

# **Cove UK**

## **Health and Safety Policy**



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# INTRODUCTION

# 1. INTRODUCTION

This Health and Safety manual contains our Health and Safety Policy as required by the Health and Safety at Work Act 1974 and it defines the way we manage the health and safety hazards and risks associated with our business, premises, and activities.

COVE UK are committed to managing health and safety effectively to protect our Team Members and other persons with whom we interact because we recognise that we have not only a moral and legal duty but also that our Team Members are our greatest asset.

Our Health and Safety Policy Statement sets out our commitment and the objectives we aspire to in managing health and safety. It is signed by the most senior person in our organisation to demonstrate that our commitment is led from the top.

Our approach to managing health and safety will be pragmatic and proportionate and will be prioritised according to risk with the objective of maintaining continuous improvement. We accept that we cannot eliminate risk from everything we do but we can manage risk in such a way that exposure to hazards is controlled as far as is reasonably practical.

We recognise that improvement in health and safety will not happen by chance and that planning to manage using a systematic approach through risk assessment is a necessary first step and an ongoing process. In moving forwards, we will wherever possible eliminate risk through selection and design of buildings, facilities, equipment, and processes. Where risks cannot be eliminated, they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection.

Our success in managing health and safety will be measurable and we look to establish performance standards against which we can monitor our progress to identify future actions to go into our improvement programme.

Based on our performance measurement in the form of accident monitoring, internal monitoring and external audits we will review our health and safety arrangements periodically and at least annually. The results of our measurement will be recorded and presented to the Board in our Annual Report.

## POLICY REVIEW

This Health and Safety Policy will be reviewed annually by Head of Safety Services.

Review Date	Role within the Company	Confirmed
1 <sup>st</sup> Decemeber 2022	Head of Safety Services	KW Tudor CMIOSH

**DOCUMENT CONTROL**

The electronic copy of the Health and Safety Policy will remain the controlled copy. Where further controlled copies are required then these should be issued accordingly and added to a register of controlled copies. Any amendments made to the policy will be provided for each of the controlled copies to ensure all controlled copies in circulation remain up to date.

If uncontrolled copies of the policy are printed either in whole or part, or if uncontrolled electronic copies are issued, then these will be clearly marked as an 'UNCONTROLLED COPY'.

**Register**

Copy Number or Reference	Location kept

**AMENDMENT RECORD**

Any amendments made to the Health and Safety Policy will be recorded below with information on changes made.

Where significant changes are to be made which could impact on the business we will consider the reasons for change, potential problems and how it will be implemented.

Date	Section	Ref /Title	Details of amendment made	Change made by

## **LEGISLATION**

Extracts of relevant legislation are provided for ease of reference full copies of relevant legislation are available on the Office of Public Sector Information web page ([www.opsi.gov.uk](http://www.opsi.gov.uk)) and the National Archives ([www.legislation.gov.uk](http://www.legislation.gov.uk))

## **GUIDANCE**

Guidance on a number of health and safety issues can be accessed by logging onto the HSE webpage <https://www.hse.gov.uk/> or the relevant industry approved guidance which we hope you will find useful as a quick reference source.

## **FORMS**

Relevant forms and templates that may be utilised can be accessed by logging onto Prime Safety [www.primesafety.net](http://www.primesafety.net)

**POLICY STATEMENTS**

## 2. HEALTH AND SAFETY POLICY STATEMENT

The management of COVE UK recognises that it has a legal duty of care towards protecting the health and safety of its Team Members and others who may be affected by the company's activities, and that managing health and safety is a business-critical function.

In order to discharge its responsibilities, the management will:

- bring this Policy Statement to the attention of all Team Members
- carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- communicate and consult with our Team Members on matters affecting their health and safety
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment, and processes
- encourage Team Member to identify and report hazards so that we can all contribute towards improving safety
- ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- maintain our premises, provide and maintain safe plant and equipment
- only engage contractors who are able to demonstrate due regard to health & safety matters
- provide adequate resources to control the health and safety risks arising from our work activities
- provide adequate training and ensure that all Team Members are competent to do their tasks
- provide an organisational structure that defines the responsibilities for health and safety
- provide information, instruction, and supervision for Team Members
- regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement.

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all Team Members.

**Name: Mark Seaton**

**Dated: 1<sup>st</sup> December 2022**

**Position: Managing Director**



## 2.1. ENVIRONMENTAL POLICY STATEMENT

The management of COVE UK recognises that the day-to-day operations can impact both directly and indirectly on the environment. We aim to protect and improve the environment through good management and by adopting best practice wherever possible. We will work to integrate environmental considerations into our business decisions and adopt greener alternatives wherever possible, throughout our operations.

In order to discharge its responsibilities, the management will:

- bring this Environmental Policy Statement to the attention of all stakeholders
- carry out regular audits of the environmental management system
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to the environment, where possible, through selection and design of materials, buildings, facilities, equipment, and processes
- ensure that emergency procedures are in place at all locations for dealing with environmental issues
- establish targets to measure the continuous improvement in our environmental performance
- identify and manage environmental risks and hazards
- improve the environmental efficiency of our transport and travel
- involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives
- minimise waste and increase recycling within the framework of our waste management procedures
- only engage contractors who can demonstrate due regard to environmental matters
- prevent pollution to land, air, and water
- promote environmentally responsible purchasing
- provide adequate resources to control environmental risks arising from our work activities
- provide suitable training to enable Team Members to deal with their specific areas of environmental control
- reduce the use of water, energy, and any other natural resources
- source materials from sustainable supply, when practicable.

This Environmental Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all stakeholders.

**Name: Mark Seaton**

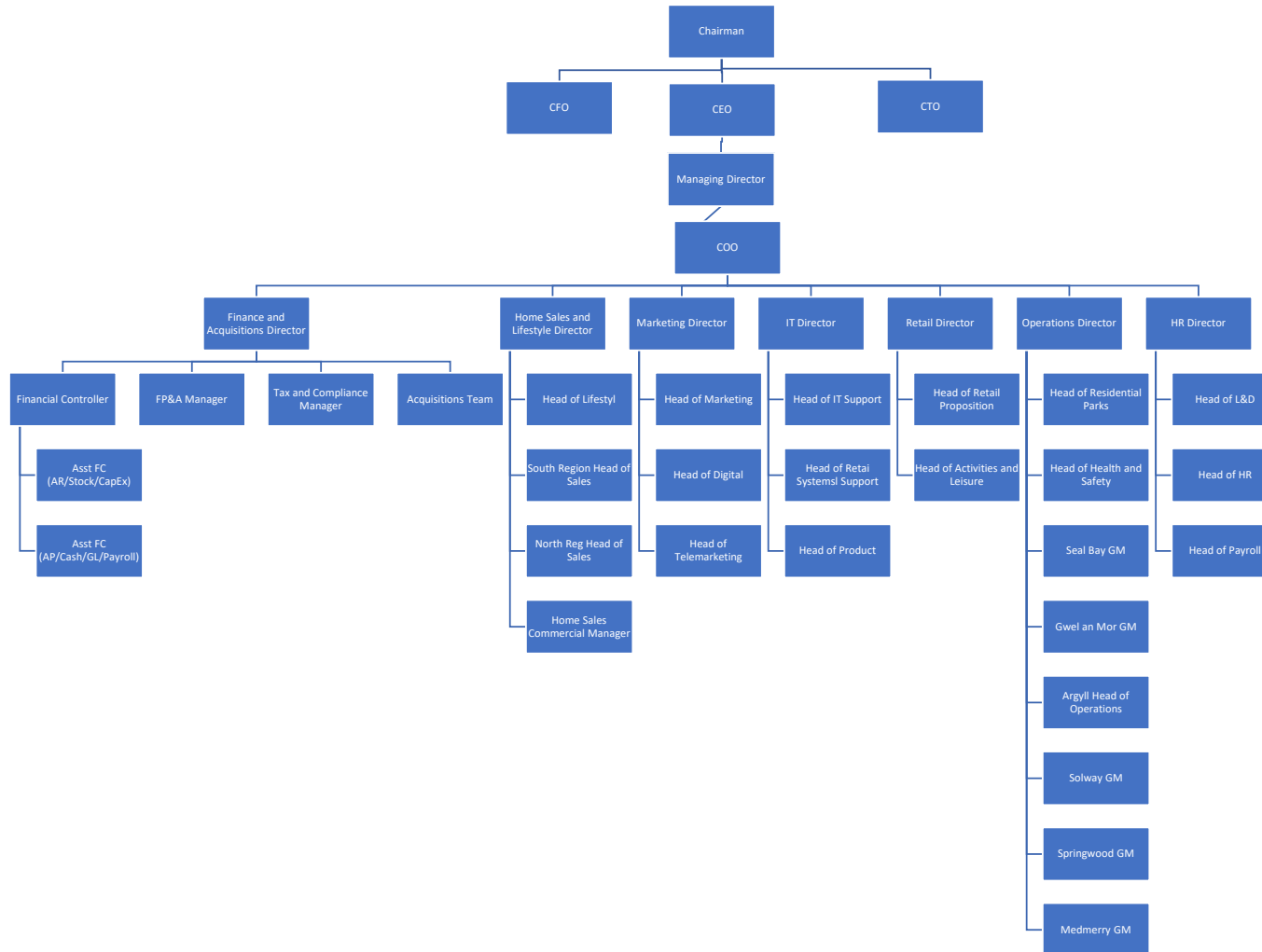
**Dated: 1<sup>st</sup> December 2022**

**Position: Managing Director**

# **ORGANISATION FOR HEALTH & SAFETY**

# Cove UK

## Organisation Chart for the Management of Health and Safety



### **3. ORGANISATION FOR HEALTH AND SAFETY**

The overall responsibility for health and safety rests at the highest management level. However, it is the responsibility of every Team Member to co-operate in providing and maintaining a safe place of work.

This part of our policy allocates responsibilities to line managers to provide a clear understanding of individuals' areas of accountability in controlling factors that could lead to ill health, injury or loss. Managers are required to provide clear direction and accept responsibility to create a positive attitude and culture towards health and safety.

The following positions have been identified as having key responsibilities for the implementation of our health and safety arrangements:

**Board of Directors**

**Managing Director**

**Senior Director**

**Operations Directors**

**Financial Officer**

**Resort Directors**

**General Manager**

**Head of Safety Services**

**Head of Retail & Operations; Head of Departments; Group Managers; Financial Controller; Operations Manager and Touring & Park Manager**

**Venue and Shop Managers**

**Team Leaders**

**Team**

# HEALTH AND SAFETY RESPONSIBILITIES



## 4. HEALTH AND SAFETY RESPONSIBILITIES

### Board of Directors

The Board has the ultimate responsibility for the health and safety of Cove UK but discharges this responsibility through the MANAGING DIRECTOR down to individual managers, supervisors, and Team Members.

The Board will ensure that:

- they provide a lead in developing a positive health and safety culture throughout the organisation
- all its decisions reflect its health and safety intentions
- adequate resources are made available for the implementation of health and safety
- they will promote the active participation of workers in improving health and safety performance
- they will review the health and safety performance of the company on an annual basis

## **Managing Director**

The Managing Director has overall responsibility for ensuring our compliance with Health and Safety legislation but delegates the responsibility for implementation to the Directors.

The Managing Director will ensure that:

- the Health and Safety Policy is implemented, monitored, developed, communicated effectively, reviewed, and amended as required
- a health and safety plan of continuous improvement is created and senior management monitor progress against agreed targets
- suitable and sufficient funds, people, materials, and equipment are provided to meet all health and safety requirements
- senior management designated with health and safety responsibilities are provided with support to enable health and safety objectives to be met
- a positive health and safety culture is promoted, and that senior management develop a pro-active safety culture which will permeate into all activities undertaken and reach all personnel
- a system of communication and consultation with Team Members is established
- effective training programmes have been put into place
- an annual report on the safety performance of the company is presented to the Board

### **The Senior Director, Directors & Financial Officer**

The Senior Director, Directors & Financial Officer will ensure that the Resort Directors /General Managers implement the H&S policy ensuring our compliance with Health and Safety legislation within these areas of responsibility.

They will ensure that:

- the Health and Safety Policy is implemented, monitored, developed, communicated effectively, reviewed, and amended as required
- a health and safety plan of continuous improvement is created, and progress monitored
- suitable and sufficient funds, people, materials, and equipment are provided to meet all health and safety requirements
- adequate insurance cover is provided and renewed
- competent persons are appointed to provide health and safety assistance and advice
- an adequate system of maintenance exists and operates to keep premises, plant and work equipment in a safe condition
- statutory examinations are planned, completed, and recorded
- there is regular communication and consultation with Team Member on health and safety issues
- an effective training programme is established to ensure Team Member are competent to carry out their work in a safe manner
- safe systems of work are developed and implemented
- accidents, ill health and 'near miss' incidents at work are recorded, investigated and reported
- safety issues raised are thoroughly investigated and, when necessary, further effective controls implemented and communicated to Team Member
- contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures
- effective contingency plans are in place with a designated competent person in charge of the planning and control measures for situations involving imminent danger
- health and safety objectives are set, and their achievement is measured and reported in the annual report



## **The Resort Director/ General Manager**

The Resort Director /General Manager is the designated person with overall responsibility for ensuring our compliance with Health and Safety legislation.

