



OCCUPATIONAL HEALTH AND SAFETY Handbook

This employee handbook belongs to:

Emergency Contact Details:

Phone Numbers:

Office- 01745 816688 (9am-5pm)

Mia Cannon (Office Administrator): 07738090472

Laura Godfrey-Brazier (Regional Operations Manager): 07867611844

Louisa Godfrey (Director and Health and Safety Lead): 07551518655

Nicky Brown (Operations Manager): 07798895150

Mel Prichard (Payroll): 07796860081

Any enquiries or help:

Emails:

Mia Cannon – mia@godfreygroup.co.uk

Laura Godfrey-Brazier- laura@godfreygroup.co.uk

Nicky Brown- nicky@godfreygroup.co.uk

Louisa Godfrey- louisa@godfreygroup.co.uk

Payroll/Accounts: accounts@godfreygroup.co.uk

Foreword

The main purpose of health and safety legislation is to prevent unsafe acts or situations arising in any workplace, thus reducing the likelihood of accidents occurring and preventing injury or loss of life. Safety legislation provides clear information and guidance for all occupations and workplaces, it has been formulated to assist and protect the employer, the employee customers and others.

Risk occurs, it is an inevitable factor but it must be managed in order to create a safe working environment for employees and our customers.

Occupational Health and Safety Management System

The Godfrey Group Facilities Ltd Occupational Health and Safety management system consists of the following elements:

Policy (see below and contained in the Employee Handbook)

Our policy is provided to state our intentions and set a clear direction for employees to follow. We expect all our employees to understand and comply with our arrangements.

Responsibilities

We have on going commitments to achieve our intentions and maintain standards. To help us meet these commitments employees will be empowered to assist with tasks. Information is provided to employees describing responsibilities and duties of key people within our business. We will provide training where needed.

Arrangements and Procedures

To ensure the workplace is safe and risk is managed effectively we have devised safety arrangements and procedures. These are referred to within the health and safety policy and include emergency procedures.

Internal Audits

It is important that we fulfil our duties with respect to legislation that our business attracts. Continuous improvement is vital to help us maintain our standards and achieve compliance; we have devised a set of internal audit forms to help with this task.

Control of Documents

An amendment status record is included at the end of this section. This information helps us to manage and control our documentation ensuring it remains current.

The policy will be reviewed at least annually. The date of review will be indicated on the Statement of Intent.

Legislation Overview

There is a moral obligation on employers to take care of everyone at work and those who might be affected by the work undertaken. This is reflected on Common Law and in Statute Law and enforced by the regulatory authorities. Health and safety legislation goes further than just 'common sense' or 'reasonable care' and places duties of absolute, practicable or reasonably practicable care.

As an employer you must have a clear understanding of the duties placed on you and ensure that you have 'suitable and sufficient' assessments, systems and control measures in place.

Your initial meeting with the Safety Consultant will highlight the key areas of concern for your Business and the Policy Manual and Procedures written for you will form the basis of your safety management system. This must be supported with training for your staff at the appropriate level and detail.

Identifying the relevant legislation and implementing safety systems is the first step to compliance – maintaining standards with regular checks and audits is also required. The enforcement agencies will expect compliance at all times and this is the best way to avoid accidents and incidents occurring.

Failure to comply with the law – regardless of whether there has been an accident or incident can result in enforcement action and fines, especially following the implementation of Fee for Intervention (FFI) in 2012 which allowed the HSE to charge for their visits when a breach is noted.

Copies of the key pieces of legislation (Acts and Regulations) are freely available on line and this is supported with more user friendly publications in the form of 'approved codes of practice' and 'guidance notes' from the Health and Safety Executive – (www.hse.gov.uk). We suggest you obtain copies in the first instance of the legislation of most relevance to you. These documents provide information on the fundamentals for establishing a sound health and safety management system and will also be reflected in your procedures in the safety manual.

A summary of the key legislation is provided below – for your information.

Using the information provided during the initial health and safety visit we have identified legislation that we consider is applicable to your business. The following list has been compiled to help draw your attention to this information and to your duties as an employer or as a nominated health and Designated Person for your business.

- The Health and Safety at Work Act 1974
- Corporate Manslaughter and Corporate Homicide Act 2007
- Employers' Liability (Compulsory Insurance) Act 1969
- Management of Health and Safety at Work (Amendment) Regulations 2006
- The Regulatory Reform (Fire Safety) Order 2005
- Workplace (Health, Safety and Welfare) Regulations 1992
- The Control of Substances Hazardous to Health (Amendment) Regulations 2003
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- The Manual Handling Operations Regulations 1992
- Health and Safety (First Aid) Regulations 1981
- The Personal Protective Equipment Regulations 2002
- Health and Safety (Display Screen Equipment) Regulations 1992
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Electricity at Work Regulations 1989
- Provision and Use of Work Equipment Regulations 1998
- Health and Safety Information for Employees (Amendment) Regulations 2009
- Health and Safety (Consultation with Employees) Regulations 1996 and Safety Representatives and Safety Committees Regulations 1977
- The Working at Height (Amendment) Regulations 2007
- The Lifting Operations and Lifting Equipment Regulations 1998
- Pressure Systems Safety Regulations 2000
- Control of Asbestos Regulations 2012
- Control of Noise at Work Regulations 2005
- Control of Vibration at Work Regulation 2005

Health and Safety Policy

I.1 Introduction

- 1.1.1 This policy sets out an overview of the Company's arrangements for ensuring we meet our health and safety obligations to our staff and other stakeholders, such as visitors to our premises and those affected by our work.
- 1.1.2 This policy does not form part of any contract of employment and the Company may amend it at any time.

I.2 General statement of health and safety policy

- 1.2.1 The Company considers the maintenance of a positive health and safety culture to be an important part of the way in which we conduct our business and we acknowledge that, as a business, we have a responsibility to our employees and other staff members, clients OR customers, suppliers and other stakeholders in relation to health and safety matters.

I.3 Responsibility for health and safety

- 1.3.1 Louisa Godfrey has a key role for ensuring the systems and controls we have in place are effective and has overall responsibility for compliance and for overseeing the implementation of this policy.
- 1.3.2 All staff have a role to play in complying with health and safety principles and requirements and share responsibility for achieving safe working conditions. All staff must:
- take care of their own health and safety and that of others;
 - observe health and safety rules;
 - wear any appropriate personal protective equipment;
 - undertake health and safety training when it is offered; and
 - follow instructions for the safe use of equipment.
- 1.3.3 Staff must report any health and safety concern immediately to [Insert Name]
- 1.3.4 Staff must co-operate with management in relation to health and safety matters, including any health and safety reviews and investigations.
- 1.3.5 The Company takes this policy and its implementation very seriously. Any failure to comply with the terms of this policy may be treated as misconduct and will render an individual liable to disciplinary action under the Company's disciplinary procedure.

I.4 Accidents and first aid

- 1.4.1 Details of first aid facilities and the names of appointed OR trained first aiders are in the Kitchen
- 1.4.2 All accidents and injuries at work, however minor, should be reported to the Office Manager (Laura Godfrey).

I.5 Fire safety and emergency procedures

- 1.5.1 All staff should familiarise themselves with the Company's fire safety and emergency procedures, which are displayed on noticeboards and near fire exits.

1.6 Computers and display screen equipment

- 1.6.1 Staff who use a computer or other display screen equipment as a significant part of their work are entitled to a workstation assessment and regular eyesight tests by an optician at the Company's expense.

1.7 Reporting concerns

- 1.7.1 Staff are encouraged to make further suggestions in relation to the Company's health and safety and working procedures or other initiatives we could undertake. If you have a suggestion, you should contact Louisa Godfrey (contact details listed on p.2)

Handbook

General Statement of Intent

At Godfrey Group Facilities Ltd it is our policy to ensure, so far as is reasonably practicable, the health and safety of our employees and anyone else who may be affected by our work activities. The minimum standard we will adopt will be compliance with legal requirements and appropriate codes of practice. However, our aim will be to fulfill the spirit of the law and not just comply with technical requirements. We will assess the risks from our work activities and will operate according to the procedures that best promote health and safety at work. We have appointed Gamlins Law Firm to assist us in these duties as our safety advisors under Reg.7 of the Management of Health and Safety at Work Regulations 1999.

We accept our responsibilities for health and safety and are committed to giving health and safety equal importance with other business matters. We will ensure that the resources necessary to achieve the objectives of this policy are made available. We require cooperation from all employees to enable us to fulfill our legal duties and the objectives of this policy. To promote co-operation, procedures for consulting you are built into the policy. It is your duty to follow the standards and procedures laid down by the Company.

Equipment that enables tasks to be carried out safely will be provided and maintained to ensure their safe operation. You will be provided with appropriate training. Other training and instruction considered necessary to ensure that you know how to work safely will also be provided. Where exposure to hazards cannot be prevented by any other means, appropriate personal protective equipment will be provided and instruction in its use and maintenance given. Our own premises will be maintained in a safe manor and all work undertaken for our customers will be properly managed and supervised. Suitable facilities for your welfare at work will be provided and maintained, as will arrangements to enable you to obtain first aid.

The Directors have ultimate responsibility for health and safety within our Business and will nominate a competent person to manage operations day to day. Other responsibilities for health and safety matters have been assigned as appropriate and are described in our 'Responsibilities' section. The Policyholder will oversee an annual review of this policy and associated procedures to ensure their continued effectiveness. Where necessary to ensure legal compliance and promote continuous improvement, the

policy and associated procedures will be amended and communicated.

Duties and Responsibilities

The main purpose of this section is to ensure that employees are aware of their legal responsibilities whilst at work, to confirm the health and safety management structure of our business and the appointments forming this structure and the duties and responsibilities allocated to respective employees.

General Responsibilities of All Employees

Godfrey Group Facilities Ltd takes seriously the health, safety and welfare of its employees and anyone else that may be affected by our work activities. We expect full cooperation from our employees to help us maintain safe working environments. It is our aim to create a positive safety culture within our business and sustain high standards.

