

# Venture Learning Ltd



## Health & Safety Policy and Arrangements



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This is a declaration of intent to provide and maintain, as far as is reasonably practicable, a safe and healthy working environment, and to enlist the support of our employees in achieving that goal.

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Key positions within the organisation have been identified and assigned health & safety responsibilities, which are then monitored through the completion of documented, periodic reviews.

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In order to demonstrate legal compliance and best practice, safety arrangements have been developed that identify the systems and procedures in place for managing individual or specific activities.

Whilst it is accepted that we cannot discharge our responsibilities for managing health, safety & welfare within the workplace to others outside of our employ, Kingfisher Professional Services Limited have been retained to assist with the duties imposed and to provide information / guidance on how these provisions should be managed and recorded.

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This document is a synopsis of our health & safety policy, outlining necessary information employees need to carry out their role safely, reducing risk to themselves and others.

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Periodic monitoring documentation has been developed for completion by key personnel that have been assigned health & safety responsibilities within the organisation; this will be completed periodically, and an action plan formulated for any areas of concern or non-compliance that are identified.

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### **Risk Assessment**

This document is a guide to the risk assessment process and the varying types of assessment required by legislation.

## **ADDITIONAL DOCUMENTS**

These records are retained separately from this document and are available electronically.

### **Safety Records**

Records retained include;

- A comprehensive source of supporting documentation relating to periodic inspections, maintenance and testing of the work equipment and installations used by our organisation.
- Records relating to the fire safety management arrangements for the business.
- Health & safety training records, including induction training and job-related health & safety training.
- Accident and incident reporting, and investigation.

### **Guidance Records**

This information is provided in the form of general advice principles and standards to guide the organisation, though not all are strict targets, the suggested principles and standards presented in these documents represent a reasonable level of legal compliance.

## Section 1.

# General Policy Statement of Intent

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## Health & Safety General Policy Statement of Intent

At Venture Learning Ltd we regard health & safety as a priority and are committed, through strong and visible leadership, to the promotion and achievement of safe and healthy conditions in our workplace. We aim to create an environment where risks are reduced, accidents are eliminated, and health is protected.

This applies not only in the context of our employees but also in respect of others that could be affected by our activities. Our objectives will be achieved by senior management taking responsibility and committing resources, as defined by the organisation's needs, to help ensure the success of this policy.

This will be achieved, so far as is reasonably practicable by:

- Maintaining safe and healthy conditions by meeting the requirements of the Health and Safety at Work etc. Act 1974 and other relevant legal obligations imposed.
- Ensuring formal risk assessments are conducted, documented, and communicated to the relevant parties / employees.
- Providing and maintaining plant and systems of work that are safe and without risks to health.
- Reducing risks to health and managing safety in connection with the use, handling, storage and transport of articles and substances.
- Providing such information, instruction, training, and supervision as may be necessary to ensure the health & safety at work of our employees.
- Consulting with employees on matters affecting their health or safety.
- Preventing accidents and cases of work-related ill health.
- Providing safe access and egress.
- Appointing competent personnel to advise on compliance with statutory duties and to undertake reviews of the policy, as necessary.
- Aiming for continual improvement of our health & safety management performance, through a process of regular monitoring and review.
- Promoting health & safety as a fundamental element of the business throughout all levels of the organisation.
- Co-operating fully with relevant enforcement authorities and any other relevant external agencies.
- Having adequate means of communication for employees where English is not their first language.
- Recognising the duty, where applicable, to co-operate and work with other employers to ensure the continued health and safety of all of those at work.

To help achieve these objectives, and to ensure our workers recognise their duties under health & safety legislation whilst at work, they are informed of their duty to take reasonable care for themselves and for others who may be affected by their acts or omissions; these duties are set out in the employee safety handbook.

Endorsed by the person with overall responsibility for health & safety in the organisation:

Name:

Position:

Signature:

Date:

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## Section 2.

# Current Legislation

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## Current Legislation

This document lists details of the main statutes and regulations affecting health & safety at work that are currently in force.

Not every piece of the legislation listed will apply to every business, but businesses need to be aware of them should circumstances change.

- Acetylene Safety (England and Wales and Scotland) Regulations 2014
- Adventure Activities Licensing Regulations 2004
- Agriculture (Tractor Cabs) Regulations 1974
- Biocidal Products and Chemicals (Appointment of Authorities and Enforcement) Regulations
- Borehole Sites and Operations Regulations 1995
- Building Regulations 2010 (as amended)
- Classification, Labelling and Packaging of Chemicals (Amendments to Secondary Legislation) Regulations 2015
- Confined Spaces Regulations 1997
- Construction (Design and Management) Regulations 2015
- Control of Artificial Optical Radiation at Work Regulations 2010
- Control of Asbestos Regulations 2012
- Control of Electromagnetic Fields at Work Regulations 2016
- Control of Lead at Work Regulations 2002
- Control of Major Accident Hazards Regulations 2015
- Control of Noise at Work Regulations 2005
- Control of Substances Hazardous to Health Regulations 2002
- Control of Vibration at Work Regulations 2005
- Corporate Manslaughter and Homicide Act 2007
- Dangerous Goods in Harbour Areas Regulations 2016
- Dangerous Substances (Notification and Marking of Sites) Regulations 1990
- Dangerous Substances and Explosive Atmospheres Regulations 2002
- Diving at Work Regulations 1997
- Electricity at Work Regulations 1989
- Employers Liability (Compulsory Insurance) Regulations 1998 (as amended)
- Employment of Women, Young Persons and Children Act 1920.
- Equality Act 2010
- Explosives Regulations 2014
- Explosives Regulations 2014 (Amendment) Regulations 2016
- Fire Safety (England) Regulations 2022
- Fire Safety Act 2021
- Freight Containers (Safety Convention) Regulations 2017
- Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended)
- Gas Appliances (Safety) Regulations 1995 (as amended)
- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management) Regulations 1996
- Gas Safety (Rights of Entry) Regulations 1996
- Genetically Modified Organisms (Contained Use) Regulations 2014
- Hazardous Waste (England and Wales) Regulations 2005 (as amended)
- Health and Safety (Amendment) (EU Exit) Regulations 2018
- Health and Safety (Consultation with Employees) Regulations 1996
- Health and Safety (Display Screen Equipment) Regulations 1992

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- Health and Safety (First- Aid) Regulations 1981
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Health and Safety (Sharp Instruments in Healthcare) Regulations 2013
- Health and Safety (Training for Employment) Regulations 1990
- Health and Safety at Work etc. 1974
- Health and Safety at Work etc. Act 1974 (General Duties of Self-Employed Persons) (Prescribed Undertakings) Regulations 2015
- Health and Safety Information for Employees Regulations 1989
- Health and Safety Offences Act 2008
- Heavy Fuel Oil (Amendment) Regulations 2014
- Identification and Traceability of Explosives Regulations 2013
- Lifting Operations and Lifting Equipment Regulations 1998
- Lifts Regulations 2016
- Loading and Unloading of Fishing Vessels Regulations 1988
- Management of Health and Safety at Work Regulations 1999
- Manual Handling Operations Regulations 1992
- Mines Regulations 2014
- Notification of Cooling Towers and Evaporative Condensers Regulations 1992
- Personal Protective Equipment (Enforcement) Regulations 2018
- Personal Protective Equipment at Work Regulations 1992 (as amended)
- Petroleum (Consolidation) Regulations 2014
- Pipelines Safety Regulations 1996
- Police (Health and Safety) Regulations 1999 + (Commencement) Order
- Pressure Systems Safety Regulations 2000
- Prevention of Accidents to Children in Agriculture Regulations 1998
- Provision and Use of Work Equipment Regulations 1998
- Quarries Regulations 1999
- Radiation (Emergency Preparedness and Public Information) Regulations 2001
- Regulatory Reform (Fire Safety) Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Safety Representatives and Safety Committees Regulations 1977
- Supply of Machinery (Safety) Regulations 2008 (as amended)
- The Chemicals (Health and Safety) and Genetically Modified Organisms (Contained Use) (Amendment etc.) (EU Exit) Regulations 2019
- The Ionising Radiations Regulations 2017
- The REACH etc. (Amendment) Regulations 2021
- UK Registration, Evaluation, Authorisation and Restriction of Chemicals Regulations 2021 (REACH)
- Work at Height Regulations 2005 (as amended)
- Work in Compressed Air Regulations 1996
- Working Time Regulations 1998 (as amended)
- Workplace (Health, Safety and Welfare) Regulations 1992

## Section 3.

# Periodic Review & Amendments

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## Record of Periodic Review and Amendments

The health & safety General Policy Statement and Safety Arrangements are reviewed periodically - this is a record of the periodic reviews that are undertaken; our Kingfisher Professional Services health & safety consultant will also review our system and documentation during their routine visits, helping to ensure that we meet current statutory requirements and good practice relevant to our business.

This record should be endorsed by all persons who carry out these periodic reviews (including Kingfisher health & safety consultants).

Date	Name of Reviewer(s)	Outcome / Amendment (State - No change required or explain any required changes)	Where changes are required call the Kingfisher Advice Service, 0333 996 0666 and record the date of your call here.
September 2023	Steve Green KPS	Initial Issue KPS Management System v6	

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## Section 4.

# Organisation & Responsibilities

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## Organisation and Responsibilities

The person with overall responsibility for health & safety has identified a need for and acted on the key issues below:

### General

- Providing an effective health & safety management system.
- Providing a suitable and appropriate means of consultation with all employees on health & safety matters.
- Ensuring that adequate Employers' Liability Insurance cover is arranged and maintained.
- Ensuring that health & safety implications are considered when acquiring new equipment and machinery.
- Ensuring that contractors (when employed) are competent and monitored during work.
- Ensuring that a process is in place to identify and report hazards.
- Ensuring that all employees are provided with appropriate health & safety training.
- Providing measures to protect the health & safety of employees working alone.
- Monitoring the health & safety performance of the organisation.

### Risk Assessment

- Undertaking risk assessments and producing Safe Systems of Work for all activities that pose a significant risk of harm.
- Documenting risk assessments.
- Communicating the outcomes of risk assessments effectively to employees and relevant others.
- Reviewing risk assessments periodically.

### Accidents, Incidents and First Aid

- Recording all accidents and incidents, including near misses.
- Investigating accidents and incidents to identify immediate and root causes, along with measures to prevent future re-occurrences.
- Reporting applicable injuries, diseases and dangerous occurrences to the Enforcing Authority within stipulated time frames.
- Ensuring that adequate first aid arrangements are in place.

### Fire and Emergency Arrangements

- Providing adequate arrangements to deal with fire safety at our premises or whilst undertaking activities at our clients' premises.
- Making employees aware of the fire and evacuation arrangements and other emergency procedures for all areas in which they may be working.
- Providing emergency equipment and ensuring it is tested and maintained appropriately.
- Completing suitable Fire Risk Assessments.

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## Substances

- Ensuring that all substances required in the workplace are used safely.
- Storing all our substances appropriately.
- Disposing of any waste substances and their containers appropriately.