They will ensure that:

- the Health and Safety Policy is implemented, monitored, developed, communicated effectively, reviewed, and amended as required
- a health and safety plan of continuous improvement is created, and progress monitored
- suitable and sufficient funds, people, materials, and equipment are provided to meet all health and safety requirements
- adequate insurance cover is provided and renewed
- competent persons are appointed to provide health and safety assistance and advice
- an adequate system of maintenance exists and operates to keep premises, plant and work equipment in a safe condition
- statutory examinations are planned, completed, and recorded
- there is regular communication and consultation with Team Member on health and safety issues
- an effective training programme is established to ensure Team Member are competent to carry out their work in a safe manner
- safe systems of work are developed and implemented
- accidents, ill health and 'near miss' incidents at work are recorded, investigated and reported
- safety issues raised are thoroughly investigated and, when necessary, further effective controls implemented and communicated to Team Member
- contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures
- effective contingency plans are in place with a designated competent person in charge of the planning and control measures for situations involving imminent danger
- health and safety objectives are set and their achievement is measured and reported in the annual report

## Head of Safety Services

The Head of Safety Services will ensure that:

- management are advised of relevant changes in health and safety legislation, codes of practice and industry standards
- risk assessment requirements are co-ordinated, and the implementation of any action required is monitored
- risk assessments are reviewed regularly, and any changes are brought to the attention of Team Member who may be affected
- regular meetings are held where health and safety issues can be discussed, progress made against objectives and plans monitored and actions decided
- provide advice on health and safety training requirements
- details of accidents, dangerous occurrences or diseases that are notifiable are reported to the Enforcing Authorities
- assist Managers in investigating and recording accident investigations
- contact with external organisations such as the emergency services is co-ordinated
- health assessment requirements are identified and advised to management
- the schedule of statutory examinations of plant and equipment is maintained, and managers are made aware of impending examinations

## **Head of Departments, Group Managers; Financial Controller; Operations Manager and Touring or Park Managers**

The Head of Retail & Operations; Head of Departments; Group Managers; Financial Controller; Operations Manager and Touring or Park Manager will ensure that in their areas of control:

- they actively lead the implementation of our Health and Safety Policy
- they supervise their Team Member to ensure that they work safely, providing increased supervision for new and young workers
- safe systems of work are developed and implemented
- risk assessments are completed, recorded, and regularly reviewed
- accidents, ill health and 'near miss' incidents at work are investigated, recorded, and reported
- they communicate and consult with Team Member on health and safety issues
- they encourage Team Member to report hazards and raise health and safety concerns
- safety training for Team Member is identified, undertaken, and recorded to ensure Team Member are competent to carry out their work in a safe manner
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented
- premises, plant, and work equipment are maintained in a safe condition
- statutory examinations are planned, completed, and recorded
- personal protective equipment is provided, Team Member instructed in its use and that records are kept
- adequate arrangements for fire and first aid are established
- any safety issues that cannot be dealt with are referred to the GENERAL MANAGER for action
- welfare facilities provided are maintained in a satisfactory state
- hazardous substances are stored, transported, handled, and used in a safe manner according to manufacturers' instructions and established rules and procedures
- health surveillance is carried out and records are kept
- contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures
- health and safety notices are displayed
- agreed safety standards are maintained particularly those relating to housekeeping
- health and safety rules are followed by all

## **Venue and Shop Managers & Team Leaders**

Venue & Shop Managers Team Leaders will ensure that in their areas of control:

- they implement our Health and Safety Policy
- they supervise their Team Member to ensure that they work safely, providing increased supervision for new and young workers
- they communicate and consult with Team Member on health and safety issues
- health and safety rules are followed by all
- they encourage Team Member to report hazards and raise health and safety concerns
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented and communicated to Team Member
- any safety issues that cannot be dealt with are referred to a senior manager for action
- safety training for Team Member is identified, undertaken and recorded to ensure they are competent to carry out their work in a safe manner
- safe systems of work are developed and implemented
- accidents, ill health and 'near miss' incidents at work are recorded, investigated and reported
- personal protective equipment is readily available and maintained, and relevant Team Member are aware of the correct use of this and the procedures for replacement
- hazardous substances are stored, transported, handled, and used in a safe manner according to manufacturers' instructions and established rules and procedure.

## **Fire Marshals**

Trained Fire Marshals will ensure that in their designated area of responsibility they:

- monitor the general fire safety of the area that they have been allocated to
- check corridors and walkways to ensure combustible materials are not stored there
- monitor escape routes to see they are kept free of obstructions
- check that fire doors are not tied, propped, or wedged open
- check that final exit doors are not obstructed
- check that extinguishers are where they should be and no obvious misuse or defect has occurred.

### **When the fire alarm sounds, Fire Marshals must:**

- without putting themselves at risk, sweep through their allocated area and verbally encourage Team Member to leave via the nearest fire escape route. Fire Marshals should aim to finish their sweep at a fire exit and should not delay their own escape unduly
- check all accessible rooms including toilets and offices to make sure Team Member have evacuated the area or in case someone is waiting for assistance to evacuate. If there are signs of fire in a room (e.g., smoke coming out around the door), they should note the fact but should not enter or open the door
- if there is no immediate danger, ensure that all windows and doors are closed en-route to the fire exit
- report to the senior manager at the fire assembly point to report any signs of fire in their area, to report if anyone is at risk and to advise if their area is clear
- take part in any post-alarm de-briefing to identify any shortcomings in the fire evacuation procedures.

Fire Marshals are not expected to unnecessarily delay their own exit from the building or to jeopardize their own safety at any time. Fire Marshals are not expected to fight a fire or to use a fire extinguisher except to aid their own escape. However, if the fire is in their area of responsibility and they are trained and competent to do so, Fire Marshals may attempt to tackle a small fire if it is safe to do so and using the appropriate extinguisher.

## **Team Members**

All Team Members must:

- take reasonable care of their own safety
- take reasonable care of the safety of others affected by their actions
- observe the safety rules
- comply with the Health and Safety Policy
- conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- dress sensibly and safely for their particular working environment or occupation
- conduct themselves in an orderly manner in the workplace and refrain from any antics or pranks
- use all equipment, safety equipment, devices and protective clothing as directed
- avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- maintain all equipment in good condition and report defects to their supervisor
- report any safety hazard or malfunction of any item of plant or equipment to their supervisor
- report all accidents to their supervisor whether an injury is sustained or not
- attend as requested any health and safety training course
- observe all laid down procedures for processes, materials and substances used
- observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.

## **Contractors**

All contractors must:

- take reasonable care of their own safety
- take reasonable care of the safety of others affected by their actions
- observe the safety rules
- submit their health and safety policy and relevant risk assessments to us for approval
- comply with and accept our health and safety policy, if they do not have one
- conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- dress sensibly and safely for their working environment or occupation
- conduct themselves in an orderly manner in the workplace and refrain from any antics or pranks
- use all equipment, safety equipment, devices and protective clothing as directed
- avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- maintain all equipment in good condition and report defects to their supervisor
- report any safety hazard or malfunction of any item of plant or equipment to their supervisor
- report all incidents to their supervisor and to us whether an injury is sustained or not
- attend as requested any health and safety training course
- observe all laid down procedures for processes, materials and substances used
- observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.

## **Health and Safety Committee**

The Health and Safety Committee's responsibility is to facilitate communication and consultation on health and safety issues across the organisation.

They are responsible for ensuring that:

- there is regular communication and consultation with Team Member on health and safety issues
- health and safety issues raised by Team Members are discussed and considered for action
- health and safety standards within departments are monitored
- trends in accident statistics across the company are identified and making recommendations for action
- health and safety is promoted and new initiatives are considered to progressively improve standards in all areas
- Team Members are aware of significant changes to our health and safety policy documentation.



# **HEALTH AND SAFETY RULES**

## 5. HEALTH AND SAFETY RULES

This section of our Health and Safety Policy specifies the rules laid down for the attention of all Team Members. These rules are prepared in accordance with legal requirements and acknowledged safe working practices. In addition to the legal duty imposed upon Team Members to comply with these rules, failure to observe them will be a breach of the contract of employment and will result in disciplinary action being taken.

Team Members are reminded that a breach of health and safety legislation by a Team Member is a criminal offence and action taken by an Enforcing Officer against an individual may result in heavy penalties.

Safety rules may vary depending upon the nature of work and the circumstances therefore the overriding requirement is that Team Members are expected to act in a sensible manner and adhere to verbal instructions given by Management.

## **General**

- It is the duty of all Team Members to co-operate with management in fulfilling our legal obligations in relation to health and safety.
- Team Members must not intentionally or recklessly interfere with anything provided in the interests of health, safety, or welfare.
- Team Members are required to notify to management of any unsafe activity, item, or situation.

## **Working Practices**

- Team Members must not operate any item of plant or equipment unless they have been trained and authorised.
- Team Members must make full and proper use of all equipment guarding.
- Team Members must not clean any moving item of plant or equipment.
- Team Members under the age of 18 years must not operate any item of plant or equipment unless they have received sufficient training or are under adequate supervision.
- Team Members must not make any repairs or carry out maintenance work of any description unless authorised to do so.
- Team Members must use all substances, chemicals, liquids etc, in accordance with all written instructions.
- Team Members must not smoke except in prescribed areas.

## **Hazard / Warning Signs and Notices**

- Team Members must comply with all hazard/warning signs and notices displayed on the premises.

## **Working Conditions / Environment**

- Team Members must make proper use of all equipment and facilities provided to control working conditions/ environment.
- Team Members must keep stairways, passageways, and work areas clear and in a clean and tidy condition.
- Team Members must dispose of all rubbish, scrap, and waste materials within the working area, using the facilities provided.
- Team Members must clear up any spillage or liquids within the work area in the prescribed manner.
- Team Members must deposit all waste materials and substances at the correct disposal points and in the prescribed manner.

### **Protective Clothing and Equipment**

- Team Members must use all items of protective clothing/equipment provided as instructed.
- Team Members must store and maintain protective clothing/equipment in the approved manner.
- Team Members must report any damage, loss, fault or unsuitability of protective clothing/equipment to their supervisor.

### **Fire Precautions**

- Team Members must comply with all laid down emergency procedures.
- Team Members must not obstruct any fire escape route, fire equipment or fire doors.
- Team Members must not misuse any firefighting equipment provided.
- Team Members must report any use of firefighting equipment to their supervisor.

### **Accidents**

- Team Members must seek medical treatment for work related injuries they receive by contacting a designated first aider. Upon returning from treatment, they must report the incident to their supervisor.
- Team Members must ensure that any accident or injury treatment is properly recorded in the Accident Reporting System
- Team Members must notify management of any incident in which damage is caused to property.

### **Health**

- Team Members must report to management any medical condition or medication which could affect the safety of themselves or others.
- Team Members must co-operate with the management on the implementation of the medical and occupational health provisions.

### **Company Transport**

- Team Members must carry out prescribed checks of company vehicles prior to use and in conjunction with the laid down checking procedure.
- Team Members must not drive or operate any vehicles for which they do not hold the appropriate driving licence or permit.
- Team Members must not carry unauthorised passengers or unauthorised loads.
- Team Members must not use vehicles for unauthorised purposes.
- Team Members must not load vehicles above the stated capacity.
- Team Members must not drive or operate vehicles whilst suffering from a medical condition or illness that may affect their driving or operating ability.

## **Site Safety Rules**

- All Team Members visiting or resident on site must ensure they are aware of, and comply with, the site Safety Regulations including the emergency evacuation procedures as laid down by the Principal Contractor for the site.
- All Team Members must attend the site induction programme before entering the site.
- All Team Members must ensure they are aware of the fire prevention measures for the site including the procedure for reporting fires, as designated by the Principal Contractor.
- Team Members must ensure they are aware of the first aid facilities available on site and the location of the Accident Book which must be used to report an accident in addition to our own Accident Book.
- Team Members must inform their supervisor/manager when going to site, for what purpose, and when expected back.
- If required by works rules, Team Members must sign in at the contractors' site office or obtain a 'permit to work' or a 'clearance to work'.
- Team Members must use the personal protective equipment provided.
- Proper routes and gangways must be used at all times. Avoid short cuts.
- Team Members must wear safety footwear, high visibility clothing and hard hat as directed or as required by the Principal Contractor.
- Team Members must observe and obey all safety signs.

## **Construction Site Rules**

All personnel working on a Construction Site are required to comply with these rules. Failure to comply will result in Team Members being removed from site. All Team Members visiting or resident on site must ensure they are aware of, and comply with, the local Site Safety Regulations including the emergency evacuation procedures. The Principal Contractor's rules and procedures take precedence over that of any other companies on site.

### **AUTHORITY**

The Site Manager has total authority for Health and Safety matters. Safety instructions from the Site Manager, Supervisor or Foreman must be complied with immediately.

### **Personal Protective Equipment**

- Personal Protective Equipment (PPE) must be used where risks cannot be eliminated or reduced to an acceptable level by other means.
- All PPE must be to the required BSEN standards and CE marked.

### **Contractors**

- Contractors must assess the need for PPE, provide it and supervise its use by their Team Members.
- Self-employed persons must provide their own PPE.
- All PPE must be inspected regularly, maintained, and replaced where necessary.

### **Construction personnel**

- Construction personnel will be supplied with the necessary PPE.
- Visitors to site will be provided with Hard Hats and vests from the site or sales office.

**Hard Hats** must be worn at all times. Except you may remove your Hard Hat:

- if you are inside an office mess room or store unit
- when in the cab of a machine which affords adequate protection
- when in a house after the ceiling, stairs and floors have been fixed
- where no foreseeable risk of head injury exists, non-hard hat areas will be assigned.

**Safety Footwear** of a suitable nature must be always worn on site.

**High visibility jackets** or vests must be always worn.

**Hearing protection** must be worn when noise levels reach the second action level. Noise affected areas will be clearly signed.

**Eye protection** must be worn when a foreseeable risk of eye injury exists.

**Respiratory protection** must be worn when working in dusty/hazardous atmospheres or when using certain chemicals.

**Maintenance of equipment** -your protective equipment is there to protect your health. Look after it and get it replaced if worn or damaged.

## **SCAFFOLD**

Unauthorised interference with scaffolding is strictly prohibited. Only persons authorised by the Site Manager, or an authorised scaffolder are allowed to modify scaffolds.

## **EQUIPMENT**

### **Abrasive wheels and disc cutter use**

- Goggles must be always worn when using abrasive wheels/ disc cutters.
- Hearing protection must be worn.
- Only trained and appointed persons may change cutter blades.
- A copy of your training certificate must be provided to site manager before you may use an abrasive wheel or disc cutter on site.

### **Electrical Tools (Mains and Generator Powered)**

- Only 110v tools may be used on site.
- All electrical equipment must be well maintained and correctly earthed.
- Electrical equipment must be regularly inspected and have a current valid portable appliance test sticker attached.

### **Ladders**

- Never use a damaged ladder.
- Always secure a ladder before use.
- Never ignore an untied ladder, either report it or secure it – Do not use it.
- When using a ladder, ensure it is up the right way (wire under timber rung).
- Visually inspect the ladder for defects before use.
- Always maintain 3 points of contact.

### **Plant**

- All plant operators must be properly trained and where appropriate, possess a CITB or equivalent Certificate of Training Achievement (CTA) or Construction Skills Certification Scheme (CSCS).
- Unauthorised persons are not permitted to drive or operate plant.
- All plant operators must be over 18 years old.
- The carrying of passengers on site plant is strictly forbidden.
- A copy of your training certificate must be provided to the site manager before you may use any plant on site.

## **SERVICES**

When services are underground, overhead or within dwellings:

- always assume services are LIVE until confirmed otherwise
- always check the location of services before starting work
- remember ELECTRICITY CAN KILL.

## **HAZARDOUS SUBSTANCES**

- Always protect yourself when using a product that may be hazardous to your health.
- Ask the Site Manager to check when precautions are needed.
- Follow your COSHH Assessment details and ensure you have the necessary PPE before starting work where it is required.

## **EXCAVATIONS**

- Obtain a permit to work from the site manager before any excavation work is started.
- Never enter a deep excavation unless it is safely shored up.
- Make sure your supervisor has checked the excavation and its support before you enter.
- Make sure you have a means of escape.
- Always ensure all excavations are guarded against falls and stop blocks are used to prevent vehicles falling into them.
- All manholes and openings must be covered, and precautions taken to prevent trips and falls.

## **BEHAVIOUR**

All Team Members and contractors are expected to behave in a professional manner. Pranks, horseplay and “messing about” in a manner which puts other peoples’ safety at risk will not be tolerated.

All contractors are expected to clear up their own rubbish and dispose of their waste material in the skips provided. On completion of each job/process the work area must be left in a clean and safe manner.

## **WELFARE**

Toilets, washing facilities, canteen and drying room are provided by the principal contractor for your use. It is important for your health that these facilities are used.

There is a no smoking policy in force across the site, smoking is only allowed in designated smoking areas.

The use of toilets etc. inside buildings under construction is prohibited. Use the welfare facilities provided.

Any canteen, food eating area, drying room, washing facilities etc., are to be kept as you would expect to find them. They are cleaned on a regular basis.



## **First Aid**

- First Aider details are at the Site Office.
- The First Aid Box is located at the Site Office.
- All incidents, unsafe conditions, near misses and injuries, however minor, must be reported to the Site Manager and entered into the Accident Book, if appropriate.

