



Health and Safety Policy

February 2022

worknest

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INTRODUCTION

I. INTRODUCTION

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

Bespoke Cleaning Services are committed to managing health and safety effectively to protect our employees and other persons with whom we interact because we recognise that we have not only a moral and legal duty but also that our employees are our greatest asset.

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

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

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

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

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

This Policy has been created by the named consultant from Worknest with the co-operation of our staff. They have signed the Policy to confirm that at the time of creation it is suitable, sufficient and relevant to our circumstances and operations. Our nominated responsible person has signed the Policy to confirm that it is a true reflection of the activities and operations that we undertake and the circumstances in which the company operates.

Creation Date	Signed on behalf of Worknest	Confirmed
7th May 2021	Rebecca Graham	Jackie Woodall

POLICY REVIEW

This Health and Safety Policy will be reviewed annually by Worknest in conjunction with our nominated responsible person.

As each review is completed it will be signed off by the consultant from Worknest and confirmed by our nominated responsible person.

Review Date	Signed on behalf of Worknest	Confirmed
25 th February 2022	Edwad Mucha	Brian Ramsay

DOCUMENT CONTROL

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

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

Register

Copy Number or Reference	Location kept
V2	G DRIVE/OPERATIONS/COMPANY POLICIES/2022 Also kept on Portal – Customers and Employee files

AMENDMENT RECORD

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

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

Date	Section	Ref /Title	Details of amendment made	Change made by
25/02/22	All	All	Amended branding and reflect company name change.	Edward Mucha

LEGISLATION

Extracts of relevant legislation are provided for ease of reference on the Worknest webpage. Full copies of relevant legislation are available on the Office of Public Sector Information web page (www.opsi.gov.uk) and the National Archives (www.legislation.gov.uk)

GUIDANCE

Guidance on a number of health and safety issues can be accessed by logging onto the Worknest webpage which we hope you will find useful as a quick reference source.

Should you require further advice or assistance not available here then remember that advice on any health and safety issue is available from the Worknest advice line - **Tel: 0345 226 8393**

FORMS

Relevant forms and templates that may be utilised can be accessed by logging onto the Worknest webpage.

POLICY STATEMENT

2. HEALTH AND SAFETY POLICY STATEMENT

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

In order to discharge its responsibilities, the management will:

- Bring this Policy Statement to the attention of all employees
- Carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- Communicate and consult with our employees on matters affecting their health and safety
- Comply fully with all relevant legal requirements and codes of practice in the UK

- Eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- Encourage staff to identify and report hazards so that we can all contribute towards improving safety
- Ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- Maintain our premises, provide and maintain safe plant and equipment
- Only engage contractors who are able to demonstrate due regard to health & safety matters
- Provide adequate resources to control the health and safety risks arising from our work activities
- Provide adequate training and ensure that all employees are competent to do their tasks
- Provide an organisational structure that defines the responsibilities for health and safety
- Provide information, instruction and supervision for employees
- Regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement.

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

Signed:



Dated: 25.02.2022

Name: Brian Ramsay
Director

Position: Operations & HSEQ

ORGANISATION FOR HEALTH & SAFETY

3. ORGANISATION FOR HEALTH AND SAFETY

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

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

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

Managing Director

Operations & HSEQ Director

Supervisors

Fire Marshals

Employees

Contractors

Health & Safety Committee

Worknest

HEALTH AND SAFETY RESPONSIBILITIES

4. HEALTH AND SAFETY RESPONSIBILITIES

Managing Director

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

The Managing Director will ensure that:

- Our Health and Safety Policy is implemented, monitored, developed, communicated effectively, reviewed and amended as required
- A health and safety plan of continuous improvement is created and senior management monitor progress against agreed targets
- Suitable and sufficient funds, people, materials and equipment are provided to meet all health and safety requirements
- Senior management designated with health and safety responsibilities are provided with support to enable health and safety objectives to be met
- A positive health and safety culture is promoted and that senior management develop a pro-active safety culture which will permeate into all activities undertaken and reach all personnel
- A system of communication and consultation with employees is established
- Effective training programmes have been put into place.

