

Health & Safety Policies & Responsibilities

Managing Health & Safety in

R AND R FRONTLINE SERVICES LIMITED

**HEALTH & SAFETY
POLICIES
&
RESPONSIBILITIES**

Prepared by
Lloyds Employment Law Consultancy
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PART ONE

GENERAL POLICY STATEMENT

&

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STATEMENT OF GENERAL POLICY

General

R and R Frontline Services Ltd recognises that complying with the Health and Safety at Work etc. Act 1974 (and regulations made under it) is a legal requirement, not a matter of choice.

Policy

The ethos of the company is to develop, maintain and improve our ability to eliminate or control risks to health and safety; to meet expectations of employees, shareholders, customers and suppliers, and to satisfy legal requirements.

Our policy is to exceed the minimum requirements of the law where possible, with sufficient funds and resources allocated to achieve this.

We will also ensure that systems are in place that will enable us to properly assess risk, maintain, monitor and, where necessary, improve, safety and health performance throughout all areas of our activities.

Included in these systems will be the means to provide effective communication and consultation on health and safety matters at all levels of the business.

Any information, instruction, training or supervision necessary to meet these commitments will be provided to those who require it, in order to enable them to perform their job safely and competently.

Responsibilities

In return, the company expects employees at all levels to exceed their minimum legal duties - these are set out in our organisational responsibilities.

This includes cooperating with us on safety matters and taking care of their own safety and that of others - whether from within, or outside the company - who may be affected by their actions or omissions.

Review and Audit

This policy, and the way it is operated, will be reviewed annually - or more often if the business changes in nature and size.

The overall health and safety management system will be subject to an appropriate audit process.

Any revisions made to improve safety performance will be effectively communicated to employees and all other interested parties.

Signed:

Name:

Position:

Date:

R AND R FRONTLINE SERVICES LIMITED

R and R Frontline Services are an established Security Guards Company based in Oxford.

The Company offers a wide range of services from retail security to static guarding. Trading for over 10 years the Company provides a service that is specifically tailor made to its customers while giving peace of mind that all guards are SIA Approved.

USING THE POLICY MANUALS

Overview

Where there are five or more members of staff employed (including those working part-time), the Health and Safety at Work etc. Act 1974 (HSWA) requires a written health and safety policy that describes how health and safety will be managed, by whom and when.

This policy system is comprised of two manuals, each structured to assist the organisation effectively manage, monitor and review its health and safety duties:

Manual 1 – Health and Safety Policies and Responsibilities

Manual 2 – Risk Assessment and Hazard Monitoring

A CD-ROM containing practical health and safety guidance information and useful forms provides additional support to the manual structure.

This manual

Manual 1 – Health and Safety Policies and responsibilities, consists of the following five parts:

Part 1: General Policy Statement

Part 2: Organisation and Responsibilities

Part 3: Arrangements - Policy Statements

Part 4: Lloyds Reports (relevant reports kept here)

Part 5: Policy Review and Amendment History

The tried and tested approach to successful health and safety management is achieved in five steps. These are:

- Set your policy.
- Organise your staff.
- Plan and set standards.
- Measure your performance.
- Audit and review your health and safety management system.

How to implement good safety management

- Firstly, know your and your staff's health and safety responsibilities. Knowing and putting into practice these responsibilities will help you develop an effective approach to safety management.
- Assess and prioritise all activities identified through your risk assessment process that must be eliminated or adequately controlled. Failure to do this will present a significant threat to personal safety, and to the business as a whole.

Part One – General Policy Statement & User Information

- It is most important to recognise that criminal and civil courts and visiting inspectors often seek proof of actions to prove compliance. Failure to produce appropriate documentation could be extremely costly.
- Learn what guidance and standards you will need to follow, what training is required for individuals, types of equipment and activities, which forms/records you will need to use, what they are for, and when to complete and review them.
- Decide how you intend to measure (monitor) performance, how often and why, and who will carry it out.
- Remember, this Policy and all revisions/updates, etc. must be brought to the attention of all your staff and others affected by what you do. This is a legal requirement and also helps you check that they clearly understand the information they are being given.
- Finally, if you are unsure of any H&S procedure, ask! Help is at hand by contacting your consultant at Lloyds for advice and support.

