinders that fail, or any flying debris.

- Contact with the released gas or fluid (such as chlorine).
- Fire resulting from the escape of flammable gases or fluids (such as liquefied petroleum gas).
- Impact from falling cylinders.
- Manual handling injuries.

8.2. The main causes of incidents are:

- Inadequate training and supervision.
- Poor installation.
- Poor examination and maintenance.
- Faulty equipment and / or design (e.g. badly fitted valves and regulators).
- Poor handling.
- Poor storage.
- Inadequately ventilated working conditions.
- Incorrect filling procedures.
- Hidden damage.

Georg Jensen will ensure it has competent, trained staff who will be responsible for the day to day management and changing of cylinders and systems.

9. First Aid & Incident Reporting

9.1. First Aid

Georg Jensen will ensure that arrangements are made for providing first aid equipment and the appropriate number of first aiders relevant to the workplace and the activities being carried out. Where ever possible all members of the team will be trained in Emergency First Aid.

Georg Jensen will ensure that a suitable level of first aid provision is available at the workplace under the control of Georg Jensen. An appointed person and first aid kit/defibrillator will be available.

All incidents must be reported to the local H&S Manager as well as the local HR Manager promptly. The local H&S Manager are responsible to register all types of incidents that occurs in the area of the local managers responsibility.

The local H&S manager must regularly send reports to the Global H&S manager for all incidents. In the case of serious injury or death of an employee, the facts must be reported to the Global H&S manager within the hour.

Anyone taken to hospital must be accompanied and regular reports on the condition of the injured person must be telephoned to local H&S management.

9.2. Reporting of Injuries, Diseases and Dangerous Occurrences

All incidents of Injuries, Diseases and Dangerous Occurrences must be reported to the Global H&S manager, who is responsible for registering all incidents for Georg Jensen. The local H&S managers are responsible to gather and report incidents to the Global H&S manager regularly.

The Global H&S manager as well as the Local H&S manager must investigate all fatal and serious injuries, and measures must be taken to prevent any repetition of the incident.

The Local H&S managers must be aware of reporting requirements to local authorities.

9.3. First Aid Equipment & Defibrillators

As part of the First Aid responsibility, first aid boxes suitable to the risk must be provided within the workplace with adequate resources in place to cover any potential risk.

Only items permitted to be in the first aid kit will be permitted to be in them. No lotions, creams or medication is permitted to be kept in these kits.

The Local H&S managers are responsible to maintain the First Aid boxes and the Defibrillators in service.

9.4. Dangerous Occurrences

If an incident occurs which could have easily resulted in an accident then this should be reported to the Local H&S manager who will decide what action should be taken to prevent any possible recurrence.

9.5. Investigations

Regardless how minor the incident is, an investigation will be carried out to determine the root cause with any recommendation for improvements actioned so far as reasonably practical.

The investigation will:

- Determine the sequence of events that led up to the incident.
- Interview all involved.
- Take photos, produce drawings and take measurements of the scene.
- Review all documentation, training records and safe systems of work.
- Identify immediate, underlying and root causes.
- Provide recommendations to prevent reoccurrence.
- Ensure all actions are carried out to completion.

10. Display Screen Equipment (DSE/VDU)

All reasonable steps will be taken by Georg Jensen to ensure compliance with any local regulations regarding work with Display Screen Equipment or a Visual Display Unit - VDU. We intend to be compliant with UK Health and Safety (Display Screen Equipment) Regulations 1992 and EU Directive 90/270/EEC.

These regulations apply where there are people who 'habitually use display screen equipment as a significant part of normal work'. In the procedure, such people are referred to as users.

The regulations require Georg Jensen to:

- Analyse workstations to assess and reduce risks.
- Ensure that workstations meet specified minimum requirements.
- Plan work activities so that they include breaks or changes of activity.
- Provide eye and eyesight tests on request and special spectacles if needed.
- Provide information and training.

The manager is responsible for the implementation of this process in respect of any display screen equipment users under their control.