## Work Equipment

- Ensuring all equipment provided by the organisation is suitable and correctly used.
- Ensuring all work equipment is adequately maintained and safe.
- Providing appropriate hand tools and ensuring they are suitably maintained.
- Ensuring portable electrical appliances are adequately maintained, inspected and tested.
- Ensuring that any Personal Protective Equipment (PPE) provided gives suitable protection and is used as required.
- Providing employees with information, instruction and training on the use of PPE and, where appropriate, the maintenance, inspection and storage of any such equipment.

## Occupational Health

- Putting adequate procedures in place to identify and address occupational health risks.
- Ensuring that the measures required to reduce and control employees' exposure to occupational health risks are effective.
- Implementing measures to reduce stress wherever it is an issue within the workplace.

## Premises

- Providing a suitable and safe working environment for employees, with adequate welfare facilities.
- Ensuring that fixed electrical installations are adequately installed and maintained.
- Ensuring that gas installations are safely installed and maintained by a GasSafe engineer.
- Instigating and maintaining good housekeeping standards.
- Providing suitable and sufficient maintenance of the facilities provided within the workplace.

## Monitoring of Health & Safety

The implementation of the health & safety policy and our arrangements is actively monitored through reviews of our completed safety records, observations and through the use of periodic workplace checklists.

We also undertake an annual health & safety management review, using an external third-party organisation, to determine whether our existing health & safety procedures and arrangements are adequate; once completed, this report is reviewed by senior management.

## Section 5.

# Safety Arrangement Index & Allocation

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## Health & Safety Management Structure

Although the policy statement of intent has been endorsed by the person with overall responsibility for health & safety within the organisation, the implementation of the policy will require particular issues to be delegated to key personnel.

The management structure within our business is shown below - in descending order from left to right - and, by management position, identifies the allocation of day-to-day responsibility for specific health & safety issues.

Safety Arrangement Index & Allocation					
	<i>Position eg MD, CEO</i>	<i>Position eg Manager</i>	<i>Position eg Supervisor</i>	<i>Position</i>	<i>Position</i>
Accident, incident, ill health reporting & investigation					
Alcohol and drugs					
Asbestos management in premises					
Construction design & management					
Consultation with employees					
Control of contractors (non CDM)					
Display screen equipment (DSE)					
Electricity at work					
Fire safety					
First aid provisions					
Hazardous substances					
Health & safety training					
Housekeeping & cleanliness					
Infection control					
Lone working					
Manual handling					
New & expectant mothers					
Risk management & leadership					
Road risk - driving for work					
Violence & harassment at work					
Visitors					
Welfare & the workplace					
Work equipment					
Working at height					
Workplace stress					

Safety Arrangement Index & Allocation					Position eg MD, CEO	Position eg Manager	Position eg Supervisor	Position	Position
Young persons & children									

**Note:**

People with delegated responsibilities for health & safety should ensure that the required risk assessments and safety records are completed, either by themselves or by others, and that the required control measures are implemented when work activities take place.

Where more than one person has been assigned responsibility to a particular subject, each should ensure that they have fulfilled their responsibilities in the areas under their control and completed the relevant records. Together they need to check that the organisation has collectively covered all aspects of safety management for the subject.

# ACCIDENT, INCIDENT, ILL HEALTH REPORTING & INVESTIGATION

## Overview

Health and Safety legislation puts duties on employers, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses) to the relevant authorities.

It makes good moral, legal and financial sense to investigate accidents and incidents to identify what went wrong and determine what steps must be taken to prevent it happening again.

### It is our policy to:

- Encourage our employees to report all personal injury accidents, near miss incidents, and occurrences of ill health that may have resulted in the course of their work, including those occurring to non-employees.
- Nominate the persons responsible for investigating, recording, and reporting accidents, incidents, and cases of work-related ill health.
- Develop and implement reporting and investigation procedures and protocols.
- Investigate all accidents, incidents, and dangerous occurrences to identify the cause and make recommendations to prevent a recurrence.
- Provide training to ensure that those responsible for carrying out these duties are competent to do so.
- Revise risk assessments where necessary via feedback from the investigation process above.
- Consult with our workforce about our proposals to manage and/or control these risks.
- Ensure that reporting is done so within the statutory requirements.
- Maintain records for the appropriate time including instances of occupational ill health where relevant.

## ACCIDENT, INCIDENT, ILL HEALTH REPORTING & INVESTIGATION

In order to meet our legal obligations to manage the health and safety of our employees effectively, our plan is to:

- Identify and nominate persons to be responsible for investigating the cause of accidents, incidents, and work-related ill health and to manage the reporting requirements appropriately, which include:
  - work-related deaths
  - specified injuries or over-seven-day injuries
  - work related diseases
  - dangerous occurrences (near miss accidents)
- Provide suitable training and ensure that persons with those responsibilities have the necessary knowledge and experience to undertake their duties effectively.
- Create an effective system for managing those requirements and ensure that all members of our workforce are aware of and understand them.
- Provide a method of recording such instances that is accessible to all but can be managed effectively to ensure the protection of confidentiality and personal data.
- Conduct thorough investigations (even where there is no personal injury or only minor effects) that take into consideration:
  - The nature of the incident and the immediate effect.
  - The time and date of the event, lighting, and environmental conditions.
  - What was happening, or what the injured person was doing at the time.
  - A review of relevant risk assessments, safe working practices, and training records.
  - Witness statements where possible that reflect before, during, and immediately after the incident.
  - Photographs, CCTV footage, or sketches of the area and equipment where applicable.
  - Maintenance records where applicable that could identify underlying causes.
  - The identification of root and underlying causes to prevent recurrence of similar incidents.
- Review the findings of the investigations and update risk assessments, training and maintenance records as applicable.
- Inform all employees of any changes that are required as a result of the investigations.
- Keep written records on file for a minimum of three years and longer where there is a requirement to do so (such as health surveillance records).
- Monitor and review the arrangements on a regular basis and update as required (at least annually or following any changes).

# ALCOHOL AND DRUGS

## Overview

Employers have a legal duty to protect employees' health, safety and welfare. The Law requires both employers and employees to maintain a safe working environment and the employer, the employee or both could be liable if a drug or alcohol-related accident occurs at work.

Understanding the signs of drug and alcohol misuse (or abuse) will help to manage health and safety risk in our workplace, develop a policy to deal with drug and alcohol-related problems and support our employees. Misuse is not the same thing as dependence. Drug and alcohol misuse is the use of illegal drugs and misuse of alcohol, medicines and substances such as solvents.

For the purpose of this policy, illegal drugs are those substances for which no prescription has been obtained.

### It is our policy to:

- Protect the health, safety, and welfare of all our workers.
- To assess the risks in our workplace where misuse of drugs or alcohol may impact upon the safety of our workforce.
- Raise awareness of the problems of drug and alcohol misuse and to encourage those with a problem to seek help.
- Consult with all employees prior to the implementation of drug and alcohol related rules and procedures.
- Identify those employees who are taking prescribed medication.
- Provide a clear understanding within the workplace of the rules relating to alcohol and drug misuse and ensure that employees are aware that the organisation will support them if they acknowledge that they have developed a dependency problem and need help.
- Implement the necessary procedures and support in place should a problem arise.
- Ensure that key staff have been trained to understand the issues involved and have the skills and knowledge to deal appropriately when there is a problem.
- Report any occurrence of the supply, selling or possession of illegal drugs to the relevant authorities.

## ALCOHOL AND DRUGS

**In order to meet our legal obligations to manage the health and safety of our employees effectively, our plan is to:**

- Inform our employees and, where appropriate, contractors working on our behalf, that they must not arrive for work under the influence of alcohol or consume alcohol - on or off the premises - during working hours. ('At work' also includes the driving of, or being in charge of, vehicles used on company business).
- To assess the risks from safety-critical elements where drug or alcohol misuse could have a serious outcome, for example:
  - using machinery
  - using electrical equipment or ladders
  - driving or operating heavy lifting equipment
- Engage and consult with our workforce so that they understand that the use of illegal drugs, misuse of prescribed / legal drugs or other medications, and the taking of alcohol, can lead to unacceptable risk both to those under the influence, and those affected by them.
- Inform all employees that if they are prescribed medication, they must check with their General Practitioner or healthcare professional that the medication will not affect their ability to work or drive safely.
- Ensure that employees understand the relationship between taking prescribed drugs, the legal limits in force for specified prescription drugs and being impaired whilst driving - whether above or below the prescribed limits - which could result in their prosecution.
- Report any occurrence of the supply, selling or possession of illegal drugs to the Police
- Inform employees that being convicted of an alcohol or drug related crime must be reported to the company at the earliest opportunity.
- Make clear that if an employee comes to work whilst under the influence of alcohol, or otherwise consumes alcohol either on or off the premises during their shift in breach of this arrangement, it will result in the disciplinary process being instigated.
- Notwithstanding the above, where an employee informs the company in confidence that they have an alcohol or substance abuse problem, we will encourage and support them in seeking appropriate counselling and treatment.
- Monitor and review the arrangements on a regular basis and update as required (at least annually or following any changes).

# ASBESTOS MANAGEMENT IN PREMISES

## Overview

Asbestos can be present today in any building built or refurbished before the year 2000. When materials that contain asbestos are disturbed or damaged, fibres are released into the air. When these fibres are inhaled they can cause serious diseases. These diseases will not affect a person immediately; they often take up to 40 years to develop, but once diagnosed, it is often too late to do anything. Asbestos still kills around 5000 workers each year, this is more than the number of people killed on the road.

Legislation places a duty on building owners and those in control of non-domestic premises to manage the asbestos-containing materials (ACMs) within their buildings by implementing an asbestos management plan.

### It is our policy to:

- Take reasonable steps to identify whether any part of our premises has ACMs and assume that material may contain asbestos until there is evidence that it does not.
- Assess the risk to potential exposure from ACM fibres.
- Consult with our workforce about our proposals to manage and/or control these risks.
- Take action to prevent or reduce the exposure of persons to all types of asbestos.
- Prepare a suitable written plan for managing all ACMs identified on the premises.
- Keep an up-to-date written record / register on the location of all ACMs.
- Provide adequate information, instruction, and training to employees.
- Take measures to ensure external contractors appointed by us are informed and follow, agreed control measures and industry guidance.
- Monitor and record the condition of asbestos materials.

## ASBESTOS MANAGEMENT IN PREMISES

In order to meet our legal obligations to manage the health and safety of our employees effectively, our plan is to:

- Take reasonable steps to find out if there are materials containing asbestos in non-domestic premises under our control, and if so, its amount, location, and condition. Presume materials contain asbestos unless there is strong evidence that they do not.
- Assess the risk of anyone being exposed to fibres from the materials identified.
- Prepare an Asbestos Management Plan that sets out in detail how the risks from these materials will be managed.
- Periodically review and monitor the plan and the arrangements to act on it so that the plan remains relevant and up to date.
- Nominate senior staff members to manage the process and to develop and implement procedures, Safe Systems of Work and other control measures.
- Communicate the findings to employees and ensure that they are trained and informed about the potential hazard and risks and know how to respond if they discover or accidentally damage suspected ACMs.
- Provide this information to other employers (e.g. building contractors) who are likely to disturb any asbestos present, so that they can put in place appropriate control while the work is being done.
- Recognise that depending on risk, work on some ACMs may be restricted to HSE licensed companies that must follow an approved notification procedure and carry out the work inside segregated work areas using specially trained operatives who are subject to medical surveillance.
- Understand that some types of non-licensed work with asbestos have additional requirements such as notification of work, medical surveillance and record keeping.
- Where necessary keep brief written records of non-licensed work which has to be notified, such as a copy of the notification with a list of workers on the job, plus the level of likely exposure of those workers to asbestos.
- Monitor and review the arrangements on a regular basis and update as required (at least annually or following any changes).