Additional information, guidance or procedures may be required when new people, processes or activities are introduced, or when new/revised risk assessments have been undertaken.

In such circumstances the company should contact Lloyds for further advice and support.

Important note: It's worth remembering that this Policy Manual is just that - a manual! It can't manage health and safety by itself – *competent people* must do that.

Contact, comments and complaints

If you have any questions about what is covered in your service, or any comments or concerns about it, please contact the Health and Safety Operations Manager.

Please do tell us - we cannot do anything about your concerns if we do not know about them.

It should be noted that if the procedures and guidance contained in this manual are not implemented it may invalidate any guarantee or insurance provided by Lloyds.

Also there may be employment law implications to be considered when implementing any changes.

Lloyds Employment Law Consultancy may be contacted on:

Tel: 0844 7700 656 / 01476 583250

Fax: 0844 7700 657 / 01476 583281

Email: healthandsafetylaw@lelc.co.uk

PART TWO

ORGANISATION

&

RESPONSIBILITIES

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Specific Responsibilities

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Consultation & Communication

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Monitoring of Safety Standards

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Plant & Work Equipment

Premises

Risk Assessments

Supervision

Training

Vehicles

All Employees Safety Responsibilities

MAIN RESPONSIBILITIES

Overview

As the employer you have overall responsibility for health and safety.

You can delegate responsibility for day-to-day tasks to others as appointed 'competent persons' for example, another director, manager, supervisor, etc.

However, you cannot abrogate your duty under health and safety law; this remains your responsibility.

When you delegate specific tasks to individuals in your company, make sure they keep you informed about health and safety matters, and ensure their responsibilities are clearly set out, understood and supported by appropriate training, so that if there are any health and safety concerns they can be reported to, and acted upon, by the right person.

Employees also have legal responsibilities to take care of the health and safety of themselves and others, and cooperate with you to help you comply with the law.

Overall and final responsibility for health and safety within the organisation is that of

Richard Powell

Complete the delegated responsibility sections as appropriate.

Delegated responsibilities

Day-to-day responsibility for ensuring this policy is put into practice is delegated to

Matthew Collaire

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Responsible Person Changes

Date	Date	Date	Date	Date	Date	Date	Date

ACCIDENTS AND FIRST AID

Through the effective management of injury or illness at work and the timely reporting of accidents, minor incidents can be prevented from becoming major ones.

The responsible person for ensuring there is adequate first aid provision is

Matthew Collaire

The names of the company's current first aid personnel are displayed at

First aid boxes are located at/checked by/every

Location	Checked by	Frequency

All work-related injuries and ill health are recorded in the accident book. This book is located at and checked by/every:

Location	Checked by	Frequency

The statutory reporting of any injuries, diseases, or dangerous occurrences as required by RIDDOR to the Health and Safety Executive (HSE) is the responsibility of:

Matthew Collaire

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Responsible Person Changes

Date	Date	Date	Date	Date	Date	Date	Date

CONSULTATION AND COMMUNICATION

The company recognises that consultation and communication between employees and management is essential to promote and develop a positive health and safety culture throughout the organisation.

Consultation with employees is provided by

Responsible person	Method of consultation
Matthew Collaire	Hazard Report Form

Communication on the relevant aspects of our health and safety policy in particular, and safety information in general, is the responsibility of

Responsible person	Method of communication
Matthew Collaire	

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Responsible Person Changes

Date	Date	Date	Date	Date	Date	Date	Date

CONTRACTORS

We understand that managing contractors in a controlled and structured way will reduce the health and safety risks of the contract activity. This includes the employment of agency/temporary workers carrying out work on our behalf.