10.1. Users

The department manager will decide which of their staff are users. This includes people who use a VDU more or less continuously on most days but also those who:

- Normally use a VDU for continuous or near-continuous spells of an hour or more at a time.
- Use it in this way more or less daily.
- Need to transfer information quickly to or from the display screen equipment.

It will also include personnel where the work situation is such that:

- High levels of attention and concentration are required.
- The individual is highly dependent on a VDU to do the job.
- The individual does not have any choice about using VDU's.
- Special training or skills are required to use the equipment.

The manager will consider whether a new employee is to be users when they start employment.

10.2. Assessment

Each user identified is recommended to complete a self-assessment form. A trained co-ordinator (the local H&S manager) reviews the completed form, clarifies any doubtful points, and makes recommendations on problems that the user can't solve. These recommendations are then submitted to the user's line manager for action.

Assessment forms are completed when:

- Major changes are made to the equipment, furniture, work environment or software.
- Users change workstations.
- Workstations are relocated.
- The nature of work tasks changes considerably.
- New users start work.

An important element of the assessment is checking that workstations comply with the minimum requirements contained in the schedule to the regulations. These are included in the assessment form.

10.3. Changes of activity or breaks for users

Whenever possible, the manager will encourage changes of activity to break up long spells of VDU work, e.g. telephone calls, photocopying, meetings etc. If such changes of activity are not possible, the manager will arrange for users to take rest breaks. Timing and length of breaks will vary depending on the work done. Short, frequent breaks are better than longer infrequent ones and individual control over work patterns is the ideal.

10.4. Eye Tests

Any user may request an eye and eyesight test that Georg Jensen pays for. If the test shows that they need glasses specifically for their DSE work, Georg Jensen pays for a basic pair of frames and lenses.

Users are entitled to further tests at regular intervals and on any other occasion if they are having visual difficulties that may reasonably be considered to be caused by their VDU work.

The arrangements for eye and eyesight tests are managed by Georg Jensen representative. The Manager is to ensure that all users under their control are aware of the request process.

10.5. Employees

Employees must:

- Comply with the instructions and training given regarding safe workstation set-up and use, including control measures and use of equipment provided.
- Inform Georg Jensen of any disabilities or health conditions which may affect their ability to work using VDU or be affected by working with it.
- Report any discomfort or health concerns they believe are associated with the use of VDU to their manager at the earliest opportune moment.

11. Building Safety

All premises where Georg Jensen operates from, regardless of the owner of the premises, must be safe for all people that work in or visit our premises.

As a general rule, all buildings from where Georg Jensen operates must be certified according to local building safety regulations or laws.

As additional rules regardless of the certification, the present conditions of the buildings must live up to all reasonable safe conditions. E.g.

- Roof.
- Floors.
- Building structures (Beams, pillars, windows, ceilings etc).
- Electrical installations.
- Lifts / elevators.
- Stairs.
- Staircases.
- Toilets.

- Ventilations.

i.e. all different structures and installations must be visually in good and safe conditions.

The Local H&S manager has the responsibility to ensure that the building and its installations are in safe conditions.

Building defects

All kinds of defects in buildings should be reported to the Local H&S Manager. The Local H&S Manager must, in the event of any problems being found, take action.

Actions may include:

- Sealing off an area where a risk is posed.
- Repair by qualified technician.
- Withdrawing an item of equipment from use.
- Disposal of equipment

12. Electrical Equipment

All electrical systems used must be maintained in a safe working condition in compliance with local laws or regulations.

All fixed systems at Georg Jensen's premises must be periodically tested in accordance with local laws or regulations. All portable appliances will be listed and tested periodically, dependent on their use and conditions of service.

Only approved, competent individuals are to work on electrical systems and all work must be conducted when not live unless absolutely necessary. In this case a permit must be issued from the Local H&S manager.

12.1. Employees

Employees must

- Visually check electrical equipment for damage prior to use.
- Report any defects immediately to management.
- Not use any faulty or damaged electrical equipment.
- Not undertake any unauthorised repairs of electrical equipment.
- Check emergency stops to ensure they are working correctly.
- Switch off any equipment at the mains that is not in use for long periods.
- Not bring in any electrical items on to company premises unless it has been formally tested and recorded.
- Not leave trailing cables.