## **Protecting the public**

- Always go out of your way to protect the public, remember unlike you they are not "sitewise".
- Leave all public areas safe and tidy particularly when construction is in progress next to occupied buildings.
- Do not ignore a potential hazard to the general public - **REPORT IT. Children on**

## **site**

Children are not permitted in construction areas.

- At the end of the day, make the site is "CHILD SAFE".
- Ensure all plant/machinery is immobilised.
- Secure perimeter fencing.
- Take down ladders.
- Board over or back fill excavations.
- Put up warning signs.
- Secure and lock any buildings.
- Put dangerous substances (especially glues and solvents) in secure containers.

## **SITE SPECIFIC HAZARDS**

Some sites have specific dangers which do not occur on other sites. You must report to the Site Manager when arriving on site for an update.

## **Emergency procedures**

- The site telephone numbers in case of emergency are displayed in the Site Office.
- There are fire extinguishers located on the Site Office and in the Canteen.
- Hot Work (any work involving heat e.g., grinding, welding, brazing, soldering and any open flame) requires written authorisation from the site manager in the form of a hot work permit.

## **Dangerous occurrences**

If you see something dangerous or are required to work in an unsafe way, you should:

- put it right if you can
- prevent others from being put at risk
- inform the Site Manager and ask him to put it right.

## GENERAL SITE RULES

- You must make the Site Manager aware of any illness or medication you have if it is likely to affect yours or others health, safety, and welfare.
- No person that is under the influence of alcohol or drugs will be allowed on site.
- Hours are between 7.00am – 7.00pm Monday to Friday. Permission is needed from the Site Manager for work outside these hours.
- Bank Holiday work will be by prior arrangement only.
- All persons must keep their working areas tidy.
- All rubbish/waste must be placed in the appropriate skips provided.
- All excess material should be returned to the storage areas.
- A forklift truck is provided to transport materials round the site. Only authorised persons may drive the truck.
- To have materials moved you must contact the forklift driver.
- Cars must only be parked in the area designated by the Site Manager.
- Radius of all lifts of scaffold are provided with brick guards. These must not be removed or altered.
- All first floor and above open landings are provided with a barrier which is installed on completion of the floor decking. Authorisation is required to remove these barriers.
- All persons under the age of 18 must report daily to the Site Manager. They must not use plant/equipment unless under direct supervision.
- When moving around site, use only constructed footpaths or designated walkways.
- Refer to site-specific Traffic Management Plan.

## **Rules Covering Gross Misconduct**

A Team Member will be liable to summary dismissal if they are found to have acted in any of the following ways:

- A serious or wilful breach of Safety Rules.
- Unauthorised removal or interference with any guard or protective device.
- Unauthorised operation of any item of plant or equipment.
- Unauthorised removal of any item of first aid equipment.
- Wilful damage to, misuse of or interference with any item provided in the interests of Health and Safety or welfare at work.
- Unauthorised removal or defacing of any label, sign or warning device.
- Horseplay or practical jokes which could cause accidents.
- Making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence.
- Misuse of any item of equipment, utensil, fitting/ fixture, vehicle, or electrical equipment.
- Deliberately disobeying an authorised instruction.

# ARRANGEMENTS

## 6. ARRANGEMENTS

### Accident, Incident and Ill-Health Recording, Reporting and Investigation

This policy sets out the procedures that are to be followed when any Team Member, visitor or contractor has an accident, near miss or dangerous occurrence on the company's premises during their employment.

This will also apply to visitors who are members of the public and are therefore not at work. In addition, Team Members who develop a work-related illness must also report via these procedures.

#### **Definitions:**

An **accident** is an unplanned event that causes injury to persons, damage to property or a combination of both.

A **near miss** is an unplanned event that does not cause injury or damage but could do so.

A **work-related illness** is a prescribed illness that is obtained by a Team Member through the course of work or from a non-Team Member as a result of activities carried out by the company.

#### **The Accident Book**

All accidents resulting in personal injury must be recorded in the company's Accident Book and will be entered onto Prime Safety.

The Accident Book and Prime Safety will comply with the requirements of the Data Protection Act.

Prime Safety will be reviewed regularly by Safety Services to ascertain the nature of incidents that have occurred in the workplace. This review will be in addition to any investigation of the circumstances surrounding each incident.

All near misses must also be reported to management as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.

Team Members must ensure that they are aware of the location of the accident book.

#### **Reporting Requirements**

Certain accidents causing injury, both fatal and non-fatal, certain occupational diseases and certain dangerous occurrences are reportable to the Enforcing Authority under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

The following events must be reported to the Health and Safety Executive:

- A death
- A specified injury to a Team Member as detailed in regulation 4
- An injury to a non-Team Member where that person is taken directly to hospital for treatment as a result of their injury
- Any dangerous occurrence
- Any Team Member diagnosed by a qualified medical practitioner as suffering from a disease specified in the Regulations
- Any Team Member diagnosed with a cancer caused by work-related exposure to a known carcinogen or mutagen.

Injuries that lead to a worker being incapacitated for **more than seven consecutive days** as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days) must also be reported within 15 working days using the Health and Safety Executive (HSE) website.

You **must** also keep a record of an accident if the worker has been incapacitated for **more than three consecutive days**. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record can be treated as a record for the purposes of RIDDOR.

Contact details for the Health and Safety Executive are: **Tel:** 0345 300

9923 (Monday to Friday 8:30am to 5:00pm) **Website:** [www.hse.gov.uk](http://www.hse.gov.uk)

For further advice on injuries, diseases or dangerous occurrences requiring notification please contact Safety Services

The completed report form sent back by the HSE should be kept with the other accident records and documents; this will confirm the notification has been made.

Accident report, completed notification form and investigation notes, witness statements and photographs are to be kept on file to advise the insurers of a potential claim and to present to the Enforcing Authority in the event of an investigation.

Records are to be kept for 3 years from the date of the incident.

### **Investigation**

All injury related accidents that are either notified to the Enforcing Authority or where a serious injury has occurred will be investigated:

- to ensure that all necessary information in respect of the accident or incident is collated
- to understand the sequence of events that led to the accident or incident
- to identify the unsafe acts and conditions that contributed to the cause of the accident or incident
- to identify the underlying causes that may have contributed to the accident or incident
- to ensure that effective remedial actions are taken to prevent any recurrence
- to enable a full and comprehensive report of the accident or incident to be prepared and circulated to all interested parties
- to enable all statutory requirements to be adhered to.

The investigation will include obtaining signed witness statements, photographs, and drawings as appropriate.

## Asbestos

The company will protect Team Members and other persons potentially exposed to asbestos as far as is reasonably practicable. Everyone who needs to know about the presence of asbestos will be alerted. No one will be allowed to start any work that could disturb asbestos unless the correct procedures are to be employed.

This will be achieved by minimising exposure through:

- the management of asbestos-containing materials in the workplace premises by
  - **Assessment** - The premises will be surveyed to determine whether asbestos-containing materials are present. It will be presumed that materials contain asbestos unless there is strong evidence to the contrary (Management Survey).
  - The amount and condition of the asbestos-containing material will be assessed, and measures will be identified to ensure that airborne asbestos fibres are not present or formed in the workplace.
  - **A Written Plan** - A written plan or register that sets out the location of the asbestos- containing material and how the risk from this material will be managed will be prepared and steps will be taken to put the plan into action. The plan or register will be made available, and the arrangements will be reviewed at regular intervals or when there has been a significant change to the organisation or personnel.
  - **Access to Asbestos-containing Materials** - Access to asbestos-containing materials in the premises will be controlled to prevent inadvertent disturbance of the material and the release of asbestos fibres. Systems will be put in place to ensure that anyone liable to disturb asbestos-containing materials is made aware of their location.
  - **Monitoring and Maintenance** - The condition of all asbestos-containing materials or materials suspected of containing asbestos will be inspected at agreed intervals to ascertain that there has been no damage or deterioration. Where damage or deterioration is found the asbestos-containing material will be reassessed and repaired or removed as appropriate.

**NOTE:** Where the premises, or part of it, requires upgrading, refurbishment, or demolition a **Refurbishment/Demolition** survey must be undertaken by a competent person.

- **Training and Information** - Team Members who may come into contact with asbestos containing materials (ACM's) through the course of their work will receive adequate training and information such that they can recognise potential ACM's and know what precautions to take.

### **Asbestos-related Emergencies**

Procedures to deal with asbestos-related incidents will be in place (including the provision of information and warning systems) unless there is only a slight risk to the health of Team Members.

### **Arrangements for Controlling Work on Asbestos**

Any work on, or removal of, asbestos-containing materials will be controlled to ensure that adequate precautions are taken to prevent the release of asbestos fibres.

Work with asbestos and asbestos-containing materials is to be carried out by a licensed contractor (licensed by the HSE) unless the work is exempted from the requirement for licensing.

### **Selection and Control of Contractors to Work on Asbestos-containing Materials**

When contractors are engaged to work on the premises, adequate steps will be taken to ensure the contractors are competent and have sufficient skills and knowledge to do the job safely and without risks to health.

Only contractors licensed by the HSE will be used for the removal of asbestos-containing materials, unless the work involves the removal of materials in which:

- asbestos fibres are firmly linked in a matrix
- the exposure during the removal process is likely to be sporadic or of low intensity.

Contractors hired to carry out building or allied trade work that will involve minor work with asbestos must comply with the Control of Asbestos Regulations 2012.

### **Procedures for Dealing with Health and Safety Issues**

Where a Team Member raises a health and safety problem related to work with asbestos, the company will:

- take all necessary steps to investigate the circumstances
- take corrective measures where appropriate
- advise the Team Member of actions taken.

Where a problem arises relating to the condition of, or during work on, asbestos-containing material, the Team Member must:

- inform a responsible person immediately, usually a supervisor or manager
- in the case of an accident or emergency, respond quickly to ensure effective treatment.



## Cartridge Tools and Cartridges

The company recognises that cartridge tools and cartridges are particularly dangerous and will protect Team Members and other persons potentially exposed to improper use of cartridge tools and cartridges, following all current relevant legislation.

The company will endeavour to prevent injuries caused by the use of cartridge tools and cartridges by:

- preventing use by untrained and unauthorised persons
- preventing misuse due to similarity with firearms
- preventing over penetration of cartridges due to weakened structures or incorrect selection of cartridges
- preventing ricochets and misfires by following manufacturer's instructions
- ensuring adequate inspection and maintenance of cartridge tools
- preventing injuries and illnesses of people in nearby and adjacent areas
- preventing use by immature, young and vulnerable persons
- preventing a potential explosion or fire caused by reaction with other nearby materials or unsuitable storage
- preventing use in or near explosive atmospheres or flammable materials
- controlling exposure to excessive noise, which may cause hearing damage
- supplying appropriate Personal Protective Equipment
- carrying out a thorough and sufficient risk assessment for any activity involving the use of cartridge tools.

## **Communication and Consultation**

It is a legal requirement for the company to establish arrangements to communicate and consult with Team Members on issues affecting their health and safety and to take account of their views.

To achieve this objective, we will:

- establish effective lines of communication
- involve and consult with Team Members through:
  - individual conversations
  - notice boards
  - internal publications
  - Team Member meetings
  - health and safety meetings.
- display the 'Health and Safety Law – What You Need To Know' poster
- consult with Team Members when changes to processes, equipment, work methods etc. are to be introduced that may affect their health and safety.

## **Confined Spaces**

The company will take all reasonable steps to secure the health and safety of Team Members and/or contractors, who are required to enter into confined spaces.

A confined space is a place which is substantially enclosed (though not always entirely), and where serious injury can occur from hazardous substances or conditions within the space or nearby (e.g., lack of oxygen).

The company will:

- prevent unauthorised access to confined spaces
- provide a nominated competent person(s) to carry out risk assessments when entry into confined spaces is planned
- maintain a documented safe system of work and permit-to-work system, which must be used whenever entry into confined spaces is required
- implement and maintain appropriate and documented procedures for the rescue of workers from confined spaces in the event of an emergency
- when entry into confined spaces is required for Team Members
  - I maintain sufficient serviceable sets of appropriate breathing apparatus or respiratory protective equipment and other safety equipment to ensure safe entry where there is danger from gases, fumes, vapours, etc or where there could be a deficiency of oxygen
  - II provide training in the use of breathing apparatus or other safety equipment for those Team Members who may be required to use such equipment when working in confined spaces
- when entry into confined spaces by contractors and sub-contractors (including the self-employed) is required
  - I ensure that protective equipment and other safety equipment is used, so as to allow safe entry into confined spaces where there is danger from gases, fumes, vapours, etc or where there is a deficiency of oxygen
  - II ensure that users of such equipment have received adequate training in their use.

Supervisors authorised to issue permits to work in confined spaces are responsible for the correct implementation of the safety arrangements of the system.

All those involved in working in confined spaces are responsible for their own duties in relation to the Permit to Work and for ensuring that their activities do not harm the health and safety of others.

## **Information and Training**

The company will provide sufficient information, instruction, and training as is necessary to ensure the health and safety of workers who are required to enter into confined spaces.

Managers and supervisors who are responsible for workers required to enter confined spaces will also be given appropriate training.

## Construction Vehicles

The company acknowledges that requiring Team Member to drive construction vehicles as part of their work activities exposes them to specific hazards and risks.

To minimise this risks the company will:

- identify any specific construction vehicle training or instruction that may be necessary with regard to accidents, servicing, regular vehicle condition checks, breakdown, maximum working hours and personal safety
- provide additional driver skills training or instruction, as appropriate
- check all construction vehicle licenses on a periodic basis and provide refresher training before the licenses expire
- ensure that all Team Member are in a fit state of health to drive construction vehicles
- ensure that construction vehicles are serviced and maintained in good condition and at intervals recommended by the manufacturer, even if not used on public roads
- ensure that vehicles provided are suitable for the individual who has to use them, e.g., sufficient adjustments, head and leg room, position of controls etc.
- ensure that they have a suitable Roll Over Protective Structure (such as a roll bar) and/ or a Falling Object Protective Structure as and when appropriate
- ensure the construction vehicle is not overloaded above it's safe working load
- provide appropriate signage and barriers to prevent vehicles tipping over or driving into collapsible structures/ voids, water courses or excavations
- segregate construction vehicles and pedestrians, as far as is practicable
- provide competent and trained banks men or reversing assistant to supervise hazardous manoeuvres
- ensure that regular pre-use checks are carried out on construction vehicles and recorded
- provide high visibility clothing and enforce the wearing of said clothing in and near vehicle areas
- carry out a suitable and sufficient risk assessment for any work involving a construction vehicle.

Whilst driving, drivers must

- drive with consideration for the safety of pedestrians
- ensure that are not under the influence of drugs and/or alcohol
- remain in control of the vehicle at all times
- not smoke in the vehicle
- never use any hand held electronic device e.g., mobile phone, satellite navigation, music device while driving
- adhere to all site traffic rules and other safety rules.

## **Contractors**

When working on our premises it is considered that contractors are joint occupiers for that period and therefore, we have both joint liabilities in “common areas”. In order to meet our legal obligations with regard to contractors we will ensure that prior to engaging any contractor they are competent and that any works are carried out safely.