Employees empowered to organise, manage and supervise work activities must ensure that our safety policies and procedures are followed at all times. Activities must be completed without significant risk of harm or loss, risks will be assessed and measures introduced to enable this.

Where employees have limited experience of activities involving risk, supervision will be afforded until such a time when satisfactory competence is deemed sufficient. Training needs will be assessed for all employees and the necessary training to enable you to work safely will be arranged.

You must refrain from using equipment likely to cause harm, for which you have had no training. If you notice any unsafe equipment, acts or situations you must take action and report this.

We have in place a system for periodic monitoring. The purpose of this task is to continually assess our performance with respect to health and safety. Employees have been nominated with specific monitoring responsibilities, from time to time you may be requested to provide assistance.

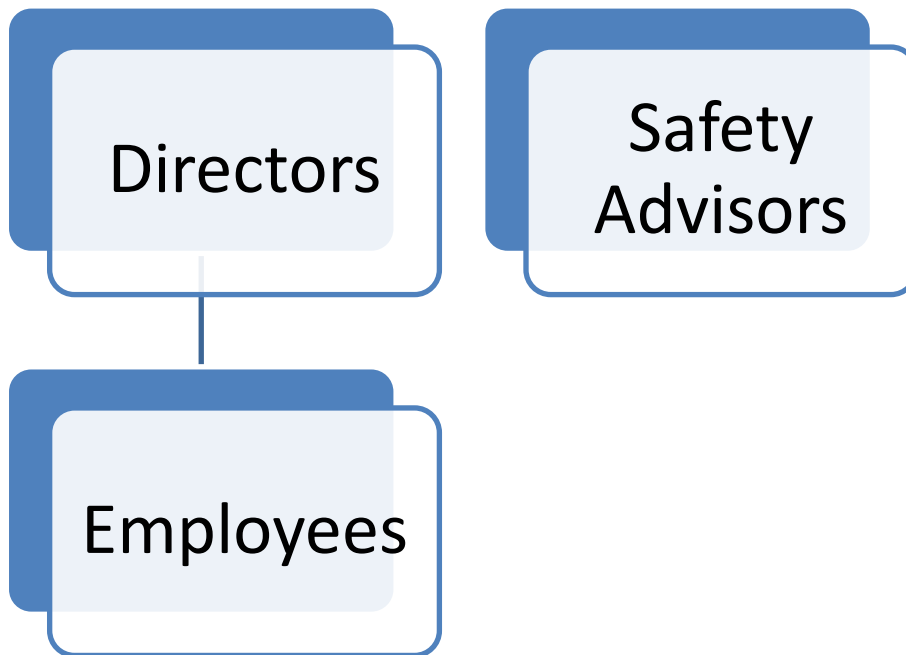
The Health and Safety at Work Act 1974 places duties on workers, Sections 7 and 8 refer specifically to the duties of employees, these are to:

- take reasonable care of your own health and safety and that of anyone else effected by what you do;
- cooperate with us, your employer, enabling us to comply with our statutory duties;
- refrain from intentionally or recklessly interfering with or misusing anything provided in the interest of health, safety and welfare:

You must understand that failure to act and comply with legal duties may result with disciplinary action being taken against you, possibly by an enforcing authority.

Occupational Health and Safety Management Structure

This diagram is a representation of our management structure and organising strategy for health and safety responsibilities within our business.



The Directors have ultimate responsibility for health & safety within Godfrey Group Facilities Ltd. At any time when an employee who is assigned with responsibilities is absent from work, please consult their next line manager and raise any concerns regarding health and safety.

The Directors

The Directors have the overall and final responsibility for safety, health, fire and welfare. However, contribution is needed by all employees, to achieve a safe working environment.

Responsibilities include the following:-

This list is not exhaustive

- understanding the Health and Safety at Work Act and any other acts, legislation or approved codes of practice that apply to our business and ensuring these are observed,
- ensure that Supervisors are supported in their roles and that health and safety issues are discussed as part of operational business planning,
- ensuring all accidents and incidents are discussed within the team with a view to prevent re-occurrence,
- providing sufficient funds and resources for health, safety, fire, and welfare arrangements,
- ensuring that suitable insurance cover is provided for all statutory and general requirements within the business,
- monitoring and review processes for health and safety activities both on and off jobs are completed on a regular basis,
- setting a personal example for employees to follow.

Employees

Responsibilities include the following:-

This list is not exhaustive

- understanding the health and safety legislation and procedures that apply to your activities and ensuring these are observed,
- follow and enforce health and safety policies and procedures to achieve our intentions for the prevention of harm or loss to employees and others affected by our activities,
- ensuring that assessments of risk are observed, followed and assist in their amendment as and when required to improve safety conditions,
- consult with colleagues on improvements and changes to manage safely,
- ensuring that additional controls required for new equipment or tasks are highlighted to the Director,
- ensuring that work and access equipment and machinery is serviced and maintained and any defects reported and attended to in a timely manner,
- assist with regular monitoring checks for matters pertaining to health and safety,
- hazards or hazardous conditions are acted upon, recorded and reported,
- that action is taken against an employee who willingly neglects any policy or procedure introduced in the interest of safety,
- ensuring all accidents and incidents are reported to the Director,
- ensure that personal protective equipment as outlined in assessments is available, worn and in good condition,
- you must not intentionally interfere with or misuse any safety devices or arrangements introduced in the interest of health and safety,
- you must refrain from actions which are likely to cause harm to yourself or others,
- keeping any work equipment – including vehicles in good condition,

- setting a personal example for employees to follow,

Communication and Consultation

Health and safety arrangements, rules and procedures have been introduced to prevent accidents occurring thus protecting employees, patients and others against harm, however effective communication is vital to ensure these measures achieve their desired intentions.

We aim to consult with you and involve employees in the decision making process and development of our safety arrangements.

Health and Safety Policy

The Health and Safety Policy is accessible to all employees, it details and is an inherent part of the framework for our safety management systems. All employees should be familiar with the contents.

Employee Safety Handbook

The Employee Safety Handbook provides general safety information and makes reference to where further information can be obtained. It also provides details of our rules, procedures and arrangements. You must be familiar with the handbook content.

Policies and Procedures

We have devised our policies and procedures to ensure safe working practices are documented. Information relevant to each job or employee role will be communicated using our methods identified in this section.

Management

We have appointed various levels of management to implement, manage and assist with safety arrangements and procedures on a daily basis. Their duties include the communication of safety information to employees and others to ensure our policies, procedures and rules are being followed and standards are being maintained.

Posters and Notices

A health and safety law poster is displayed in the reception area providing basic information regarding duties at work.

Training

We will arrange the necessary training to ensure work is carried out without risk of harm. The Supervisors and The Director are responsible for identifying any shortfalls with competence and consequent training needs. We will use credible and competent training providers for delivery of any external training.

Communication with Others

It is inevitable that visitors or contractors will spend time at our premises. It is our intention to communicate any rules or procedures relevant to their safety to these persons. This we will do either whilst making arrangements for their visit or on arrival.

Arrangements

Arrangements are the systems we have introduced to deal with the fundamental health, safety, fire and welfare needs of Godfrey Group Facilities Ltd. We have reviewed our work and considered

what arrangements are necessary. Our arrangements have been introduced for the good and benefit of employees and others, and to comply with legislative requirements.

Details of our arrangements can be found in this section. We ask that you speak to The Director if there is anything you do not understand or believe could be improved.

Assessing Risk

The Management of Health and Safety at Work Regulations stipulates the requirements for assessing risk; we aim to comply with these regulations and create and maintain a safe working environment. For example, issues around first aid cover, lone working, new and expectant mothers, aggression and violence, stress, drugs and alcohol and working at height are all addressed through assessment.

The Regulatory Reform Fire Safety Order requires that we assess fire risk at our premises or any workplace where our employees are required to work; we aim to comply with this legislation in the interests of fire safety.

The Control of Substances Hazardous to Health (COSHH) Regulations require us to recognise and assess the risk arising from exposure to hazardous substances and act to prevent harm being caused. Substances include hazardous chemicals but also bodily fluids, viruses and bacteria.

The Manual Handling Operations Regulations place duties on us to avoid, assess and reduce handling activities and this is a key risk area for us to manage.

Workplace equipment and access equipment are specifically detailed in the 'PUWER' and 'Working at Height' Regulations and require us to have effective management tools and servicing arrangements in place, backed up and supported by regular training.

We acknowledge and understand our duty to assess any situation or activity caused by us where potential for harm exists. Where significant risk is realised we will introduce appropriate control measures to either eliminate risk or reduce it to an acceptable level.

It is our intention to have robust policies and procedures in place to effectively manage risk, these will involve procedures referred to in the following section.

Training

Training is essential to help achieve competence, we intend to identify all training needs within Godfrey Group Facilities Ltd and manage this accordingly. It is vital that employees receive suitable and sufficient training enabling them to work safely and avoid unnecessary risk.

At the time of induction and at periodic intervals thereafter managers must consider the training needs of employees and organise appropriate training. We will provide the necessary time, funding and resources to accomplish any training needs that are deemed necessary.

All new starters will be subject to our induction process prior to starting work. The induction process is designed to help new employees understand the fundamental safety arrangements within our business. This will involve location familiarity, welfare, fire and general safety awareness training. Additional training sessions on the key mandatory disciplines will be completed and recorded. Tool

box talks and specific job training for equipment and tasks will be assessed and completed. Shadowing and monitoring techniques will be used.

Following completion of initial induction training a training needs evaluation will be conducted appropriate to the job and activities each person is likely to participate in whilst at work. Training, instruction and supervision will then be organised to help safely integrate the employee into our workplace and activities.

To help us manage training, the Operations Managers and Site Managers will maintain records of training competencies. The records will be periodically reviewed to ensure competencies are achieved and maintained; this may involve refresher training for certain disciplines.

The Operations Managers must complete the training needs analysis and review this periodically, especially following Annual Performance Management Reviews.