13. Vehicles

Georg Jensen recognises the threat of injury to health as a result of preventable accident while driving or using Georg Jensen owned or leased vehicles.

All employees are required to adhere to this when driving or operating company or contracted vehicles at all times as well as when driving or operating their personal vehicle, either on the job or during routine journeys from home to work site and vice versa.

To minimise the risk to all employees and others the driver must:

- Have a valid driving licence for the vehicle being driven.
- Be in good health and physically able to perform the duties of driving.
- Check weather forecasts and be informed on traffic and road works along the route to travel and, eventually, rearrange the trip in case adverse conditions are expected.
- Must wear a seat belt at all times during vehicle operation.
- Abide by the speed limits and the rules established by local regulations.
- Maintain a safe distance from the vehicle in front to achieve complete stop safety.
- Not use a hand held phone while driving.
- Not drive under any influence of alcohol, drugs or other controlled substances.

Where required, the Local H&S manager should provide training or instruction that may be necessary with regards to accidents, vehicle checks, dates of servicing, what to do in a breakdown, personal safety and driving hours etc.

13.1. Forklifts & Trucks

Forklifts and trucks must only be operated by employees who have necessary training, experience and valid licence for the type of forklift or truck.

14. Fire & Emergency Arrangements

14.1. Emergency Process

Each Georg Jensen location will have its own unique emergency and evacuation procedure. It is the Local H&S Manager's responsibility to ensure that the necessary procedures are in place and communicated to all employees working at the location.

The local H&S manager must ensure that:

- Fire and Emergency procedures appropriate to the premises will be provided to all employees.
- Firefighting equipment will be provided and maintained in accordance with local fire regulations and fire risk assessments.
- Emergency processes (fire drills) will be tested periodically and regular alarm tests will be done and recorded.
- All walkways and work access/egress routes must be kept clear at all times so far as is reasonably practicable. In cases where work necessarily obstructs safe access/egress, the provision of alternative routes must be made. Materials and waste must be kept tidy and not obstruct access routes.

All employees should make themselves aware of emergency procedures. Special attention being given to the location of fire extinguishers, emergency means of escape and fire alarm locations. All highly flammable substances should be stored correctly.

As a general rule: In the event of a fire or emergency evacuation: **Preserve life not property.**

14.2. Fire Marshalls

For certain locations, it is required by the local regulations that Georg Jensen shall appoint a Fire Marshall to carry out the duties for which they must be trained. The local Fire Marshall will be responsible for all fire related activities including fire assessments, procedures, communication, drills etc.

15. Noise

Noise at work can cause hearing damage that is permanent and disabling. This can be hearing loss that is gradual because of exposure to noise over time, but also damage caused by sudden, extremely loud noises.

Hearing loss is not the only problem. People may develop tinnitus (ringing, whistling, buzzing or humming in the ears), a distressing condition which can lead to disturbed sleep.

The ultimate aim of Georg Jensen is to reduce noise exposure as far as reasonably practical to as low as possible and below the first action level.

Wherever possible Georg Jensen, depending on the level of risk, will:

- Take action to reduce the noise exposure.
- Provide our employees with personal hearing protection when required.

The Local H&S Manager has the responsibility to assess all workplaces in order to evaluate the risk of noise exposure and, if there is a high risk, to initiate actions to reduce the noise and to provide appropriate PPE's.

15.1. Controls

Each local Georg Jensen location has to decide on practical, cost-effective actions to control noise risks and ultimately to mitigate the source if the risk assessments reveal a high risk of noise exposure.

Different means that can be taken into considerations are;

- Using quieter equipment or a different, quieter process.
- Engineering/technical controls to reduce, at source, the noise produced by a machine or process.
- Using screens, barriers, enclosures and absorbent materials to reduce the noise on its path to the people exposed.
- Designing and laying out the workplace to create quiet workstations.
- Improved working techniques to reduce noise levels.
- Limiting the time people spend in noisy areas.