The person/s responsible for sourcing competent contractors is/are

Type of contractor required	Responsible person
	Matthew Collaire

The person for ensuring contractors work in a controlled and structured way is

Contractor activity	Responsible person
	Matthew Collaire

The person responsible for managing and controlling agency/temporary workers is

Agency/type of work	Responsible person
	Matthew Collaire

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Responsible Person Changes

Date	Date	Date	Date	Date	Date	Date	Date

FIRE

The company's primary focus is to minimise the risk of fire by implementing and following the hierarchy of preventive and protective measures set out in the Regulatory Reform (Fire Safety) Order 2005. Further details are contained in the Company Risk Assessment Manual.

The 'Responsible Person' with overall company responsibility for fire safety is

Richard Powell

The designated 'Competent Person' with responsibility for assisting the Responsible Person to carry out the fire risk assessment is

Matthew Collaire

(The risk assessment must pay special attention to dangerous (flammable) and explosive substances/atmospheres, and to people who may be especially at risk such as young and disabled persons).

The alarm is tested (sounded) by/every

--

The fire detection/warning/appliances/emergency lighting system is maintained and tested by/every

System/appliances	Maintained by	Frequency

HEALTH HAZARDS

Our aim is to eliminate or minimise acute or chronic occupational ill health from exposure to chemical, physical or ergonomic hazards.

The person responsible for identifying that Asbestos containing materials in the premises have been identified and the Asbestos Register and other relevant documentation are kept up to date and monitored is

Matthew Collaire

The person responsible for checking that new substances can be used safely before purchasing is

Matthew Collaire

The person responsible for identifying all substances that will need an assessment under the Control of Substances Hazardous to Health Regulations (COSHH) is

Matthew Collaire

The person/s responsible for carrying out COSHH assessments and implementing the appropriate control measures is

Matthew Collaire

The person/s responsible for ensuring physical hazards such as noise, vibration, or radiation etc., are assessed and adequately controlled is

Physical hazard	Responsible person
Dust	

The person/s responsible for ensuring ergonomic hazards such as manual handling activities are assessed and adequately controlled is

Ergonomic hazard	Responsible person

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Responsible Person Changes

Date	Date	Date	Date	Date	Date	Date	Date

HEALTH SURVEILLANCE

Employees carrying out some work activities may require specialist health surveillance as identified by risk assessment.

Health surveillance is required for employees doing the following jobs

Regular night work

Health surveillance will be arranged and monitored by

--

Health surveillance records are kept by/at

Kept by	Location

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Responsible Person Changes

Date	Date	Date	Date	Date	Date	Date	Date

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Where it has not been reasonably practicable to manage the risks by other means, appropriate PPE will be provided and used as a last resort.

The person responsible for assessing and specifying the correct type of PPE required is

Type of PPE	Responsible person
High visibility vests	

The person responsible for sourcing/purchasing PPE is

--

The person/s responsible for issuing and ensuring personnel are trained in the use, maintenance, storage and defect reporting, etc. of PPE is/are

PPE activity	Responsible person

PPE issue records are located

--

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Responsible Person Changes

Date	Date	Date	Date	Date	Date	Date	Date

PLANT AND WORK EQUIPMENT

We will ensure that all plant and work equipment that requires maintenance has an appropriate schedule in place, and that new, or second hand plant and equipment meets health and safety standards prior to being purchased.

The person/s responsible for selecting and checking that new/second-hand plant, machinery and equipment is suitable, appropriate and meets health and safety standards prior to acquisition is

Matthew Collaire

The person/s responsible for identifying all equipment/plant needing maintenance is

Matthew Collaire

The person/s responsible for ensuring effective maintenance procedures are drawn up and implemented is

Matthew Collaire

Any problems found with plant, machinery and equipment should be reported to

Matthew Collaire

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Responsible Person Changes

Date	Date	Date	Date	Date	Date	Date	Date

PREMISES

To ensure our workplace premises are safe, properly maintained and provide minimum acceptable structural, welfare and hygiene facilities, specific responsibilities are allocated as follows:

Upkeep and maintenance of the external and internal structures, fixtures and fittings, of the premises is the responsibility of

Matthew Collaire

Safe and effective design and layout of workstation space is the responsibility of

Matthew Collaire

Suitable provision and maintenance of lighting, heating/cooling and ventilation systems is the responsibility of

Matthew Collaire

Suitable provision and maintenance of utilities services – gas, electricity, water and waste disposal is the responsibility of

Matthew Collaire

Adequate provision, cleaning and maintenance of welfare, washing and toilet facilities is the responsibility of

Matthew Collaire

General workplace housekeeping and cleanliness is the responsibility of

Matthew Collaire

Implementing control measures to minimise slips due to snow and ice in external areas of premises and building entrances is the responsibility of

Matthew Collaire

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Responsible Person Changes

Date	Date	Date	Date	Date	Date	Date	Date

RISK ASSESSMENTS

Our system of assessment and control of health and safety risks arising from our work activities.

Risk assessments will be undertaken by

Matthew Collaire

The findings of the risk assessments will be reported to

All affected staff

Action required to remove/control risks will be approved and implemented by

Matthew Collaire

Monitoring to ensure that the implemented actions have removed/reduced the risks is the responsibility of

Matthew Collaire

Our assessments will be reviewed at least every

Twelve months

Or, when there are work activity changes, or after accidents/incidents, etc. whichever is soonest

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Responsible Person Changes

Date	Date	Date	Date	Date	Date	Date	Date

SUPERVISION

We recognise that supervisors are in a unique position to influence company employee behaviour and good practice, and we will therefore strive to provide adequate and competent supervision wherever appropriate.

Supervision of young workers or trainees is the responsibility of

Matthew Collaire

The responsibility for ensuring that any of our employees working at locations away from their normal work locations, or under the control of other employers, are given relevant information and appropriate equipment, belongs to

Matthew Collaire

Health and safety advice or information is available from

Matthew Collaire

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Responsible Person Changes

Date	Date	Date	Date	Date	Date	Date	Date

TRAINING

As a key element in developing and maintaining our corporate safety culture, we are committed to providing adequate induction, job-specific and refresher training, for example when skills lapse or risks change.

The provision of **induction** training for all new employees is the responsibility of

Matthew Collaire

The provision of **job-specific** and/or **refresher** training is the responsibility of

Job-specific	Refresher

Overall training needs will be identified, arranged and monitored by

Type of training	Responsible person

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Responsible Person Changes

Date	Date	Date	Date	Date	Date	Date	Date

VEHICLES

We will aim to prevent accidents involving moving vehicles - whether commercial or company/leased/private cars, through effective sourcing and operation of vehicles, training and communication.

The person with overall responsibility for commercial vehicle operations is

--

The person with overall responsibility for cars used on company business is

Matthew Collaire

The day-to-day management of commercial vehicle planning, operations, maintenance and driver training is the responsibility of

Vehicle area of responsibility	Responsible person

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Responsible Person Changes

Date	Date	Date	Date	Date	Date	Date	Date

ALL EMPLOYEES' SAFETY RESPONSIBILITIES

Think! About safety

Your safety, health and welfare are of great importance to us.

The pages you are now reading represent the first stage in raising your awareness of, and developing your skills in, our company's health and safety culture. You may also have additional responsibilities, relevant to your role within the company.

Each year, many thousands of employees have accidents at work that they thought would never happen to them. There is no shame in trying to avoid being one of this year's statistics!

Most accidents are entirely preventable. Therefore, please ensure *you* do everything you can to prevent accidents.

Always bear in mind that someone may be looking at the way you do things, so set a good example. Don't let *your* bad example contribute to yours or someone else's accident.

Remember too, that safe behaviour doesn't end at work – think about safety when you are at home. If you have an accident at home, you would be just as injured as if you had done it at work, so do think about safety.