Some fundamental types of training are noted below to ensure a basic level of compliance and competence is considered in key areas of our work. Anyone undertaking training must themselves be 'competent' as defined in law – this means they are both experienced and qualified - aware of the legal requirements and best practice standards associated with the equipment or tasks being undertaken. External certification from an accredited body is therefore going to provide the best training and defence in Law – should you need to defend the training or competence of your employees following an incident or accident. Where training has been given by an employee with no qualifications but some experience, you are far less likely to be able to demonstrate competence to insurers, clients or enforcement authorities.

The Directors and Operations Managers must decide, with assistance from Gamlins Law, what training can be undertaken 'in-house' and what requires external delivery. Some areas are clear, for example the operating of powered access equipment has a clear requirement in law for training to be given – this is prescriptive and there are recognised IPAF (International Powered Access Federation) training courses. Other areas such as training on the type of fixings to use when installing signs is not regulated by prescriptive training but must still be completed by competent persons and be 'fit for purpose'. Having experience, trade qualifications, or a relevant qualifications may be the best way to demonstrate competence in this instance.

Area of Training	Typical Accreditation Body
Use of ladders	http://ladderassociation.org.uk/
Scaffold towers – erection and use	http://www.citb.co.uk/training-courses/scaffolding-and-access/ Prefabricated Access Suppliers' & Manufacturers' Association Ltd (PASMA) http://www.pasma.co.uk/
Use of a harness	Covered in IPAF training or by a specialist trainer/supplier.
Asbestos awareness	UK Asbestos Training Association. http://www.ukata.org.uk/
Operating a bench saw or router.	None – but operator would need to be 'authorised and approved' and have 'appropriate' information on hazards and safe operation of the machine, instruction and training from a competent person.

Welfare and Working Environment

We aim to provide a safe working environment and to meet the welfare needs of all employees. To help us maintain the standards we strive to achieve, we expect employees to cooperate with us and follow our rules policies and procedures.

Lighting

Lighting will be periodically assessed in our work areas to ensure the correct amount of natural light or illumination is available for working activities or moving around our premises. Insufficient or too much lighting can have a detrimental effect on work, safety and health.

Emergency lighting or torches will be provided to facilitate the safe evacuation from the building in the event of an incident occurring.

Temperature and Ventilation

We understand it is important to maintain a reasonable working temperature and circulation of air. With a significant part of our work being undertaken in open or semi-covered units this is difficult to achieve. However we will utilise heaters and provide suitable rest areas for hot and cold drinks.

Sanitary Conveniences and Washing Facilities

We have considered the needs of employees and others and have provided a suitable quantity of toilets and washing facilities. Hot and cold water running water is provided in sanitary conveniences along with suitable hand drying means.

Rest Area

We have made arrangements for a suitable rest area for employees to take breaks. Within the rest area are facilities to make hot drinks. We request that in the interests of hygiene this area is kept clean and tidy.

Drinking Water

Sources for obtaining safe drinking water will be provided. These will be identified at the time of induction for new employees.

Safety Signs

Where deemed necessary and as a result of risk assessment we will display safety signs. These will conform to standards referred to by the current edition of The Health and Safety (Safety Signs and Signals) Regulations. You must speak to your manager if you are in any doubt regarding the meaning of any signage.

The following is an example of different types of signs:

Safe Condition

Used to identify first aid facilities, fire exits, escape routes etc.



Hazard Warning

Used to warn of significant potential hazard, electrical hazards etc.



Mandatory

Signage dictates what action must be followed, eg wearing of hearing protection, eye protection etc.



Prohibition

States what is not permitted, No Smoking, No Unauthorised Access etc.



Chemical Hazards

Hazardous chemicals are identified with orange symbols – for example 'harmful'.



Workplace Housekeeping

Managers and Supervisors must consider housekeeping issues on a day to day basis and all employees have a general responsibility to keep the work areas tidy and report hazards.

Effective housekeeping can eliminate some workplace hazards and help get a job done safely and properly. Poor housekeeping can frequently contribute to accidents by hiding hazards that cause injuries. If the sight of paper, debris, clutter and spills is accepted as normal, then other more serious health and safety hazards may be taken for granted.

Housekeeping is not just cleanliness. It includes keeping work areas neat and orderly; maintaining corridors and floors free of slip and trip hazards; and removing of waste materials (e.g., paper, cardboard) and other fire hazards from work areas. It also requires paying attention to important details such as the layout of the whole workplace, aisle marking, the adequacy of storage facilities, and maintenance. Good housekeeping is also a basic part of accident and fire prevention.

Effective housekeeping is an on-going operation: it is not a hit-and-miss clean up done occasionally. Periodic "panic" clean ups are costly and ineffective in reducing accidents.

Adopt a “CLEAN AS YOU GO” policy

What is the purpose of workplace housekeeping?

Poor housekeeping can be a cause of accidents, such as:

- tripping over loose objects on floors, stairs and platforms
- being hit by falling objects
- slipping on greasy, wet or dirty surfaces
- striking against projecting, poorly stacked items or misplaced material

- cutting, puncturing, or slashing the skin of hands or other parts of the body on projecting nails, wire or steel strapping

To avoid these hazards, a workplace must "maintain" order throughout a workday. Although this effort requires a great deal of management and planning, the benefits are many.

What are some benefits of good housekeeping practices?

Effective housekeeping results in:

- reduced handling to ease the flow of materials
- fewer tripping and slipping accidents in clutter-free and spill-free work areas
- decreased fire hazards
- lower worker exposures to hazardous substances (e.g. dusts, vapours)
- better control of tools and materials, including inventory and supplies
- more efficient equipment cleanup and maintenance
- better hygienic conditions leading to improved health
- more effective use of space
- reduced property damage by improving preventive maintenance
- less caretaker cleaning work
- improved morale
- improved productivity (tools and materials will be easy to find)

How do I plan a good housekeeping program?

A good housekeeping program plans and manages the orderly storage and movement of materials from point of entry to exit. It includes a material flow plan to ensure minimal handling. The plan also ensures that work areas are not used as storage areas by having workers move materials to and from work areas as needed. Part of the plan could include investing in extra bins and more frequent disposal.

The costs of this investment could be offset by the elimination of repeated handling of the same material and more effective use of the workers' time. Often, ineffective or insufficient storage planning results in materials being handled and stored in hazardous ways. Knowing the plant layout and the movement of materials throughout the workplace can help plan work procedures.

Worker training is an essential part of any good housekeeping program. Workers need to know how to work safely with the products they use. They also need to know how to protect other workers such as by posting signs (e.g., "Wet - Slippery Floor") and reporting any unusual conditions.

Housekeeping order is "maintained" not "achieved." Cleaning and organisation must be done regularly, not just at the end of the shift. Integrating housekeeping into jobs can help ensure this is done. A good housekeeping program identifies and assigns responsibilities for the following:

- clean up during the shift
- day-to-day clean up
- waste disposal
- removal of unused materials
- inspection to ensure clean-up is complete

Do not forget out-of-the-way places such as shelves, basements, sheds, and boiler rooms that would otherwise be overlooked. The orderly arrangement of operations, tools, equipment and supplies is an important part of a good housekeeping program.

The final addition to any housekeeping program is inspection. It is the only way to check for deficiencies in the program so that changes can be made. The documents on workplace inspection checklists provide a general guide and examples of checklists for inspecting offices and manufacturing facilities.

Fire Safety

Fire causes a significant risk to our business, the safety of employees and others. We acknowledge our duties as described by the Regulatory Reform Fire Safety Order and intend to fully comply with our duties.

Our fire risk is continually assessed and a formal review arranged and documented at least annually. A Fire Risk Assessment will be completed for each work area and fire training will be undertaken by all employees.

The Directors will ensure that fire procedures are documented for each activity location and explained to employees and others.

Action will be taken to address the outcome and recommendations made as a result of any formal assessment. We must reduce the level of risk to prevent any likelihood of a fire occurring or harm to anyone as a result of a fire starting.

All employees have a duty to prevent fire, information and training will be provided to help employees understand fire safety precautions and our procedures.

Designated employees have been assigned duties to help manage our fire safety arrangements in each area. Our aim is to:-

- maintain good standards of housekeeping to minimise fire risk,
- provide fire safety training for employees,
- provide adequate and suitable fire information for customers and visitors,
- provide and maintain a suitable means of detection,
- provide and maintain a suitable means of alarm system,
- establish fire and emergency fire evacuation instructions, communicate these to employees and others, and display instructions in suitable locations,
- appoint and train fire marshals to facilitate prompt evacuation,
- designate fire escape routes and exits,
- identify a suitable location for assembly following evacuation,
- provide and maintain suitable portable fire-fighting equipment,
- keep records of inspections, tests, maintenance, evacuation drills and any other key fire safety issues applicable to our business,
- ensure visitors are informed of our fire safety arrangements,
- take into consideration the risk from and to other businesses adjacent to our place of work, and consult with such persons to reduce risk,

Our procedures for the inspection, testing and maintenance of any installed fire safety equipment can be found in the next section. Please note our procedures and take into consideration the needs of persons with disabilities, impaired senses or people unfamiliar with the layout of the location.

First Aid

The First Aid Regulations stipulates we must carry out an assessment of our first aid needs, this we have done to establish adequate and appropriate levels of cover for our workplace and activities.

Information will be provided at the time of induction regarding our first aid arrangements. The Directors must ensure all employees understand our procedures.

In order to provide a suitable level of first aid we will:-

- nominate an employee to manage our first aid arrangements,
- nominate and train appointed persons,
- nominate and train sufficient persons to ensure employees receive immediate first aid attention,
- provide adequate and appropriate first aid equipment,
- display notices providing information regarding first aid including where and how to obtain help,

Where training has been organised for employees we understand the need for maintaining competencies and therefore refresher training will be arranged at appropriate and recommended intervals.

The employee nominated for management of our first aid arrangement's, must ensure that:

- all facilities are clean,
- items well stocked,
- no equipment has passed its "use by" date,
- the accident book is kept up to date and is available.