15.2. Noise Assessments

Georg Jensen will carry out noise assessments of noisy areas, including processes and equipment, on a regular basis.

These assessments will be to determine if the controls put in place bring the levels down below the first action level or the controls put in place are suitable and sufficient.

Assessments will be done on a regular basis, recorded and updated, particularly when changes in the noise level occur due to working practices and has an impact on staff and third parties.

15.3. Hearing Protection Zones

Georg Jensen will, where required, clearly mark out the hearing protection zone and ensure the appropriate signage is displayed.

All staff will be briefed on these areas and anyone entering these areas will have the correct hearing protection and adhere to the safe system of work which may involve time limits.

15.4. Hearing Protection

Georg Jensen will provide suitable and effective hearing protection to all who are working in a hearing protection zone. They will also ensure suitable training has been given to ensure all hearing protection is worn correctly and will provide for the maintenance, repair or replacement of any faulty equipment.

All employees and third parties must comply with the hearing protection zones and their requirements.

16. Young Person

Precautions and health, safety and welfare controls of the workforce are in place for all including young and inexperienced workers, however due to the potential lack of knowledge, experience, physical capabilities and awareness of potential risks additional measures, safety controls and mentoring will be required.

16.1. Young Persons

A young person is defined as someone who is under the age of 18 years.

To ensure the health, safety and wellbeing of all young workers Georg Jensen will ensure:

- All young persons shall receive site safety induction before being placed on site for the first time.
- Young persons shall not be allowed to work alone and shall be adequately supervised at all times.
- A written risk assessment of the work to be done for the young person shall be undertaken and submitted to the Local H&S manager.
- The confirmation of understanding regarding risks and control measures.

16.2. Risks

Georg Jensen will ensure that any young person is not permitted to undertake the following tasks:

- Dangerous machinery including forklifts.
- Abrasive wheels.
- Noise.
- Vibration.

- Lifting appliances (unless under instruction from a competent person).
- Loading and unloading of vehicles.
- Hazardous substances.
- Heavy manual handling.

16.3. Prohibited tasks

Young persons shall not be employed in situations where:

- The work is beyond their physical or psychological capacity.
- They would be exposed to toxic or carcinogenic substances.
- They would be exposed to harmful radiation.
- There is a risk to health from extreme cold, heat, noise or vibration.

17. Lone Working

Georg Jensen will ensure that employees who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

Measures will also be adopted to protect anyone else affected by solitary working.

Solitary working exposes employees and others to certain hazards. Georg Jensen's intention is either to entirely remove the risks from these hazards or, where complete elimination is not possible, to reduce them to an acceptable level.

Assessments of the risks of working alone will be carried out and will confirm whether the work can actually be done safely by one unaccompanied person. Particular consideration will be given to the remoteness or isolation of workplaces, any problems of communication, the possibility of interference such as violence or criminal activity from other persons and the nature of injury or damage to health and anticipated "worst case" scenario. Those personnel identified as lone workers will be given the information, instruction and training necessary to carry out their duties.

All lone working operations will be adequately organised, controlled and monitored.

18. New & Expectant Mothers

Georg Jensen is aware of the statutory requirements imposed on and relating to work undertaken by new and expectant mothers and will comply with these requirements. New and expectant mothers will be given all the information, instruction and training necessary to enable them to work safely and without risks to their health.

Georg Jensen will take all reasonable steps to safeguard the health, safety and welfare of new and expectant mothers and of their unborn children. Georg Jensen undertakes to assess all risks to new or expectant mothers arising from their work activities and to take appropriate preventative or control measures. Relevant training will be provided in identifying risks and implementing controls. Georg Jensen undertakes to regularly monitor the work undertaken by new or expectant mothers, especially during the development of pregnancy, in order to continually assess the individual's ability to work safely and without risk.

Any new or expectant mother must inform Georg Jensen in a timely manner so a suitable and sufficient risk assessment can be carried out.