This information highlights some of the significant risks that you should guard against at all times.

It is by no means a complete list of possible dangers in the workplace – other risks will be brought to your attention as part of your on-going training and development.

So, in your day-to-day work activities please do:

THINK! ABOUT SAFETY

A summary of your responsibilities

As an employee, you have a legal duty to exercise personal responsibility to do everything possible to prevent injury to yourself and others affected by your actions.

You must follow the requirements of the company Health and Safety Policy and comply with the duties of employees within the Health and Safety at Work Act and supporting regulations.

A simple interpretation of your legal duties at work can be summarised as:

- To take reasonable care of *your own* health and safety
- Not to put at risk the health and safety of *any other* person
- To cooperate fully with your manager *or* any other person with responsibilities relating to health and safety.

Part Two – Organisation & Responsibilities

Therefore, what you **must** do is:

- ✓ **Think** - about whatever task you are about to carry out... identify any hazards (dangers) and take steps to minimise the risk (chance) of causing an accident.
- ✓ **Remember** – to apply, your training.
- ✓ **Listen** - to your supervisor/manager's instructions.
- ✓ **Follow** – all written safe working procedures.
- ✓ **Obey** - all safety signs and notices. Look at the Health and Safety Law Poster and know and understand what it means - this is displayed in your workplace.
- ✓ **Wear** - your personal protective equipment (PPE) *and* use it correctly.
- ✓ **Report** – all accidents and injuries *however minor* without delay, and ensure the injury has been entered in the accident book.
- ✓ **Maintain** - good 'housekeeping' standards in your work area at all times. Keeping *your* workplace clean and tidy, will reduce the risk of slip, or trip injuries to you or someone else.
- ✓ **Comply** - with the company smoking policy at all times.

And what you must **not** do:

- ✗ **Operate** - equipment or vehicles you have not been trained *and* authorised to use.
- ✗ **Intentionally** - damage, interfere with, or misuse anything provided for health and safety purposes. Such as, for example: fire appliances, guards and other safety devices on machinery, fuses in plugs, PPE, etc. To do so can be a criminal offence under health and safety law.
- ✗ **Consume** alcohol or take drugs, or any other illegal substances, whilst at your place of work.
- ✗ **Take** shortcuts or indulge in horseplay that creates unnecessary risks.

Remember: Preventing accidents is often a matter of applying sound common sense, so don't let a lack of it catch *YOU* out! If in doubt about any task, always **ASK!**

IMPORTANT NOTE

A breach of these responsibilities, or any other policies, rules or instructions may result in disciplinary action being taken.

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PART THREE

ARRANGEMENTS - POLICY STATEMENTS

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[Work Equipment](#)

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ACCIDENT REPORTING AND INVESTIGATION POLICY

Overview

The company recognises that there are legal duties to report specified injuries, diseases and dangerous occurrences, and that 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:

- Record all employee injuries in the Accident Book and instruct staff on the correct procedure to be followed.
- Keep records of all accidents and incidents involving non-employees occurring on our premises, or as a part of our undertaking including details of their status, e.g. visitor, contractor, member of the public, etc.
- Ensure that where required, incidents reportable under RIDDOR are done so within the statutory reporting period via the HSE website or alternatively (for fatal/major injuries *only*) to the Incident Contact Centre (ICC).
- Maintain records of occupational ill health where appropriate.
- Thoroughly investigate accidents, including serious 'near-miss' incidents to prevent a recurrence and learn lessons where relevant, using the following steps:
 - Gather information.
 - Analyse the information.
 - Identify suitable risk control measures.
 - Implement an appropriate action plan.
 - Monitor its effectiveness.
- Revise risk assessments where necessary via feedback from the investigation process above.
- Inform all appropriate personnel of the outcome/actions to be taken.

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Principal legislation

Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995 (RIDDOR) (as amended)
Health and Safety (First Aid) Regulations 1981 (as amended)
Management of Health and Safety at Work Regulations 1999

ALCOHOL AND DRUGS POLICY

Overview

Our aim is to provide a safe and healthy working environment for all employees, contractors and visitors.