# CONSTRUCTION DESIGN & MANAGEMENT [CDM]

## Overview

Health and safety law has introduced regulations for construction work that apply to the whole construction process on all projects, large or small, from design concept to completion.

“Construction work” means the carrying out of any building, civil engineering or engineering construction work and covers everything from painting a wall to demolishing a building.

The regulations set out what each dutyholder in all phases of the project must or should do to comply with the law to ensure projects are carried out in a way that ensures the health and safety of all those involved and others who may be affected. The key dutyholders are identified as:

### Commercial and domestic Clients

Organisations or individuals for whom a construction project is carried out.

### Designers and Principal Designers

Organisations or individuals who as part of a business, prepare or modify designs for a building, product or system relating to construction work. Principal Designers appointed by the client in projects involving more than one contractor.

### Contractors and Principal Contractors

Principal Contractors appointed by the client to coordinate the construction phase of a project where it involves more than one contractor. A contractor is anyone who directly employs or engages construction workers or manages construction work and includes sub-contractors.

### Workers

Those working for or under the control of contractors on a construction site.

### It is our policy to:

- Protect the health and safety of our workers and others who may be affected by work carried out on construction projects we are involved in.
- Identify the scope of the work to be undertaken and our responsibilities as duty-holders throughout the project.
- Review and assess the risks from our phase of the project and put procedures in place to ensure that all our workers and others are protected from harm resulting from our activities.
- Consult with our workers and other duty-holders to identify any concerns about the work to be carried out and the risks that may be associated with it.
- Co-operate and co-ordinate our work with all others involved in the project.
- Provide the right information about the risks and how they are being managed. Check that the work is properly planned, organised, and where necessary supervised.
- Ensure that managers and supervisors understand the procedures and arrangements.
- Monitor and review the performances of all parties.

## CONSTRUCTION DESIGN & MANAGEMENT [CDM]

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Identify all responsibilities and aspects of the work we will be required to do. Consider the health and safety implications of the job dependent upon the nature and complexity of the work.
- Involve our workers in the process and consult them on how the work will affect their health and safety; information, and training; and how to raise any concerns they may have about the work.
- Use only approved, qualified, trained, and competent workers, and carry out reasonable checks to ascertain they hold appropriate and current certificates.
- Obtain risk assessments from other duty-holders and associated control measures proportionate to the task. Create or review and update our own risk assessments and procedures where relevant. Communicate this information effectively to those who need to know.
- Manage and monitor all work carried out, considering the risks to anyone who might be affected by it (including members of the public) and the measures needed to protect them.
- Provide adequate supervision, information, and instructions to all workers under our control.
- Effectively communicate and cooperate with other contractors to ensure their activities do not put our employees and other persons on our premises at risk from their activities.
- Ensure that they are given clear information of hazards likely to be encountered, including areas where there may be specific dangers, or which must not be entered unaccompanied.
- Check and agree what is to be brought on site in terms of people, materials, and equipment so that the risks may be suitably controlled.
- Ensure that adequate welfare facilities are provided for our workers.
- Supervise the work once it has started, to keep a check on how the work is going against what has been agreed.
- Monitor and review the arrangements on a regular basis and update as required (at least annually or following any changes).

## CONSULTATION WITH EMPLOYEES

### Overview

The law requires employers to consult with their employees on matters that affect their health and safety. Consultation is a two-way process, allowing employees to raise concerns and influence decisions on managing health and safety. Workers, who may be self-employed for tax reasons, may still be classed as employees under health and safety law.

Consultation is a two way process and involves not only giving information to the employees but also listening to them and taking account of what they say before making any health and safety decisions. An effective consultation and communication process between employees and management at all levels, is an essential step in promoting and maintaining a positive corporate health and safety culture.

### It is our policy to:

- Establish a process for managers and supervisors to consult with employees about work-related health, safety, and welfare issues.
- Nominate supervisors and managers to organise and hold consultation meetings and toolbox talks.
- Encourage and cultivate methods of cooperation, consultation, and communication between the organisation and all its employees.
- Promote and implement effective measures to improve good health and safety performance.
- Investigate all complaints made by employees who have concerns relating to their health or safety at work.
- Monitor and review our performance in this respect.

## CONSULTATION WITH EMPLOYEES

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Develop and implement formal consultation procedures that take into consideration both individual and collective concerns.
- Expect management at all levels to encourage and cultivate methods of cooperation, consultation, and communication between the organisation and all its employees.
- Nominate supervisors and managers to organise and hold consultation meetings and toolbox talks with employee representatives.
- Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to operate the system effectively.
- Provide suitable training for those who do not. Review training needs for all employees where safety training is critical to maintain safe working practices.
- Inform employees about the arrangements for obtaining competent advice on health and safety matters.
- Arrange for scheduled formal consultation meetings or toolbox talks to take place between managers, elected representatives, and employees.
- Provide information that includes any risks arising from employee work activities, the measures in place or proposals to control these risks, and what they should do if they are exposed to a risk, including emergency procedures.
- Discuss any changes in the work processes and the impact of new technology that may bring about new challenges regarding the health, safety or wellbeing of employees.
- Provide a reasonable time frame for concerns to be addressed.
- Keep records of all meetings and create action plans where required.
- Be seen to listen and act on issues and concerns raised during consultation meetings.
- Ensure that the progress of action plans are communicated to the workers.
- Explain these arrangements to our workforce and ensure they are understood.
- Monitor and review the operation of this procedure from time to time to check that our workforce is consulted about health and safety matters that affect them whilst at work.

## CONTROL OF CONTRACTORS [NON-CDM]

### Overview

A contractor is anyone a business engages to carry out work for them who is not their employee. Typically contractors are used for maintenance, repairs, installation, construction, demolition and other work. Many accidents involve contractors working on site.

Any business engaging contractors has health and safety responsibilities, both for the contractors and anyone else that could be affected by their activities. Contractors themselves also have legal health and safety responsibilities. It is important to make sure everyone understands their roles for ensuring health and safety in the workplace.

Poor management of contractors can lead to injuries, ill health, additional costs and delays. Working closely with the contractor will reduce the risks to an organisation's own employees and the contractors themselves.

### It is our policy to:

- Protect the health and safety of our workers and others who may be affected by work carried out on our behalf by contractors.
- Identify the scope of the work to be undertaken.
- Review and assess the risks from the use of contractors on our premises and put procedures in place to ensure that our employees and others are protected from harm resulting from the activities that take place once work has begun.
- Consult with our employees to identify any concerns about the work to be carried out and the risks that may be associated with it.
- Select competent contractors who can demonstrate their ability to work safely on our premises.
- Provide information to the contractor relating to areas of risk they may be exposed to from our operations whilst working at our premises.
- Check that contractors' work is properly planned, organised, and where necessary supervised.
- Ensure that managers and supervisors understand the procedures and arrangements.
- Monitor and review the performances of all parties.

## CONTROL OF CONTRACTORS [NON-CDM]

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Identify all aspects of the work the contractor is required to do. Consider the health and safety implications of the job dependent upon the nature and complexity of the work.
- Involve our workers in the process and consult them on how the contractor's work will affect their health and safety, information, and training; and how to raise any concerns they may have about the contractors and their work.
- Ensure that the competency and health and safety performance of all of our contractors is considered at the tendering stage before the work is to be carried out.
- Use only approved, qualified, trained, and competent contractors, and carry out reasonable checks to ascertain they hold appropriate and current insurances. Take up references wherever practicable.
- Obtain risk assessments from the contractor and associated control measures proportionate to the task. Create or review and update our own risk assessments and procedures where relevant.
- Decide what is needed to be done to manage contractors' work. The measures should be consistent with the level of risk, ie the greater the risk, the more is needed to be done.
- Effectively communicate and cooperate with contractors to ensure their activities do not put our employees and other persons on our premises at risk from their activities.
- Ensure that they are given clear information of hazards likely to be encountered, including areas where there may be specific dangers, or which must not be entered unaccompanied.
- Check and agree what is to be brought on site in terms of people, materials, and equipment so that the risks may be suitably controlled.
- Supervise the work once it has started, to keep a check on how the work is going against what has been agreed.
- Monitor and review the arrangements on a regular basis and update as required (at least annually or following any changes).

## DISPLAY SCREEN EQUIPMENT (DSE)

### Overview

The main risks that may arise in work with DSE are musculoskeletal disorders such as back pain or upper limb disorders (sometimes known as repetitive strain injury or RSI), visual fatigue, and mental stress. While the risks to individual users are often low, they can still be significant if good practice is not followed.

The use of display screens at work is now so common that the amount of ill health cases associated with such work is significant and controlling the risk is important. Legislation places a duty on employers to assess and control the risks to their employees who regularly use display screen equipment like computers and laptops as a significant part of their normal work (daily for continuous periods of an hour or more).

### It is our policy to:

- Ensure, as far as is reasonably practicable, that the use of DSE on company business does not cause adverse health conditions or significant risk of injury.
- Identify what display screen equipment we have, and which operators are classed as users under the legislation.
- Assess all of our workstations and ensure they meet the minimum requirements for them.
- Consult with the workforce and plan the work so there are breaks or changes of activity.
- Provide eye and eyesight tests upon request and special corrective spectacles if they are necessary.
- Provide adequate health and safety information and training not only for those already using DSE, but also those about to start using such equipment.
- Consider the necessary provisions for those who work from home or are “hot desking”.
- Monitor, review, and update the assessments regularly.

## DISPLAY SCREEN EQUIPMENT (DSE)

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Nominate senior staff members to identify and reduce risks from the use of display screen equipment.
- Identify users or operators, and those about to become users - this includes not only those whose normal work is to habitually use DSE at company workstations, but also homeworkers and laptop / tablet / iPad and other hand-held computer system users.
- Analyse workstations, laptops, and hand-held devices (such as tablets etc.) to ensure they meet the minimum standards as set out in the regulations.
- Carry out a risk assessment of people's work using competent personnel to assess the suitability of:
  - Display screen, keyboard, mouse, peripheral equipment, and software.
  - Chair, desk, work surface, workspace and tripping hazards.
  - Lighting, reflections / glare, noise, heat, humidity and overall workstation suitability and comfort.
  - Equipment for home and off-site users of display screen equipment.
- Develop and implement control measures, policies, and Safe Systems of Work.
- Provide adequate breaks from on-screen activity.
- Provide adequate health and safety information and training not only for those already using DSE, but also those about to start using such equipment.
- Provide and pay for users' eye and eyesight tests, and special corrective appliances (where needed for screen-viewing distance), if requested.
- Encourage all users of DSE to report any concerns they may have about equipment, desks, chairs, work methods, environment, etc. or, any health problems believed to be related to their work.
- Review the assessments if a major change occurs to the workstation, equipment or software, or the workstation is relocated.