This will be monitored and reviewed on a regular basis or when there is significant changes.

19. Disabled Workers

Georg Jensen will give full and proper consideration to the needs of any disabled individual on their premises either employed or visiting.

To achieve this Georg Jensen will:

- Treat with dignity and respect and disabled individuals both in the provision of a safe working environment and with equal access to Georg Jensen's facilities.
- Through safe systems of work and risk assessments, incorporate any reasonable adjustments to the premises and or employment arrangements.
- Engage with these individuals to improve areas of weakness in Georg Jensen's processes and collaboratively improve Georg Jensen as a whole.
- Ensure everyone complies with the dignity and respect policies and take appropriate action if they don't
- Ensure individual PEEP's (Personal Emergency Evacuation Plans) are in place in the event of an emergency.

20. Health Surveillance

Health surveillance is the systematic process of monitoring for early signs of work-related ill health in employees exposed to specific health risks during the course of their work as a requirement of health and safety legislation.

To ensure adequate health surveillance Georg Jensen will:

- Carry out suitable risk assessments on activities, processes and materials that are likely to give rise to risk of ill health.
- Ensure adequate controls are in place.
- Where required, seek advice from competent personnel regarding reduction of risk and ill health to others.
- Provide advice support and competent support to any employee who requires it as a result of work activities.
- Provide information instruction and training on all health related matters.
- Promote a proactive approach to health surveillance and encourage employees to speak to management regarding health related issues or concerns.

The Local H&S manager together with the Local HR manager is responsible to ensure Health Surveillance for the employees at risk.

20.1. Format of Health Surveillance

Georg Jensen will undertake health screening via the use of paper based questionnaires. Any issues that arise will be dealt with via an approved health provider.

20.2. Frequency of Health Surveillance

The level of risk to the employee will determine the frequency of health surveillance. All employees will undertake a minimum of a health questionnaire at start of employment. This will provide Georg Jensen with a baseline.

For any employee exposed to any risk, they will undertake a more frequent assessment and other questionnaires relevant such as, noise, vibration, COSHH etc. as agreed. The responsible manager or health provider will manage this process on behalf of Georg Jensen.

If a health problem is discovered during the course of their employment, control measures will be reviewed and, where required, enhanced.

If required, the employee will be seen by the nominated health provider and Georg Jensen will implement any recommendations.

20.3. Record Keeping

All health records must be retained for a certain amount of years according to local regulations and GDPR. The responsible H&S managers for Georg Jensen will ensure suitable arrangements are in place to comply with the law regarding the retention and storage of all health records.

They will also monitor and identify when employees require recalls.

Employees will be allowed reasonable access to their health records and a copy if they leave Georg Jensen.

21. Communication and Consultation

Georg Jensen have a legal requirement to ensure arrangements are in place to ensure effective means of communication and consultation with employees on matters affecting their health, safety and wellbeing, and to take into account their views.

To achieve this objective Georg Jensen will:

- Establish effective two-way lines of communication.
- Involve and consult employees through.
 - Individual conversations.
 - Notice boards.
 - H&S committee meetings.
 - Staff meetings.
 - Internal publications.
- Display the 'Health and Safety Law – What You Should Know' poster.
- Consult with the employees when changes to equipment, processes, working methods etc. that may affect their health, safety and wellbeing are to be introduced.

22. Personal Protection Equipment - PPE

PPE is defined as 'all equipment (including clothing affording protection against the weather) which is intended to be worn or held by a person at work and which protects against one or more risks to health and safety.'

PPE is issued to personnel where risks exist which cannot be removed completely or reduced to an insignificant level.

The need for PPE is identified by risk assessment and is defined as a control measure or within an activity plan. Protective clothing and equipment is selected as being suitable for the protection needed and conforms to the relevant standard. It is issued in a controlled manner and training in its correct use is provided.