Operations & HSEQ Director and Operations Director

The Operations Directors will ensure that in their areas of control:

- They actively lead the implementation of our Health and Safety Policy
- They supervise their staff to ensure that they work safely, providing increased supervision for new and young workers
- Safe systems of work are developed and implemented
- Risk assessments are completed, recorded and regularly reviewed
- Accidents, ill health and 'near miss' incidents at work are investigated, recorded and reported
- They communicate and consult with staff on health and safety issues
- They encourage staff to report hazards and raise health and safety concerns
- Safety training for staff is identified, undertaken and recorded to ensure staff are competent to carry out their work in a safe manner
- Issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented
- Premises, plant and work equipment are maintained in a safe condition
- Statutory examinations are planned, completed and recorded
- Personal protective equipment is provided, staff instructed in its use and that records are kept
- Adequate arrangements for fire and first aid are established
- Any safety issues that cannot be dealt with are referred to the Compliance & Projects Manager for action
- Welfare facilities provided are maintained in a satisfactory state
- Hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures
- Health surveillance is carried out and records are kept
- Contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures
- Health and safety notices are displayed
- Agreed safety standards are maintained particularly those relating to housekeeping
- Health and safety rules are followed by all.

Supervisors

The Supervisors will ensure that in their areas of control:

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

Fire Marshals

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

- Monitor the general fire safety of the area that they have been allocated to

- Check corridors and walkways to ensure combustible materials are not stored there
- Monitor escape routes to see they are kept free of obstructions
- Check that fire doors are not tied, propped or wedged open
- Check that final exit doors are not obstructed
- Check that extinguishers are where they should be and no obvious misuse or defect has occurred.

When the fire alarm sounds, Fire Marshals must:

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

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

Employees

All employees must:

- Take reasonable care of their own safety

- Take reasonable care of the safety of others affected by their actions
- Observe the safety rules
- Comply with the health and safety policy
- Conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- Dress sensibly and safely for their particular working environment or occupation
- Conduct themselves in an orderly manner in the work place and refrain from any antics or pranks
- Use all equipment, safety equipment, devices and protective clothing as directed
- Avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- Maintain all equipment in good condition and report defects to their supervisor
- Report any safety hazard or malfunction of any item of plant or equipment to their supervisor
- Report all accidents to their supervisor whether an injury is sustained or not
- Attend as requested any health and safety training course
- Observe all laid down procedures for processes, materials and substances used
- Observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.

Contractors

All contractors must:

- Take reasonable care of their own safety
- Take reasonable care of the safety of others affected by their actions
- Observe the safety rules
- Submit their health and safety policy and relevant risk assessments to us for approval

- Comply with and accept our health and safety policy, if they do not have one
- Conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- Dress sensibly and safely for their particular working environment or occupation
- Conduct themselves in an orderly manner in the workplace and refrain from any antics or pranks
- Use all equipment, safety equipment, devices and protective clothing as directed
- Avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- Maintain all equipment in good condition and report defects to their supervisor
- Report any safety hazard or malfunction of any item of plant or equipment to their supervisor
- Report all incidents to their supervisor and to us whether an injury is sustained or not
- Attend as requested any health and safety training course
- Observe all laid down procedures for processes, materials and substances used
- Observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.

Health & Safety Committee

The Health and Safety Committee is the consultative body of the company for health and safety.

The Health and Safety Committee will:

- Consider and support the company's policies for health, safety and welfare and assist in monitoring and reviewing their effectiveness
- Consider forthcoming legislation and assess its implications and where necessary to recommend the establishment of rules or the review of existing procedures of any company activity
- Promote health and safety communication and training in the organisation at all levels
- Receive detailed reports of investigations into all reportable accidents, dangerous occurrences and cases of reportable diseases to consider the effectiveness of any action taken to prevent future similar accidents
- Receive a list of all other recorded accidents or occurrences and to consider the effectiveness of any remedial action taken to prevent future similar incidents
- Consider reports of internal and external monitoring of the company
- Ensure trends in accident statistics are identified and to make recommendations for action
- Keep under review communications and publicity relating to health, safety and welfare and where necessary to recommend any improvements or changes
- Consider reports provided by inspectors of the enforcing authority under the health and safety at work act 1974, or any other relevant enforcement authority
- Consider relevant health, safety and welfare matters raised by members of the health and safety committee.