Accident Reporting

We acknowledge our duty as stipulated by the Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR). We have suitable arrangements in place for all accidents and incidents to be reported. The Directors are to ensure all employees understand the basic requirements for accident and incident reporting and know how to report such an event and are encouraged and monitored to ensure this is done.

Accident Recording

Any employee injured whilst at work should report and record the event. An accident book (BI510) is kept and managed by the first aiders. Information referring to what needs reporting can be found at the start of the accident book. If you are in any doubt you must seek advice.

Each page is perforated enabling the record to be removed once completed. Enter all relevant details in the required boxes then remove the page and return it to the Director.

Submission of Reports to the Incident Contact Centre

The Directors are responsible for complying with RIDDOR and reporting any relevant incidents to the Incident Contact Centre, usually within 10 days of the incident occurring. The list of reportable injuries, dangerous occurrences and diseases is lengthy and if any doubt exists regarding these procedures you must contact our health and safety service provider for advice.

All reports will be treated with strict confidence and their security managed accordingly. If disclosure is necessary to authorised parties, this we will monitor and control.

All incidents can be reported online but a telephone service is also provided for reporting fatal and specified injuries **only** - call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

Reporting out of hours

The HSE and local authority enforcement officers **are not an emergency service**. More information on when, and how, to report very serious or dangerous incidents, can be found by visiting the HSE at www.hse.gov.uk/riddor/report.htm. If you want to report less serious incidents out of normal working hours, you can always complete an online form.

Paper forms

There is no longer a paper form for RIDDOR reporting, since the online system is the preferred reporting mechanism. Should it be essential for you to submit a report by post, it should be sent to:

RIDDOR Reports - Health and Safety Executive
Redgrave Court - Merton Road
Bootle
Merseyside
L20 7HS

Accident Investigation

It is our intention to prevent all accidents occurring however we must have systems in place to manage any such events. The Directors are nominated as the person responsible for ensuring accident investigation is completed.

It is imperative the scene of the accident is isolated to facilitate investigation. It is important that information relating to any accident or incident is collected as soon as possible following the event. The following is a list of evidence that should be considered. Please note this list is by no means exhaustive.

- witness statements,
- photographs,
- sketches,
- CCTV data,
- damaged equipment,
- maintenance records,
- previous accident reports,

The main purpose of accident investigation is to establish events leading up to the accident and/or any underlying circumstances that may have contributed to the occurrence. Ultimately the evidence must be used and information evaluated in order to prevent reoccurrence.

The depth of the investigation will depend on the nature and severity of the accident. Where necessary other agencies will become involved with the investigation.

If you require advice or assistance with this task please contact our health and safety service provider Wirehouse Employer Services Limited.

Visitors

The control of visitors and contractors at our premises is essential. The areas we house machinery are particularly hazardous and we must prevent any visitors wandering freely around the premises, if designated as areas restricted to staff only. We have in place a reliable system to prevent unauthorised persons entering the areas.

It is vital that we know who is on our premises at any time and so visitors will be asked to sign a register to account for everyone at our premises, enabling us to confirm to the fire and rescue service that all persons have evacuated in an emergency situation such as a fire.

Accidents

All accidents must be reported and details recorded. Investigations must be arranged where necessary to help prevent a repeat similar occurrence.

Parking

It is important that visitors and contractors park their vehicles responsibly. Vehicles should not be parked making access difficult for emergency vehicles or others. No vehicle should be left obstructing pedestrian routes, emergency exits or other facilities designed to facilitate health, safety or fire arrangements.

Personal Protective Equipment

Equipment and clothing is required to be worn when on a job – including hi-viz and safety shoes as a minimum. Pedestrians must keep to designated walkways and guests must be inducted by their host.

Contractors

We have contracting vetting system in place and this must be followed. Inductions should cover topics such as;

- fire safety arrangements,
- first aid facilities,
- welfare arrangements and facilities,
- details of our policies and procedures relative to any work taking place on our premises,
- any permit to work system in operation or required,
- location hazards

Safety standards must be reviewed regularly by the Directors – as and where contractors fail to maintain standards, suitable action must be taken to redress this.

Procedures

We have considered the activities we expect employees to participate with whilst at work and environments where work takes place. To safeguard the health, safety and welfare of employees and others we have established our procedures.

Our procedures define safe working practices to avoid unnecessary risk and they must be followed at all times; some procedures apply to contractors. We are committed to continuous improvement and therefore if you have an idea that will improve safety then please let us know.

The Director must control situations to ensure risk of harm is eliminated or at least minimised.

Display Screen Equipment

We will take all reasonable steps to secure the health and safety of those who work with display screen equipment (DSE).

We acknowledge that health and safety hazards may arise from the use of this equipment. It is our intention to ensure that any risks are reduced to a minimum. Whilst it is generally recognised that the use of DSE can be undertaken without undue risks to health, it is appreciated that some employees may have genuine reservations and concerns. We will seek to give information and training to enable a fuller understanding of these issues.

ARRANGEMENTS FOR SECURING THE HEALTH AND SAFETY OF WORKERS

We will,

- carry out an assessment, or provide information for self-assessment, of each workstation, taking into account the DSE, the furniture, the working environment and the worker;
- take all necessary measures to remedy any risks found as a result of the assessment;
- take steps to incorporate changes of task within the working day, in order to prevent intensive periods of on-screen activity;
- review software to ensure suitability for the task;
- arrange for the provision of eye and eyesight tests prior to employment and at regular intervals thereafter and where a visual problem is experienced;
- contribute to any corrective appliances (glasses or contact lenses) where required specifically for working with DSE;
- advise you, and all persons applying for work with DSE, of the risks to health and how these are to be avoided.

PROCEDURES FOR DEALING WITH HEALTH AND SAFETY ISSUES

Where you raise a matter related to health and safety in the use of DSE, we will:-

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

Where a problem arises in the use of DSE, you must adopt the following procedures:-

- inform a responsible person immediately;
- in the case of an adverse health condition advise your own general practitioner.

INFORMATION AND TRAINING

We will give sufficient information, instruction and training as is necessary to ensure the health and safety of workers who use DSE. This provision also applies to persons not in direct employment, such as temporary staff and contractors.

The Directors are responsible for users of display screen equipment and will also provide appropriate training.

EYE AND EYESIGHT TESTS

Regular Eye and Eyesight Tests

You are entitled to an eye and eyesight test at intervals recommended by the person who carried out the previous test. All tests are specifically for users of DSE and must be arranged through us.

Visual Discomfort - Where you experience visual difficulties and have reason to believe that these may be caused by work with DSE, we will offer an eye and eyesight test.

Costs of Testing - The costs of eye and eyesight tests will be met by us, provided that testing has been arranged through us. Where you obtain a test independently and without our knowledge, even if the test is specifically related to display screen use, we shall not be responsible for the costs incurred.

Supply of Glasses - here glasses are found necessary, specifically for the use of DSE, we will pay towards the cost of the corrective lens. If you prefer enhanced frames you will pay any balance of cost yourself. Evidence of purchase must be produced.

REST BREAKS

The purpose of a break from DSE work is to prevent the onset of fatigue. To achieve this objective, we will seek to incorporate changes of activity into the working day.

There is no prescribed frequency or duration of breaks from DSE work. Where possible, users will be given the discretion to decide the timing and extent of off-screen tasks. If you know that your DSE workload does not permit adequate breaks you should bring this to the attention of the person responsible for DSE assessments as listed in the Summary of Responsibilities section of our Safety Policy.

Users of DSE are encouraged, and will be expected, to take the opportunities for breaks.

Communication of Risk Assessments

Completion of risk assessments and the information collated as a result of this process can only be of benefit if communicated to the people who are likely to be affected by the hazards.

We will communicate the findings of risk assessments using the following methods:

- induction - we will make employees aware of our hazards and control measures during the induction process,
- availability of information - copies of risk assessments are readily available for all employees to read,
- training - assessments and control measures to manage risk will be communicated as part of on going training,
- contractors and visitors - contractors and visitors will be made aware of any hazards they are likely to encounter whilst at our premises prior to commencing work,

Review

All risk assessments will be subject to periodic review, a formal review taking place at least annually. Any changes must be communicated to those affected. Managers and competent persons will be tasked with conducting the review.

Note:

Wirehouse Employer Services Limited has provided us with guidance notes on the subject of risk assessment, these can be found to the rear of this document; they include:

- example copies of risk assessments for common hazards,
- forms ready for use

Electrical Safety

Electricity can kill and the risk is often underestimated as it cannot be seen. It can cause burns, shock, fire and fatalities. We acknowledge our duties as described in the Electricity at Work Regulations and will take the necessary precautions to prevent any accidents or incidents occurring.

Fixed Installations

Fixed installations include wiring, electrical sockets, switches, isolation boxes, fuses etc. that are installed at our workplace. Damage to any fixed installation must be reported and a repair will be arranged with minimum delay. The completion of any electrical work must only be conducted by competent electrical engineers.

We will ensure fixed electrical installations are safe and will accomplish this by ensuring installations, modifications, maintenance, inspection and testing are completed following relevant procedures established by the Institute of Electrical Engineers (IEE) and their regulations.

We understand preventative maintenance is the key to help minimise accidents. We have in place an internal periodic monitoring system to identify electrical faults; all faults must be reported and the necessary action arranged for repair.

We will arrange for a competent electrical engineer to inspect and test our electrical installations at a period of every 5 years or less for commercial properties. Domestic properties require testing at least ten yearly intervals. Documentation must be kept to reflect the findings of this visit.

Portable Appliances

A portable appliance is generally any electrical equipment that has a plug. These must be treated with the same respect as fixed installations. Plugs can get damaged, wires and pins can become loose and leads can get split or flattened increasing the risk of a shock, burn or fire. Plugs that get hot, smell or spark should be put out of use and a repair arranged.