Georg Jensen will:

- Use PPE only as a last resort.
- Identify the correct PPE in the relevant risk assessment.
- Ensure PPE is available to all who require it and have been trained in the safe use of which.
- Ensure that, if more than one item of PPE is being used together, they are compatible and still offer the same level of protection.
- Provide safe means of storage.
- Provide suitable maintenance arrangements including cleaning and repair.
- Provide information, instruction and training with regards to PPE needs, use and maintenance.
- Make arrangements to repair or replace defective PPE.

23. Welfare Arrangements

Georg Jensen will take responsibility of ensuring that adequate facilities are provided and maintained in accordance with local Health Safety and Welfare regulations as required.

Georg Jensen shall ensure that:

- Suitable and adequate welfare facilities are identified, supplied and maintained as required.
- All facilities have adequate lighting, heating and ventilation.
- Sanitary conveniences are provided with associated washing facilities, sinks with hot water, soap and towels on the premises.
- An adequate number of toilets are provided for all including accessible disabled arrangements.
- An adequate supply of drinking water is available.
- There is a suitable means of preparing hot drinks and heating food.
- A clean area is set aside for the use of this equipment and for the consumption of food/drinks prepared.
- The welfare facilities are cleaned on a regular basis.

23.1. Kitchen / Canteen / Coffee Corners

Georg Jensen will take responsibility to ensure that adequate facilities are provided and maintained in accordance with local Health Safety and Welfare regulations as required. This includes that kitchen, canteen and coffee corners live up the local standards and have adequate licence in place for the staff.

24. Violence

Georg Jensen will not tolerate any instances of work-related violence, including verbal abuse, towards our staff. No member of staff will be blamed for an instance of work-related violence caused by a customer or member of the public. All employees have the right to be treated with consideration, dignity and respect. We will define work-related violence as: any incident in which an employee is abused, threatened or assaulted by a member of the public or co-worker in circumstances arising out of the course of his/her employment.

24.1. Responsibilities of Staff and Managers.

24.1.1. Managers

All managers have a responsibility to implement this policy and to make sure their staff are aware of it and understand it. Managers should also:

- Treat seriously any reports of work-related violence, threats or abuse and respond to them promptly.
- Record details of the incident where appropriate and give all employees involved in the incident full support during the whole process. You should also seriously respond to and consider any suggestions made by staff about how to improve violence prevention and management, and give feedback to staff about their suggestions, including whether it will be taken forward and if not, why not.
- Set a positive example by reporting all incidents of violence and abuse and not tolerating abusive behaviour from customers and members of the public. Make sure you also offer good customer service and follow specific policies, e.g. local rules expressed in local handbooks.
- Respond to and, where possible, resolve incidents, ideally before they escalate.
- Monitor incidences of violence and abuse and initiate appropriate action if more measures are needed. Review and amend this policy and the risk assessment as necessary.
- Where possible, direct staff to appropriate support and advice after an incident has occurred. Encourage other staff members to support their colleagues, including those who might have witnessed the incident. If victims are particularly traumatised by the event, provide support where possible, such as time off work or changes to their tasks.
- If an investigation is needed, work with the police and offer any assistance needed to help in their enquiries

Managers have a responsibility to act in a way that does not incite or increase the likelihood of violence. They also have a responsibility to respond to any reports of violence. Any manager found to be encouraging or inciting violence or not resolving potentially violent or abusive situations may be subject to disciplinary action.

24.1.2. Staff

All staff have personal responsibility for their own behaviour and for ensuring that they comply with this policy.

There are a number of things that staff can do to help prevent work-related violence:

- Be aware of Georg Jensen's policy and comply with it, including specific policies e.g. local rules expressed in local handbooks.
- Offer good customer service and be aware of customer needs.

- Recognise the potential for work-related violence and take action to resolve it early on. Staff should take positive action and, for example, contact a manager if they think a customer, co-worker or member of the public might cause problems.
- Do not accept instances of work-related violence directed towards you or others. Staff should report any instances of violence, threats or abuse, including all details about when it happened, who was involved and any relevant circumstances that may have contributed to the incident. Serious incidents should be reported in the incident book kept in the manager's office but minor incidents and incidents of verbal abuse should be reported to managers as they occur.
- Be supportive of colleagues who are victims or witnessed work-related violence.
- Suggest additional measures to managers which might help to prevent and manage work-related violence.