We recognise that if we knowingly allow an employee under the influence of alcohol and/or drugs to continue working and this puts the employee and/or others at risk we, as the employer, can be liable to prosecution.

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

It is our policy 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)
- Ensure our employees understand that the use of illegal drugs, misuse of prescribed/legal drugs or other substances, 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 GP that the medication will not affect their ability to work safely
- 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 Policy, it will result in the disciplinary process being instigated. This may lead to summary dismissal on the grounds of gross misconduct
- 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

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Principal Legislation

Health and Safety at Work *etc.* Act 1974 (HSWA)
Management of Health and Safety at Work Regulations 1999
Misuse of Drugs Act 1971
Equality Act 2010
Road Traffic Act 1988

ASBESTOS POLICY

Overview

The company recognises that building owners and those in control of non-domestic premises have a duty to manage the asbestos-containing materials (ACMs) within their buildings by implementing an asbestos management plan.

It is our policy 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.
- Take action to prevent or reduce the exposure of persons to below the Control Limit for all types of asbestos.
- Prepare a suitable written plan for all asbestos related work.
- 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, implement and follow, agreed control measures and industry guidance.
- Monitor and record the condition of asbestos materials.
- 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 from April 2012 some types of non-licensed work with asbestos have additional requirements such as notification of work, medical surveillance and record keeping.
- Where necessary we will 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.
- Ensure by April 2015 any of our workers doing notifiable non-licensed work (NNLW) with asbestos are under appropriate health surveillance by a doctor.

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Principal legislation

Control of Asbestos Regulations 2012 (CAR)
Management of Health and Safety at Work Regulations 1999
Hazardous Waste Regulations 2005
Health and Safety at Work *etc.* Act 1974 (HSWA)

CONSULTATION WITH EMPLOYEES POLICY

Overview

We recognise that effective consultation and communication 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:

- Expect management at all levels to encourage and cultivate methods of cooperation, consultation and communication between the company 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.
- Implement a process that informs employees that where an individual has concerns regarding his or her own health, safety or welfare they shall, in the first instance; raise the matter with their immediate manager or supervisor.
- Implement a process that informs employees that where a concern relates to a group of employees, a nominated representative for that group shall raise the matter with the manager or supervisor directly responsible for the day-to-day operations within that area.
- Recognise that whilst line managers will deal with any issues raised as soon as is reasonably practicable, it may be necessary for further investigation and/or consultation to be carried out.
- Ensure that in circumstances where an immediate action or decision cannot be taken, all interested parties will be kept informed of progress being made within a reasonable time period.
- Accept that adherence to this policy does not, in the event of a failure to reach a mutually agreeable conclusion, preclude an employee seeking remedy through the company's formal grievance procedure.

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Principal legislation

Health and Safety at Work *etc* Act 1974 (HSWA)
Management of Health and Safety at Work Regulations 1999
Health and Safety (Consultation with Employees) Regulations 1996
Safety Representatives and Safety Committees Regulations 1977
Regulatory Reform (Fire Safety) Order 2005 (FSO)
Construction (Design and Management) Regulations 2007 (CDM)

CONTRACTOR POLICY

Overview

We recognise that Health and Safety legislation imposes a duty on us to conduct our undertaking in such a way that persons not in our employment - such as contractors (and those employed by them, e.g. sub-contractors), are not exposed to risks to their health or safety.

It is our policy to:

- Prior to contractors or their sub-contractors being employed to carry out work for the company, 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.
- 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.
- Check that contractors' work is properly planned and organised, and then monitor to ensure the agreed procedures are followed in practice.

Therefore, before employing a contractor, the following procedure will be implemented as appropriate:

- Clearly specify what work is required.
- Take up references wherever possible.
- Use only approved, qualified, trained and competent contractors, and carry out reasonable checks to ascertain they hold appropriate and current insurances.
- Request details of relevant risk assessments, method statements, condition of work equipment to be used, etc.