# ELECTRICITY AT WORK

## Overview

Electricity can kill or severely injure people and cause damage to property. Every year many accidents at work involving electric shock or burns are reported to the Health and Safety Executive (HSE). Even non-fatal shocks can cause severe and permanent injury.

Those using or working with electricity may not be the only ones at risk - poor electrical installations and faulty electrical appliances can lead to fire, which may also cause death or injury to others. Most of these accidents can be avoided by careful planning and straightforward precautions.

Regulations place duties and responsibilities on employers to make sure that all work activity that uses or may be affected by electricity is done safely, and that all foreseeable risks are assessed and minimised as much as possible.

### It is our policy to:

- Identify and manage the risks associated with the fixed wiring installation, portable electrical appliances and other sources of electricity used in our workplace.
- Reduce unacceptable risks arising from our use of electrical equipment.
- Ensure the electrical installation is in a safe and satisfactory condition.
- Provide safe and suitable equipment for our employees to use in their work.
- Carry out preventative maintenance on all items of electrical equipment.
- Ensure people carrying out maintenance work on or with our electrical equipment or systems are 'competent' for the task.
- Make sure that our employees who are working with electrical equipment are trained to do the work safely.
- Monitor and review our operations from time to time and after any electrical incident, making changes identified as beneficial or necessary.

## ELECTRICITY AT WORK

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Consider our activities and identify where and when workers may be exposed to risks to their health and safety from fixed or portable electrical equipment.
- Assess the risks from that exposure to fixed and portable electrical equipment, identifying control measures in place and any additional measure that may be required to avoid risk.
- Consider other risk factors and potential control measures where applicable, such as:
  - The competence of employees or contractors who install or maintain electrical equipment.
  - The inspection and maintenance of fixed electrical installations and portable electrical equipment.
  - Where practical, the use of cordless, rechargeable, hand-held power tools.
  - Replacement with hydraulic or pneumatic tools.
  - The use of equipment operating at 110V with a working RCD protector in the circuit.
  - Use in flammable or explosive areas.
  - Use in wet and adverse conditions.
  - Equipment used by mobile workers.
  - Use of trailing cables, extension leads etc.
  - Equipment brought on site by contractors.
- Consult with our workforce on our proposals to manage and reduce those risks.
- Purchase robust equipment suitable for the environment in which it is to be used.
- Protect all hazardous installation components from unauthorised access or tampering by secure coverings / access panels and providing clear signs indicating danger.
- Keep a written record of significant risk assessments and the control measures and systems of work adopted.
- Explain our procedures and arrangements to our managers/supervisors and workforce. Ensure they are understood and provide training where necessary.
- Implement the procedure and ensure that it is followed in practice.
- Seek competent advice before making any changes to the electrical installation.
- Monitor the effectiveness of these procedures and update and amend at least annually or where there is a significant change.

## FIRE SAFETY

### Overview

Fire safety legislation places certain duties on persons who have control over workplaces and other buildings to which the public have access. These may be employers and/or building owners or occupiers and are identified in legislation as “the responsible person(s)”.

The responsible person must take such general fire precautions as may reasonably be required to ensure that the premises are safe. They must ensure that the premises are equipped with appropriate fire-fighting equipment that is easily accessible, simple to use and indicated by signs. In addition there must be an adequate means of raising the alarm and an adequate means of escape. What is adequate must be determined by risk assessment.

Where two or more responsible persons share, or have duties in respect of, premises, they must co-operate with each other and co-ordinate the measures.

### It is our policy to:

- Protect the health and safety of our workforce and others from the hazards and risks associated with fire.
- Nominate a ‘responsible person’ to coordinate fire and emergency arrangements and take responsibility for the completion and regular review of a fire risk assessment.
- Identify fire risks and potential emergency situations and who may be affected.
- Implement measures for fire protection and prevention, including management arrangements to plan, organise, control, monitor and review fire safety measures.
- Develop Safe Systems of Work to reduce the potential incidence of fire and emergency situations.
- Ensure our workers receive appropriate training on procedures they need to follow, including fire drills.
- Maintain all relevant facilities and equipment in good repair and working order.
- Liaise with the emergency services, informing them of any workplace or process hazards that have the potential to create fire or emergency situations.
- Keep up to date with legal or technological advancements which may reduce the risk further.
- Monitor, review and update our fire risk assessment, as necessary.

## FIRE SAFETY

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Undertake a fire risk assessment in order to evaluate the risks from fire and explosion to people and premises and keep it up to date.
- Draw up appropriate general precautions and a fire plan.
- Provide and maintain suitable and sufficient fire alarm systems, means of escape, fire-fighting equipment, emergency lighting and emergency signs as determined from the fire risk assessment.
- Keep sources of ignition and flammable substances apart.
- Consult with and inform employees and others about fire risks and the necessary precautions.
- Consider who may be especially at risk; for example, persons who may have a disability, or who may need other special help.
- Explain the fire safety arrangements and procedures to our managers, supervisors, workforce, and any other people who need to know what they are, for example landlords, neighbours, visitors, residents etc. Ensure they are understood.
- Provide training where required and information for staff nominated with specific responsibilities.
- Provide and maintain fire safety signs and notices.
- Avoid accidental fires, e.g. make sure heaters cannot be knocked over.
- Ensure good housekeeping at all times, to avoid build-up of rubbish that could burn.
- Keep fire exits and escape routes clearly marked and unobstructed at all times.
- Implement the procedures. Conduct fire alarm and evacuation drills to check that the procedures work in practice.
- Keep records of tests, drills, equipment maintenance and training.
- Monitor and review the operation of all aspects of the fire safety procedures at least twice a year and whenever a fire related incident happens, making changes to the fire risk assessment, arrangements and procedures identified as necessary or beneficial.

# FIRST AID PROVISIONS

## Overview

The law requires employers to provide adequate and appropriate equipment, facilities and personnel to ensure their employees receive immediate attention if they are injured or taken ill at work. This applies to all workplaces including those with less than five employees and to the self-employed.

What is 'adequate and appropriate' will depend on the circumstances in the workplace. Employers are required to carry out a risk assessment of their first-aid needs. This involves consideration of workplace hazards and risks, the size of the organisation and other relevant factors, to determine what first-aid equipment, facilities and level of trained personnel should be provided.

There is no legal duty for employers to provide first aid for non-employees, such as members of the public, but if they visit the employer's premises it is strongly recommended that they are included in the assessment of first-aid provisions.

## It is our policy to:

- Ensure that our workers receive immediate attention if they are taken ill or are injured at work.
- Assess the level of first aid provision required for our business at our workplace and for employees that may be required to travel for business purposes.
- Consult with our workforce and nominate a person to identify our needs and ensure continuing arrangements for first aid provision.
- Recruit sufficient members of staff to undertake first aid training as a first aider or appointed person, as appropriate.
- Arrange approved training for those people and keep records of their training.
- Provide adequate numbers of trained personnel to be available at all times during business hours.
- Provide and maintain sufficient quantities of first aid equipment and consumables.
- Display names and locations of first aid trained personnel or appointed persons in prominent positions throughout the premises.
- Routinely review our first aid arrangements for suitability and ensure that where we have trained first aiders, their qualifications are up to date.

## FIRST AID PROVISIONS

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Assess our business activities to identify the level of first aid provision that will be necessary.
- Consider in the assessment issues including;
  - The likely severity of foreseeable work-related accidents.
  - The accident history of the organisation.
  - The number of people likely to be in the workplace.
  - Absences, shift patterns and remote workers.
  - Inexperienced workers on site or employees with disabilities or particular health problems.
  - The nature of health and safety risks at the workplace.
  - Higher-level hazards, such as chemicals, dangerous machinery, confined spaces etc.
  - The location, accessibility of the workplace, and distances for emergency services.
  - Whether the need is for trained first aiders or appointed persons.
- Provide and maintain adequate first aid facilities, equipment and signage.
- Identify and select a competent training provider to deliver our first aid training based on the assessment findings.
- Keep records of this training and ensure qualifications are kept up to date.
- Inform our employees of the arrangements in place for first aid. Display notices telling staff who and where the first-aiders or appointed persons are, and where the first-aid box is.
- Monitor and review the suitability of our first aid arrangements on a regular basis.

# HAZARDOUS SUBSTANCES

## Overview

Every year, thousands of workers suffer ill health from working with hazardous substances, contracting lung diseases such as asthma, cancer and skin disease such as dermatitis. Employers are responsible for taking effective measures to control exposure to hazardous substances and protect the health of their workers. Hazardous substances include; chemicals products containing chemicals, fumes, dusts, vapours, mists, nanotechnology, gases and asphyxiating gases and biological agents (germs).

### It is our policy to:

- Protect our workers from the harmful effects of hazardous substances in the workplace.
- Identify hazardous substances encountered in the course of our operations and assess the risks posed by them.
- Eliminate or reduce hazards to health as far as is reasonably practicable, and ensure that remaining exposure to substances hazardous to health is adequately controlled.
- Maintain a current inventory of substances used or produced by our organisation and applicable up-to-date Safety Data Sheets (SDS).
- Conduct and implement risk assessments, safe working procedures and control measures.
- Consult with our workforce about our proposals to manage and/or control these risks.
- Provide information, instruction and training for employees and others.
- Provide safe equipment and personal protective equipment for use with hazardous substances.
- Arrange for appropriate monitoring and health surveillance where assessment shows it is required.
- Plan for emergencies.
- Monitor and review the policy on a regular basis and whenever hazardous substances give rise to incident, injury or ill-health, making changes to the procedures identified as necessary or beneficial.

## HAZARDOUS SUBSTANCES

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Compile an inventory of every hazardous substance used in our workplace and those that could be generated as a by-product of our operational processes.
- Control the purchase of new substances.
- Obtain sufficient information from safety data sheets, trade organisations and other sources to identify the way in which substance may harm our workers.
- Identify how workers may be exposed to hazardous substances, and to how much. Assess the risks from exposure in the way that we use them.
- Consider relevant factors in the assessment including:
  - The hazardous substances we use.
  - Hazardous substances created by the work processes.
  - The persons exposed.
  - The levels they are exposed to.
  - The way that the substance can enter the body.
  - Workplace Exposure Limits set by legislation.
  - Methods to reduce exposure.
- Identify the control measures that we should adopt.
- Record details of our assessments, measurements, results, and any controls subsequently introduced.
- Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
- Inform, instruct, and train workers about the hazardous substances we use, the risks, exposure levels in the workplace and any control measures introduced.
- Implement the procedure and ensure that it is followed in practice.
- Ensure there are appropriate spillage, emergency and environmental protection procedures in place and that personnel required to carry out these tasks are adequately instructed and trained.
- Report any incidence of a reportable disease to the Enforcing Authorities.
- Regularly check that the control measures are still working and that exposure levels are being controlled to below any Workplace Exposure Limits imposed.

## HEALTH & SAFETY TRAINING

### Overview

Health and Safety legislation requires employers to provide whatever information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of their employees. Specific regulations identify situations where health and safety training is particularly important, for example; first aid training; induction training when people first start work; changes in work patterns that introduce new or increased risks; and where existing skills may require updating through refresher training. Some of this training may require help from external providers depending on the complexity and scope of the training required.