Worknest

Worknest, in agreement with management, provides us with the following services:

- Development of our documentation throughout the period of our contract and keeping it updated for:
 - Changes in health and safety legislation relevant to us
 - Organisational changes which affect our management system.
- A general risk assessment in the first part of the contract that forms the basis of our risk management programme and helps us plan our future actions to reduce risk.
- A consultant visit to train senior managers and to support our implementation of this policy by:
 - Assisting us to complete specific risk assessments
 - Providing further training, as agreed, on relevant agreed topics
 - Reviewing and auditing our health and safety procedures and legal compliance
 - Providing advice on implementing changes and system procedures.

Worknest is also contracted to:

- Fulfil the role of 'competent person', providing advice and assistance on health and safety issues
- Provide for us a telephone advisory service - available 24 hours per day, 365 days of the year
- Provide crisis help if we have a serious accident or incident involving the enforcement authorities
- Provide briefings to help keep us up to date with new and forthcoming legislation.

Organisational Structure Chart

Worknest
External Health & Safety Advisors

Managing Director
Jackie Woodall

Directors

Projects & Compliance Manager

OperationsManagers

Administrators

Health & Safety Committee

Contract Managers

Supevrisors

Cleaning Operatives

HEALTH AND SAFETY RULES

5. HEALTH AND SAFETY RULES

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

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

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

General

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

Working Practices

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

Hazard / Warning Signs and Notices

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

Working Conditions / Environment

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

Protective Clothing and Equipment

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

Fire Precautions

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

Accidents

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

Health

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

Client Site Safety Rules

- All employees visiting or resident on site must ensure they are aware of, and comply with, the site Safety Regulations including the emergency evacuation procedures as laid down by the client of the site.
- All employees must attend the site induction programme before entering the site.
- All employees must ensure they are aware of the fire prevention measures for the site including the procedure for reporting fires.
- Employees must ensure they are aware of the first aid facilities available on site and the location of the Accident Book which must be used to report an accident in addition to our own Accident Book.
- Employees must use the personal protective equipment provided.
- Proper routes and gangways must be used at all times. Avoid short cuts.
- Employees must wear any safety footwear or high visibility clothing as directed or as required by the client.
- Employees must observe and obey all safety signs.

Rules Covering Gross Misconduct

An employee will be liable to summary dismissal if they are found to have acted in any of the following ways:

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

ARRANGEMENTS

6. ARRANGEMENTS

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

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

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

Definitions:

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

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

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

The Accident Book

All accidents resulting in personal injury must be recorded in the company's Accident Book.

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

The Accident Book will be reviewed regularly by senior management to ascertain the nature of incidents that have occurred in the workplace. This review will be in addition to any investigation of the circumstances surrounding each incident.

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

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

Reporting Requirements

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

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

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

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

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

Contact details for the Health and Safety Executive are:

Tel: 0345 300 9923 (Monday to Friday 8:30am to 5:00pm)

Website: www.hse.gov.uk

For further advice on injuries, diseases or dangerous occurrences requiring notification please contact the Worknest Advice Line. (Tel: 0345 226 8393)

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

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

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

Investigation

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

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

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

Communication and Consultation

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

To achieve this objective, we will:

- Establish effective lines of communication
- Involve and consult with employees through:
 - Individual conversations
 - Notice boards
 - Internal publications
 - Staff meetings
 - Health and safety meetings.
- Display the 'health and safety law – what you need to know' poster
- Consult with employees when changes to processes, equipment, work methods etc. are to be introduced that may affect their health and safety.

Where it is not practical to consult with all employees directly and it would be more appropriate to communicate and consult through employee representatives, we will arrange for representatives of employee safety to be elected.

The company will allow all representatives an appropriate amount of time away from their normal duties in order to complete their duties as representatives. We will not hinder representatives in the execution of their normal functions as defined by law.