To ensure appliances are safe to use we will ensure;

- a register of all equipment is maintained – this must include any home working equipment, mobile phone chargers, extension leads and any personal items that are permitted to be used at work – e.g. radios
- periodic internal monitoring checks will be conducted that will include a review of electrical appliances
- all employees should visually check equipment periodically before use and report any defects
- portable appliance testing will be organised at appropriate intervals, the frequency of inspection and testing will depend on the equipment and the environment in which it is used
- all inspections, testing, maintenance and repairs will be conducted by a suitably competent person
- the use of extension leads will be monitored and ‘daisy chaining’ must be avoided

Any electrical or general contractor engaged to undertake work will be requested to prove competence and testing arrangements for their own equipment.

Under no circumstances must any employee undertake any electrical work, unless they are authorised and qualified to do so.

The Health and Safety Executive suggest a testing frequency for portable appliance in the guidance document HSG107 as follows;

Table 1 Suggested initial maintenance intervals

Type of business		User checks	Formal visual inspection	Combined inspection and test
Equipment hire		N/A	Before issue/after return	Before issue
Battery operated equipment (less than 40 V)		No	No	No
Extra low voltage (less than 50 V ac), telephone equipment, low-voltage desk lights		No	No	No
Construction	110V equipment	Yes, weekly	Yes, monthly	Yes, before first use on site then 3-monthly
	230V equipment	Yes, daily/every shift	Yes, weekly	Yes, before first use on site then monthly
	Fixed RCDs	Yes, daily/every shift	Yes, weekly	Yes, before first use on site, then 3-monthly (portable RCDs – monthly)
	Equipment site offices	Yes, monthly	Yes, 6-monthly	Yes, before first use on site then yearly
Heavy industrial/high risk of equipment damage (not construction)		Yes, daily	Yes, weekly	Yes, 6–12 months
Light industrial		Yes	Yes, before initial use then 6-monthly	Yes, 6–12 months
Office information technology rarely moved, eg desktop computers, photocopiers, fax machines		No	Yes, 2–4 years	No if double insulated, otherwise up to 5 years
Double insulated <input type="checkbox"/> (Class II) equipment moved occasionally (not hand-held), eg fans, table lamps		No	2–4 years	No
Hand-held, double insulated <input checked="" type="checkbox"/> (Class II) equipment, eg some floor cleaners, some kitchen equipment		Yes	Yes, 6 months – 1 year	No
Earthed (Class I) equipment, eg electric kettles, some floor cleaners		Yes	Yes, 6 months – 1 year	Yes, 1–2 years
Cables, leads and plugs connected to Class I equipment, extension leads and battery charging equipment		Yes	Yes, 6 months – 4 years depending on type of equipment it is connected to	Yes, 1–5 years depending on the equipment it is connected to

Falls

Falls are often discussed along with slips and trips but they are very often much more serious - and potentially fatal. Falling from height, falling into an excavation or falling from a vehicle are some common workplace accidents that can all be avoided by proper planning, assessments, training and

supervision. You must remember that what you might fall onto is also an important consideration when considering the potential risk of completing a task at height. Even falls from vehicles and cabs should be considered as these are also a common cause of workplace injuries.

Before any work at height is undertaken it must be suitably assessed to either avoid doing it at all or to work out the best and safest way to complete it. This includes the use of ladders through to scaffolds and access equipment. You are encouraged to speak to our safety advisors when planning any height work or before engaging contractors to complete this work for us.

Employees working in unfamiliar locations or construction environments are particularly at risk and information on location hazards should be sought before starting work in the form of an induction.

Fire Safety

Accountability

The Directors have ultimate responsibility for fire safety at our own premises. Day to day responsibility for managing fire safety in our buildings is the responsibility of the Directors. The Director, assisted by the Safety Advisors will ensure assessments are 'suitable and sufficient'.

The Directors are responsible for ensuring any points identified as a result of completing the fire risk assessment are addressed. Our fire safety policy is prepared to ensure the safety of anyone at our premises.

Statutory Fire Safety Obligations

The Regulatory Reform Fire Safety Order places specific duties on our business. In the interest of fire safety we must comply with our duties.

Responsibility

The Directors must ensure our fire safety information is brought to the attention and observed by staff, contractors and visitors. Every member of staff must participate in fire safety training.

As an employee we rely on you to help maintain our fire safety standards. You must report any unsafe condition or damaged/missing equipment to your manager.

Our fire safety arrangements must be continuously assessed to ensure these are satisfactory. Anything likely to have an adverse effect on our fire safety arrangements must be reported and/or rectified immediately.

If you are in any doubt regarding your duties and responsibilities, please ask.

Automatic Fire Detection – (AFD)

The purpose of an audible alarm system is to warn all the occupants of a potential fire emergency. The simplest type of alarm is a shout, whistle or bell which is easy to arrange and low cost. The serious limitations of this are that it only works when someone is there to operate it, the alarm is only heard locally and the bell or whistle can be lost or removed.

The best alarm system that can be designed and installed will have;

- an electrical supply, independent of the building
- a battery back up on a trickle charge from the mains
- hard wired cables, protected from heat and potential damage
- call points to operate the alarm (red break glass boxes)
- an audible and visual signal, distinctive from any other sound in the building
- a central panel or indicator board

To classify the system as an automatic fire detection system (ADF) it will require smoke or heat detectors that activate the system independently of people using the manual call points, there providing the most reliable and earliest warning of a fire emergency to enable safe evacuation and to limit property damage.

The type of detector used in a building is extremely significant and you should take advice from a competent person – usually the alarm installer who will follow and interpret the main guidance as set out in BS5839. This will usually be a combination of different types of smoke and heat detectors.

The number, type and positioning of detectors as well as the number and location of sounders, how loud they must be and how far apart they are is all prescribed in the guidance.

You may need to consider additional sounders, strobe lights or vibrating alarms if you are responsible for permanent staff or vulnerable people who may not be notified by the existing alarms. If you receive visitors who have a disability you must make provision for their safe evacuation in an emergency. This could involve for example a pendant alarm or a buddy system.

Automatic systems must be installed where the fire detection system is intended to protect life – most commonly in offices, care settings, hotels etc. This system is categorised as type ‘L’ and graded LI-5, LI being total coverage in all parts of the building. An automatic system that is designed to protect property is categorised as type ‘P’ and is rated PI-2. Your system should be clearly identified and be suitable for the type of operation you have. The best advice is to consult your alarm installer to ensure this is achieved and you comply with all aspects of BS5839 which governs alarm installations.

Your system is likely to be zoned and staff must be trained to recognise the difference between and importance of fire zones. Dividing the building into zones aids the quick identification of a fire and although these will follow compartment walls they may not have to be in line with physical features of the building. There should be a list or map of the zones by the fire panel to help identify each area quickly and easily.

Alarm systems are either single-stage or two-stage systems. A single stage alarm will activate in the whole building as soon as a fire is detected. A two-stage system notifies of an alarm activation by an intermittent or local alarm, giving staff a chance to check the zone for a fire before either silencing or activating a full alarm. Fire training must reflect the type of alarm system you have and all staff must be trained to react in accordance with the type of alarm installed.

False Alarms

False alarms have an effect on how people behave and react to alarms and can pose a significant problem for wardens and those managing fire safety arrangements. All false alarms should be investigated and recorded. Common causes can be;

- insects
- steam
- cooking
- dust
- hot work
- smoking

If alarms are continually activated then you should consult with your alarm company to decide what action to take – including changing the type of detectors. The Fire and Rescue service can take action against you if multiple alarms calls are answered and of course you may cause the delay of the service to a real emergency elsewhere.

Testing

The testing of all parts of the AFD system is a legal requirement and will require a planned and preventative maintenance schedule. If the system is directly connected to an alarm service or centre then the testing sequence should be documented and staff will require training to undertake a test. This will include isolating the system or taking it ‘off-line’ for the duration of the test and reactivating it after the test is completed.

A suitable schedule of testing and maintenance would include;

Daily inspection
Check the fire panel is in normal operation
If there is a monitored direct line – this should be checked
Weekly inspection
Activate system from a call point in rotation (test each unit over 13 weeks)
Record the activation in the fire log
Visual inspection of batteries
Quarterly inspectio
Sign off any defects, check batteries and connections
If applicable test secondary batteries
Check alarm functions and control panel
Check all call points and detector positions are unobstructed and unaffected by structural changes
Annual inspection – by qualified person
Repeat all quarterly tests
Operate each detector
Visual check of cables and fittings
Three yearly
Service test under Regulations for Electrical Installations
Following a fire
Test each detector that may have been affected by the fire

All these events should be recorded in the fire log.

Smoke Vents - although not part of the *alarm* system, if you have these they are connected to the alarm activation and will require servicing and checking on a regular basis.

Fixed Fire Fighting Systems – sprinkler systems will activate automatically in the event of a fire. If these are installed a separate procedure and maintenance schedule is required to cover this equipment.

Gas Safety

We use gas for central heating in the workshop and offices.

We acknowledge our duties as explained by the Gas Safety (Installation and Use) Regulations and the Provision and Use of Work Equipment Regulations and intend to satisfy all statutory duties placed on us. Faulty gas appliances, pipes or fittings have potential to cause fire or explosion. Poorly maintained equipment can cause harmful fumes with the potential to kill.

We aim to comply with these regulations by adopting the following procedures

- all gas appliances will only be serviced by a Gas Safe Registered engineer,
- we will periodically monitor the workplace to ensure there is no visible damage to gas pipework, fittings or appliances,
- if any employee smells gas or detects a leaking pipe they must report this to enable us to rectify any fault and eliminate any risk,
- we will ensure all gas equipment and operations involving any gas under pressure will be properly assessed for fire and explosion risks and that staff using the equipment are properly trained.

If you smell gas

- **don't panic,**
- **avoid using switches,**
- **avoid use of ignition devices or naked flames,**
- **open windows to ventilate the room if possible,**
- **shut off the gas at the meter,**
- **report the incident immediately,**
- **evacuate the building,**

GAS EMERGENCY CONTACT TELEPHONE NUMBER

0800 111 999

Hazardous Substances

A hazardous substance can present itself as a liquid, dust, fume, gas, powder, solid or as a bacteria, virus or bodily fluid. Injury or ill health can be caused through substances absorption through skin or eyes, ingestion, inhalation or skin puncture.