Effective training will contribute towards making employees competent in their work, improving health and safety, and can help a business avoid the cost and distress that accidents and ill health inevitably cause.

### It is our policy to:

- Ensure that our workers are trained and competent to carry out their work tasks safely.
- Conduct a training needs assessment to determine the capability and learning requirements of our workforce.
- Consult with our employees to identify gaps in the training, experience, ability, and knowledge base.
- Prioritise current training needs and plan for the future in line with risk, business growth, technological advances, and legislative demands.
- Develop and implement training policies, programmes, and arrangements.
- Deliver the training commensurate with those identified needs and skill levels.
- Ensure that those that deliver training are competent to do so.
- Measure the effectiveness of the training.
- Keep records of all training for future reference.
- Monitor, review, and update this policy on a regular basis and as and when changes are required.

## HEALTH & SAFETY TRAINING

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Identify the skills and knowledge needed for people to do their job in a safe and healthy way. Compare these against people's current skills and knowledge and identify the gaps.
- Consult with our employees or their representatives and obtain their views on where and what type of training may be required.
- Ensure there is a system in place to identify training needs during recruitment and when there are changes of staff, plant, processes, substances or technology.
- Provide appropriate employee induction, job specific, and refresher training to achieve and maintain satisfactory standards of competent health and safety performance.
- Support our workforce training programme with adequate information, instruction and supervision arrangements appropriate to the job activity, taking account of a workers' ability, experience, age, or special needs.
- Pay particular attention to essential training requirements identified through the risk assessment process for example, work where significant risks are present or legislative requirements apply.
- Ensure management are aware of their responsibilities to plan and organise training to ensure correct and safe standards are attained through the most economical use of time and resources.
- Ensure that training material or information comes from a reliable source and that the person carrying out the training is competent to do so.
- Provide clear information to managers on who to contact should they need to obtain advice and guidance on training available both inside, and outside, the organisation.
- Consider that additional arrangements may be necessary for those whose first language may not be English, or those with low levels of literacy.
- Encourage employees to assist managers / supervisors by bringing to their attention any training certificates that may have expired, and to fully participate in company training programmes.
- Conduct training during normal working hours and not at the expense of our employees. Special arrangements may be needed for part-timers or shift workers.
- Obtain feedback from employees who have been trained and monitor any improvement in our organisation's health and safety performance.
- Maintain appropriate records of training and monitor so that refresher training can be given when needed.
- Monitor and review the operation of the policy and procedure on a regular basis and make changes to the procedures as necessary.

## HOUSEKEEPING & CLEANLINESS

### Overview

Slips and trips are the most common cause of injury at work. On average, they cause 40 per cent of all reported major injuries and can also lead to other types of serious accidents, for example falls from height. Slips and trips are also the most reported injury to members of the public. Studies have estimated that a quarter of these accidents could have been prevented if objects and spillages on floor surfaces were removed or cleaned up.

The law places a duty on employers to ensure that every floor and walkway be kept free from obstructions or any type of contamination which may cause a person to slip, trip or fall, so far as is practicable.

Good housekeeping and cleaning should be given high priority in the workplace. It also brings additional benefits such as increased production and enhanced company image, and is a good method for getting the workforce involved in safety issues.

### It is our policy to:

- Provide a clean and safe environment for our workers.
- Identify areas of concern and the risks posed to our workforce and others from poor standards of housekeeping.
- Improve those standards as far as is reasonably practicable.
- Ensure that indoor flooring surfaces are capable of being kept sufficiently clean and clear of obstacles likely to create slip/trip hazards.
- Provide the equipment necessary to maintain good standards of housekeeping.
- Consult with our workforce and appoint senior staff members to oversee the provision and management of housekeeping facilities and arrangements.
- Develop and implement cleaning procedures and associated safe systems of work where required.
- Provide and record relevant training.
- Conduct regular inspections of the workplace to ensure adherence to the programme.
- Monitor, review, and update this policy on a regular basis.

## HOUSEKEEPING & CLEANLINESS

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Conduct a risk assessment of all areas of the workplace and work activities to determine the cleaning requirements for each area.
- Develop a positive culture to encourage employees to maintain a clean, neat and tidy workplace wherever practicable.
- Conduct regular inspection and maintenance to floor areas to minimise trip hazards.
- Develop and implement cleaning plans and schedules for each area to include:
  - Floors, stairs, toilets, rest and catering areas, outside paths, roadways, and storage areas, etc.
  - The contaminant and the most appropriate method for cleaning e.g. vacuum cleaning is better than sweeping.
  - Dry cleaning or wet cleaning. Wet cleaning may leave slippery floors.
  - The frequency of and best time of day for cleaning.
  - Waste handling and disposal - special waste, clinical, infected, chemical, process waste etc.
  - Warning signs.
  - Hazards associated with chemical cleaners.
  - Procedures for cleaning hazardous equipment and machinery.
- Provide suitable storage facilities and receptacles for waste materials.
- Eliminate or minimise hazards relating to:
  - Falls from height - e.g. having insufficient space to manoeuvre safely, etc.
  - Fire - e.g. excess flammable materials, blocked fire routes and exits, etc.
  - Manual handling - e.g. poor handling environment, restricted posture, etc.
  - Falling objects - e.g. carelessly stacked / unstable objects, etc.
  - Slips on spillages that have not been cleaned up.
  - Trips over items obstructing walkways or stairs.
- Involve the workforce in making these assessments of our needs.
- Explain these arrangements to the workforce, their supervisors and managers. Ensure they are understood. Provide and record training where necessary.
- Provide the necessary resources and equipment.
- Implement the procedures ensuring that they are followed in practice.
- Carry out regular housekeeping audits.
- Monitor the implementation and continuing effectiveness of our procedures to ensure that our workplace is being cleaned properly and adequately.

# INFECTION CONTROL

## Overview

Infections at work are those created by exposure to harmful micro-organisms such as bacteria, fungi, viruses, internal parasites, and other infectious proteins known as prions. These are called 'biological agents' in health and safety legislation. Employees may be harmed by micro-organisms by being infected with the micro-organism, by being exposed to toxins produced by the micro-organism, or by having an allergic reaction to the micro-organism or substances it produces.

Some employees could come into contact with infectious micro-organisms as a result of the kind of work they do, e.g.: medical and care workers; sewage workers; food handlers; veterinary workers; animal husbandry; waste handlers; and many others.

Employees may pick up infections from work colleagues (just as they might from their friends and family outside of work) - these infections are not the responsibility of the employer under health and safety law but may be a consideration under other legislation. This is because the infection is just as likely to be caught outside the workplace as in it. Where the risk of infection is foreseeable due to the work activities, an employer will need to carry out an assessment and take measures to control the risks. Workers need to be protected during the course of their work.

## It is our policy to:

- Protect our workers and others from the transmissions of infections during the course of their work as far as is reasonably practicable.
- Use risk assessment as a tool to identify tasks and environmental conditions that could be a potential source of infection to our workers and others affected by our business activities.
- Consider other legislation covering infections such as food safety; environmental protection and public health.
- Identify who may be affected and how.
- Ensure, so far as is reasonably practicable, that our workers are protected from exposure to infections that can be caught at work
- Implement appropriate systems to manage and monitor the prevention and control of infection.
- Ensure that all staff are suitably consulted, instructed and trained in prevention and protective control measures.
- Monitor, review, and update this policy on a regular basis and as and when changes are required.

## INFECTION CONTROL

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Carry out a risk assessment to identify the hazards and risks in our workplace from infections.
- Ensure that our assessment identifies work activities where:
  - Workers may be at greater risk, such as new and expectant mothers or those whose immune system is not functioning properly, either because they are undergoing medical treatment or are already suffering from an infection.
  - Workers and other people who may not be in the workplace all the time, such as cleaners; maintenance workers, temporary workers.
  - Members of the public who might be present, if there is a chance that they could be exposed to infection as a result of our work.
- Adopt measures to eliminate or reduce risks of transmission as far as is reasonably practicable.
- Provide specific training on hygiene and cross-contamination controls where appropriate.
- Provide up-to-date information relating to infectious diseases, how they can be passed on and the symptoms to watch out for.
- Ensure that clothing worn by staff (including relevant PPE) when carrying out their duties is clean and fit for purpose.
- Provide suitable equipment that is easy to clean and decontaminate.
- Implement safe working practices for staff - in writing where appropriate.
- Ensure that good occupational hygiene practices are applied in all situations.
- Carry out health surveillance and where necessary maintain records of occupational ill health.
- Ensure that where required, incidents reportable under RIDDOR or other statutory reporting of diseases are done promptly.
- Monitor activities to ensure that high standards of basic hygiene are always maintained.

# LONE WORKING

## Overview

People who work alone without direct or close supervision are lone workers. They may be mobile workers e.g. drivers, surveyors, service engineers, care workers, etc. or work at a fixed workplace.

Lone workers should not be at more risk than other employees, they face the same hazards at work as anyone else, but there is a greater risk of these hazards causing harm as they may not have anyone to help or support them if things go wrong.

Employers are responsible for the health, safety and welfare at work of all their workers, and this applies to any contractors, volunteers or self-employed people. These responsibilities cannot be transferred to any other person, including to those people who work alone.

### It is our policy to:

- Protect our workers from the hazards and risks associated with lone working.
- Identify the scope of our operations where people may be required to work alone.
- Make an assessment of the risks to members of our workforce who are or may become lone workers.
- Consult with our workforce about our proposals to manage and/or control these risks.
- Avoid lone working where risk assessment identifies unacceptable risks that cannot be reduced by effective control measures.
- Develop and implement control measures and procedures to ensure the health and safety of our employees and others whilst working alone.
- Protect lone workers from stress and other work-related health problems.
- Protect lone workers from the risks of work-related violence.
- Ensure that all staff employed in lone worker positions have received comprehensive training in all aspects of the work they are expected to carry out.
- Monitor and review our policy and procedures accordingly.

## LONE WORKING

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Nominate senior members of staff to review the provisions for the health, safety and welfare of lone workers.
- Assess the risks from all of our lone working operations.
- Consider, as part of our assessment, issues such as;
  - The location where they work (remote or hazardous areas)
  - Risks from handling cash
  - Dealing with potentially violent members of the public, clients or a member of their family.
  - Ability to work without direct supervision.
  - Stress levels and mental health where workers may feel disconnected, isolated or abandoned.
  - Medical conditions that may put them at greater risk.
  - Road risks where a significant part of their day is spent driving.
  - Fatigue where they may be working exceptional hours.
  - Potential lack of access to welfare or first aid facilities.
  - Mobile phone signals and other methods of communication.
- Ensure that suitable procedures and control measures are in place for lone working situations.
- Consult with employees and ensure that everyone understands the procedures and arrangements.
- Establish procedures for monitoring and keeping in touch.
- Provide appropriate training to cover:
  - The detailed duties of the job.
  - Safety aspects of all equipment / machinery to be used.
  - Any restrictions and / or prohibitions to be observed, including what equipment / machinery they must not operate or activities they must not carry out.
  - How to recognise and deal with hazardous locations, working at height, or lifting operations that require two or more people, etc.
  - Emergency procedures, such as fire, accident, illness, physical attack; what action they should take and any specific arrangements for summoning help to be implemented.
- Monitor, review and update the operation of this procedure regularly and whenever an incident occurs involving lone working.