Note: We understand the term 'contractor' not only to mean construction/building workers, but also includes people employed in other areas of contracted out activities, for example:

- General cleaners/window cleaners
- Catering
- Service/maintenance/IT engineers
- Temporary/agency workers, etc.

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Principal legislation

Management of Health and Safety at Work Regulations 1999
Construction (Design and Management) Regulations 2007 (CDM)
Health and Safety at Work *etc.* Act 1974 (HSWA)

DISPLAY SCREEN EQUIPMENT (DSE) POLICY

Overview

The company recognises that workers using DSE can suffer avoidable postural and visual problems, fatigue and stress, if risks are not adequately controlled.

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 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 users.
- Analyse workstations and ensure they meet the minimum standards as set out in the DSE 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.
- 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.
- Review the assessments if a major change occurs to the workstation, equipment or software, or the workstation is relocated.
- 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.

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Principal legislation

Health and Safety (Display Screen Equipment) Regulations 1992 (as amended) (DSE)
Workplace (Health, Safety and Welfare) Regulations 1992 (as amended)
Electricity at Work Regulations 1989
Provision and Use of Work Equipment Regulations 1998 (PUWER)
Management of Health and Safety at Work Regulations 1999

ELECTRICITY POLICY

Overview

We recognise that faults in electrical wiring systems and portable appliances account for a significant amount of fires in premises, and can also lead to electric shock resulting in burn injuries, or fatalities.

It is our policy to:

- Identify and manage the risks associated with the fixed wiring installation, portable electrical appliances and other sources of electricity, e.g. static.
- Ensure our fixed wiring installation is subject to formal inspection and test by a competent person at periods advised by the competent person.
- Seek competent advice before making any changes to the electrical installation.
- Subject all portable electrical appliances – including extension cables, fixed or transportable electrical plant and machinery to routine inspection e.g. daily or pre-use ‘user’ checks and a more formal inspection and test regime by a trained, competent person at intervals identified from risk assessment, coupled to recommended industry guidance.
- Where practical, use cordless, rechargeable, hand-held power tools, or equipment operating at 110V with a working RCD protector in the circuit.
- Protect all hazardous installation components from unauthorised access or tampering by secure coverings/access panels and providing clear signs indicating danger.
- Train personnel to ensure they know how to avoid electric shock, potential fire situations and how to report damaged or defective equipment promptly.
- Emphasise the importance of visual checks, as tests only record the condition of equipment and wiring at that *particular point* in time of the test.
- Ensure only approved electrical equipment is brought onto the premises or used for company business.
- Keep an appropriate record of all training, maintenance and inspection and test programmes and activities.

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Principal legislation

Electricity at Work Regulations 1989
Management of Health and Safety at Work Regulations 1999
Provision and Use of Work Equipment Regulations 1998 (PUWER)
Building Regulations 2000 Part P (as amended)

FIRE POLICY

Overview

The company, through the Responsible Person (RP), recognises that fire safety is a key part of good business management, and it is therefore our objective to focus on appropriate fire prevention and protective measures, underpinned by a suitable and sufficient fire risk assessment process.

It is our policy 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.
- Implement measures for fire protection and prevention, including management arrangements to plan, organise, control, monitor and review fire safety measures.
- Take additional measures as appropriate to ensure fire safety where flammable or explosive materials are used, produced, stored, or transported.
- Consider who may be especially at risk; for example, persons who may have a disability, or who may need other special help.
- Provide fire fighting equipment, an adequate means of raising the alarm and fire detection equipment where appropriate.
- Provide unobstructed and adequately illuminated escape routes, signage and fire assembly point.
- Maintain facilities and equipment in good repair and working order.
- Draw up appropriate general precautions and a fire plan.
- Inform employees and others about fire risks and the necessary precautions.
- Where required, provide specific fire training - taking into consideration the workers' capabilities as regards health and safety when entrusting tasks to them.
- Test (sound) the alarm weekly, and carry out practice evacuation drills at least annually.
- Keep records of tests, drills, equipment maintenance and training.
- Where appropriate, appoint one or more Competent Persons (CP) to assist the RP in implementing the above arrangements.