Staff have a responsibility to act in a way that does not incite or increase the likelihood of violence. Any staff member found to be encouraging or inciting violence may be subject to disciplinary action.

25. Store Security & Safety

NEVER PUT YOURSELF AT RISK.

The personal safety and wellbeing of our staff, customers & visitors is our primary concern at all times. Only if and when staff and customers are safe should the premises and stock be secured.

25.1. Robbery

In the advent of any type of hold up, please follow these important guidelines:

- Remain calm.
- Don't argue.
- Keep your hands in view at all times.
- Don't be aggressive.
- Don't lie.
- Listen and speak when spoken to.
- Do what you are told.
- Don't try to be a hero.
- Try to remember details about the incident and the perpetrators.

Some locations have silent alarms – you should only attempt to activate these if completely safe to do so.

25.2. Opening and Closing the Store

- Be aware of suspicious persons/activity in the vicinity of the store.
- Do not enter/exit the premises if you are concerned.
- If the door is already unlocked do not enter the premises.
- Contact the police, Centre Security (if applicable), and National Retail Manager, in that order.
- Keep all doors locked outside of trading hours.

- Remove all valuable items (gold, diamonds & watches) from the windows if required in your location. (Your National Manager can advise you of your store's unique circumstances).
- Check that the CCTV (if applicable) is operating correctly at the start and end of day.
- At end of day, if it is safe to depart, set the alarms and lock the premises.
- If in doubt remain within the store with the doors locked and contact the police or Centre Security for assistance.

25.3. Dealing with Suspicious Customers

We legally have the right to politely request any person to leave the shop. This should only be done by the most senior team member. If the customer has been approached and offered assistance, and they continue to refuse assistance, you could then say something like:

"If there is nothing more we can do to assist you, then we would prefer that you left our shop"

If at this point they become objectionable or you feel threatened at all, then immediately withdraw and tell the customer you are ringing security or the police. Do not hesitate to call the Police or security. At no time put up resistance to a threat, or try to apprehend, or put yourself at risk to retrieve the stolen goods. We request managers and staff to role-play this approach regularly.

Ensure all employees are aware when suspicious people have been in store, in case they return. Please also inform other GJ stores nearby.

25.4. Dealing with Aggressive Customers

Customers can become difficult or angry for a number of reasons:

- Caught stealing.
- Troublemakers.
- Customers with a complaint or a grievance.
- Mentally ill.
- Alcohol or drug related issues.

Please remain calm and polite, and follow these guidelines:

- Try to remain calm and polite.
- Echo the concerns of the customer.
- Try not to show that you are intimidated.
- Do not talk over them.
- Keep out of the "contact zone" which is in front of the person concerned.
- Stand to one side of them and out of their arms reach.
- Stay behind a counter if possible.
- Don't take insults personally.
- Attract the attention of fellow staff members for assistance with calling the police or Centre Security (if applicable).
- Activate the silent alarm (duress button) if they are fitted in the location.

If the person leaves the store and there is a concern that they may return and cause more trouble, lock the store immediately and call the police and / or Centre Security (if applicable).

Staff not involved in the incident should not act as an audience but should raise the alarm with the police and Centre Security (if applicable).

Staff should not become involved and aggravate the situation unless it is absolutely necessary.

25.5. Theft

Thefts of any kind are to be immediately reported to the National Retail Manager. This includes but is not limited to stock, store property such as iPads, personal employee property and customer's own property.

25.6. Protests/Aggressive Situations

- In the event of a political protest or other potentially unsafe situation, lock the doors immediately.
- Ask the customers to depart, if safe to do so.
- Set the alarms, lock the doors and depart if safe to do so.
- If it is not safe to depart, staff should remain in the back of the store, out of sight, with doors locked until assistance arrives.
- If the protestors/perpetrators have entered the store do not engage or argue with them.
- Do not react to abusive behaviour.
- Do not make any comments either personally or on behalf of Georg Jensen even if requested to do so.
- Refer any questions to Head Office and indicate that you have no comment to make.
- Notify the police, Centre Security and National Retail Manager.
- Maintain an up-to-date emergency contact list, including numbers for Emergency Services and relevant Georg Jensen personnel.