# MANUAL HANDLING

## Overview

Manual handling injuries are part of a wider group of musculoskeletal disorders (MSDs). The term 'musculoskeletal disorders' covers any injury, damage or disorder of the joints or other tissues in the upper/lower limbs or the back. Some MSDs are caused by work activities but some are caused by activities outside work or may be the result of illnesses or diseases unrelated to work.

It is estimated that work-related MSDs, including those caused by manual handling, account for around 40% of all work-related ill health.

Regulations apply to manual handling activities at work that involve the transporting or supporting of loads, including lifting, lowering, pushing, pulling, carrying or moving loads.

### It is our policy to:

- Prevent injury from manual handling, not only to the back, but to any part of the body.
- Identify the scope of our operations where people may be required to carry out manual handling tasks.
- Avoid the need for hazardous manual handling, 'so far as is reasonably practicable'.
- Consult with our employees about the manual handling risks in the workplace that are present.
- Make an assessment of the risks to our employees and others from hazardous manual handling where it can't be avoided.
- Ensure that any manual handling risk assessments are undertaken by competent, trained persons.
- Provide mechanical handling equipment or other alternatives where required.
- Reduce the risk of injury from hazardous manual handling, 'so far as is reasonably practicable'.
- Provide training for employees with manual handling tasks.
- Monitor and review our policy and procedures accordingly.

## MANUAL HANDLING

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Appoint members of staff to review the provisions for the health, safety and welfare of all of our workers and others who may be affected by manual handling operations.
- Operate the fundamental principle of avoiding manual handling by employing other means such as the use of mechanical aids.
- Identify the hazards and evaluate the problems likely to occur during the work taking account of; the task; the individual; the load; and the working environment.
- Carry out a suitable and sufficient risk assessment when hazardous manual handling cannot be avoided.
- Consult with our workers to develop and implement procedures and systems of work to reduce the risks from manual handling operations in the course of our business.
- Consider methods to reduce the risk if manual lifting is the only option including:
  - making the load smaller or lighter and easier to grasp;
  - breaking up large consignments into smaller loads;
  - modifying the workplace to reduce carrying distances, twisting movements, or the need to lift things from floor level or above shoulder height;
  - changing the work routine to avoid excessive work rates and tight deadlines;
  - improving the environment - more space, better flooring, extra lighting or changing the air temperature, making manual handling easier and safer.
- Ensure that the person doing the lifting has been trained to lift as safely as possible.
- Encourage early reporting of symptoms and ensure any cases of manual handling injury are managed effectively.
- Provide equipment that is suitable for the task such as; sack trucks; lifting equipment; conveyors; etc in order to reduce the risk.
- Monitor and review our procedures and ensure workers understand and apply them.

## NEW & EXPECTANT MOTHERS

### Overview

The law requires employers to consider vulnerable employees in their general workplace risk assessments and the risks to their health and safety suitably controlled. This includes female employees of child-bearing age and new and expectant mothers. A new or expectant mother is a woman who is pregnant, has given birth within the last six months or is breastfeeding.

When an employer is notified that an employee is pregnant, breastfeeding or has given birth within the last six months, they must check their workplace risk assessment to see if any new risks have arisen. If risks are identified during the pregnancy, in the first six months after birth or while the employee is still breastfeeding, they must take appropriate action to reduce, remove or control them.

Whilst there is no legal requirement to conduct a specific, separate risk assessment for new and expectant mothers a review of existing assessments may identify additional action that needs to be taken.

### It is our policy to:

- Ensure that our workplace risk assessments consider the hazards and risks that may apply to female employees of child-bearing age and new and expectant mothers.
- Develop and implement systems and procedures that will protect new and expectant mothers and their children from hazards and risks in our workplace or work activity.
- Assess the personal needs of each new and expectant mother in our employ.
- Consider medical advice from their GP or midwife about their health.
- Make reasonable adjustments to working conditions and/or hours of work where required.
- Provide suitable facilities to enable pregnant and breastfeeding employees to rest.
- Observe the employees' rights under equality and employment law.
- Review and revise our policies and procedures on a regular basis.

## NEW & EXPECTANT MOTHERS

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Assess all of our work activities to identify where and when female employees of childbearing age, including new or expectant mothers (i.e. employees who are pregnant, have given birth within the last six months or are breastfeeding) may be exposed to unacceptable risks.
- Consider the risks that may arise from any task / process, working condition, or physical, biological or chemical agents generated or carried out within the business that may have an effect on reproductive health, e.g. manual handling, infections, exposure to heavy metals, solvents, radiation etc.
- Ensure that the assessments are carried out by competent, trained personnel in a sensitive and confidential manner.
- Take the appropriate action where significant risks are identified to protect all vulnerable employees
- Act promptly as soon as we are notified, in writing, that an employee is a new or expectant mother, to ensure that she is not further exposed.
- Take the following actions if the risk cannot be removed:
  - Make temporary adjustments to her working conditions and/or hours of work, or if that is not possible;
  - Provide suitable alternative work (at the same rate of pay) if available, or if that is not feasible;
  - Suspend her from work on paid leave for as long as necessary, to protect her health and safety, and that of her child.
- Review the risk assessment as pregnancy develops or as the pregnant worker makes any concerns or problems known.
- Provide a suitable location for pregnant and breastfeeding employees to rest in dignity, including a place for them to lie down.
- Make sure Supervisors and other employees are aware and understand the measures to be taken.
- Monitor, review, and update this policy on a regular basis and as and when changes are required.

## RISK MANAGEMENT & LEADERSHIP

### Overview

Employers have a legal duty to put in place suitable arrangements to manage health and safety in their organisation. Directors can be personally liable when these duties are breached. Members of a board have both collective and individual responsibility for health and safety. Benefits of good management can include reduced costs and reduced risks, lower employee absence and turnover rates, fewer accidents, and the threat of legal action is lessened.

### Risk profiling and leadership

Effective leaders and line managers know the risks their organisations face, rank them in order of importance and take action to control them. The range of risks goes beyond health and safety risks to include quality, environmental and asset damage, but issues in one area could impact in another.

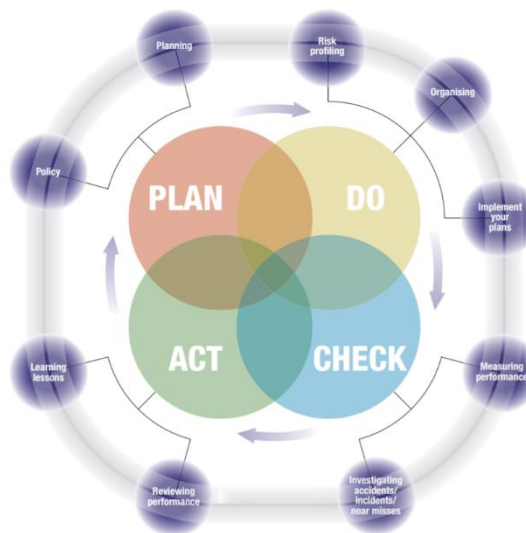
### It is our policy to:

- Demonstrate strong and active leadership with visible and active commitment from the top levels of management in our organisation.
- “Own”, understand and decide how best to communicate, promote, and champion health and safety throughout the business.
- Ensure that adequate resources for our health and safety arrangements are provided.
- Seek and obtain competent health and safety advice where necessary.
- Ensure risk assessments are carried out and employees or their representatives are involved in decisions that affect their health and safety.
- Have effective monitoring systems in place for sickness, absence, and workplace health.
- Benchmark collected performance data against others in the same industry sector.
- Ensure that appraisals of senior managers include an assessment of their contribution to health and safety performance.
- Examine whether the health and safety policy correctly reflects the organisation’s current priorities, plans and targets in accordance with approved and accepted standards and practices.
- Decide on actions to address any identified weaknesses and monitor the implementation of improvements.
- Consider immediate reviews in the light of major shortcomings or events.
- Actively engage with employees on all matters relating to safety.
- Monitor and review the effectiveness of this policy on a regular basis.

## RISK MANAGEMENT & LEADERSHIP

In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:

- Develop and implement a written health and safety policy (where five or more people are employed).
- Establish effective 'downward' communication systems and management structures.
- Identify and build a risk profile that examines the nature and level of the risks faced by our organisation.
- Conduct written risk assessments of the activities that may impact upon the health and safety of employees and others who may be affected by those activities (where five or more people are employed). Any risk assessment must be 'suitable and sufficient'.
- Consult with our workforce to develop and implement formal arrangements for the effective planning, organisation, control, monitoring and review of the preventive and protective measures that come from risk assessment.
- Obtain access to competent health and safety advice from trade associations; safety groups; trade unions; consultants; local authorities; training providers; etc.
- Provide information, instruction, and training for employees in how to deal with the risks to health and safety from their work activities.
- Use the 'Risk Management' model shown below as a tool to achieving our objectives:



- Ensure that there is adequate and appropriate supervision that fully understand their duties and responsibilities.
- Consult and engage with the workforce in the promotion and achievement of safe and healthy working conditions.
- Monitor, review and update the operation of this procedure at least annually or following any incidents or changes in requirements.

## ROAD RISK - DRIVING FOR WORK

### Overview

It is estimated that more than a quarter of all road traffic incidents may involve somebody who is driving as part of their work at the time. Health and safety law applies to work activities on the road in the same way as it does to all other work activities and employers are required to manage the risks to drivers as part of their health and safety arrangements.

It applies to any employer with employees who drive, or ride a motorcycle or bicycle for work, as well as self-employed people and those using their own vehicle for a work-related journey.

### It is our policy to:

- Appoint senior staff members to identify and manage the potential hazards to our workforce when driving in the course of our business.
- Assess the risks to our workforce from our work-related driving activities.
- Consult with our employees about the risks arising from their work.
- Develop and implement policies and procedures for all of our transport activities.
- Check that our drivers are competent and capable of doing their work in a way that is safe for them and other people.
- Ensure that the vehicles are fit for purpose for their intended use and that they are suitably maintained and road legal.
- Pay particular attention to employees using personal vehicles for work purposes.
- Plan routes and work schedules to allow enough time to complete journeys safely.
- Provide information instruction and training to our workforce.
- Monitor these arrangements to ensure that they remain effective and up to date.