Contractors

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

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

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

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

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

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

Construction work and the Construction (Design and Management) Regulations 2015

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

- Make suitable arrangements for the management of the project and review those arrangements throughout the project to ensure that they are still relevant
- Ensure that all duty holders that we appoint have the necessary skills, knowledge, training and experience to carry out their roles safely.
- Appoint in writing the principal designer and principal contractor sufficiently early in the project to allow them to carry out their duties properly.
- Notify the HSE in writing for projects that require it
- Ensure that relevant pre-construction information is passed to all designers and contractors
- Ensure that the principal designer and principal contractor carry out their duties
- Ensure that adequate welfare facilities are provided for the contractors
- Ensure that no construction commences until an adequate health and safety plan and construction phase plan covering the work has been prepared
- Ensure that any health and safety file passed to us is kept securely and readily available for inspection by anyone who requires it to fulfil their legal duties, and, if

we choose to dispose of the building, to pass the file to any person or company who acquires the building.

- Cooperate fully with all other duty holders and provide all relevant information and instruction promptly and clearly.

Disabled Persons

The company will give full and proper consideration to the needs of disabled employees and visitors.

To achieve this, the company will:

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

Display Screen Equipment

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

To achieve this objective the company will:

- Carry out an assessment of each user's workstation
- Implement necessary measures to remedy any risks found as a result of the assessment
- Provide adequate information and training to persons working with display screen equipment
- Endeavour to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity
- Review software to ensure that it is suitable for the task and is not unnecessarily complicated
- Arrange for the provision of free eye tests when requested, at regular intervals thereafter and where a visual problem is experienced
- Arrange for the supply, at a subsidised cost up to a maximum limit of £50, for any corrective appliances (glasses or contact lenses) where these are required specifically for working with display screen equipment
- Advise existing employees, and all persons applying for work with display screen equipment, of the risks to health and how these are to be avoided
- Investigate any discomfort or ill-health believed to be associated with the use of display screen equipment and take appropriate remedial action
- Make special arrangements for individuals with health conditions that could be adversely affected by working with display screen equipment.

Employees must:

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

- Report to their departmental supervisor/line manager any discomfort or health concern believed to be associated with the use of DSE (this information will be treated confidentially).

Driving for Work

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

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

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

Implementation

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

Drivers

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

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

- Anything that could affect their driving e.g. Health conditions or injuries, use of prescribed medication
- Changes to licence such as; limitations, offences recorded, period bans
- Vehicle defects that affect ability / safety to drive
- Any accidents / incidents that occurred whilst driving on behalf of the company.

Before driving, drivers must

- Review the need to travel
- Have a valid licence for the vehicle they are driving and for any overseas travel if required
- Ensure valid insurance for business use
- Carry out a pre-use vehicle check
- Allow sufficient time to drive allowing for traffic, poor weather and rest breaks
- Ensure sufficient rest
- Be physically fit, with zero alcohol level and not under the influence of drugs that may affect the ability to drive
- Have had an eye test in last 2 years and be using any required corrective appliance

- Adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety.

Whilst driving, drivers must

- Drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- Take regular rest breaks every 2-3 hours or at first signs of tiredness
- Remain in control of the vehicle at all times
- Not smoke in a company vehicle
- Only use hands free electronic devices e.g. Mobile phone, satellite navigation, mp3 player, when safely set up to do so i.e. Using an appropriate hands-free device
- Follow all safety instructions when taking their vehicle on board ferries, trains or other vehicle-carrying craft, including parking and leaving their vehicle on a vehicle deck and travelling in a designated passenger area while the craft is underway.

Managers

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

- Lead by example, both in the way they drive and by not tolerating poor driving practices amongst colleagues
- Challenge unsafe attitudes and behaviours and encourage staff to drive safely
- Monitor compliance with the driving policy at team meetings, staff appraisals and periodic checks.

Drugs and Alcohol

Alcohol

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

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

Drugs and medication

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

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

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

Medical Examination

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

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

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

Reasonable Grounds

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

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

Electricity

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

To ensure this objective the company will:

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

Employees must:

- Visually check electrical equipment for damage before use
- Report any defects found to their line manager/supervisor
- Not use defective electrical equipment
- Not carry out any repair to any electrical item unless qualified to do so
- Switch off non-essential equipment from the mains when left unattended for long periods
- Not bring any electrical item onto the company premises until it has been tested and a record of such a test has been included in the appropriate record

- Not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage.