The Control of Substances Hazardous to Health (COSHH) Regulations, require that we assess and control exposure to hazardous substances defined in these regulations. (Some substances are covered by other regulations – such as medicines, asbestos and lead).

We acknowledge our duty and will assess the risk from exposure to employees or other persons to substances we use, store or create.

We will do this by adopting the following course of action;

- maintain a register of substances we use or create
- evaluate the risk to health of each substance
- decide what precautions are required to be implemented
- record assessments

- provide information and training to those who are or may be at risk
- decide when the assessment needs to be reviewed

When completing the risk assessment of the substance we will consider;

- the number of people affected
- the risk to health – especially consider pregnant and young persons
- how to prevent exposure
- how to reduce the frequency or duration of exposure
- what other steps might be required to achieve a suitable control of exposure – e.g. information, instruction, training, personal protective equipment

For man-made substances, the material safety data sheets (MSDS) will be filed with the substance register and used to complete the risk assessments. For other substances, such as bodily fluids, viruses, bacteria and dusts more detailed assessments or monitoring techniques may be required to establish the level of risk.

Some substances present a low risk if used in isolation, however if combined with other substances can create a significant hazard. Employees must read and understand safety information provided on the product packaging and on the safety data sheet.

We will ensure that anyone required to undertake assessments receives suitable training and instruction and is therefore competent.

In certain circumstances the risk assessment may determine that employees require expert advice and monitoring. This may include:

- sampling or personal monitoring to determine air quality
- health surveillance to establish any effects on personal health
- engineering controls such as ventilation systems

Wherever this is the case, a policy and procedure will be prepared and communicated to those involved.

The assessments must be reviewed regularly, the intervals between review must be commensurate with the potential for harm, e.g. less harmful products should be subject to a formal assessment every 2 years, others more often. Records connected with ill-health must be kept for 40 years.

Following a standard hierarchy approach to control measures, 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. Where it is used as a control measure – the type, design and BS EN standards should be recorded in the assessment.

Where we engage contractors, similar approaches to assessment and control of exposure should be expected, for example cleaners using their own chemicals would be responsible for completing their own risk assessments and arranging for safe storage.

Storage locations for hazardous substances should be 'suitable' and information on safe storage is obtained from the data sheet. Typically, chemicals should be kept with consideration to ventilation, temperature, spillage, security arrangements, away from food production and product and unauthorised persons – e.g. vulnerable adults and children.











Those using hazardous substances should be familiar with the symbols used to identify the types of hazard associated with the products. These are detailed below. Some substances can cause serious skin problems – such as dermatitis. These should always be reported and investigated and may be reportable as occupational diseases under the RIDDOR regulations.

Substances should never be decanted into unmarked containers and they should be stored with suitable caps and lids.










Further information can be found on the HSE website or in 'COSHH Essentials' – INDG136

Safety data sheets

European symbols

			
Toxic	Very toxic	Harmful	Irritant
			
Highly flammable	Extremely flammable	Explosive	Dangerous to the environment
			
Oxidising	Corrosive		

New International symbols

Products you use may be 'dangerous for supply'. If so, they will have a label that has one or more hazard symbols. S

These products include common substances in everyday use such as paint, bleach, solvent or fillers. When a product is 'dangerous for supply', by law, the supplier must provide you with a safety data sheet. Note: medicines, pesticides and cosmetic products have different legislation and don't have a safety data sheet. Ask the supplier how the product can be used safely.

Safety data sheets can be hard to understand, with little information on measures for control. However, to find out about health risks and emergency situations, concentrate on:

- Part 15 of the sheet, which tells you what the dangers are;
- Parts 4 to 8, which tell you about emergencies, storage and handling.

International symbols will replace the European symbols in 2009. Some of them are similar to the European symbols but there is no single word describing the hazard. Read the hazard statement on the packaging and the safety data sheet from the supplier.

Lone Working (see also policy in Employee Handbook)

Since you cannot be with them in an emergency, (they wouldn't be lone workers if you were) we must go as far as we can in helping employees to help themselves.

Consider protection as consisting of two components; prevention and response. Prevention is achieved by embedding ways in which employees avoid difficult situations in the first place. Response is there when protection fails. While prevention may reduce the number of occasions where a lone worker will get into a situation which will result in their harm, 'reduce' is not the same as 'eliminate', so there will always be a need for response services.

Response with prevention in isolation are still insufficient; adding training and management will result in a culture of safe working, in other words – protection.

Prevention - Prevention starts with a well thought out policy leading to sensible procedures which are developed in consultation with the lone working employees and the manager.

Response - Sooner or later Prevention will fail and an employee will need a Response; and it must be fast and effective.

Training - Training binds Prevention and Response together. Training should cover:

- Application of policies and procedures
- How to make best use of Lone Worker Response devices
- Awareness and how to avoid potentially dangerous situations
- How to manage dangerous situations
- The role of personal responsibility for personal safety

Management

Good management has to balance the needs of the organisation against the needs of the individual. Management must protect the organisation in law with its reputation and effectiveness intact, while protecting the individual employees out on their own in the community, other workplaces or in transit between them.

A manager with responsibility for protecting Lone Workers needs to consider many factors; among them:

- How best to achieve protection for both the organisation and Lone Workers without jeopardising the work they are employed to do?
- What can be done in-house and what can be outsourced?
- How will initial and follow-up training be delivered? In-house or outsourced?
- How will Lone Workers be motivated to always follow the procedures laid down for them, including use of Lone Worker Response services?
- What reports will help manage the contract and how will they be delivered?
- Regular reviews with Lone Workers

Prevention and Response without Training and Management will not be an effective policy because when it is most required to work – it will not keep people safe.

Prevention + Response + Training + Management = Protection

When putting the policy and risk assessment together pay particular consideration 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;
- vehicle and load hazards;
- personal protective equipment required;
- supervision and welfare;
- portable first aid kits;
- availability of first-aider;
- means of summoning help;
- means of raising alarm;
- fire fighting equipment;
- training and supervision;

Manual Handling

Activities involving manual handling can attribute to personal injury if the task is not carried out following simple basic principles. The term manual handling refers to an activity where human effort is needed to perform some of the following (this list is not exhaustive):

- Lifting
- Pushing
- Pulling
- Reaching
- Carrying

We recognise the potential for injury associated with manual handling tasks and where possible will introduce mechanical means for lifting or aids to help avoid excessive effort.

Where it is not possible to avoid manual handling we will assess the risk and provide you with manual handling training appropriate to the tasks you are required to perform whilst at work.

We understand that we all have different capabilities due to differences of strength, previous injuries, nature of the load etc. It is therefore important that if you believe a task is beyond your capability you must ask for help.

All staff will receive moving and handling training to enable them to work safely and we have and maintain a range of mechanical aids to help you lift and move objects safely.

Noise at Work

Noise at work can cause temporary or permanent hearing loss. People often experience temporary deafness after leaving a noisy place, but usually recover their hearing within a few hours. Permanent hearing damage can be caused immediately by sudden, loud, explosive noises, for example, from guns or cartridge-operated machines but hearing loss is usually gradual due to prolonged exposure to noise. People may only realise how deaf they have become when damage, caused over the years by noise, combines with hearing loss due to ageing. Hearing loss is not the only problem. People may develop tinnitus (ringing in the ears), a distressing condition which can lead to disturbed sleep.

The Control of Noise at Work Regulations lay down key limits to noise exposure. These are:

- lower exposure action values
 - daily or weekly exposure of 80 dB
 - peak sound pressure of 135 dB
- upper exposure action values
 - daily or weekly exposure of 85 dB
 - peak sound pressure of 137 dB.

The steps we are required to take depend largely on the level and type of noise exposure. For example, a noise exposure of just over 80 dB-A may only require basic controls and recommended hearing protection for certain tasks. Over 85 dB-A would require more rigorous controls and the establishment of a mandatory hearing protection zone with appropriate health surveillance.

Noise sources in excess of peak sound pressure values will need specific assessment by a competent person and specific controls.

The aim is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees and visitors while they are at work, in relation to noise exposure, and to comply with all relevant legislation, including:

- Health and Safety at Work etc Act 1974
- Management of Health and Safety at Work Regulations 1999
- Control of Noise at Work Regulations 2005
- Control of Vibration at Work Regulations 2005
- Personal Protective Equipment at Work Regulations 1992.

Employer Responsibilities

To ensure that we prevent or reduce risks to health and safety from exposure to noise at work and that our policy will be clearly understood throughout the company, we will:

- assess the risks to employees from noise at work
- take action to reduce noise exposure and, consequently, from risks arising from noise at work
- provide employees with hearing protection, where required, if noise exposure cannot be reduced by other methods
- make sure that the legal limits on noise exposure are not exceeded
- provide employees with information, instruction and training
- carry out health surveillance (*audiometry*) where levels indicate it is required
- review this policy at least annually or more frequently if significant changes occur.

Procedure

To fulfil our responsibilities as outlined above, we will:

- identify all operations within the business where there is a noise risk and who is likely to be affected
- carry out an initial noise survey
- ensure that the risks to employees from noise at work are assessed by a competent person, where we have identified a potential problem
- take the necessary action to reduce the noise exposure that produces these risks, ensuring that the legal limits of noise exposure are not exceeded
- provide employees with suitable hearing protection where noise exposure cannot be reduced enough by using noise control techniques
- provide our employees with adequate information, instruction and training in order to understand the noise risks that they may be exposed to and how to use noise control techniques and the hearing protection provided
- carry out health surveillance where the noise risk assessment has identified there is a risk to health
- review, and amend as necessary, the noise risk assessment on an annual basis, when significant changes or accidents occur or when we have any reason to believe the assessment is no longer valid.

Occupational Health

Health surveillance is the early detection of adverse health risks associated with a work activity. It allows staff 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.

Louisa Godfrey has qualifications in Mental Health Awareness and she is responsible for supporting the mental health of all employees. External occupational health services will be engaged, where appropriate, to support employees who are assessed as requiring specific help after initial screening. Particular attention will be paid to noise, vibration and respiratory issues.

