



Customer, Client and Visitor Health & Safety

arrangeMY recognises its responsibility to protect the health, safety and welfare of customers, clients, visitors, contractors and any other persons who may be affected by its activities, services or premises.

This responsibility is managed in line with the Health and Safety at Work etc. Act 1974 and associated regulations, and forms an integral part of our Health, Safety & Welfare management system. All members of arrangeMY are responsible for client and visitor safety, however ultimate responsibility lies with Nick Scott, MD.

Scope

This section applies to:

- Customers and clients receiving services from arrangeMY
- Visitors to arrangeMY premises or events
- Members of the public who may be affected by company activities

Safeguarding of Travellers, Employees and Supply Chain

arrangeMY is committed to safeguarding the health, safety, welfare and rights of all travellers, employees and individuals within our supply chain who may be affected by our activities. For business travellers, this includes the implementation of appropriate duty-of-care arrangements, such as pre-travel risk assessments, access to relevant health and safety information, and procedures for managing incidents or emergencies while travelling. For employees, we take reasonable steps to provide safe working conditions, promote physical and mental wellbeing, and protect individuals from harm, harassment or exploitation. Within our supply chain, we expect contractors, suppliers and partners to uphold equivalent standards of health, safety, welfare and ethical conduct, including compliance with applicable labour and human rights legislation. arrangeMY will ask for pre-qualification checks to ensure these are in place and continue to monitor and audit suppliers. Safeguarding risks are considered as part of our risk assessment and contractor management processes, and any safeguarding concerns will be reported, investigated and addressed promptly and proportionately.

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To safeguard customers and clients, arrangeMY will:

- Identify and assess risks arising from customer-facing activities, services and environments
- Implement proportionate control measures to eliminate or reduce identified risks, this will include but not be limited to, all clients and visitors will be supervised while on the premises. Clear signage is throughout the premises, with restricted access to offices.
- Provide relevant health and safety information to customers and clients where Required.
- Ensure that services are delivered by competent, trained employees
- Maintain safe access, egress and welfare arrangements on company premises
- Manage contractors and third parties to ensure customer safety is not Compromised

Incidents, Complaints and Reporting

- All incidents or near-misses involving customers or visitors must be reported to the Business Services Director.
- Appropriate investigation and corrective actions will be implemented to prevent recurrence
- Customer health and safety concerns or complaints will be managed through the company's complaints handling arrangements
- Any planned drills or fire alarms etc. will be made clear to clients and visitors on their day of visit. With evacuation details given at arrival.

Monitoring and Review

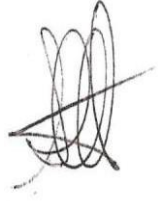
Customer health and safety risks will be reviewed periodically and as part of routine risk assessment reviews. Performance, incidents and feedback will be used to drive continual improvement. arrangeMY will ask for pre-qualification checks and continue to monitor and audit suppliers

This section is reviewed annually alongside the Health, Safety & Welfare Policy or sooner if operational changes occur.

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This policy will be reviewed every 12 months from April 2026

Signed:

A handwritten signature consisting of several overlapping loops and a diagonal stroke across the middle.

Date: 19/04/26

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