



Freeagent247 Compliance Policy Pack

Version: 2.0

Effective Date: 20 January 2026

Review Date: 20 January 2027

Prepared For: Freeagent247

Registered Address & FAHQ: The Kiln, 2 Copenhagen Street, Worcester, WR1 2HB

Prepared By: Chanelle Wakefield

Document Control

Version	Date	Description	Approved By
2.0	20 January 2026	Initial Issue	Daniel Lewis

1. Health & Safety Policy

1.1 Policy Statement

Freeagent247 is committed to providing a safe and healthy working environment for employees, self-employed workers, contractors, and visitors.

As a professional services business operating primarily from coworking and remote environments, Freeagent247 recognises its responsibility to minimise workplace risks and promote safe working practices.

Freeagent247 will:

- comply with applicable UK health and safety legislation
- assess and manage workplace risks
- provide appropriate information and guidance to workers
- encourage the reporting of hazards and incidents

- review health and safety arrangements regularly
-

1.2 Responsibilities

Management Responsibilities

Management will:

- maintain appropriate health and safety arrangements
- review risk assessments annually
- communicate relevant procedures to workers
- ensure suitable working arrangements for remote workers
- respond appropriately to incidents and concerns

Worker Responsibilities

All employees, contractors, and self-employed workers are expected to:

- take reasonable care for their own health and safety
 - cooperate with company safety procedures
 - report hazards, incidents, or unsafe conditions
 - use equipment safely and appropriately
-

1.3 Workplace Arrangements

Freeagent247 operates from coworking/serviced office premises at The Kiln, 2 Copenhagen Street, Worcester, WR1 2HB, where core building safety controls are managed by the premises operator, The Kiln, including:

- fire safety systems
- emergency exits
- communal area maintenance
- building maintenance

Workers must follow all site-specific health and safety procedures communicated by the coworking provider.

1.4 Remote Working

Where remote working is undertaken, workers are expected to:

- maintain a safe and suitable workstation
- take regular breaks from screen-based work
- ensure electrical equipment is used safely
- maintain confidentiality and data security

1.5 Incident Reporting

All accidents, incidents, near misses, or health and safety concerns should be reported as soon as possible.

Incident Reporting Contact:

Chanelle Wakefield

chanelle@freeagent247.com

1.6 Review

This policy will be reviewed annually or sooner if significant changes occur within the business.

2. Health & Safety Risk Assessment

2.1 Business Details

Item	Details
Business Name	Freeagent247
Registered Address	The Kiln, 2 Copenhagen Street, Worcester, WR1 2HB
Business Activities	Accounting, bookkeeping, advisory and related professional services
Assessment Date	20 January 2026
Review Date	21 January 2027
Assessed By	Chanelle Wakefield

2.2 Scope

This risk assessment applies to:

- employees
- self-employed workers
- contractors
- visitors
- remote workers

Freeagent247 operates from a coworking/serviced office environment where core building health and safety controls are managed by the premises operator.

Freeagent247 remains responsible for risks arising from:

- its own work activities
- work equipment
- remote working arrangements
- contractor management
- staff wellbeing

2.3 Existing External Controls

The coworking space provider, The Kiln, is responsible for:

- fire detection systems
- emergency exits
- communal areas
- building maintenance
- electrical infrastructure
- cleaning of shared spaces
- first aid facilities within communal areas

Staff and contractors must comply with all site health and safety and fire procedures communicated by the coworking operator.

2.4 Risk Assessment Table

Hazard	Persons at Risk	Potential Harm	Existing Controls	Further Action Required
Slips, trips and falls	Staff, contractors, visitors	Minor injury	Coworking space maintained by operator. Staff expected to keep immediate workspace tidy.	Monitor
Poor workstation setup (DSE)	Staff and remote workers	Back pain, eye strain, RSI	Laptop stands, adjustable seating where available, staff encouraged to take breaks.	Annual DSE self-assessment
Electrical equipment	Staff	Shock/fire	PAT testing managed by coworking operator where applicable. Visual checks carried out before use.	Replace damaged equipment immediately
Fire/emergency evacuation	All persons	Injury/fatality	Building fire systems managed by coworking operator. Staff informed of evacuation procedures.	Ensure all new starters receive induction
Stress and workload	Staff/self-employed workers	Stress, burnout, mental health issues	Regular communication, flexible working arrangements, workload monitoring.	Ongoing management review
Remote working	Staff/self-employed workers	Poor ergonomics, isolation	Remote workers responsible for maintaining safe	Annual remote-

Hazard	Persons at Risk	Potential Harm	Existing Controls	Further Action Required
Data security and confidential information	Staff, clients	Data breach, reputational damage	workspace. Regular check-ins conducted. Microsoft 365, Xero, Rex CRM, MFA using Microsoft Authenticator, password policies, secure cloud systems and encrypted devices where possible.	working review Regular cyber awareness reminders
Visitors/client meetings	Visitors/staff	Security or safety incidents	Visitors follow coworking reception/security procedures.	Monitor
Contractor activities	Contractors/staff	Miscommunication or unsafe working	Contractors work under agreed terms and maintain responsibility for their own activities.	Confirm appropriate insurance where relevant