Personal Protective Equipment

Personal protective equipment (PPE) is the generic name given to items of protective clothing and equipment used by individuals to control their exposure to hazards. Where it is not reasonably practicable to control exposure to hazards by any other means, we will provide you with suitable PPE free of charge.

We will determine where, when and what PPE needs to be used when we conduct risk assessments. We will also identify any standards that apply to the PPE that you will need to use.

Items of PPE will be selected to be compatible and, wherever possible, you will be consulted during the selection process.

If you are required to use PPE, we will ensure that you are instructed in its use, maintenance and storage and, where necessary, that you are provided with written information. You will also be told how you can obtain replacements. PPE damaged through natural wear and tear will be replaced free of charge. You will be charged for equipment damaged through negligence or lost.

Areas where PPE must be used will be identified through the completion of risk assessments and the appropriate warning signage will be displayed. You are responsible for using PPE as directed.

PPE is issued by the Directors and you will be required to sign to acknowledge receipt. All PPE remains our property and must be returned on leaving.

If you experience problems using PPE you should bring this to the attention of the Directors immediately.

Failure to wear PPE as identified in risk assessments or as instructed by us is a serious breach of our health and safety rules. It will be considered as gross misconduct, which could lead to summary dismissal.

Subcontractors engaged to work on our behalf and contractors engaged to work on our premises are responsible for identifying in their risk assessments the need for PPE to be used. They are also responsible for providing their employees with any PPE they need and for enforcing its use.

We reserve the right to exclude from our premises any person not using the PPE needed to ensure their health and safety.

Risk Assessment

A *risk assessment* involves identifying the *hazards* present in the work place or arising out of any work activity and *evaluating* the extent of the *risk* involved to employees and others, taking into account the number and type of people exposed, the duration and frequency of the exposure and the effectiveness of existing precautions.

A *hazard* is something with a potential to cause harm – examples are provided below and they also include methods of work and the work environment.

A *risk* is the likelihood of harm from a hazard being realised. As noted, overall risk increases where more people are involved, those people are vulnerable, the frequency of the activity increases or the potential severity of harm is greater.

Assessments can involve a quantitative evaluation of risk using numbers, e.g 1-5 or 1-10, or a qualitative evaluation by using high, medium or low. Some situations simply record a hazard and a control measure. There is no one correct method as to how to document assessments.

The Management of Health and Safety 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 key to completing an assessment is therefore to be thorough,

- ensure you are properly trained and experienced to understand the hazards and activity being assessed
- involve colleagues and people familiar with the task – it does not have to be completed by just one person
- familiarise yourself with the Company policy, legislation and guidance
- consider relevant inspections, audits and any historical accidents or incidents
- consider different times of the day and environmental conditions
- ensure that you consider all the potential hazards and all the ways that people might be harmed
- use the specified forms provided along with the preferred evaluation method for calculating risk

If you feel that you are out of your depth – ask for help.

Completing the Assessment

This guidance follows the Health and Safety Executive’s own information outlined in INDG163 Five Steps to 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 employees as they may have noticed things that are not immediately obvious to you. Consider *all* the various tasks undertaken by the business and consider the different locations where they occur. The most significant hazardous activities may not be immediately identified – ask questions!

STEP 2 – Identify who may be harmed and how

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

- employees
- members of the public
- contractors on the premises
- visitors
- volunteers
- unauthorised persons

Pay particular attention to vulnerable persons, e.g. those with disabilities, female employees who are pregnant or who have recently returned to work after having a baby, inexperienced employees, young persons under 18 years and children.

Think about how they might be harmed, it is your duty to explain this to those exposed ‘in a way they can understand’. Consider different types of hazards;

- mechanical
- physical
- ergonomic
- physiological
- transport
- access
- hazardous substances
- fire, smoke and explosions
- particles, fumes and dust
- biological
- lifting and handling
- electrical
- environmental factors – noise, lighting, temperature, dust, vibration etc.
- the individual
- organisational factors

This list is not exhaustive but indicates the detail required. The last two factors are often both the most significant and most overlooked. The individual has a huge impact on the overall risk. You must consider their level of training, attitude, work rate and tendency to work in an unsafe manner. The organisation – i.e. the Company arranges maintenance, levels of supervision, training, provides safety information and provides equipment. If this is poorly managed or not provided, risk will increase.

STEP 3 – Evaluate risk and decide on precautions

Evaluate the risks arising from the hazards and decide whether existing precautions are adequate or if more needs to be done. When evaluating the risk, consider the chance of harm occurring (i.e. the likelihood), the severity (or consequence), the number of people who could be affected and if relevant, the frequency of the activity.

Even after all precautions have been taken a *residual risk* is likely to remain. Ensure the precautions in place meet regulatory requirements, Company standards and best practice and that you have reduced 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 a hierarchical approach along the following principles:

- Eliminate the hazard
- Reduce the hazard
- Prevent contact with the hazard
- Introduce a safe system of work
- Increased supervision
- Provide personal protective equipment

STEP 4 – Record your findings and implement them

Once the level of risk has been determined and the controls have been agreed, an action plan should be drawn up with timescales for implementation of the control measures.

The assessment must be documented since these provide evidence that something has been done. Keep old assessments for future reference – (ideally 3 years). Line managers must communicate the findings to employees involved in activity and record this on a training matrix. Observe activities periodically to ensure that the control measures have been implemented and are being followed.

Remember that information on assessments may also be required to be given to contractors, new starters, to employees changing roles or as part of on-going or developmental training. Records must be kept.

STEP 5 – Review the assessment and update it if necessary

A review will be required following;

- the results of monitoring (e.g ill-health, accidents, audits) where results are adversely not as expected
- a change of process, work methods, shifts or materials
- a change of personnel
- changes in legislation or best practice
- introduction of new plant or machinery
- passage of time – as set out in the review schedule

As in step 4 – changes must be communicated and recorded.

A number of our work tasks will be required to be documented in a safe system or work or method statement. The risk assessments will used to identify hazards and a step by step guide will be documented to enable the task to be undertaken safely with minimal risk.

Vehicles & Drivers

Operating or working on or under vehicles and moving around the job as a pedestrian is hazardous and can result in fatal accidents. It is therefore of paramount importance to follow the clients rules and company policies when involved with vehicles.

Lorries, trailers, customer vehicles, forklifts and cars all pose a significant hazard to employees and visitors.

We will complete a risk assessment for vehicle movements and regularly review the controls in place to keep everyone safe. You must not put yourself at risk and follow any rules.

Segregated routes and designated parking areas will be identified and these must be used. Visitors and contractors must be properly inducted and have the hazards clearly explained to them. You must consider whether your visitor or contractor needs to be escorted and they must always wear the mandatory PPE set out in their induction.

Speed limits have been established and displayed and they must be adhered to.

You must not drive any vehicle without the express permission of the Directors and only when suitably trained and insured to do so.

Drivers are responsible for ensuring that:-

- daily and weekly safety checks are completed;
- they are seated and using safety belts;
- visibility is clear all round;
- speed limits are adhered to at all times;
- road and weather conditions are taken into account and driving altered accordingly;
- the vehicle carries a first aid kit and fire extinguisher;
- the vehicle carries no more than the permitted number of passengers – employees only;
- smoking is not allowed;
- the Directors are informed immediately about any driving convictions;
- they do not drive whilst under the influence of alcohol or drugs;
- they do not drive whilst taking medication that could affect their ability to drive safely.

Accidents

In the event of an accident, ensure that all persons involved are safe and comfortable. Call the appropriate emergency services if needed. Notify the Director as soon as possible.

If questioned by a Third Party, accept no liability.

All damage, however slight must be reported to the Director.

Work Equipment & Access Equipment

The term work equipment is used to describe machines, tools, installations or equipment used for completing work whether owned or on loan/hire. The term is broad and applies to any work equipment we use. Access equipment is also work equipment but usually requires specific controls, maintenance and training to enable its safe use.

We acknowledge our duties as stipulated in the current edition of the Provision and Use of Work Equipment Regulations (PUWER) and intend to satisfy these duties by adopting the following procedures:

Selection

A needs analysis will be conducted before acquiring any work equipment taking into consideration many aspects including the task the equipment is required to perform, where it is to be used, anticipated volume of work, operators training needs, safety etc.

Equipment will only be sourced from reputable dealers. Safety devices fitted such as emergency stop buttons, guard's etc. must comply with current European standards for like machinery.

Assessment

A risk assessment will be conducted before use of any new work equipment commences. The outcome of the assessment will help determine if the equipment is safe for use or if additional control measures are required for user safety and for the safety of others.

Training

Training will be provided for employees and anyone else authorised to use our work equipment. Training and supervision will continue until such a time when a user is deemed competent and supervision is no longer needed.

All training will be overseen by the Director and training records maintained.

Maintenance and Inspection

All work equipment is subject to wear and the possible occurrence of faults, it is therefore necessary we monitor and maintain equipment regularly. Manufacturer's recommendations will be followed for maintenance and inspection frequencies unless the scope of our work dictates these need to be changed, we will if necessary introduce our own maintenance and inspection program and regime.

We will ensure any statutory inspections or examinations are completed on time.

We appreciate that preventative maintenance is better than equipment failure; consequently we rely on managers and users of our work equipment to follow the adopted maintenance and inspection regime we decide upon.

Some maintenance tasks will be beyond the capability of employees, this we understand and it is the responsibility of managers to identify such tasks and to appoint suitable contractors to conduct or assist with tasks.

We expect all work equipment users to conduct a before use check to confirm equipment is safe for use. If problems are identified these must be reported to ensure a repair is arranged. All faulty or damaged equipment must not be used until a suitable repair has been completed.

Records

To help manage maintenance, inspection and repair of our equipment we will record all events and maintain documentation to support this. Any work conducted by contractors must be included.