The following factors will be considered as part of our procedures for vetting contractors:

- sight of the contractor’s own safety policy, risk assessments, method statements, permits to work, etc as applicable
- clarification of the responsibility for provision of first aid and fire extinguishing equipment
- details of articles and hazardous substances intended to be brought to site, including any arrangements for safe transportation, handling, use, storage, and disposal
- details of plant and equipment to be brought onto site, including arrangements for storage, use, maintenance, and inspection
- clarification for supervision and regular communication during work including arrangements for reporting problems or stopping work in cases where there is a serious risk of personal injury
- confirmation that all workers are suitably qualified and competent for the work (including a requirement for sight of evidence where relevant)
- evidence showing that appropriate Employers and Public Liability Insurance is in place.

Clearly, it will not be necessary to go to such elaborate lengths if the contract is very short and will not create hazards of any significance. The complexity of the arrangements will be directly proportional to the risks and consequences of failure.

Similarly, we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract.

We will stop contractors working immediately if their work appears unsafe. Team members should report any concerns to a manager immediately.

## **Construction (Design and Management) Regulations 2015**

Where any construction work is carried out, to fulfil our legal duties as a “client” under the Construction (Design and Management) Regulations 2015 we will:

- make suitable arrangements for the management of the project and review those arrangements throughout the project to ensure that they are still relevant
- ensure that all duty holders that we appoint have the necessary skills, knowledge, training and experience to carry out their roles safely.
- appoint in writing the Principal Designer and Principal Contractor sufficiently early in the project to allow them to carry out their duties properly.
- notify the HSE in writing for projects that require it
- ensure that relevant pre-construction information is passed to all designers and contractors
- ensure that the Principal Designer and Principal Contractor carry out their duties

- ensure that adequate welfare facilities are provided for the contractors
- ensure that no construction commences until an adequate health and safety plan and construction phase plan covering the work has been prepared
- ensure that any health and safety file passed to us is kept securely and readily available for inspection by anyone who requires it to fulfil their legal duties, and, if we choose to dispose of the building, to pass the file to any person or company who acquires the building.
- cooperate fully with all other duty holders and provide all relevant information and instruction promptly and clearly.

## **Dangerous Substances and Explosive Atmospheres**

All reasonable steps will be taken to ensure dangerous substances in the workplace are controlled to minimise risks of fire and explosion.

### **Definition**

The term 'dangerous substance' covers any substance that could cause harm to people from fire or explosion as a result of its properties or the way it is used. This includes petrol, LPG, paints, varnishes, solvents, and dusts that could cause an explosive atmosphere with air.

### **Implementation**

The company will:

- assess the risks from dangerous substances in conjunction with assessments for health risks and fire
- provide measures to eliminate those risks, or reduce them so far as is reasonably practicable
- ensure the correct and safe storage of dangerous substances
- ensure that the content of any vessels or containers are identified
- provide equipment and procedures to deal with accidents and emergencies
- provide information and training to Team Members.

In addition, if there are places where hazardous explosive atmospheres may be present; those places will be classified into zones and marked accordingly. Any new electrical or mechanical equipment used in those zoned areas will be suitable for the atmosphere present and will be compliant with all relevant legal requirements.

## **Disabled Persons**

The company will give full and proper consideration to the needs of disabled Team Members and visitors. To achieve this, the company will:

- treat all disabled Team Members and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation's facilities
- ensure that risk assessments are undertaken of the special needs of the disabled and carry out reasonable adjustments to the premises and/or employment arrangements
- encourage Team Members with special needs to suggest any premises or task improvements to their line managers
- discipline any Team Members found treating their disabled colleagues with less than the expected standards of respect and dignity
- in an emergency evacuation, ensure suitable plans are in place which will assist disabled people to leave the premises swiftly.



## **Display Screen Equipment**

All reasonable steps will be taken by the company to secure the health and safety of Team Members who work with display screen equipment.

To achieve this objective the company will:

- carry out an assessment of each user's workstation
- implement necessary measures to remedy any risks found as a result of the assessment
- provide adequate information and training to persons working with display screen equipment
- endeavour to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity
- review software to ensure that it is suitable for the task and is not unnecessarily complicated
- arrange for the provision of free eye tests when requested, at regular intervals thereafter and where a visual problem is experienced
- arrange for the supply, at a subsidised cost, for any corrective appliances (glasses or contact lenses) where these are required specifically for working with display screen equipment
- advise existing Team Members, and all persons applying for work with display screen equipment, of the risks to health and how these are to be avoided
- investigate any discomfort or ill-health believed to be associated with the use of display screen equipment and take appropriate remedial action
- make special arrangements for individuals with health conditions that could be adversely affected by working with display screen equipment.

Team Members must:

- comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided
- inform their departmental supervisor/line manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with DSE (this information will be treated confidentially)
- report to their departmental supervisor/line manager any discomfort or health concern believed to be associated with the use of DSE (this information will be treated confidentially).

## **Drinks Dispense Gas**

Dispense gas is usually a mixture of two pressurised gases, carbon dioxide and nitrogen, used to dispense drinks. A dispense gas installation includes gas cylinders of varying sizes, pipework and control and mixing equipment.

The main hazards associated with dispense gases is the displacement of oxygen or atmosphere contamination caused by a leak.

Dangerous concentrations are most likely to arise:

- In confined spaces with poor ventilation e.g., poorly ventilated cellar or storeroom
- when a large leak occurs
- when a relatively small leak continues over a long period and the gas does not disperse, causing the gas to build up in the area of the leak.

Where dispense gas is used, the company will ensure that provision is made for:

- suitable handling equipment, plant and storage facilities with adequate ventilation, security measures, and monitoring and control devices
- regular maintenance and inspection of the dispense gas system, ventilation and gas monitoring systems by competent persons, and the recording of all maintenance and inspections
- suitable and secure external storage for gas cylinders, or, where this is not possible, arrange for deliveries to minimise the number of gas cylinders in the cellar
- display and maintenance of supplier warning signs and emergency procedures
- adequate training and supervision for authorised personnel in the use of the dispense gas system, including emergency procedures
- restricting access to cellars and storerooms to authorised personnel only
- emergency arrangements, including raising the alarm and effecting evacuation.

## **Handling and Use of Dispense Gas Cylinders**

Users must carry out an external visual inspection of the gas cylinders and any attachments (e.g., valves and regulators), to determine whether they are damaged. Indicators may include dents, bulges, evidence of fire damage etc. Users must always:

- use gas cylinders in a vertical position, unless specifically designed to use otherwise
- double-check that the cylinder/gas is the right one for the intended use
- close the cylinder valve and replace dust caps, where provided, when a gas cylinder is not in use
- before connecting a gas cylinder to equipment or pipe work, make sure that the regulator and pipe work are suitable for the type of gas and pressure setting being used

- wear suitable safety shoes when handling gas cylinders
- store empty cylinders in a safe and secure manner and not dispose of them with normal waste Gas cylinders must never be dropped, nor should they be lifted by their valves, shrouds, or caps. **Transporting Dispense Gas Cylinders**

For transporting gas cylinders, always:

- fit suitable protective valve caps and covers to cylinders, when necessary, before transporting
- securely stow gas cylinders in an upright position to prevent them from moving or falling
- disconnect regulators and hoses from cylinders whenever practicable
- ensure gas cylinders are clearly marked to show their contents and the hazards associated with their contents.

### **Storage of Gas Cylinders**

Always store gas cylinders in a safe and secure manner, keeping them protected from external heat sources and away from sources of ignition and flammable materials. Gas cylinders must be clearly marked to show what they contain, and the hazards associated with their contents.

## **Driving for Work**

Driving is an integral part to some roles within the company and as such requires driving on company business. Driving has inherent risks associated with it which drivers should be made aware of.

The company is committed to reducing the risks its Team Member face or create when driving at work and therefore will:

- ensure risk assessments are completed and that journeys are planned
- not put unreasonable time constraints on travel
- ensure those driving for business are competent (and where required, authorised) and fit
- provide any additional training that may be deemed necessary to reduce driving related occupational risks
- provide sufficient information and guidance for managers and drivers to enable them to understand the additional occupational risks involved in driving
- establish a travel plan which will limit the requirement for travel and make provisions for long journeys
- require drivers to annually submit copies of their insurance, the MOT certificate or evidence of the MOT exemption for their vehicle and their current driving licence.

When providing company vehicles, the company will:

- maintain them to the required legal standard and ensure they are suitable for their purpose
- provide and maintain additional tools and equipment necessary for the purposes of the journey
- provide them with regard to safety and the environment i.e. higher ENCAP ratings, lower emissions, better fuel consumption
- provide access to breakdown support and recovery
- provide no smoking signs for inside the vehicle.

## **Implementation**

The company asks its entire Team Member to play their part, whether they use a company vehicle, their own or a hire vehicle.

## **Drivers**

Drivers will remain responsible for their safety and others and must comply with the Highway Code and Road Traffic Act.

It is the responsibility of drivers to inform their manager of:

- anything that could affect their driving e.g., health conditions or injuries, use of prescribed medication
- changes to licence such as limitations, offences recorded, period bans
- vehicle defects that affect ability / safety to drive

- any accidents / incidents that occurred whilst driving on behalf of the company.

Before driving, drivers must

- review the need to travel
- have a valid licence for the vehicle they are driving and for any overseas travel if required
- ensure valid insurance for business use
- carry out a pre-use vehicle check
- allow sufficient time to drive allowing for traffic, poor weather and rest breaks
- ensure sufficient rest
- be physically fit and have a level of alcohol below the maximum limit allowed, ideally zero and not under influence of any drugs that may affect the ability to drive
- have had an eye test in last 2 years and be using any required corrective appliance
- adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety.

Whilst driving, drivers must

- drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- take regular rest breaks every 2-3 hours or at first signs of tiredness
- remain in control of the vehicle at all times
- not smoke in a company vehicle
- only use hands free electronic devices e.g., mobile phone, satellite navigation, mp3 player, when safely set up to do so i.e., using an appropriate hands-free device

### **Managers**

Managers should ensure that the driving policy is brought to the attention of drivers, and they will:

- lead by example, both in the way they drive and by not tolerating poor driving practices amongst colleagues
- challenge unsafe attitudes and behaviours and encourage Team Member to drive safely
- monitor compliance with the driving policy at team meetings, Team Member appraisals and periodic checks
- not expect Team Member to answer calls when they are driving.

## **Drugs and Alcohol**

### **Alcohol**

Team Members must not drink alcohol on the company's premises or the premises of its customers or clients without express permission from a senior manager or director.

Any Team Member who is found consuming alcohol on the company's premises or the premises of its customers and clients without permission or is found to be intoxicated at work will normally face disciplinary action on the ground of gross misconduct under the company's disciplinary procedure.

### **Drugs and medication**

The possession, use or distribution of drugs for non-medical purposes on the company's premises is strictly forbidden and a gross misconduct offence.

If you are prescribed drugs by your doctor which may affect your ability to perform your work, you should discuss the problem with your manager or supervisor.

If the company suspects there has been a breach of this policy or your work performance or conduct has been impaired through substance abuse, the company reserves the right to require you to undergo a medical examination to determine the cause of the problem.

### **Medical Examination**

Existing and prospective Team Members may be asked to undergo a medical examination, which will seek to determine whether he/she has taken a controlled drug or has an alcohol abuse problem.

A refusal to give consent to such an examination or a refusal to undergo the screening will result in the immediate withdrawal of any offer made to prospective Team Members and will normally be treated as gross misconduct for Team Members.

If, having undergone a medical examination, it is confirmed that you have been positively tested for a controlled drug, or you admit there is a problem, the company reserves the right to suspend you from your employment (with or without pay) to allow the company to decide whether to deal with the matter under the terms of the company's disciplinary procedure and/or to require you to undergo treatment and rehabilitation.

### **Reasonable Grounds**

The company reserves the right to search you or any of your property held on company premises at any time if there are reasonable grounds to believe that this policy is being or has been infringed or for any other reason. If you refuse to comply with these search procedures, your refusal will normally be treated as gross misconduct.

The company reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its Team Members on the company's premises.

## **Electricity**

All reasonable steps will be taken to secure the health and safety of Team Members who use, operate, or maintain electrical equipment.

To ensure this objective the company will:

- ensure electrical installations and equipment are installed in accordance with the Wiring Regulations (BS 7671) published by the Institution of Engineering and Technology (IET)
- maintain the fixed installation in a safe condition by carrying out routine safety tests
- inspect and test portable and transportable equipment as often as required to ensure safety
- promote and implement a safe system of work for maintenance, inspection, and testing
- forbid live working unless absolutely necessary, in which case a permit to work system must be used
- ensure Team Members who carry out electrical work are competent to do so
- maintain detailed records.

Team Members must:

- visually check electrical equipment for damage before use
- report any defects found to their line manager/supervisor
- not use defective electrical equipment
- not carry out any repair to any electrical item unless qualified to do so
- switch off non-essential equipment from the mains when left unattended for long periods
- not bring any electrical item onto the company premises until it has been tested and a record of such a test has been included in the appropriate record
- not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage.

## **Environment**

All reasonable steps will be taken to protect the environment. In order to discharge its responsibilities, the management will:

- comply fully with all relevant legal requirements, codes of practice and regulations
- prevent pollution to land, air and water
- reduce water and energy use
- minimise waste and increase recycling within the framework of our waste management procedures
- identify and manage environmental risks and hazards
- involve customers, partners, clients, suppliers, and subcontractors in the implementation of our objectives
- promote environmentally responsible purchasing
- provide suitable training to enable Team Members to deal with their specific areas of environmental control
- improve the environmental efficiency of our transport and travel
- establish targets to measure the continuous improvement in our environmental performance
- eliminate risks to the environment through selection and design of buildings, facilities, equipment, and processes. Where risks cannot be eliminated, they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection
- only engage contractors who are able to demonstrate due regard to environmental matters
- bring the Environmental Policy Statement to the attention of all Team Members.

### **Environmental complaints procedure**

On receipt of a complaint about any environmental related matter the following procedure will be implemented:

- the name, address and contact details will be taken from the complainant along with details of the complaint including dates, times, frequency, impact, and location
- full details of the complaint will be recorded and passed a Senior Manager or Director for an investigation to be instigated
- investigations will be commenced at the earliest opportunity and at least within 24 hours
- where the complaint is found to be justified immediate measures will be taken to remedy the problem as far as is reasonably practicable
- results of all investigations will be recorded and copied to the complainant, a Senior Manager or Director
- the complainant will be kept advised of the results of any investigation and the measures being taken to seek a solution; including details of the proposed timescales where immediate resolution is not possible.

All Team Members are responsible for working towards the objectives contained within this policy.



## **Excavation, Ground and Floor Penetration**

All reasonable steps will be taken to secure the health and safety of Team Members who are required to carry out any excavation, ground and/or floor penetration work.