## ROAD RISK - DRIVING FOR WORK

In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:

- Train and appoint a senior manager or supervisor to manage our road risks.
- Conduct a risk assessment to identify what controls are needed to ensure our drivers and their vehicles can operate with minimal risk to themselves, passengers, pedestrians, and other road users in general.
- Consider measures to ensure there are safe drivers that include:
  - Identifying the levels of skill and expertise that are required to do the job safely.
  - Ensuring drivers are sufficiently fit and healthy to drive safely.
  - Checking the validity of driving licences through government websites.
  - Providing extra training such as advanced driver training etc.
  - Ensuring they know what to do to ensure they are safe if their vehicle breaks down, such as the use of safety warning triangles and high-visibility jackets.
  - Avoiding distractions whilst driving such as mobile phone use, sat nav etc.
  - Controlling fatigue such as allowing for rest breaks; policy on overnight stays shared driving; etc.
- Consider measures to ensure there are safe vehicles that include:
  - Selecting company vehicles that are suitable and where practicable include driver aids and other safety devices such as reversing alarms, camera systems, proximity sensors, and side protection bars for lorries or HGVs to protect cyclists where applicable.
  - Ensuring privately owned vehicles are only used for work purposes if they are serviced in line with manufacturers' recommendations, insured for business use and, where the vehicle is over three years old, have a valid MOT certificate.
  - Maintaining vehicles in accordance with manufacturers recommendations and statutory requirements.
  - Driver inspections to ensure tyres, windscreen wipers and other safety critical parts are inspected regularly and replaced, as necessary.
  - Procedures for reporting defects and ensuring they are remedied promptly.
- Consider measures to ensure there are safe journeys that include:
  - Planning routes in consultation with drivers or their representatives, taking account of, for example, the need for rest breaks and access to toilets and washing facilities.
  - Adding the time spent on the task to the length of the working day when hours are calculated when driving to and from a job, visit, meeting, training course etc.
  - Procedures for dealing with adverse weather conditions, traffic congestion, breakdowns and accidents and incidents.
- Develop procedures, programmes and practices tailored to our work activities and implement them.
- Communicate these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
- Monitor, review and update the operation of this procedure at least annually or following any incidents or changes in requirements.

# VIOLENCE & HARASSMENT AT WORK

## Overview

Many workers and particularly those who deal directly with the public may face aggressive or violent behaviour whilst at work. They may be abused, threatened, or even attacked. Most at risk include retail workers, restaurant, and bar workers where alcohol may be involved, medical and social care workers dealing with challenging behaviour, remote and lone workers, cash handlers, security staff, schoolteachers, law enforcement workers, and many others.

The Health and Safety Executive (HSE) defines violence and harassment at work as “any incident in which a person is abused, threatened or assaulted in circumstances relating to their work”. This can include verbal abuse or threats as well as physical attacks.

Employers have a legal responsibility to reduce the risk of violence occurring so far as is reasonably practicable - the same as for other health and safety risks.

### It is our policy to:

- Protect employees from exposure to reasonably foreseeable violence and introduce measures for dealing with violence and abuse to our workforce in the course of their work.
- Carry out a risk assessment find out whether violence is a significant problem for our workers and our business.
- Develop and implement measures to prevent or reduce the risks so far as is reasonably practicable.
- Consult with our staff to identify areas of concern and to ensure that any reporting or monitoring scheme is practical and effective.
- Provide information, instruction, and training to all of our workers.
- Monitor and investigate all incidents, identify action to be taken and notify the appropriate authorities where required.
- Maintain records of serious incidents and accidents where staff are injured.
- Provide support for our employees who have been victims of violence and abuse whilst at work.
- Review the assessments and policies on a regular basis and amend or update as required.

## VIOLENCE & HARASSMENT AT WORK

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Assess our work activities to identify where workers may be subjected to violence or aggression from clients, customers, or other people as a result of their work activities.
- Involve our workforce in developing the policy and plan of action.
- Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice provided by professional bodies including the Police.
- Check that the assessment considers the following factors:
  - Recognising where and why workers may be at risk.
  - Systems to allow the reporting of aggression and threats of violence at work.
  - Procedures for handling incidents - such as calling the police.
  - Provision of security screens, CCTV, alarms, and other preventive measures and deterrents.
  - Access control and workplace layout - make it difficult for aggressors to reach workers.
  - Lone working and security for workers off site.
  - Training workers to identify the early signs of aggressive behaviours and understand conflict management techniques.
  - Counselling and support for victims.
  - Special arrangements for dealing with clients and people known to be aggressive or a risk to staff.
- Set up formal procedures for recording and reporting incidents.
- Implement the measures and train managers and supervisors to recognise work activities and locations where there are higher than normal risks.
- Ensure that our workers know what to do if they suspect they, or a colleague, are under threat of violence or aggression at work.
- Monitor and review the operation of the policy and procedure from time to time and following any incidents involving work-related violence, making changes to the procedures as necessary.

# VISITORS

## Overview

Visitors to a place of work are typically amongst the most vulnerable groups in terms of coming to harm. This is because they will not have sufficient knowledge of the company's health and safety measures such as fire and emergency procedures, and site rules that allow them to move around the premises safely. Certain areas of the site may be much more dangerous than others. In this case, visitors may need escorting for the safety of themselves and that of everyone else.

Employers and occupiers of premises have a duty of care to protect the health and safety of visitors, and also other persons, and to ensure that they do not suffer injury on the premises from the dangers that may be inherent to the work activities taking place.

### It is our policy to:

- Provide a safe and healthy environment for all our workers and visitors and take their welfare needs into account.
- Identify the areas of our business where visitors and contractors may be present on site and interact with our workforce.
- Appoint senior staff members to identify and complete risk assessments of the workplace hazards which may pose a risk to visitors.
- Consult with our workforce about our proposals to manage and/or control these risks.
- Develop procedures, rules, and best practices for ensuring visitor safety, that are bespoke to our workplace.
- Implement the arrangements and ensure that they are followed in practice.
- Provide relevant information and training to our workforce in respect of our rules and controls for visitor safety.
- Check that these controls are understood and are being adhered to.
- Review the assessments and policies on a regular basis and amend or update as required.

## VISITORS

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Ensure that our premises are in good repair and the workplace and any equipment provided for work is maintained so that it is safe for our workforce and visitors.
- Assess our work activities to identify the risks to our visitors and consider where applicable:
  - Contractors, temporary or agency workers, suppliers, customers, other visitors and the general public.
  - Where visitors go, when they go there, why they go there and what they do when they get there.
  - Whether they will need accompanying or not.
  - Uninvited visitors such as trespassers, or children.
  - The needs of people with disabilities who may have specific requirements.
  - What personal protective equipment (PPE) visitors may need.
  - Floor coverings, slippery floors, condition of stairs and external areas.
  - Chemical, electrical and machinery hazards.
  - Environmental hazards such as noise and dust.
  - Workplace transport, traffic movement around site and car parking.
  - Food hygiene and infection control.
- Engage with our workforce through formal and less formal systems such as face-to-face discussions, toolbox talks or periodic meetings on specific issues.
- Develop and implement controls that are commensurate with the level of risk.
- Appoint specific individuals to take responsibility for visitors during their time on site.
- Accompany visitors where appropriate or, if permitted unaccompanied access, warn them of any danger areas or other risks to their personal safety or wellbeing.
- Provide access to welfare facilities for visiting delivery drivers.
- Ensure that visitors are made aware of any safety rules or procedures specific to their visit, including action in the event of an emergency.
- Liaise with the employers of visitors and visiting drivers to co-ordinate the measures needed to be taken to meet our health and safety responsibilities.
- Record all injuries to visitors in line with the company's accident reporting and investigation procedure.
- Monitor and review visitor arrangements as part of our risk management system to ensure controls remain effective.

## WELFARE & THE WORKPLACE

### Overview

Employers are required to make and maintain arrangements for welfare and the provision of a safe and healthy workplace for their workers whilst they are at work. There is also a duty to provide restrooms where work is arduous or conducted in a hazardous environment, and for the welfare of new and expectant mothers.

The term workplace means any premises or part of a premises which are made available to any person as a place of work, including the common parts of shared buildings and surrounding paths and roads. It does not cover domestic premises.

Factors to consider include; lighting, ventilation, temperature, toilets and washing facilities.

### It is our policy to:

- Provide a safe and healthy environment for all our workers and visitors and take their welfare needs into account.
- Identify the areas of the workplace that are under our control and those that are under the control of someone else, for example the building owner or landlord.
- Assess the risks to our workers and others from the working environment and welfare provisions.
- Consult with our workforce about those risks and our proposals to manage and/or control them.
- Develop procedures and a maintenance plan to ensure the workplace remains a safe working environment and provisions for welfare are kept suitable and clean.
- Implement procedures for housekeeping, cleaning, and maintenance regimes.
- Provide relevant information and training to our workforce in respect of the standards we set for housekeeping and cleanliness.
- Monitor conditions on an ongoing basis and ensure standards are maintained to prevent deterioration.
- Review the assessments and policies on a regular basis and amend or update as required.

## WELFARE & THE WORKPLACE

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Appoint senior staff members to oversee our provision and maintenance of welfare facilities and a safe working environment.
- Liaise with our landlords or building owners to identify and establish maintenance responsibilities for the premises.
- Conduct a risk assessment to identify areas of concern about the main risks in our workplace and the things we need to do to manage them effectively. The assessment will consider the following factors:
  - Our workplace and the condition of the buildings, floors, walls, and ceilings.
  - Minimum legal requirements and what might reasonably be expected by law.
  - Temperature, ventilation, and lighting in the workplace.
  - The use of chemical, biological, and hazardous substances.
  - The condition of traffic routes, paths, walkways, and roads.
  - Sanitary and washing facilities, showers for dirty work or emergencies.
  - Clothing accommodation, changing rooms and rest rooms.
  - Drying facilities for wet work clothes, if practical and necessary.
  - Provision of drinking water and the means for making hot drinks and heating food.
  - Welfare provisions for visitors, delivery drivers, and workers who travel to other locations.
  - The needs of nursing and expectant mothers.
  - The heating and cleaning of rest rooms and welfare facilities.
- Consult with our workers to help us manage health and safety in a practical way by helping us to identify workplace risks; making sure health and safety controls are practical; and increasing the level of commitment to working in a safe and healthy way.
- Provide suitable welfare facilities that are fit for purpose and include clean toilets and hand basins, with running hot and cold or warm water, soap and towels or another suitable means of drying; facilities for meal breaks; and sufficient lighting, heating, and ventilation.
- Implement procedures for cleaning and housekeeping to ensure that: The premises, furniture, and fittings are kept clean; there is provision of suitable waste containers; and dirt, refuse and waste is removed regularly.
- Ensure that our premises are in good repair and the workplace and any equipment provided for work is maintained so that it is safe for our workforce and visitors.
- Set standards for housekeeping and cleanliness and provide our workers with information instruction and training to enable them to meet them.
- Monitor, review and update the operation of this procedure at least annually or following any incidents or changes in requirements.

# WORK EQUIPMENT

## Overview

Health and safety legislation places responsibilities on businesses and organisations whose employees use work equipment, whether owned by them or not. Employers need to eliminate or reduce the risks from work equipment used at work.

Work equipment is any machinery, appliance, apparatus, tool or installation for use at work. This includes equipment which employees provide for their own use at work. "Use" means any activity involving work equipment and includes starting, stopping, programming, setting, transporting, repairing, modifying, maintaining, servicing and cleaning.