Fire

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

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

- Assess the risk from fire at our premises and implement appropriate control measures
- Ensure good housekeeping standards are maintained to minimise the risk of fire
- Provide and maintain safe means of escape from the premises
- Develop a fire evacuation procedure for all buildings
- Provide and maintain appropriate fire-fighting equipment
- Regularly stage fire evacuation drills, inspect the means of escape and test and inspect fire-fighting equipment, emergency lighting and any fire warning systems
- Provide adequate fire safety training to employees, plus specialist training to those with special responsibilities
- Make arrangements for the safe evacuation of deaf or otherwise disabled persons
- Make arrangements for ensuring all visitors are made aware of the fire evacuation procedures
- Display fire action notices
- Keep fire safety records.

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

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

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

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

First Aid

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

To achieve this objective the company will:

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

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

Appointed Person

The Appointed Person duties include:

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

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

First Aiders

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

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

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

First Aid Boxes

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

Hazardous Substances (COSHH)

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

The company will implement the following:

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

Information and Training

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

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

Home Working

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

To achieve this objective, we will:

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

Training

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

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

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

Infection Control

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

- Contact with people (e.g. Diphtheria, TB, MRSA, Norovirus, Gastroenteritis)

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

The company will:

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

Vaccination

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

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

Training and Information

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

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

Staff Illness and Reporting

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

- Skin infections or exposed areas of infestation
- Severe respiratory infection (e.g. Pneumonia, TB)
- Severe diarrhoea
- Jaundice

- Hepatitis
- Chicken pox, measles, mumps, rubella
- Norovirus
- Gastroenteritis

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

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

Confidentiality

Confidentiality will be maintained at all times in relation to an employee who is known to have any infectious disease.

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

Pandemics and Epidemics

When notified that the country is experiencing a pandemic or epidemic, the company will aim to prevent the spread of infection through work-based activities by adopting suitable control measures.

The company will:

- Follow guidance given by government agencies and close work sites if instructed to or if employees or any person is put at risk,
- Undertake risk assessments to identify tasks or situations that may expose individuals or groups to potential risks,
- Monitor any changes to government guidance,
- Manage the risk posed by contractors and visitors visiting the workplace,
- Develop and implement an emergency action plan to deal with any potential outbreaks,
- Allow employees to take part in any government testing,
- Identify, plan and implement controls and safe systems of work to prevent transmission,
- Provide information, instruction and training to those identified at risk,
- Where required, provide personal protective equipment (PPE) and monitor its use and maintenance,
- Organise for the safe cleaning of equipment and, where appropriate, disinfection and thorough cleaning,
- Arrange for safe disposal of any infected materials, and
- Adopt good hygiene practices.

Lone Working

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

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

Particular consideration will be given to:

- the remoteness or isolation of workplaces
- any problems of communication
- the possibility of interference, such as violence or criminal activity from other persons
- the nature of injury or damage to health and anticipated "worst case" scenario.

Information and Training

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

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

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

Manual Handling

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

To implement this policy the organisation will ensure that:

- Manual handling risk assessments are carried out where relevant and records are kept
- Employees are properly supervised
- Adequate information and training is provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution
- Any injuries or incidents relating to manual handling are investigated, with remedial action taken
- Employees adhere to safe systems of work
- Safety arrangements for manual handling operations are monitored and reviewed

- Where relevant, employees undertaking manual handling activities are suitably screened for reasons of health and safety, before doing the work
- Special arrangements are made for individuals with health conditions which could be adversely affected by manual handling operations.

Reducing the risk of injury

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

Techniques of risk reduction will include:

- Mechanical assistance
- Redesigning the task
- Reducing risk factors arising from the load
- Improvements in the work environment
- Employee selection.

