



Health, Safety & Wellbeing Policy

Prepared to outline CourierForce Logistics Ltd's commitment to maintaining safe, healthy, and supportive working environments across its operations.

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COURIERFORCE LOGISTICS LIMITED
Company Registration Number: 06375736





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Introduction

CourierForce Logistics Ltd recognises that maintaining a safe and healthy working environment is essential to the wellbeing of employees, subcontractors, drivers, customers, and members of the public.

As a same-day courier and logistics provider, we understand that our operations involve a range of activities including driving, vehicle maintenance, loading and unloading, client visits, and office-based administration. Each of these activities carries responsibilities to ensure that risks are appropriately managed and that safe working practices are maintained.

CourierForce Logistics Ltd is committed to promoting a positive health, safety and wellbeing culture through practical, proportionate, and operationally appropriate measures that reflect the nature and scale of our business.

This policy outlines our commitment to maintaining safe working practices, supporting employee wellbeing, and continuously improving our health and safety standards.



(1.0) Company Commitment

CourierForce Logistics Ltd is committed to:

- Providing a safe and healthy working environment for employees and subcontractors
- Complying with relevant health and safety legislation and regulatory requirements
- Identifying and managing workplace risks where reasonably practicable
- Providing appropriate information, instruction, and guidance
- Promoting employee wellbeing and welfare
- Encouraging a positive culture of health, safety, and personal responsibility
- Reviewing and improving safety practices through continuous monitoring and feedback

(2.0) Health, Safety & Wellbeing Principles

CourierForce Logistics Ltd believes that effective health and safety management should form part of everyday operational decision-making.

Our approach focuses on:

- Risk awareness and sensible risk management
- Safe vehicle operation and driver behaviour
- Preventative maintenance and equipment safety
- Employee wellbeing and welfare
- Open communication regarding health and safety concerns

We recognise that health and safety is a shared responsibility across the organisation and requires participation from management, employees, subcontractors, and delivery partners.



(3.0) Responsibilities

Management is responsible for:

- Providing appropriate health and safety leadership
- Maintaining safe systems of work
- Ensuring vehicles and equipment remain safe and roadworthy
- Investigating incidents where necessary
- Reviewing health and safety performance

Employees and subcontractors are responsible for:

- Taking reasonable care of their own health and safety
- Following company procedures and safe working practices
- Reporting hazards, accidents, incidents, or near misses
- Using equipment appropriately
- Supporting a positive safety culture

(4.0) Driver Safety

As a transport and logistics business, driver safety forms a significant part of our health and safety responsibilities.

CourierForce Logistics Ltd promotes safe driving through:

- Compliance with road traffic legislation
- Driver awareness and responsibility
- Vehicle tracking and telematics monitoring
- Fatigue awareness



- Route structuring and operational support
- Monitoring driving behaviours where appropriate

Drivers are expected to operate vehicles safely, professionally, and responsibly at all times.

(5.0) Vehicle Safety & Maintenance

All company vehicles are maintained through preventative maintenance and servicing programmes designed to support:

- Vehicle safety
- Operational reliability
- Roadworthiness
- Driver safety
- Regulatory compliance
- Sustainable business practices

The company undertakes regular vehicle inspections and maintenance activities to identify potential issues before they affect operational safety.

Where appropriate, maintenance activities are carried out internally by competent personnel and supported by external specialist providers where required.

(6.0) Workplace Safety

CourierForce Logistics Ltd is committed to maintaining a safe working environment within its office, workshop, and operational facility.



This includes:

- Maintaining safe access and exit routes
- Good housekeeping standards
- Appropriate storage of equipment and materials
- Suitable lighting and working conditions
- Regular review of workplace hazards

Employees are encouraged to raise safety concerns promptly so that appropriate actions can be taken.

(7.0) Lone Working

Due to the nature of courier operations, employees may occasionally undertake lone working activities.

CourierForce Logistics Ltd recognises the additional risks associated with lone working and seeks to minimise those risks through:

- Operational communication procedures
- Vehicle tracking systems
- Mobile communication devices
- Awareness of personal safety considerations
- Escalation procedures where appropriate

Lone workers are encouraged to report concerns immediately should they encounter situations that may affect their safety.



(8.0) Mental Health & Wellbeing

CourierForce Logistics Ltd recognises that employee wellbeing extends beyond physical safety.

The company is committed to supporting a positive and inclusive environment that promotes:

- Respect and professionalism
- Open communication
- Work-life balance where operationally practical
- Employee welfare and wellbeing
- Awareness of mental health considerations

We encourage employees to speak openly with management regarding wellbeing concerns and will seek to provide appropriate support wherever reasonably possible.

(9.0) Incident Reporting

Employees are encourage to report:

- Accidents
- Near misses
- Unsafe working conditions
- Equipment defects
- Health and safety concerns

Incident reporting helps the company identify trends, improve procedures, and reduce the likelihood of future incidents.



Where appropriate, incidents will be reviewed and corrective actions implemented.

(10.0) Training & Awareness

CourierForce Logistics Ltd recognises the importance of ongoing health and safety awareness.

The company will seek to provide:

- Relevant operational guidance
- Driver safety awareness
- Workplace safety information
- Health, safety and wellbeing support information where appropriate
- Specialist training and qualifications where required to support safe, compliant, and effective operational activities

Training requirements will be reviewed periodically to ensure they remain aligned with operational needs.

(11.0) Future Objectives

Over the next 12 - 18 months, CourierForce Logistics Ltd intends to:

- Continue reviewing health and safety procedures
- Further develop incident reporting processes
- Promote driver safety awareness
- Review wellbeing initiatives and employee support measures
- Maintain high vehicle safety and maintenance standards



- Continue promoting a positive health and safety culture throughout the business

CourierForce Logistics Ltd recognises that effective health and safety management is an ongoing process of awareness, engagement, and continuous improvement.

(12.0) Governance & Review

Responsibility for health, safety and wellbeing sits across the organisation.

Management, employees, subcontractors, and delivery partners all play a role in supporting safe and responsible working practices.

This policy will be reviewed annually to ensure it remains aligned with operational developments, legislative requirements, and industry best practice.

(13.0) Conclusion

CourierForce Logistics Ltd recognises the importance of maintaining safe, healthy, and supportive working environments for everyone involved in its operations.

As an SME logistics provider, our approach focuses on practical, proportionate, and operationally realistic measures that support both employee wellbeing and service reliability.

Through responsible management, safe working practices, preventative maintenance, and ongoing awareness, CourierForce Logistics Ltd is committed to maintaining high standards of health, safety and wellbeing across its operations.



(14.0) Policy Approval & Authorisation

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