To ensure this objective the company will:

- ensure that a risk assessment is always carried out prior to undertaking excavation, ground or floor penetration
- provide plans and site drawings that can be used to identify the approximate position of any site services, pipelines, or structures
- carry out scanning at regular depth intervals, using an appropriate device to identify the actual position of any metal containing pipes or cables
- provide equipment and precautions needed such as trench sheets, props, baulks etc. on site before work starts
- ensure that any possible ground contamination must be checked before work commences by reviewing the results of soil tests or trial holes to provide useful data on conditions likely to be found which can assist planning
- ensure that excavations which are supported to prevent any person being buried or trapped by accidental collapse, fall or dislodgement of material are subject to formal inspection by a competent person
- arrange for all excavations to be inspected at the start of every shift, and more frequently if something happens to affect its strength or stability. A record of all inspections will be made and retained

Before digging any trench, pit, tunnel or other excavation the company will determine what temporary support will be required and other precautions necessary to prevent:

- collapse of the sides
- materials falling onto people working in the excavation
- people and vehicles falling into the excavation
- undermining nearby structures
- damage to underground services
- ingress of water
- premature removal of support.

## Fire

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

In order to prevent fire and to minimise the likelihood of injury in the event of a fire the company will:

- assess the risk from fire at our premises and implement appropriate control measures
- ensure good housekeeping standards are maintained to minimise the risk of fire
- provide and maintain safe means of escape from the premises
- develop a fire evacuation procedure for all buildings
- provide and maintain appropriate fire-fighting equipment
- regularly stage fire evacuation drills, inspect the means of escape and test, and inspect fire- fighting equipment, emergency lighting and any fire warning systems
- provide adequate fire safety training to Team Members, plus specialist training to those with special responsibilities
- make arrangements for the safe evacuation of deaf or otherwise disabled persons
- make arrangements for ensuring all visitors are made aware of the fire evacuation procedures
- display fire action notices
- keep fire safety records.

The company does not require persons to attempt to extinguish a fire, but extinguishing action may be taken if it is safe to do so.

Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points.

Re-entry of the building is strictly prohibited until the fire brigade officer, or a senior person present declares it is safe to do so.

Team Members are encouraged to report any concerns regarding fire procedures so the organisation can investigate and take remedial action if necessary.

## **First Aid**

The company is committed to providing sufficient provision for first aid to deal with accidents and injuries that arise at work.

To achieve this objective the company will:

1. appoint and train a suitable number of first aid personnel to cover all work patterns
2. display first aid notices with details of first aid provision
3. provide and maintain suitable and sufficient first aid facilities including first aid boxes
4. provide any additional first aid training that may be required to deal with specific first aid hazards.

The minimum first aid provision at all sites is an adequately stocked first aid box and an Appointed Person to take charge of the first aid arrangements.

### **Appointed Person**

The Appointed Person duties include:

- taking charge when someone falls ill or is injured, including calling an ambulance if required
- looking after and maintaining the first aid box and contents.

The Appointed Person will not be required to provide treatment for which they have not been trained.

### **First Aiders**

First aiders are qualified personnel who have received training and passed an examination in accordance with HSE requirements.

The numbers of first aid personnel at each location will be determined by individual circumstances, the level of risk and in line with current government guidance.

First aid personnel will be provided with refresher training at regular intervals to keep their skills up to date.

### **First Aid Boxes**

First aid boxes will be provided within the workplace to ensure there are adequate supplies for the nature of the hazards involved. All boxes will contain at least the minimum supplies suggested by L74: First Aid at Work Approved Code of Practice. Only specified first aid supplies will be kept. No creams, lotions or drugs, however seemingly mild, will be kept.

### **Portable First Aid Kits**

Portable first aid kits will be available for Team Member members required to work away from the normal workplace, where access to facilities may be restricted, such as:

- Team Member travelling in vehicles on a regular basis

## **Fork Lift Trucks**

All reasonable steps will be taken by the company to ensure the health and safety of Team Members engaged in or affected by lift truck operation.

To achieve this policy, we will:

- carry out risk assessments covering the movement of fork lift trucks
- provide suitable trucks for the type of goods to moved
- maintain trucks in accordance with the manufacturer's recommendations
- arrange for all plant and lifting gear to be examined at least annually by a competent person
- keep records of all maintenance and examinations for a minimum of 2 years
- provide training to all forklift truck drivers
- authorise all truck drivers in writing and prohibit use of fork lift trucks by other Team Members
- arrange for drivers to carry out and record daily pre-use checks Whilst

driving, drivers must

- drive with consideration for the safety of pedestrians
- ensure that are not under the influence of drugs and/ or alcohol
- remain in control of the fork lift truck at all times
- not smoke in a forklift truck
- never use any hand held electronic device e.g., mobile phone, satellite navigation, mp 3 player while driving
- adhere to all relevant site traffic rules.

## **Gas Installations and Appliances**

The company will ensure that all work carried out on gas fittings and appliances are in accordance with the requirements of the regulations and the Safety in the Installation and Use of Gas Systems and Appliances Manual.

The company is committed to achieving high standards of health and safety for all Team Member, visitors, customers, and others. For these reasons employing, training, and arranging the assessments of operatives that are competent to work on gas installations and appliances – servicing, repairing or installing, is highly significant to supporting these aims.

The company supports the aims of:

- reducing the waste of fuel and material
- increasing operational efficiency
- eliminating unnecessary emission of atmospheric pollutants
- reducing the risk to death, injury and distress to members of the public, Team Member and others who may be affected
- increasing confidence, amongst users, in the safe use of fossil fuels and fossil fuel burning appliances.

The Gas Safe Register (GSR) is the governing body approved by the Health and Safety Executive to register and monitor the activities of gas installation and use. Gas fitting operatives carrying out work on behalf of the company will be registered with the GSR.

No person shall interfere with any gas appliance or gas fitting or pipe work unless qualified and competent to do so.

## **Hazardous Substances (COSHH)**

All reasonable steps will be taken to ensure all exposure of Team Members to substances hazardous to health is prevented or at least controlled to within statutory limits.

The company will implement the following:

- maintain an inventory of all substances hazardous to health kept or present on site and retain copies of relevant hazard data sheets
- competent persons will be appointed to carry out risk assessments of the exposure to substances hazardous to health and advise on their control
- all operations which involve, or may involve, exposure to substances hazardous to health will be assessed and appropriate control measures will be taken if elimination or substitution of the substance is not possible
- engineering controls will be properly maintained by planned preventive maintenance and annual performance monitoring to ensure continued effectiveness
- systems of work will be reviewed at suitable intervals and revised if necessary
- all Team Members and others who may work in the affected areas will be informed of the purpose and safe operation of all engineering controls
- personal protective equipment (PPE) will only be used as a last resort or as a back-up measure during testing or modification of other controls
- the type and use of PPE will be carefully assessed and maintained according to manufacturers' instructions
- assessments will be reviewed periodically or if changes to the operation or any hazardous substances used
- qualified professionals, where necessary, will carry out health surveillance
- Team Member health records of all exposures to substances hazardous to health will be kept for a minimum of 40 years
- all Team Members will be provided with understandable information and appropriate training on the nature of the hazardous substances they work with. Team Members will be informed about any monitoring and health surveillance results
- all changes to control measures and changes of PPE will be properly assessed and no new substances will be introduced into the workplace without prior assessment.

## **Information and Training**

The company will give sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measures provided. Information will also be given to others who may be affected such as contractors, temporary Team Member, and visitors where appropriate.

Managers and supervisors of areas which use substances hazardous to health will be given additional training to ensure the proper management of the risks.

## **Health, Safety and Welfare**

The company is committed to providing suitable health, safety, and welfare facilities in line with current legislation, in particular the provision of:

- adequate maintenance of workplace and equipment
- appropriate ventilation, temperature control and lighting
- suitable cleanliness and housekeeping standards
- adequate workspace allocation
- properly designed workstations
- well maintained traffic routes and floors
- appropriate fall protection
- suitable glazing
- safe access and egress (well-maintained exits and entrances)
- appropriate sanitary and washing facilities
- separate toilet facilities for men and women
- plentiful wholesome drinking water supply and cups
- seating with an incorporated back rest
- accommodation for keeping clothing clean and dry
- facilities for changing rest periods, hot drinks, and meals preparation
- showering facilities if the nature of a Team Members work requires this
- appropriate first aid provision
- appropriate emergency, fire and evacuation equipment and procedures.

The company recognises these responsibilities are required for any work whether on a remote work site, at their usual workplace or head office.

## **Health Surveillance**

Health surveillance is the early detection of adverse health risks associated with a work activity. It allows Team Members at increased risk to be identified and additional precautions to be taken as necessary. It is also a means of checking the effectiveness of the existing control measures. This would be outsourced if required.

To ensure adequate health surveillance is implemented the company will:

- carry out risk assessments to identify those activities, processes or materials that are likely to give rise to a health risk
- ensure that adequate control measures are put in place to reduce risks as far as possible
- seek advice on risk reduction from our safety advisor, occupational hygienist, or other relevant person as necessary
- seek the advice of relevant people on the need for health surveillance where it is thought that a residual health risk remains following the implementation of control measures
- advise Team Members of the health risks and the signs of ill health
- ensure Team Members co-operate with health surveillance procedures provided
- discuss with the relevant people any health concern brought to their attention by a Team Member.

### **Format of Health Surveillance**

If a reliable test can be carried out, the format of health surveillance may include the use of questionnaires to determine symptoms and may also involve clinical examination or measurements, such as lung function testing, hearing tests or biological sampling.

### **Frequency of Health Surveillance**

The level of risk will determine the frequency of health surveillance programmes. Where the risk is thought to be low, only baseline data will be required, and Team Member should report to the team leader if any problems are experienced. Baseline data will usually be gathered at the employment interview.

If the risk is thought to be more significant, periodic health surveillance for all exposed Team Member will take place. In most cases this will be annual, however in some high-risk areas a more frequent programme may be agreed. More frequent surveillance may be required where a person's medical history suggests a particular vulnerability. The responsible person or occupational health nurse will make this decision and manage the recall process.

If health problems are identified following health surveillance, control measures will be reviewed and where necessary enhanced. The occupational health nurse or doctor will advise on any specific actions to take with regard to the affected Team Member, e.g.:

- reducing the length of exposure
- restricting work activities which cause exposure
- re-deploying the affected Team Member
- advising on additional personal protective equipment (PPE).



## **Record Keeping**

The responsible person or occupational health nurse will, with the support of team leaders, ensure Team Members requiring health surveillance are identified and recalled at appropriate intervals.

Health records will be kept for a minimum of 40 years.

Team Members will be allowed reasonable access to their health records and a copy offered to individuals when they leave the company.

## **Home Working**

Home workers are subject to the same health and safety requirements as workers based on company premises and their health and safety will be managed accordingly.

To achieve this objective, we will:

- ensure that appropriate risk assessments are completed
- ensure that risk assessments are reviewed annually
- ensure home workers are provided with suitable induction training on commencement of employment
- ensure appropriate equipment is provided for the home worker's health, safety, and welfare
- ensure all equipment that is provided for use in the Team Members' homes is properly installed and tested
- arrange for the maintenance of all electrical equipment supplied for use in Team Members' homes (The hard-wired electrical sockets and ring mains supplies are the Team Member's own responsibility)
- provide, where practicable, scope for varying work patterns and to allow Team Member input in how the work is carried out to ensure home workers take periodic breaks during the working day
- ensure that managers and home workers have the opportunity to be kept informed of what is going on within the company; recognising and satisfying the need for social interaction will reduce stress
- encourage home workers to 'network' with colleagues
- make the home worker aware of their duty to report any incidents or accidents that occur as a result of work-related activities to the company using the company accident procedure
- ensure home workers are aware of the need to monitor their own working conditions and report any problems to their line manager.

## **Training**

All home workers will be fully trained in the tasks that they are employed to do and the equipment they will be using.

Home workers will be trained in emergency procedures in case of an accident in the home.

Supervisors/management of home workers will be trained in how to deal with Team Members working off site e.g., prearranged regular contact, how to recognise signs of stress in home workers.

## **Infection Control**

For some work activities, Team Member may be at risk of infection or of spreading infection. Exposure to infections may arise at work from a number of situations, including:

- contact with people (e.g., Diphtheria, TB, MRSA, Norovirus, Gastroenteritis)
- contact with blood and bodily fluids (e.g., Tetanus, Hepatitis B or C, HIV)
- injuries arising from needles / sharps (e.g., Tetanus, Hepatitis B or C, HIV)
- contact with animals or animal faeces/urine (e.g., Avian Flu, E. Coli, Leptospirosis).

The company aims to prevent the spread of infection through work-based activities by adopting suitable control measures.

The company will:

- undertake assessments to identify tasks or situations that may expose individuals or groups to potential infection
- identify, plan, and implement controls and safe systems of work to prevent transmission of infection
- provided information, instruction, and training to those identified at risk
- where required, provide personal protective equipment (PPE) and monitor its use and maintenance
- organise for the safe cleaning of equipment and where appropriate disinfection and thorough, cleaning of the premises
- arrange for safe disposal of any infected materials
- adopt good hygiene practices.

## **Vaccination**

The risk assessment will also identify whether the Team Member involved in a particular task should be offered vaccinations against Hepatitis B and Tetanus.

Where this is identified, vaccinations shall be offered to individuals without charge.

## **Training and Information**

Training and information will be provided to all Team Members who are identified from the risk assessment as being potentially exposed to infections.

Training will be given for any tasks they are employed to do, the equipment they will be using and any safe procedures to adopt.

## **Team Member Illness and Reporting**

It is important to remember that infection can also be passed onto people from Team Member. Team Member should notify their manager if they develop any infectious disease that may affect work or people around them, for example:

- skin infections or exposed areas of infestation
- severe respiratory infection (e.g., pneumonia, TB)
- severe diarrhoea
- jaundice
- hepatitis
- Chicken Pox, Measles, Mumps, Rubella
- norovirus
- gastroenteritis
- HIV.

Managers will need to discuss with the individual suitable controls. In some cases, Team Members may need to be referred to an Occupational Health Practitioner or their GP for advice.

Team Member should also report any illness or disease which has been contracted through work. In some circumstances if a Team Member contracts a disease whilst at work, this is reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). Certain diseases including Leptospirosis, Hepatitis, TB, and Tetanus are specifically required to be reported.

### **Confidentiality**

Confidentiality will be maintained at all times in relation to a Team Member who is known to have any infectious disease.

No health information will be disclosed without the written consent of the Team Member concerned and any breach of such confidentiality, either inside or outside the organisation, will be regarded as a disciplinary offence and may result in disciplinary action.

## **Legionnaires Disease**

All reasonable steps will be taken to identify potential legionellosis hazards and to prevent or minimise the risk of exposure.

At risk systems include the hot and cold-water storage and distribution system

To achieve control of legionella bacteria the company will implement the following:

- **Avoidance of Conditions Favouring Growth of Organisms**

As far as practicable, water systems will be operated at temperatures that do not favour the growth of legionella. The recommended temperature for hot water is 60°C and either above 50°C or below 20°C for distribution, as care must be taken to protect people from exposure to very hot water.

The use of materials that may provide nutrients for microbial growth will be avoided. Corrosion, scale deposition and build-up of bio films and sediments will be controlled, and tanks will be lidded.

- **Avoidance of Stagnation**

Dead-legs, which occur when water services leading from the main circulation water system to taps or appliances, are used only intermittently and other parts of systems which may provide a reservoir for infection will be identified and where possible eliminated.

- **System Maintenance**

Water systems will be disinfected by an effective means before being taken into service and after shutdowns of five or more days. Plant will be regularly inspected and maintained (e.g., by monthly visits from a water treatment specialist). Plant will be disinfected periodically (normally twice yearly) by chlorination or by temporarily raising water temperatures. Biocides may be used to control microbial growth. Maintenance personnel must wear appropriate protective clothing.