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

New and Expectant Mothers

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

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

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

Peripatetic Working

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

The company will:

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

Implementation

Staff working on client sites or away from base, are responsible for ensuring that:

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

Personal Protective Equipment

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

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

- Ensure that PPE requirements are identified when carrying out risk assessments
- Use the most effective means of controlling risks without the need for PPE whenever possible and only provide PPE where it is necessary
- Carry out an assessment to identify suitable PPE
- Ensure that if two (or more) items of PPE are used simultaneously, they are compatible and are as effective used together as they are separately
- Ensure that PPE is sourced appropriately and bears the “CE” certification mark
- Ensure PPE is available to all staff who need to use it
- Provide adequate accommodation for correct storage of PPE

- Provide adequate maintenance, cleaning and repair of PPE

- Inform staff of the risks their work involves and why PPE is required

- Instruct and train staff in the safe use and maintenance of PPE
- Make arrangements for replacing worn or defective PPE
- Review assessments and reassess the need for PPE and its suitability whenever there are significant changes or at least annually.

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

Risk Assessment

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

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

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

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

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

Smoking

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

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

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

Implementation

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

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

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

Stress

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

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

We will:

- Work to identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress
- Regularly review risk assessments
- Consult with employees on issues relating to the prevention of work-related stress
- Provide access to confidential counselling for employees affected by stress caused either by work or external factors
- Provide training for all managers and supervisory staff in good management practices
- Provide adequate resources to enable managers to implement the company's agreed stress management strategy.

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

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

Violence

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

We define violence and aggression as:

- Actual or threatened physical assaults on staff
- Psychological abuse of staff
- Verbal abuse which includes shouting, swearing and gestures
- Threats against employees.

To achieve this objective, we will:

- Carry out risk assessments of potential conflict situations to determine the control measures necessary to protect staff
- Ensure that premises are kept secure
- Inform all employees of the procedure following a violent or challenging behaviour incident
- Not tolerate violence or challenging behaviour towards our employees
- Train our employees who may be exposed to violence or challenging behaviour situations
- Support the employees involved in any incident
- Support their decisions regarding the pressing of criminal charges
- Provide any counselling or post-incident assistance required by the employees
- Keep records of all incidents of violence and aggression and review the control measures with a view to continual improvement in employee safety.

Work Equipment

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

To achieve this objective the company will:

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

RISK ASSESSMENT

7. RISK ASSESSMENT

Risk Assessment

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

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

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

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

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

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

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

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

Carrying out risk assessments

Those who are involved in risk assessments should:

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

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

The five stages of risk assessment

STEP 1 - IDENTIFY THE HAZARDS

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

- Cables trailing over floors
- Fire
- Chemicals
- Work benches which are too high or too low
- Electricity
- Loads which have to be moved manually
- Work equipment
- Working environment e.g. ventilation, lighting, heating.

STEP 2 - IDENTIFY WHO MAY BE HARMED AND HOW

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

- Staff
- Members of the public
- Contractors on the premises.

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

STEP 3 - EVALUATE AND CONTROL THE RISK

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

Severity x Likelihood = Risk

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

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

- Avoid the risk completely
- Evaluate risks which cannot be avoided
- Combat risks at source
- Adapt work to the individual
- Make use of technical progress
- Replace the dangerous with none or less dangerous
- Develop an overall prevention policy
- Give priority to measures which protect the greatest number of people
- Give appropriate instructions to employees.

IMPLEMENTING AN ACTION PLAN

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

STEP 4 - RECORD YOUR FINDINGS

The significant findings of the assessment must be recorded since these provide evidence that something has been done, it is also a legal requirement. Keep any written

assessments for future reference and ensure that employees are informed of the findings and control measures, either existing or additional, that have to be observed and used. In some circumstances the findings of the risk assessment should also be given to others who could be affected, for example agency workers, contractors etc.

Hazards and example controls

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

STEP 5 - MONITOR AND REVIEW THE ASSESSMENT

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

Fire Risk Assessment

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

The aims of the fire risk assessment are:

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

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

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

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

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

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

Six Steps to Fire Risk Assessment

1. Identify the hazards

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

2. Identify people at risk

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

3. Evaluate, remove, reduce and protect from risk

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

4. Consider:

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

5. Record, plan, inform, instruct and train

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

6. Review

- Keep assessment under review
- Revise where necessary.

MONITORING HEALTH AND SAFETY

8. MONITORING OF HEALTH AND SAFETY

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

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

Proactive monitoring

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

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

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

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

Reactive monitoring

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

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



Jackie Woodall

Title - Director

Date 01.01.2022



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Title - Director

Date 01.01.2022