25.7. Serious Threats

If you have determined the situation to be very unsafe, and evacuation is not an immediate option:

- Lock the doors if possible.
- Hide out of view.
- Try to block entry to your hiding place.
- Silence your mobile phone, turn off vibrate, and cover the screen if hiding in the dark.
- Remain calm and follow police instructions.
- Keep your hands empty and in view at all times.
- Remember that the police will initially treat everyone as a suspect so obey all commands immediately.

25.8. Summary on Store Security & Safety

- Vigilance.
- Ideally only show one item at a time.
- Ensure cabinets are always locked.
- Ensure reserve is locked at all times.
- Sign for keys.
- Support other staff.
- Do not hesitate to call the police.
- Never put yourself at risk.

Continually suggest measures to improve security – **prevention, prevention, prevention!**

26. Bomb Warning

BOMB OR OTHER THREAT RESPONSE

With today's heightened awareness of foreign or domestic terrorism, a bomb threat can occur at any time, either through the mail or by phone. A threat can also come in the form of an unidentified or suspicious object/package received or left at a worksite or place of business.

While many threats are placed as pranks to create mischief or disrupt business, all bomb threats should be treated seriously. Everyone needs to be prepared and respond appropriately if they receive or see a threat.

Preparing for a Bomb Threat or Other Acts of Violence

- Identify key emergency contact names and phones numbers in the building and have a written list readily accessible.
- Have a current written list of local fire, law enforcement, and other emergency responders.
- Create written response procedures for a bomb threat or other acts of violence.
- Choose evacuation routes, assembly areas, and alternate locations for employees to meet in the event that a threat occurs.
- Distribute a response checklist to all employees of clear written instructions; what a threat is and what to do if a threat occurs.
- Develop a training plan for all employees.

What to Do if You Receive a Bomb or Other Threat

- Remain calm and alert.
- DO NOT HANG UP if the threat comes in by phone.
- Keep the caller talking as long as you can.
- Write down the numbers that show up on the phone caller identification screen.
- Document the exact words of the threat.
- Alert your supervisor and/or others around you that you are receiving a threat.
- Listen for any distinguishing sounds such as traffic, animals, voices, tone, and accent of the caller.
- Contact the police, Centre Security (if applicable), and National Retail Manager, in that order.

Make A Response Checklist and Keep it Available

- What is the threat?
- When will the bomb explode?
- Where is the bomb?
- What kind of bomb is it?
- Did you place the bomb?
- What will set the bomb off?
- Why are you doing this?
- Do you know your threat could kill or injure many people, including bystanders?

A bomb or other threat does not mean an automatic evacuation of the building. It is important to calmly evaluate each threat situation to determine the best course of action.

- Question and rate the risk posed by the threat: does it seem credible, was the caller identified, does it sound like there may be additional bombs or other threats?
- Work with law enforcement to determine the best course of action, which may include staying in the building, searching for the device, or an evacuation.
- Communicate to employees that there are security concerns in the building and that they should stand by for instructions.
- If an evacuation is ordered, follow routine evacuation procedures; check the routes and assembly areas for secondary bombs and suspicious items.
- If a device is identified, DO NOT TOUCH IT. Report it immediately to appropriate personnel, and secure the area.

A bomb or any other threat is a serious emergency. Set your procedures, identify emergency leaders, and train all of your employees to help them remain calm, make informed decisions, and react appropriately.

Document Revision history:

Rev. No.:	Changes:	Date:	Approved by:
1.0	Health & Safety Policy	May 2024	Erik Olsen
1.1	Minor spell correction	May 2024	Erik Olsen
1.2	Renamed to policy	August 2024	Erik Olsen