- **Sampling**

Sampling for legionella will not normally be necessary, unless in the case of an outbreak or to monitor the effectiveness of precautionary measures. Weekly monitoring of chemical and microbiological water quality will be carried out to give a useful indication of the state of the system.

- **Record Keeping**

Records will be kept of all maintenance, temperature monitoring and sampling carried out.

### **Selection, Training and Competence of Team Member**

Persons carrying out control measures will receive appropriate training and supervision, so they are able to perform their duties competently.

### **Action in the Event of an Outbreak**

A contingency plan in case of an outbreak of legionellosis will be prepared. This will include the:

- identification of people who may have been exposed
- involvement of public health authorities
- dissemination of information to Team Members and other interested parties as to the nature of the risks.

### **Leptospirosis (Weil's Disease)**

Weil's Disease is a form of the bacterial infection Leptospirosis, which can be transmitted to humans through contact with rat urine. The company will ensure that all Team Members who may be exposed to contaminated areas adhere to the following controls:

- control the rat population in work areas if possible
- cover any cuts or broken skin with the appropriate waterproof dressing, and wash cuts or grazes sustained during work immediately
- wear the appropriate personal protective equipment as identified by the risk assessment
- never touch or handle rats with bare hands
- take rest breaks away from the work area
- not consume food or drink in or near the work area
- wash hands thoroughly after working in any environment that may have been contaminated with rat urine.

Any Team Member who suffers from feverish headaches, vomiting, muscle pains, and general flu-like symptoms after working in rat-contaminated areas must seek medical attention and inform their GP that they may have been in contact with rats or rat urine.

## **Lifting Operations and Equipment**

All reasonable steps will be taken to ensure lifting operations and equipment are suitably managed with regards to health and safety.

### **Definition**

Lifting equipment includes any equipment used at work for lifting or lowering loads, including attachments used for anchoring, fixing, or supporting it.

### **Implementation**

The company will ensure that

- lifting equipment is suitable for the intended use with adequate strength and stability, including whatever guards are necessary to prevent:
  - persons or equipment falling from the lift
  - the lift falling from its restraints
  - persons or equipment being trapped, crushed, or struck by objects when using the lifting equipment.
- an examination scheme is drawn up by a competent person
- lifting operations will be properly planned by a competent person, appropriately supervised, and carried out in a safe manner
- lifting equipment is maintained in a safe condition and examined/inspected by competent persons annually (or every six months if lifting people) to ensure correct installation and safe operation
- lifting equipment will be re-examined following relocation or conditions that may cause deterioration
- safe working load (SWL) is clearly displayed on all lifting equipment
- suitable training, instruction and information is provided for operators and supervisors.

### **Records**

All thorough examination reports will be kept for as long as the equipment is being used except for lifting accessories reports and reports carried out due to deterioration in condition, which must be kept for 2 years.

## **Lifts**

All reasonable steps will be taken to maintain all lifts throughout the company premises.

### **Implementation**

The company will ensure that:

- an examination scheme is drawn up by a competent person for each lift
- all lifts are fitted with appropriate barriers and interlocking gates to prevent passengers or cargo from falling from the lift, coming into contact with the lift machinery or entering/exiting the lift when it is not at a designated landing
- suitable equipment and mechanisms are installed to prevent the lift from:
  - leaving its landing when the doors are unlocked and/or open
  - falling (including its maximum working load) in the event of a failure in the lifting mechanism
  - overrunning its furthest intended point of travel
  - being operated from more than one position at any one time
  - being overloaded or exceeding its maximum number of passengers.
- lifts are maintained in a safe condition and examined/inspected by competent persons (annually for goods lifts and 6 monthly if lifting people)
- the safe working load (SWL) is clearly displayed inside each lift
- notices are posted adjacent to each lift opening advising against the use of a lift in the event of a fire
- arrangements are made for the emergency evacuation of persons in the event of lift failure
- lift motor rooms are kept locked, and entry kept restricted to authorised persons.

### **Records**

All thorough examination reports will be kept for a minimum of 2 years



## **Liquefied Petroleum Gas (LPG) and Compressed Gas**

Gas cylinders are a convenient way to transport and store gases under pressure. These gases are used for many different purposes, including:

- soldering, welding, and flame cutting
- chemical processes
- fire extinguishers
- heating and cooking.

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
- fire resulting from the escape of flammable gases or fluids
- impact from falling cylinders.

Where LPG / Compressed Gas are used, the company will ensure that provision is made for:

- adequate training and supervision in their use
- suitable handling equipment, plant and storage facilities with adequate ventilation, security measures, and monitoring and control devices
- regular maintenance and inspection by competent persons, and the recording of all maintenance and inspections.

### **Handling and Use of Gas Cylinders**

- Users must carry out an external visual inspection of the gas cylinders and any attachments (e.g., valves and regulators), to determine whether they are damaged. Indicators may include dents, bulges, evidence of fire damage etc.
- Use gas cylinders in a vertical position, unless specifically designed to use otherwise.
- Always double-check that the cylinder/gas is the right one for the intended use.
- Close the cylinder valve and replace dust caps, where provided, when a gas cylinder is not in use.
- Before connecting a gas cylinder to equipment or pipe work make sure that the regulator and pipe work are suitable for the type of gas and pressure being used.
- Wear suitable safety shoes when handling gas cylinders.
- Do not drop gas cylinders.
- Empty cylinders must be stored in a safe and secure manner and not disposed of with normal waste.
- Do not lift the cylinders by valves, shrouds, and caps.

### **Transporting Gas Cylinders**

- Fit suitable protective valve caps and covers to cylinders, when necessary, before transporting.
- Securely stow gas cylinders in an upright position to prevent them from moving or falling.
- Disconnect regulators and hoses from cylinders whenever practicable.
- Ensure gas cylinders are clearly marked to show their contents and the hazards associated with their contents.

### **Storage of Gas Cylinders**

- Store gas cylinders in a safe and secure manner.
- Gas cylinders containing flammable gas should not be stored in part of a building used for other purposes.
- Protect gas cylinders from external heat sources and ensure that gas cylinders are stored away from sources of ignition and flammable materials.
- Gas cylinders must be clearly marked to show what they contain, and the hazards associated with their contents.
- LPG cylinders should be stored away from drains and not in cellars.

## **Lone Working**

The company will ensure, so far as is reasonably practicable, that Team Members and self-employed contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

The company will determine, by risk assessment, those activities where work can actually be done safely by one unaccompanied person. This will include the identification of hazards from means of access and/or egress, plant, machinery, goods, substances, environment, and atmosphere, etc.

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
- the nature of injury or damage to health and anticipated "worst case" scenario.

## **Information and Training**

Team Members and others will be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone.

Team Members will be required to follow the safe working procedures devised including:

- when working alone, e.g., in an isolated area of a building with all doors closed, ensure that someone is aware of your presence
- check that work being done has been subject to risk assessment and check the assessment yourself – some work may have been identified as requiring the assistance of a second person
- if possible and arranged beforehand, keep in regular contact with someone else, e.g., use a mobile phone to call into the office or a designated buddy/contact every couple of hours indicating your movements
- do not put yourself at risk; if you do not feel safe discuss the situation with your immediate manager
- report all accidents, injuries, near-misses and dangerous occurrences to your immediate manager.

## **Machinery Maintenance**

The company will take all reasonable steps to ensure the safety of all Team Members maintaining the machinery as well as the safety of those affected by the maintenance work. The company will liaise with the suppliers of all new machinery to establish how that machinery should be maintained safely.

The company will inform and train personnel to implement this policy.

To achieve this objective the company will, in consultation with the maintenance Team Member:

- carry out an assessment of how the machinery should be isolated for specific maintenance work
- carry out an assessment of how the machinery should be isolated to enable general maintenance work to be carried out safely
- carry out an assessment of the maintenance of the machine itself, including any heavy parts that have to be moved, any positions that have to be reached to achieve the necessary result and any risks of parts falling
- carry out an assessment of how the maintenance of the machine affects its environment
- carry out an assessment of all hazards that arise when guards have been removed
- take appropriate measures for the protection of any person carrying out maintenance operations which the assessment has shown to involve risk to health or safety
- provide any personal protective equipment that might be necessary to carry out the work safely
- ensure that Team Members are aware of the reporting procedures, so that a responsible person is informed of any problems as soon as they arise, and remedial action can be taken.

## **Information and Training**

The company will give sufficient information, instruction, and training as is necessary to ensure the health and safety of all maintenance Team Member and any others affected by maintenance of the machinery. Managers responsible for supervising the maintenance of the machinery will be appropriately trained.

## **Manual Handling**

To prevent injuries and long-term ill-health from manual handling the company will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the company will carry out a manual handling risk assessment to determine what control measures are required to reduce the risk to an acceptable level.

To implement this policy the organisation will ensure that:

- manual handling risk assessments are carried out where relevant and records are kept
- Team Members are properly supervised
- adequate information and training is provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution
- any injuries or incidents relating to manual handling are investigated, with remedial action taken
- Team Members adhere to safe systems of work
- safety arrangements for manual handling operations are monitored and reviewed
- where relevant, Team Members undertaking manual handling activities are suitably screened for reasons of health and safety, before doing the work
- special arrangements are made for individuals with health conditions which could be adversely affected by manual handling operations.

### **Reducing the risk of injury**

In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

Techniques of risk reduction will include:

- mechanical assistance
- redesigning the task
- reducing risk factors arising from the load
- improvements in the work environment
- Team Member selection.

No Team Member will be required to lift any item that they do not feel confident of doing without risking personal injury.

## **New and Expectant Mothers**

The company recognises that the general precautions taken to protect the health and safety of the workforce may not in all cases protect new and expectant mothers and there may be occasions when, due to their condition, different and/or additional measures will be necessary.

To implement effective measures for new and expectant mothers the company will ensure that:

- Team Members are instructed at induction to inform their relevant manager of their condition at the earliest possible opportunity and that the highest level of confidentiality is always maintained
- risk assessments are carried out for all work activities undertaken by new and expectant mothers and associated records and documentation maintained
- necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, revised
- new and expectant mothers are informed of any risks to them and/or their child and the controls measures taken to protect them
- any adverse incidents are immediately reported and investigated
- appropriate training etc is provided where suitable alternative work is offered and accepted
- provision is made to support new and expectant mothers who need to take time off work for medical reasons associated with their condition
- where relevant a suitable rest area is provided to enable the new or expectant mother to rest in a degree of privacy and calm
- where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary, providing suitable alternative work or suspension with pay.

## **Night Working**

The company will ensure, so far as is reasonably practicable, that Team Members who work nights are not put at any additional risk. The company will identify from risk assessment any necessary controls required for night workers.

A 'night worker' is defined as one whose daily working time includes at least three hours of nighttime:

- on most days worked
- on a proportion of the days worked which is specified in a collective or workforce agreement
- often enough for it to be said that the night work is as a normal course.

To implement effective measures for night workers the company will ensure that:

- risk assessments are carried out for all work activities undertaken by night workers and associated records and documentation maintained
- necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, revised
- night workers are informed of any risks to them, and the controls measures taken to protect them
- any adverse incidents are immediately reported and investigated
- health assessments are conducted prior to starting night work and are reviewed at regular intervals
- where an individual cannot work nights due to a health condition, other employment options or restrictions will be considered on a temporary or permanent basis where possible
- new and expectant mothers will be assessed once notified
- young workers may not be legally allowed or suitable for night work, depending on the task or duration. This will be assessed prior to starting any night work.

## **Health Assessment**

Those identified as night workers will be offered a Health Assessment prior to starting working nights and at regular intervals thereafter.

The Health Assessment will consist of a Medical Questionnaire. Where this identifies any medical concerns then the company will review the ability to work nights with an occupational health provider.

## **Noise**

The company will take all reasonable steps necessary to ensure that the risk of hearing damage to Team Members who work with noisy equipment or in a noisy environment is reduced to a minimum.

### **Noise Risk Assessments**

The company will carry out regular noise exposure risk assessments of noisy areas, processes and/or equipment as appropriate. Assessments will be used as the basis for formulating action plans for remedial measures when necessary. Assessments will be recorded and updated regularly, particularly when changes in work practice cause changes in noise exposure levels of Team Members.

### **Reduction of Noise Exposure Levels**

The company will, as far as is reasonably practicable, take all steps to reduce noise exposure levels of Team Members by means other than the use of personal protection. The company accepts that the use of ear protectors is a last resort and is committed to continuing to seek and introduce alternative methods for reducing noise exposure levels whenever possible in the future.

### **Provision of Ear Protectors**

The company will provide suitable and effective ear protection to Team Members working in high noise levels, as indicated as necessary by the results of noise exposure assessments. It will also provide for the maintenance and repair or renewal of the protective equipment, provide training in the selection and fitting of protectors and provide details of the circumstances in which they should be used.

### **Hearing Protection Zones**

The company will designate and mark out hearing protection zones, which may include particular areas, operations or pieces of equipment. All personnel entering these zones will be required to wear ear protectors.

### **Use and Maintenance of Noise Control Equipment and Procedures**

The company will maintain all equipment and monitor all procedures introduced for the purpose of reducing noise exposure of Team Members, including enclosures, silencers and machine covers.

All personnel will be required to

- use these procedures and equipment correctly
- promptly report any defects or deficiencies through the appropriate channels.

### **Provision of Training**

The company will provide adequate training to Team Members as part of its hearing conservation and noise control policy.

All Team Members who are subject to high levels of noise will be provided with:

- information, instruction and training about the harmful effects of noise
- information and training on what they must do in order to protect themselves and meet the requirements of the law and of the organisation's policy.

Managers and supervisors responsible for formulating and carrying out the organisation's noise policy will also be given appropriate training.

Where a problem arises as a result of noise in the workplace, the Team Member must inform a responsible person immediately.

### **Audiometric Testing**

Where Team Members are exposed to risk from high noise levels, the company will adopt a programme to monitor the hearing of Team Members subject to high levels of noise ensuring the organisation's noise control policy is effective and that Team Members' hearing is not being adversely affected. This will involve regular audiometric tests carried out by properly trained personnel and pre-employment audiometric tests for new Team Members.



## **Outdoor and Peripatetic Working**

The company will ensure, so far as is reasonably practicable, that Team Members who work outdoors or away from their normal base are not put at any additional risk to their health and safety.

The company will:

- where work is being undertaken on a site under the control of another party, review any risk assessments and agree an appropriate safe system of work
- ensure outdoor activities are planned and risk assessed prior to undertaking the work. This will include visiting of the site(s) to identify potential hazards
- establish safe systems of work from the risk assessments, and provide Team Member training and instruction in these
- ensure suitable personal protective clothing is made available to Team Member either from the company or from the third party in control of the site
- ensure suitable arrangements are in place for emergencies, including adequate first aid.

### **Implementation**

Team Member working outdoors, or away from base, are responsible for ensuring that:

- if working on a third party site, they report to a responsible person to ensure familiarisation with safety precautions relating to the particular site
- they report any problems or shortcomings to their manager or supervisor as soon as possible. If, during work, the conditions change or any aspect of the task changes in such a way to increase the risk, work should stop, unless doing so presents a greater risk
- the appropriate personal protective equipment provided is worn correctly and when required to do so. Any defects must be reported to their manager or supervisor
- they are familiar with the emergency arrangements and that these are in place prior to starting work
- all accidents and incidents are reported to their manager and in line with any local arrangements for the site.