2.5 Remote Working Arrangements

Employees and contractors working remotely are expected to:

- maintain a safe and suitable workspace
- take regular screen breaks
- report any health and safety concerns
- ensure electrical equipment is used safely
- maintain confidentiality and data security

2.6 Responsibilities

Management Responsibilities

Freeagent247 management will:

- review risks annually
- communicate health and safety expectations
- address reported issues promptly
- maintain appropriate insurance

Employee and Contractor Responsibilities

All workers must:

- take reasonable care of themselves and others
- follow coworking safety procedures
- report hazards or incidents
- use equipment safely

2.7 Incident Reporting

Any accidents, near misses, or health and safety concerns should be reported as soon as possible.

Incident Reporting Contact:

Chanelle Wakefield

chanelle@freeagent247.com

2.8 Review

This assessment will be reviewed:

- annually
- following significant business changes
- following incidents or near misses
- if working arrangements materially change

3. Remote Working & DSE Policy

3.1 Purpose

This policy outlines Freeagent247's approach to:

- remote working
 - workstation safety
 - display screen equipment (DSE)
 - employee wellbeing
-

3.2 Scope

This policy applies to:

- employees
 - self-employed workers
 - contractors undertaking regular remote work on behalf of Freeagent247
-

3.3 Remote Working Expectations

Remote workers are expected to:

- maintain a safe and clean workspace
 - work in an environment with suitable lighting and ventilation
 - minimise trip hazards and unsafe electrical setups
 - ensure confidential information is handled securely
-

3.4 Display Screen Equipment (DSE)

Workers using computers regularly should:

- position screens at comfortable viewing height
- use suitable seating where possible
- avoid prolonged periods without breaks
- take short screen breaks regularly
- report discomfort or workstation concerns

3.5 Mental Wellbeing

Freeagent247 recognises that remote working may contribute to:

- stress
- isolation
- blurred work/life boundaries

Management will:

- maintain regular communication
- monitor workloads where appropriate
- encourage workers to raise concerns early

3.6 Data Security

Freeagent247 currently uses Microsoft 365, Xero, Rex CRM and Microsoft Authenticator MFA controls as part of its operational and security arrangements.

Remote workers must:

- use strong passwords and MFA where applicable
- avoid sharing confidential information in public environments
- secure devices appropriately
- report suspected security incidents promptly

3.7 Review

This policy will be reviewed annually or when working arrangements significantly change.

4. Cyber Security & Data Protection Policy

4.1 Purpose

Freeagent247 is committed to protecting:

- client information
- confidential business data

- personal data
- company systems

This policy outlines the basic cyber security and data protection controls implemented by the business.

4.2 Scope

This policy applies to:

- employees
 - contractors
 - self-employed workers
 - third parties with access to company systems or information
-

4.3 Access Controls

Access to systems and data is restricted to authorised users only.

Current operational systems include:

- Microsoft 365
- Xero
- Rex CRM
- Microsoft Authenticator MFA

The business will:

- use password-protected systems
- implement multi-factor authentication (MFA) where possible
- remove access promptly when no longer required

Users must:

- maintain secure passwords
 - avoid password sharing
 - report suspected unauthorised access immediately
-

4.4 Device Security

Workers using laptops or mobile devices for company work must:

- keep devices updated
 - use antivirus/security software where appropriate
 - avoid unsecured public Wi-Fi where possible
 - lock devices when unattended
-

4.5 Data Handling

Personal and confidential information must:

- only be accessed where necessary
 - be stored securely
 - not be shared without authorisation
 - be handled in accordance with UK GDPR requirements
-

4.6 Email & Phishing Risks

Workers should:

- remain cautious of suspicious emails or attachments
 - avoid clicking unknown links
 - verify unusual payment or data requests
 - report phishing attempts immediately
-

4.7 Incident Reporting

Any suspected:

- cyber incident
- data breach
- lost device
- unauthorised access

must be reported to management as soon as possible.

4.8 Backup & Business Continuity

Where appropriate, company systems and data should be backed up using secure cloud-based or managed services.

4.9 Review

This policy will be reviewed annually or following any significant security incident or operational change.

Insurance Overview

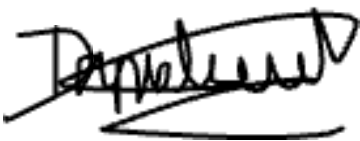
Freeagent247 maintains appropriate business insurance arrangements including:

- Professional Indemnity Insurance
- Office Insurance
- Employers' Liability Insurance

Associated schedules, certificates and statements of fact are maintained separately.

Approval

Name	Position	Signature	Date
------	----------	-----------	------



Daniel Lewis Director