### It is our policy to:

- Protect our workers and other people who visit our premises from the health and safety risks associated with the provision and use of work equipment.
- Identify our plant and equipment that falls under the control of specific legislation.
- Assess our work activities to identify the hazards involved with the use of work equipment and the risks to our workers and others that may be affected by them.
- Consult with our workforce about those risks and our proposals to manage and/or control them.
- Select and provide suitable and safe equipment that is appropriate for the task it has to undertake.
- Develop safe working procedures, control measures, and arrangements for the use of work equipment.
- Implement the arrangements and ensure that they are followed in practice.
- Ensure that only trained people that have the skills, knowledge, and experience are employed to use the work equipment.
- Monitor the effectiveness of rules, procedures, and safe systems of work.
- Review the assessments and policies on a regular basis and amend or update as required.

## WORK EQUIPMENT

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Appoint senior staff members to oversee our provision and use of work equipment and maintain a safe working environment.
- Liaise with manufacturers, suppliers, trade organisations and our insurers to identify and establish maintenance and inspection requirements for our work equipment.
- Ensure that new work equipment provided for use at work conforms with the essential requirements of current standards and health and safety law.
- Appoint a competent person to conduct risk assessments to identify the main risks arising from our use of work equipment and the things we need to do to manage them effectively. The assessments will consider amongst others the following factors:
  - Setting-up, maintenance, repair, breakdowns, and removal of blockages.
  - Isolation procedure and stored energy.
  - Stop, start, operating controls, and emergency stops.
  - Dangerous moving parts of machinery and guarding requirements.
  - Hazards such as entanglement, shearing, crushing, trapping, or cutting.
  - Dust and fumes that may be produced during operation.
  - Type of power supply such as electrical, hydraulic, or pneumatic.
  - Hot or cold surfaces, temperature, ventilation, and lighting in the workplace.
  - The use of chemical, biological, and hazardous substances.
  - Suitability for use in flammable or explosive areas or in wet and adverse conditions.
- Consult with our workers to help us manage health and safety in a practical way by helping us to identify workplace risks; making sure health and safety controls are practical; and increasing the level of commitment to working in a safe and healthy way.
- Develop and implement control measures, procedures and safe systems of work.
- Ensure that information, instruction, and training covers all that is needed for the safe operation of the equipment including:
  - The dangers from stored energy
  - start-up and shutdown procedures
  - precautions for cleaning and maintenance
  - function and effect of controls and protective devices
  - likely fluctuations expected in normal operation
  - procedures in the event of an emergency.
- Arrange for work equipment to be routinely serviced and maintained and for statutory inspections where required.
- Maintain records including the contents of any inspection reports, EC declarations of conformity, previous history of repair and any significant modifications to the equipment.
- Monitor, review and update the operation of this procedure at least annually or following any incidents or changes in requirements.

## WORKING AT HEIGHT

### Overview

Falls from height and in particular falls from roofs, through fragile roofs and fragile roof lights are one of the most common causes of workplace fatalities and serious injury.

'Work at height' is defined as work in any place where, if there were no precautions in place, a person could fall a distance liable to cause personal injury. It does not include a slip or a trip on the same level, as a fall from height has to involve a fall from one level to a lower level. It does however, include falls into openings that are below ground level.

Regulations require employers and those in control of any work at height activity to make sure work is properly planned, supervised and carried out by competent people. This includes using the right type of equipment for working at height.

### It is our policy to:

- Prevent deaths and injuries caused by falls from height at work so far as is reasonably practicable.
- Avoid the need to work at height wherever possible.
- Identify all aspects of our work activities where there is a potential for a fall from height.
- Assess our work at height activities to identify the risks to our workers and others that may be affected by our work.
- Consult with our workforce about those risks and our proposals to manage and/or control them.
- Where we cannot avoid work at height, develop safe working procedures and arrangements for all aspects of working at height as part of our work activities, either by our own workforce or those working as contractors on our behalf.
- Implement the arrangements and ensure that they are followed in practice.
- Ensure that only trained people that have the skills, knowledge, and experience are employed to work at height
- Monitor the effectiveness of rules, procedures, and safe systems of work.
- Review the assessments and policies on a regular basis and amend or update as required.

## WORKING AT HEIGHT

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Investigate whether work at height can be avoided by using other methods to get the work completed such as doing as much work as possible from the ground.
- Appoint senior staff members to identify and complete risk assessments of the workplace hazards relating to work at height which may pose a risk to our workers and others.
- Consider in the risk assessments, where applicable:
  - Weather conditions that could compromise worker safety.
  - The safety of the place (e.g. a roof) where work at height is to be undertaken.
  - The height, duration, and frequency of the task.
  - Fragile surfaces and unprotected openings.
  - The most suitable equipment appropriate for the work.
  - Conditions that may cause the equipment to deteriorate.
  - The competency of the workers carrying out the task.
  - Materials or objects falling from the work area.
  - Emergencies, rescue arrangements, and procedures for evacuation that do not rely entirely on the emergency services for rescue.
  - What personal protective equipment (PPE) may be needed.
- Involve the workforce in these assessments and in the identification of control measures to eliminate or reduce risk. Liaise with clients and others where necessary.
- Ensure that access and other equipment provided for work at height is fit for the purpose, correctly installed, used, maintained, and inspected at the correct frequency.
- Implement safe working procedures and control measures.
- Provide appropriate training commensurate to the level of risk and skill required and ensure that workers receive instruction on how to use the equipment safely.
- Monitor, review and update the operation of this procedure at least annually or following any incidents or changes in requirements.

# WORKPLACE STRESS

## Overview

Stress may be defined as an adverse reaction some people may suffer when excessive pressures or other types of demand are placed on them. This may be due to work or factors outside of work. It is widely believed that whilst there may be beneficial effects of reasonable pressure and challenge that motivates workers, there can sometimes be a distressing reaction to excessive demands or pressures. If stress is intense, or continues for prolonged periods of time, it can have adverse effects on both physical and mental health.

Employers have a legal duty to consider the impact that work-related stress may have upon their employees through risk assessment, and to take action to protect them.

There are six main factors that can lead to work-related stress if they are not managed properly. These are: demands, control, support, relationships, role, and change.

## It is our policy to:

- Recognise that we have a duty to take action to reduce and where reasonably practicable eliminate ill health which is caused by work-related stress.
- Consider and assess the impact workrelated stress may have on both physical and mental health of our employees.
- Conduct risk assessments to identify all workplace stressors and eliminate or control the risks from stress.
- Seek advice from occupational health and human resources professionals where necessary.
- Consult with our employees to identify key areas of concern and proposed action relating to the prevention of workplace stress.
- Provide relevant training or information on good management practices for managers and supervisors.
- Provide adequate resources to enable managers to implement this policy.
- Operate the policy in line with the principles of good health and safety and employment law practice in line with the six key areas identified in HSE guidance.
- Monitor, review, and update this policy on a regular basis and as and when changes are required.

## WORKPLACE STRESS

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Identify all aspects of our work activities where there is a potential for ill health due to stress and take into consideration the following key indicators:
  - Emotional indicators such as fatigue, anxiety, poor motivation in general.
  - Cognitive indicators such as making mistakes, having accidents, poor quality work.
  - Behavioural indicators such as deteriorating relationships with colleagues, irritability, indecisiveness, absenteeism, excessive smoking, excessive drinking, overeating etc.
  - Physiological indicators; increased complaints about health - headaches, dizziness, etc.
- Carry out a risk assessment our work activities and take into consideration the following six key areas of work design:
  - The demands of the job such as the workload, work patterns and the work environment.
  - The amount of control workers have over the way they work.
  - How much support such as encouragement, sponsorship and resource is provided by the organisation, line management and colleagues.
  - Improving relationships by promotion of positive working to avoid conflict and dealing with unacceptable behaviour such as bullying, harassment, and discrimination.
  - The individual's understanding of their role within the organisation and avoidance of conflicting roles.
  - Communication of organisational changes (large and small) and how it is and managed communicated.
- Involve the workforce in developing the policy and plan of action.
- Support employees who are experiencing stress whether work-related or not e.g. following a bereavement or separation.
- Arrange for confidential counselling for staff affected by stress caused by either work or external factors where required.
- Develop procedures, programmes and practices tailored to our work activities.
- Ensure that managers and supervisors understand the policy and procedure. Consider whether they need any training.
- Communicate these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
- Implement the policy and procedure and ensure that it is followed in practice.
- Monitor and review the operation of the policy and procedure from time to time and following any case of ill health caused by work-related stress, making changes to the procedures as necessary.

## YOUNG PERSONS & CHILDREN

### Overview

Health and safety law requires that every employer must ensure, so far as reasonably practicable, the health and safety of all their employees, irrespective of age. However, there are certain considerations that need to be made for young people.

The definition of a young person (YP) is someone below 18 years of age and - for health and safety purposes - a child is defined as, someone who has not yet reached the minimum school leaving age (MSLA).

There is also other legislation apart from health and safety law that is designed to protect young persons and children in the workplace. For example: young people and children are subject to protections in relation to the hours they can work; children must not be employed in industrial workplaces such as factories, construction sites etc, except when on work experience; and children under 13 are generally prohibited from any form of employment

### It is our policy to:

- To protect children and young people who work for us or with us on work experience or apprenticeship schemes.
- Identify the areas of concern in our business where they may be particularly vulnerable.
- Include them in our risk assessment process to ensure that they are protected from the risks in our workplace.
- Consult with our workforce about our proposals to manage and/or control these risks.
- Develop procedures, rules, and best practices for ensuring their safety, that are made bespoke to our workplace.
- Implement the arrangements and ensure that they are followed in practice.
- Provide relevant information and training to our workforce in respect of our rules and controls for their safety.
- Check that these controls are understood and are being adhered to.
- Review the assessments and policies on a regular basis and amend or update as required.

## YOUNG PERSONS & CHILDREN

**In order to meet our legal obligations to manage the health and safety of our employees and others effectively, our plan is to:**

- Ensure that our premises are in good repair and the workplace and any equipment provided for work is maintained so that it is safe for our workforce and others.
- Ensure that senior staff members are appointed and instructed in how to manage young people in the workplace before any young person starts work.
- Assess the risks to children and young persons from our activities and the work we give them to do and consider where applicable:
  - The fitting out and layout of the workplace where the young person will work.
  - Their lack of experience and awareness of existing or potential risks, or if there are learning, or behavioural difficulties.
  - Their attention span, awareness of obvious risks, and their immaturity.
  - Any medical conditions, pre-existing health problems, or disabilities they may have.
  - The nature of any physical, biological, and chemical hazards they could be exposed to, how long they could be exposed, and to what extent.
  - The young person's physical capability for lifting heavy loads.
  - Restrictions for certain machinery such as lifting equipment, power presses, forklift trucks, woodworking, and agricultural machinery.
  - Whether they will need direct supervision or not.
  - The level and extent of health and safety training and PPE needed.
  - The legal limits of their hours of work.
- Develop and implement controls that are commensurate to the level of risk.
- Engage with our workforce and explain the arrangements. Ensure they are understood, especially by those who will be working alongside the young workers and provide further training where necessary.
- Ensure that young persons are closely managed and supervised as is necessary.
- Provide suitable training appropriate to the level of risk and skill required and ensure that young persons are provided with instruction on how to use equipment safely.
- Inspect the premises on a regular basis to identify where new processes, personnel, or changes to the work environment which would trigger the need for re-assessment.
- Monitor and review the arrangements as part of our risk management system to ensure controls remain effective.