Safety

You must not use work equipment if:

- you have not received appropriate training,
- you are unfamiliar with the operation,
- the equipment is faulty or you identify a fault,
- there is insufficient room around the equipment to work safely,
- safety devices such as guard's are not in place or are damaged,
- you need PPE and none is available,

Working at Height

We recognise the dangers of working at height and acknowledge our duties as stipulated by the Working at Height Regulations. As an employee you must understand that working at height is one of the biggest causes of major injuries and fatalities every year. Therefore wherever possible we will avoid the need to work at height and where we have to – ensure it is properly risk assessed and follows a logical and prescribed hierarchical approach.

Hazards

There are many hazards involved with working at height, most of which are simple to avoid, they involve, in the office and workshop amongst other things:

- Correct use of steps, ladders and 'step up' stools
- Do not climb on chairs, tables or racking
- Do not over reach when using equipment

Our work is potentially much more hazardous and must be suitably assessed by a competent person. The 'hierarchical approach' is the step by step process of managing risk as set out in the HSE guidance. In summary, this involves;

- preventing falls by using safe and correct equipment
- reducing the distance and consequence of any potential fall
- providing good safe access to get to where you need to go
- checking the equipment – not ignoring defective or damaged kit
- not overloading or over reaching
- protecting the area below
- planning for emergencies or evacuations

Training

All employees required to work at height will undergo training applicable to the method selected for working at height and for the environment in which the work occurs. Training will be periodically repeated to help maintain skills and competence. Information relating to each task undertaken by us and along with a comprehensive list of associated hazards, general and common to the work location will be conveyed prior to the commencement of each activity.

Procedures

We understand that we must do all that is necessary to prevent anyone falling. Employees and others required to work at height must follow safe working practices. When working at height we will appoint a competent person to take charge, they will prepare a method statement and risk assessment for the work. Safety procedures must be understood by all workers involved and be in place prior to starting any work.

Working at height assessments and controls are also required where there is a risk a falls at ground level – eg on a loading bay, raised storage area or walkway. Before undertaking any significant work or activities in these areas, safety briefings will be required and suitable controls must be in place. Refer to the W@H assessment form and ask our safety consultants for help if required.

Work Related Stress

Godfrey Group Facilities Ltd has a responsibility for the health, safety and welfare of its staff and recognises that their well-being is important to its success. The prevention and effective management of stress is the responsibility of the Directors who will require assistance from employees.

We believe that all employees have the right to expect that their working conditions and relationships will be such that they do not result in prolonged stress symptoms.

This policy and procedure is an indication that we are committed to:

- Preventing in so far as practicable employee stress resulting from work practices, excessive workloads or interpersonal relationships within the workplace.
- Where work-related stress does occur, taking steps to minimise the impact of this stress on individuals.
- Providing training and support to help the Directors and employees understand and recognise the nature, causes and management of work-related stress, and to prevent or minimise work-related stress.

The Director will continuously assess and monitor the work-related stress levels of their staff through:

- Formal and informal supervision of staff members
- Formal performance appraisal of staff members
- Formal and informal meetings / discussions with staff members
- Formal and informal performance / conduct / absence management
- Meetings / discussions with employees
- Investigation of comments / complaints from staff members
- Investigation of accidents, injuries, diseases, dangerous occurrences and other incidents

If the work-related stress levels of one or more staff members appear to be rising, the Director will take appropriate action.

The Director will provide reasonable support to all staff members who are absent from work due to work-related stress, in order to assist their return to work.

Staff members have responsibility for their own work-related stress levels, and should try to help themselves and their colleagues wherever possible. Staff are encouraged to make suggestions for reducing work-related stress.

Staff should discuss any problems with their Manager. If the manager is a cause for stress, staff members may contact a head office or an alternative senior person. Normally, staff members should try to resolve problems informally. If the result of an informal approach is unsatisfactory, staff members may raise the issue formally.

Staff should accept opportunities for counselling etc, when this is recommended.

Recognising the symptoms of stress in others:

- Increases in overall sickness absence, particularly frequent short term sickness absence
- Poor work performance: less output, lower quality, poor decision-making
- Changes in relationships at work: conflict between colleagues
- Changes in staff attitude and behaviour: loss of motivation or commitment, poor time-keeping, working longer hours but with diminishing effectiveness
- Lack of enthusiasm
- High accident rates

In yourself

- Tiredness, aching muscles, disturbed sleep
- Loss of appetite, indigestion, stomach problems
- Loss of sexual drive
- Dependence on alcohol or drugs, excessive smoking
- Headaches

- Inability to relax
- A sense of being out of control
- Difficulty retaining information
- Poor concentration and indecisiveness
- Worrying
- Increased irritability
- Increased incidence of frequent short term sickness absence
- Change in attitudes to work / colleagues
- Feeling anxious or depressed

Some of these symptoms may not be stress related but could indicate a more serious underlying condition. If the symptoms persist please consult your GP.

Work Related Violence

We accept the Health and Safety Executive’s definition of work-related violence i.e. a violent incident is:

“any incident in which a person is abused, threatened or assaulted in circumstances relating to work.”

We consider that work-related violence is unacceptable and our aim is to reduce to the lowest reasonably practicable level, the likelihood of you being exposed to violence and aggression while at work.

We will identify all activities where there is the potential for work-related violence and will ensure that the risk assessments for these activities consider the hazards of violence and aggression. This will include activities involving direct contact with members of the public or involving the handling of money and/or desirable goods.

Where you may be exposed to risks of work-related violence, we will inform you of the findings of the relevant risk assessments and we will seek to reduce these risks to the lowest reasonably practicable levels by implementing engineered and procedural control measures. Where we identify that training and instruction will help to reduce risks, you will be provided with such training. This will include, but will not be limited to:-

- how to identify potential incidents of violence before they happen;
- how to prevent incidents from developing;
- appropriate behaviour for providing non-confrontational services to public;
- actions to take in the event of a violent incident.

If you feel that you are losing control of a situation or that the other person is becoming aggressive, you should try to withdraw and obtain assistance. The type of assistance provided will depend on the situation.

If the Director considers that it is the best way to calm a situation, an aggressive person will be asked to leave the premises.

If it is believed that an aggressor is in possession of an offensive weapon then the police will be called immediately (preferably unknown to the aggressor). You should not attempt to disarm an assailant unless personal injury is imminent. You should not pick up an object to use as a weapon except in self-defence.

Your safety and that of members of the public are paramount and entirely outweigh the value of any money or property that could be stolen. You are not expected to foil a raid or to try to prevent theft, if doing so would put any person's life in danger.

All incidents involving work-related violence or aggression must be recorded. This applies to incidents where there are no injuries as well as to those where injuries occur.

Younger Workers

We recognise our requirements under The Management of Health and Safety at Work and we will carry out a specific risk assessment for young persons (those under 18), taking into account:

- inexperience, lack of awareness of risks and immaturity of young people;
- the workplace and equipment;
- the nature and degree of exposure to harm;
- organisation of processes and activities;
- training and competence.

Employee Rules

Your duties and responsibilities are explained in other parts of our health and safety policy, the intention of the following section is to communicate employee general rules. These apply to all employees that work with us.

In the interests of health and safety it is important that you cooperate with us and follow these rules. As an employee you are responsible for the safety of yourself and that of others. The Director & Designated Person must ensure that rules have been communicated and are enforced. Ignorance or breach of any safety arrangements we have introduced may lead to disciplinary action up to and including summary dismissal for gross misconduct.

General Work Procedures and Rules

You must:

- understand your responsibilities as an employee and comply with any rules and procedures that apply to you,
- not use equipment until we have provided you with the necessary training and authority for use,
- make full use of any guards and safety devices,
- not operate any equipment if under the influence of drugs or alcohol,
- not willingly cause damage to any work equipment,
- use any personal protective equipment we provide and deem necessary for specific tasks,
- use suitable footwear for your employment,
- not endanger your safety or the safety of others,
- help achieve and maintain high standards of housekeeping,
- not interfere with any safety arrangements or equipment we provide,
- observe the total no smoking policy,

- only use your mobile phone when it is safe to do so, you must not use mobile phones when operating machinery,
- not bring any personal electrical devices into work without the permission of your manager,
- report any faults or unsafe conditions,

Personal Health

You must:

- inform us of an injury, condition or illness that may affect your ability to conduct work safely or affect the safety of others,
- inform us if you are taking prescribed drugs or medicines that may affect your performance at work,
- report any incident, injury or ill health you believe has been caused at work,
- inform us of any illness or condition that you believe could be affected further as a result of our work,
- ensure any injuries or wounds receive appropriate attention,

Fire Safety - You must:

- be familiar with and follow our fire safety procedures,
- cooperate with us and participate with fire safety drills,
- not misuse or interfere with any portable firefighting equipment or any other fire safety devices,
- not obstruct any escape routes or exits,

Drugs and Alcohol - You must:

- inform us if you have personal issues with drugs or alcohol,
- not under any circumstances attend work if you are experiencing the effects of alcohol or illegal drugs,
- not under any circumstances consume alcohol or use illegal drugs whilst at work,

Gross Misconduct

We expect employees to act responsibly at work and comply with our safety policies, rules and procedures. Failure to act responsibly may result with disciplinary action procedures being enforced ultimately leading to dismissal for acts of gross misconduct.

Examples of reasons for dismissal are as follows:

- failure to comply with risk assessments,
- wilfully causing damage to work equipment,
- wilfully interfering with safety devices or equipment including:
 - fire safety equipment,
 - removal of safety guards,
 - using company equipment without due care and attention, including driving at excessive speeds,
 - safety signs and instructions,
- smoking in no smoking areas,
- misuse of hazardous substances.

- act of abuse or violence.

Key Holders

When routinely unlocking and securing the building, or accessing the building out of hours, keyholders must consider their safety from the risk of violence – either from persons on the job or following a break in, or where there could be a risk from live services, fire or damaged property.

Keyholders should not attempt to enter the building alone if;

- There are signs of a break in – i.e. forced entry, broken locks or glass
- The alarm is sounding – fire or intruder
- They otherwise suspect there may be someone else nearby

The keyholder should delay entry until escorted by the police, service contractor or other member of staff. In all cases – proceed with caution.