## **Permits to Work**

Non-routine work, such as maintenance, cleaning, equipment installation and refurbishment, can produce health and safety risks over and above those normally encountered in our day-to-day activities. Permits to work are designed to check that all eventualities have been considered when planning and organising this type of work and are an important means of minimising any risks involved.

Team Members, contractors and visitors are all expected to comply with the requirements of any permits that are in force.

Team Members working off site, i.e., on another organisation's premises, are expected to abide by all permits to work operated on that site.

Should Team Members experience any problems with the operation of permit-to-work systems, they should immediately inform a responsible person (usually a manager or supervisor) so the organisation can investigate and rectify the situation.

Permits to work exist to cover tasks carried out under certain circumstances and over limited time periods. They will therefore be displayed while the work specified is under way but will cease to operate when the tasks have been completed.

## **Information and Training**

The company will provide the necessary information and appropriate training to ensure that appropriate Team Members, supervisors, contractors, and visitors are fully aware of the permits in use and are competent to undertake the tasks and tests prescribed in the permits.

## **Personal Protective Equipment**

The company provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other means. When it is provided, it is because health and safety hazards have been identified that require the use of PPE and it is therefore necessary to use it in order to reduce risks to a minimum.

To effectively implement its arrangements for the use of PPE the company will:

- ensure that PPE requirements are identified when carrying out risk assessments
- use the most effective means of controlling risks without the need for PPE whenever possible and only provide PPE where it is necessary
- carry out an assessment to identify suitable PPE
- ensure that if two (or more) items of PPE are used simultaneously, they are compatible and are as effective used together as they are separately
- ensure that PPE is sourced appropriately and bears the “CE” certification mark
- ensure PPE is available to all Team Member who need to use it
- provide adequate accommodation for correct storage of PPE
- provide adequate maintenance, cleaning, and repair of PPE
- inform Team Member of the risks their work involves and why PPE is required
- instruct and train Team Member in the safe use and maintenance of PPE
- make arrangements for replacing worn or defective PPE
- review assessments and reassess the need for PPE and its suitability whenever there are significant changes or at least annually.

Team Members provided with PPE for their own personal use at work will be required to sign to confirm its receipt.

## Pressure Systems

Due to the high pressures at which they operate and the steam that is generated they are subject to numerous legal requirements. Pressure systems include some mechanism for regulating the pressure of steam that builds up internally; normally steam is released to maintain a constant working pressure. Severe corrosion and/or failure of pressure-regulating and other safety valves could lead to an explosion.

The company will ensure that all pressure vessels and pressurised equipment used by the company meet the requirements of the Pressure Systems Safety Regulations 2000 and the Pressure Equipment Regulations 1999.

To ensure the safety and mechanical integrity of the pressure systems used and to meet the requirements of the legislation the company will:

- ensure that the equipment is thoroughly examined by a competent person before it is put into service
- ensure that the equipment is of sound construction, suitable quality, made from suitable materials and free from any obvious defects before it becomes operational
- ensure that each item of equipment is clearly and uniquely marked so that it can be readily identified
- establish the safe operating limits of the equipment and display them on the equipment, and not allow the equipment to exceed those limits except where tests carried out by a competent specialist require it
- provide adequate training and instructions to ensure the equipment is operated safely, including instructions for procedures to be followed in case of emergency
- fit and calibrate suitable protective and warning devices to the equipment to deal with emergencies or mechanical malfunctions, and ensure that any devices such as safety valves or bursting discs will be able to discharge safely
- ensure that the equipment is properly maintained
- have a suitable written scheme drawn up or certified by a competent person for the examination, at appropriate and regular intervals, of the equipment
- arrange to have examinations carried out by a competent person at the intervals set down in the scheme and whenever the equipment is transferred to a new location
- keep adequate records of the most recent examination
- ensure that equipment identified as being in need of repairs is not used until repairs are carried out and, wherever possible, depressurise the equipment before the repair work begins
- pass all pertinent records on to the new owner if we choose to dispose of the pressure equipment and ensure that we receive written confirmation of the transfer of records.

The examination normally takes place each year in .....

Records of examinations are kept in the.....and a copy of the last inspection must be taken with the equipment when it is transferred to a new location.

## **Risk Assessment**

Risk assessment is a systematic examination of what within our business can cause harm to people and it helps us determine whether we are doing enough, or further actions are required to reduce the likelihood of injury or ill health.

Our policy is to complete a general risk assessment of all our known and reasonably foreseeable health and safety hazards covering all our premises, equipment, and activities in order to plan and prioritise the implementation of the identified control measures.

More detailed specific risk assessments will also be carried out as determined by the general assessment to address those premises, equipment, people, or activities to comply with specific legislation or to proactively manage health and safety risks.

We will ensure that:

- assessments are carried out and records are kept
- control measures introduced as a result of assessments are implemented and followed
- Team Members are informed of the relevant results and provided with necessary training
- any injuries or incidents lead to a review of relevant assessments
- assessments are regularly monitored and reviewed
- suitable information, instruction and training will be provided to all persons involved in the risk assessment process.

We may be controlling risks in various ways, determining the effectiveness of those controls is part of our risk assessment process.

## **Smoking**

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

It is the policy of the company that all its workplaces are smoke-free and that all Team Members have a right to work in a smoke-free environment.

Smoking is prohibited throughout the entire workplace, and this includes the use of all artificial smoking aids (electronic or otherwise) with no exceptions. This includes company vehicles that are used by more than one Team Member. If you have a company car that is designated for your sole use and that is never used by other Team Members, then you can smoke in it if you wish – but the company recommends that you do not do so. This policy applies to all Team Members, customers, and visitors.

### **Implementation**

All Team Member are obliged to adhere to and facilitate the implementation of the policy.

The company will ensure that all Team Members and contractors are aware of the policy on smoking. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

Appropriate 'no smoking' signs will be clearly displayed at or near the entrances to the premises. Signs will also be displayed in company vehicles that are covered by the law.

## **Stress**

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Stress at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly demanding work colleagues. As a reasonable company, we try to ensure that you are in a pleasant working environment and that you are as free from stress as possible.

We will:

- work to identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress
- regularly review risk assessments
- consult with Safety Representatives on issues relating to the prevention of work-related stress
- provide access to confidential counselling for Team Members affected by stress caused either by work or external factors
- provide training for all managers and supervisory Team Member in good management practices
- provide adequate resources to enable managers to implement the company’s agreed stress management strategy.

Team Members who experience unreasonable stress which they think may be caused by work should raise their concerns with their Manager or through the company’s grievance procedure.

Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the Team Member concerned, efforts shall be made to reassign that person to other work for which the risks are assessed as tolerable.

## **Temporary Team Members**

The company will take the necessary measures to ensure the health and safety of any temporary and casual Team Member in its employment.

To achieve this, the company will provide temporary Team Members with the following information prior to starting work:

- details of the qualifications and skills are required to do the work safely
- the health surveillance to be provided under statutory provisions
- any risks to health and safety identified by workplace risk assessments
- the preventive measures to be taken
- safe working procedures
- the action to be taken in the event of an emergency.

The competence of temporary workers will be assessed to ensure they are capable of working safely.

## Training

Training in health and safety is a legal requirement and also helps create competent Team Members at all levels within the company to enable them to make a far more effective contribution to health and safety, whether as individuals, teams or groups.

Competence of individuals through training helps individuals acquire the necessary skills, knowledge and attitude which will be promoted by managers and supervisors throughout the organisation.

Our training objectives will cover three areas, that of the organisation, the job and individuals. All Team Members will need to know about:

- the health and safety policy
- the structure and system for delivering this policy.

Team Members will need to know which parts of the system are relevant to them, to understand the major risks in our activities and how they are controlled. All Team Members will be provided with the company Health and Safety Handbook.

Managers and supervisors training needs will include:

- leadership and communication skills
- safety management techniques
- skills on training and instruction
- risk assessment
- health and safety legislation
- knowledge of our planning, measuring, review and audit arrangements.

All our Team Members training needs will include:

- relevant health and safety hazards and risk
- the health and safety arrangements relevant to them
- communication lines to enable problem solving.

All Team Members will receive induction training. Such training will cover:

fire procedures, warning systems, actions to be taken on receiving warning, locations of exits/escape routes, evacuation and assembly procedures, first aid/injury reporting procedures, names of first aiders/appointed persons, instruction on any prohibition areas (i.e. no smoking), issue of protective clothing/equipment and its use, instruction under COSHH, mandatory protection areas, thorough instruction applicable to their particular duties at work etc.

Training needs will be reviewed as a result of job changes, promotion, new activities or new technology, following an accident/incident and performance appraisal.

Records of training will be kept for all Team Members.



Team Members must:

- participate in the induction training activities they have been required to attend or carry out
- work according to the contents of any training they receive
- ask for clarification of any points they do not fully understand
- not operate hazardous plant or equipment, use hazardous chemicals, or carry out any hazardous activity unless they have been appropriately trained and instructed.

### **Vibration**

Regular exposure to continuous vibration from a work process has the potential to cause long term ill health including a range of occupational diseases collectively known as hand-arm vibration syndrome (HAVS) or whole body vibration (WBV).

To minimise the risk from vibration the organisation will:

- assess the risks to health from exposure to continuous levels of vibration and determine the control measures needed
- introduce effective control measures to ensure levels of exposure to hand-arm vibration and whole body vibration is eliminated or reduced as far as is reasonably practicable
- record the assessments and review them periodically or when changes occur
- ensure that the most appropriate equipment is used for the job, that the equipment is sourced from appropriate suppliers and that it bears the "CE" certification mark
- ensure that those persons responsible for managing work likely to result in exposure to hand arm vibration and whole body vibration are adequately trained and competent
- inform, instruct and train Team Members about the risks and the precautions to be taken to protect themselves from the harmful effects of continuous exposure to vibration
- ensure no new equipment or processes are introduced into the work activities where there is a foreseeable risk of hand-arm or whole body vibration without a risk assessment and approval of a designated manager
- maintain an inventory of all vibration equipment used that is likely to cause hand-arm vibration and whole body vibration
- monitor exposure of hand-arm vibration and whole body vibration and undertake appropriate health surveillance, where necessary
- maintain tools to the manufacturer's specifications to avoid worsening vibration.

## Violence

The company recognises that in certain situations violent behaviour towards Team Member may occur and therefore will take all reasonable measures to protect Team Member from violence and aggression.

We define violence and aggression as:

- actual or threatened physical assaults on Team Member
- psychological abuse of Team Member
- verbal abuse which includes shouting, swearing and gestures
- threats against Team Members.

To achieve this objective, we will:

- carry out risk assessments of potential conflict situations to determine the control measures necessary to protect Team Member
- ensure that premises are kept secure
- inform all Team Members of the procedure following a violent or challenging behaviour incident
- not tolerate violence or challenging behaviour towards our Team Members
- train our Team Members who may be exposed to violence or challenging behaviour situations
- support the Team Members involved in any incident
- support their decisions regarding the pressing of criminal charges
- provide any counselling or post-incident assistance required by the Team Members
- keep records of all incidents of violence and aggression and review the control measures with a view to continual improvement in Team Member safety.

## **Visitors**

In the interest of safety and security, the company will take the necessary measures to protect Team Member and visitors from any accidents or incidents that may occur during visiting.

Team Members hosting visitors must ensure that:

- they are authorised to enter the premises or accompanied
- they adhere to applicable health and safety instructions and rules during their visit
- adequate information is passed to ensure their safety including emergency information
- any protective clothing required is provided and worn
- any accidents / incidents involving visitors are reported through the accident reporting arrangements.

Team Members aware of people on the premises who may be unauthorised should report these to their manager for action.

## **Emergency Action**

In the event of the fire alarm sounding, all visitors should be escorted to the assembly point by their host. Visitors should not leave the area before notifying the senior person present.

## **Waste Management**

The company will instigate a waste management plan for any work carried out when required to by legislation and in order to do so will identify the:

- Client
- Principal Contractor
- person with overall responsibility for the waste management plan
- location of the site where the work will be carried out
- estimated cost of the project.

In carrying out any site work the company will adhere to the following hierarchy for processing of waste materials:

- re-use (on or off site)
- recycle (on or off site)
- send off site for recovery
- send for incineration
- as a last resort send to land fill.

The waste management plan will:

- describe each type of expected to be produced
- estimate the quantities of each type of waste
- describe the waste management action for each type of waste (e.g., re-use, recycle).

The waste management plan will comply with the duty of care and ensure materials will be handled efficiently and waste managed appropriately. All waste materials which leave site will be processed through licensed contractors.

Additional duties:

- ensure co-operation between all contractors involved on the project during the construction phase
- discuss waste management with every site worker through induction, training, and toolbox talks
- ensure that waste is reused, recycled, or recovered, where practicable to do so.

## **Work At Height**

The company will take all reasonable steps to provide a safe working environment for all Team Members who may be affected by work at height activities.

The company will ensure that:

- all work activities that involve work at height are identified and assessed
- the need to undertake work at height will be eliminated whenever it is reasonably practicable to do so
- adequate and secure working platforms with guard rails and toe boards will be used in preference to ladders which will be used for light, short duration work only and secured to prevent displacement
- when necessary, only scaffolds and scaffold towers that have been erected by a competent person will be used
- roof lights and other fragile surfaces will be protected to prevent falls
- fall arrest equipment will be used if other means of prevention (safety nets, harnesses with running lines, etc.) are not practical or justified
- risks associated with those activities where work at height cannot be eliminated are evaluated and steps are taken to control them
- all the necessary equipment to allow safe access to and egress from the place of work is provided
- all the necessary equipment to ensure adequate lighting and protection from adverse weather conditions is provided
- suitable plant is provided to enable the materials used or created in the course of the work are safely lifted to and from the workplace and stored there if necessary
- any working platform and its supporting structures are selected and/or designed in accordance with current standards
- regular inspections of all equipment required for working at height are undertaken
- competent persons are appointed to be responsible for the supervision of all work at height and associated activities
- any contractors from whom they procure services comply with this policy.

## **Information and Training**

The company shall provide any information, instruction and training required to work in a safe manner when working at height.

## **Work Equipment**

The company will provide a safe working environment in relation to work equipment safety and ensure all Team Members receive appropriate safety information and training in their work equipment.

To achieve this objective the company will:

- provide work equipment that is suitable for the purpose and compliant with the requirements of the Provision and Use of Work Equipment Regulations
- retain and make available the manufacturer's instruction manual for each item of equipment, where relevant
- before using any item of work equipment, ensure that a risk assessment is carried out and brought to the attention of relevant Team Members
- inspect all equipment at installation and prior to first use
- regularly inspect work equipment in accordance with the manufacturer's recommendations
- maintain work equipment in accordance with the manufacturer's recommendations
- keep records of all inspections and maintenance
- provide adequate instruction, information, and training to Team Members to enable the work equipment to be used and maintained safely
- provide refresher training as appropriate and as determined necessary by workplace inspections.

## **Working Time Regulations**

The company will ensure that all workers under their control adhere to the working time regulations.

The working time regulations are designed to limit the number of hours individuals must work. The company will NOT encourage workers to work over the 48 hours, but workers can choose to work longer hours if they wish by opting out. Workers cannot be forced to opt out and can revoke their opt out if they give a suitable notice period.

Individuals who are tired due to working excessive hours are more likely to suffer from mental health problems, general ill health and make mistakes leading to accidents.

A summary of the requirements for adult workers:

- a maximum of 48 hours per week, averaged out over a 17-week reference period (Team Members can opt out of this)
- entitlement to a minimum uninterrupted rest period of 11 hours in every 24-hour period with no opt out
- entitlement to 28 days paid holiday per year (including statutory holidays) for full time workers (pro-rata for part time workers)
- maximum of 8 hours per shift for night shift workers
- free health assessments for night shift workers
- 24-hour rest period at least once a week, can be 48 hours every fortnight with no opt out
- entitlement to a rest break, if working over six hours
- Team Members must not suffer any detriment if they choose not to opt out.

Travelling to and from the normal workplace, break periods, rest periods, holidays and sickness do not count as working time.

The reference period of 17 weeks can be increased to 26 weeks or 52 weeks by local collective agreements with recognised trade unions or official Team Member representatives.

A young person's maximum hours are limited to 40 hours per week with no reference period. Young persons are generally excluded from shift working.

### **Further information**

All Team Members should refer to the Team Member Handbook for full details of the company's policy on working times, holidays, and other benefits.

## **Workplace Transport**

The company will take all reasonable steps to control the risks associated with vehicles operating on its premises to ensure a safe site, safe vehicles and safe drivers.

### **Traffic routes**

The company will provide safe traffic routes that:

- are suitable in design for the people and vehicles that use them
- allow both of the above to move around safely and not cause danger to others working near the traffic route
- are well-drained and free of obstructions and slip/trip hazards
- avoid steep slopes and sharp or blind bends where possible and use appropriate measures to increase visibility where they are unavoidable.
- are of suitable construction to provide adequate grip and to be able to bear the loads that will pass along the route
- avoid passing close to:
  - Any obstruction that could collapse or be left in a dangerous state if struck (such as racking) unless it is fenced off or adequately protected against being struck
  - Any potentially dangerous items such as chemical storage, fuel tanks or pipes unless they are well protected
- be adequately lit
- avoid slopes and uneven or slippery surfaces, and erect barriers to prevent vehicles from entering hazardous terrain (such as pits) to reduce the risk of vehicles overturning.

The company will ensure that all vehicles adhere to the site speed limits when on site.

Where reasonably practicable, all new traffic routes will be wide enough to allow pedestrians and vehicles to circulate freely. The company will also ensure that all existing traffic routes which do not allow pedestrians and vehicles to circulate freely will include measures such as vehicle passing places or traffic management systems where reasonably practicable. One-way systems will be clearly marked and flow clockwise wherever possible, as that is the direction that most drivers will expect.

Signage and signals will be provided wherever necessary to ensure that pedestrians and vehicle operators are warned of hazards before they encounter them and at the hazard itself. These will conform, wherever practicable, to the same standards of the signage used on public roads.

### **Parking**

The company will provide safe and suitable parking areas for work-related vehicles, which will be separated from those of private vehicles wherever possible. Parking areas will

- be clearly signposted
- not impede traffic routes, and keep pedestrians and vehicles separated wherever possible
- allow drivers and pedestrians to see clearly
- be firm, level and well drained and, if possible, well lit
- be as close as possible to the intended destination of drivers and passengers.

No vehicle should be left unattended unless the parking brake has been applied, the engine has been switched off, the starter key has been removed from the ignition and any mounted equipment has been lowered to the ground or secured. Vehicles will not be permitted to park in no parking areas or where they will obstruct any entrance, exit door or emergency escape route.



## Company Vehicles

All vehicles provided by the company will meet all the relevant safety requirements specified for that type of vehicle. When a vehicle is found to be sub-standard it will be immediately taken out of service until the fault can be rectified. Vehicles will be regularly inspected, and the manufacturer's guidelines will be followed when devising regular maintenance schedules and the content of the inspections.

The inspections will include:

- the braking system
- the steering system
- the tyres
- the mirrors, windscreen, windscreen washers, wipers and any other visibility aids
- any alarm systems, such as the horn or lights
- lubricant and hydraulic fluid levels and pneumatic pressure levels
- vehicle-mounted equipment
- any specific safety systems such as control interlocks
- any ladders, steps, walkways, or similar equipment used to access parts of the vehicle or support persons using the vehicle.

## Drivers

All drivers for company vehicles will be checked and assessed as competent before they may use any workplace vehicles. Where drivers will be operating company vehicles purely within the confines of the workplace, they will still be assessed to the standards necessary to drive on the public road.

Drivers of vehicles with specialised attachments or carrying out tasks outside of the normal scope of driving on the public road (such as loading and unloading, trimming or sheeting) will be trained specifically for those tasks and equipment and must be authorised to use them. This authorisation will be separate from any authorisation that they have received to drive on the public road.

Competent drivers will:

- be capable to operate the vehicle and any associated equipment safely
- receive comprehensive instruction and training for operating that vehicle
- have a suitable level of fitness and a mature and responsible attitude.

The fitness levels of drivers will be taken into account when assigning drivers to vehicles. Reassessment and refresher training will be used to ensure that all drivers remain competent.

## Young People

Whilst precautions taken to protect the health and safety of the workforce as a whole will, in many cases, also protect young persons, there are occasions when different and/or additional measures will be necessary due to their lack of experience, knowledge or absence of awareness of potential risks.

A 'young person' is defined as one who is below the age of 18 years. To ensure the safety of young persons the organisation will:

- carry out risk assessments to cover the activities of young persons
- implement the actions determined by the risk assessment process
- inform the young persons of any risks associated with their work and the control measures taken to protect them
- provide a copy of the risk assessment to the parent/guardian of any young person below the school leaving age
- provide additional appropriate information, instruction, supervision, and training, etc as determined by the risk assessment.

# **RISK ASSESSMENT**

## 7. RISK ASSESSMENT

### Risk Assessment

**Risk Assessment** involves identifying the hazards present in the workplace or arising out of any work activity and evaluating the extent of the risks involved to Team Members and others, taking into account existing precautions and their effectiveness.

A **hazard** is something with a potential to cause harm and can include articles, substances, plant or machines, methods of work and the work environment.

**Risk** is the likelihood of harm from that hazard being realised. Risk increases with the number of people exposed to the hazard and with the potential severity of the harm i.e., the resultant injury or ill health effect. If there are no hazards, there are no risks.

The regulations require that risk assessments are '**suitable and sufficient**' in that they should identify all the significant hazards present within the business and its activities and that they should be proportionate to the risk. The assessment should cover all risks that are reasonably foreseeable.

The risk assessment must identify all those people who may be affected by the hazard, whether they are workers or others, such as members of the public.

We may be controlling risks in various ways, determining the effectiveness of those controls is part of the risk assessment process.

Health and safety law does not demand absolute safety when considering what safety controls are required but measures taken should go as far as is '**reasonably practicable**'; a balance between risk and costs, the greater the risk the greater the need to commit resources in terms of time and money to remove or control the risk.

It is a legal requirement that the significant findings of our risk assessments are brought to the attention of our Team Members.

### **Carrying out risk assessments**

Those who are involved in risk assessments should:

- be competent
- have knowledge and experience of working procedures in practice, potential dangers and strengths and weaknesses of existing precautions
- have knowledge and experience of how to solve problems identified by the assessment
- be able to give the commitment, co-operation and resources required to implement the assessment results.

It is important that the person carrying out the risk assessment is competent. This means that the person must have the necessary skills and knowledge gained through experience and training and may have qualifications that enable them to make sound judgments.

## **The five stages of risk assessment STEP 1 -**

### **IDENTIFY THE HAZARDS**

Look for hazards by walking around the workplace. List the hazards that could reasonably be expected to cause harm. Ask for the opinion of Team Members as they may have noticed things that are not immediately obvious.

Examples of hazards include:

- cables trailing over floors
- fire
- chemicals
- work benches which are too high or too low
- electricity
- loads which must be moved manually
- work equipment
- working environment e.g., ventilation, lighting, heating.

### **STEP 2 - IDENTIFY WHO MAY BE HARMED AND HOW**

List groups of people and individuals who may be affected by the hazards e.g.:

- Team Member
- members of the public
- contractors on the premises.

Pay particular attention to vulnerable persons, e.g., those with disabilities, visitors, female Team Members who are pregnant or who have recently returned to work after having a baby, inexperienced Team Members, or young persons.

### **STEP 3 - EVALUATE AND CONTROL THE RISK**

Evaluate the risks arising from the hazards and decide whether existing precautions are adequate or if more should be done. When evaluating the extent of the risk, account should be taken of the chance of some harm occurring (likelihood), the likely severity of this, and the number of people who could be affected. The formula:

Severity x Likelihood = Risk

Is used on the risk forms within this policy manual

Even after all precautions have been taken some risk may remain. Ensure the precautions in place meet standards set by legal requirements comply with a recognised standard, represent good practice and reduce the risk as far as is reasonably practicable.

Where additional controls or further action are necessary to reduce the risk, decide what more could reasonably be done by adopting the following principles:

- avoid the risk completely
- evaluate risks which cannot be avoided
- combat risks at source
- adapt work to the individual
- make use of technical progress
- replace the dangerous with none or less dangerous
- develop an overall prevention policy

- give priority to measures which protect the greatest number of people
- give appropriate instructions to Team Members.

## IMPLEMENTING AN ACTION PLAN

Once the level of risk has been determined and the control measures needed to reduce or eliminate the risk established, an action plan should be drawn up with timescales for implementation of the control measures.

## STEP 4 - RECORD YOUR FINDINGS

The significant findings of the assessment must be recorded since these provide evidence that something has been done, it is also a legal requirement. Keep any written assessments for future reference and ensure that Team Members are informed of the findings and control measures, either existing or additional, that must be observed and used. In some circumstances the findings of the risk assessment should also be given to others who could be affected, for example agency workers, contractors etc.

### Hazards and example controls

Hazard	Example control measures
Manual handling	Mechanical aids, hoists, getting assistance, breaking loads into smaller units, training
Hazardous substances	Substitution for less hazardous alternatives, extract ventilation, personal protective equipment, training
Work equipment (machinery, tools, etc.)	Guarding, demarcation of danger zones, restricted operation and use planned preventative maintenance, training
Ladders	Avoid working at height. correct type of ladder/stepladders, maintained, training
Electricity	Insulated tools, residual circuit breakers, fuses, earthing, inspection and testing of systems and appliances
Stairs, etc	Good lighting, handrails, non-slip surfaces, slightly raised/highlighted front edges
Fire	Detection/warning systems, fire drills, extinguishers, signs, suitable storage facilities for substances and goods, fire retardant furniture and fittings
Noise	Reduction at source, isolation, ear protection, demarcation of danger zones
Stress	Reduce/increase workload, more control over work, work suitable for the individual, avoidance of monotonous repetitive work
Work environment	Good lighting, ventilation, redesign layout of area, heaters/coolers

## **STEP 5 - MONITOR AND REVIEW THE ASSESSMENT**

It is important that the control measures are monitored and that records are kept. A regular review of the assessments should be made to consider any changes to the methods or systems of work. You should also review the assessment following an accident, where there has been a significant change to the work, if new information comes to light, or if there is any other reason to believe that it may no longer be valid. Following the review, additional control measures should be implemented if required. Even if there are no significant changes since the original risk assessment, it should be regularly reviewed to confirm that it is still relevant and valid.

### **Fire Risk Assessment**

A fire risk assessment is an organised and methodical look at the premises, the activities carried on there and the likelihood that a fire could start and cause harm to those in and around the premises.

The aims of the fire risk assessment are:

- to identify the fire hazards
- to reduce the risk of those hazards causing harm to as low as reasonably practicable
- to decide what physical fire precautions and management arrangements are
- necessary to ensure the safety of people in your premises if a fire does start.

The significant findings of the fire risk assessment, the actions to be taken as a result of the assessment and details of anyone especially at risk must be recorded.

It is important that the fire risk assessment is carried out in a practical and systematic way and that enough time is allocated to do a proper job. It must take the whole of your premises into account, including outdoor locations and any rooms and areas that are rarely used. Small premises may be able to assess, in larger premises you may find it helpful to divide them into rooms or a series of assessment areas using natural boundaries, e.g., process areas, offices, stores, as well as corridors, stairways and external routes.

Risk assessments must take account of other users of the buildings and co-operation and communication of hazard and risk must be shared between businesses to ensure a co-ordinated response is prepared and implemented.

You need to appoint one or more competent persons to carry out any of the preventive and protective measures needed to comply with the legislation. This person could be you, or an appropriately trained, Team Member or, where appropriate, a third party.

Your fire risk assessment should demonstrate that, as far as is reasonable, you have considered the needs of all relevant persons, including disabled people.

## **Six Steps to Fire Risk Assessment**

### **1. Identify the hazards**

- Sources of ignition
- Sources of fuel
- Sources of oxygen.

### **2. Identify people at risk**

- Team Members
- People in and around the premises
- Vulnerable persons, disabled etc.

### **3. Evaluate, remove, reduce, and protect from risk**

- Evaluate the risk of fire occurring
- Evaluate the risk to people from fire
- Remove or reduce the fire hazards
- Remove or reduce the risks to people.

### **4. Consider:**

- Detection and warning
- Fire fighting
- Escape routes and travel distances
- Lighting
- Signs and notices
- Maintenance.

### **5. Record, plan, inform, instruct and train**

- Record the significant findings and action taken
- Prepare an emergency plan
- Inform and instruct relevant people; co-operate and co-ordinate with other businesses
- Provide training.

### **6. Review**

- Keep assessment under review
- Revise where necessary.



# **MONITORING HEALTH AND SAFETY**

## 8. MONITORING OF HEALTH AND SAFETY

Measurement is essential to maintain and improve our health and safety performance to identify how effectively we are controlling risks and how well we are developing a positive health and safety culture.

There are two types of performance monitoring, active and reactive.

### **Active monitoring**

Monitoring is a line manager's responsibility and each of the key management positions are expected to play their part in monitoring achievement against relevant health and safety standards. Managers will be expected to provide evidence that they have carried out monitoring within their areas of responsibility and they are reinforcing their commitment to health and safety objectives in general and helping to develop a health and safety culture.

This approach to proactive monitoring gives the company feedback on its performance before an accident, incident or case of ill health.

Managers and supervisors with defined health and safety responsibilities must monitor in detail the areas for which they have day to day control. Much of this checking will be informal and not recorded but formalised, structured checks are also essential to ensure all areas are covered and to demonstrate compliance to senior managers who must in turn seek assurance that first line monitoring is taking place.

Team Members who take a proactive interest or represent groups for health and safety can also be involved with monitoring and may take the format of a health and safety tour or if more formally via a devised checklist.

### **Reactive monitoring**

Reactive monitoring of events including accidents, incidents, cases of ill health or property damage provide an opportunity to check performance and learn from mistakes and improve control measures.

Trends and common features arising from accident and incident investigation can identify jobs or activities where future health and safety initiatives would be most beneficial. Investigations may also provide valuable information in the event of legal action or a Team Member claim.

**For both active and reactive monitoring Cove UK use Prime Safety**