Additional fire arrangements information is contained in the Company Fire Manual.

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Principal legislation

Regulatory Reform (Fire Safety) Order 2005 (FSO)
Fire Safety (Employees' Capabilities) (England) Regulations 2010

FIRST AID POLICY

Overview

The company recognises that by providing adequate first aid facilities, equipment and personnel, we may reduce the immediate impact of injuries and/or ill health that occur in the workplace.

It is our policy to:

- Commensurate with our risk-based needs, appoint and train suitable numbers of first aid personnel. There may be a combination of skill levels i.e.:
 - Certificated First Aid at Work (FAW) – higher skill level, and/or;
 - Certificated Emergency First Aid at Work (EFAW) – lesser skill level, and/or;
 - Non-certificated Appointed Persons (instead of a certificated first aider) where the risk is low, or to provide temporary emergency cover if certificated personnel are absent due to unforeseen circumstances.
- Determine our first aid needs, by considering in the assessment:
 - Workplace hazards and risks – including any specific or non-routine risks.
 - The company's accident history.
 - Likely distribution of the workforce, such as remoteness from emergency assistance, travelling, working on other sites, lone workers, etc.
 - Annual holidays, courses and other planned absences of first aiders / appointed persons.
- Provide and maintain adequate first aid facilities, equipment and signage.
- Maintain a Data Protection Act (DPA) compliant company accident record book (see also our Accident Reporting and Investigation Policy).
- Inform our employees of what first aid arrangements are in place.
- Clearly display the location and names of first aid personnel, along with appropriate and clear procedures for reporting accidents, obtaining treatment, summoning an ambulance, or taking injured personnel to hospital.

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Principal legislation

Health and Safety (First Aid) Regulations 1981
Management of Health and Safety at Work Regulations 1999
Health and Safety at Work *etc.* Act 1974 (HSWA)

HAZARDOUS SUBSTANCES POLICY

Overview

We place a strong emphasis on prevention of exposure to hazardous substances in order to prevent workers suffering ill health. Where prevention is not reasonably practicable, then exposure will be adequately controlled by the application of good practice and principles.

It is our policy to:

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.

Implement the following actions for all work operations that generate, or could potentially generate, hazardous substances in the workplace:

- Assess and evaluate substances used, or about to be used, to identify potential toxic, harmful, corrosive and irritant effects – taking account of those substances assigned workplace exposure limits (WEL).
- Where applicable, take account of how substances are transported, stored, handled, processed and disposed of, including equipment, training and supervision requirements.
- Ensure employees are informed of the risks to health identified in the assessments, know and put into practice the precautions necessary to eliminate or control any potential risks to health or safety, including the use and maintenance of protective equipment.
- Maintain a current inventory of substances and applicable up-to-date Material Safety Data Sheets (SDS).
- New substances or activities will not be introduced into the workplace without first checking whether it is already in use elsewhere or has been previously assessed, the priority being to eliminate, or change to a less harmful alternative.
- 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.
- Provide appropriate health surveillance where assessment shows it is required and that the process is adequately monitored and records maintained.
- Record the significant findings and review the assessment if working practices change.

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Principal legislation

Control of Substances Hazardous to Health Regulations 2002 (as amended) (COSHH)
Chemicals (Hazard Information and Packaging for Supply) Regulations 2009 (CHIP 4)
Registration, Evaluation, Authorisation and Restriction of Chemicals Regulations (REACH)
Management of Health and Safety at Work Regulations 1999

HEALTH SURVEILLANCE POLICY

Overview

We recognise health surveillance is about watching out for early signs of work-related ill health in our employees exposed to particular health risks.

It is our policy to:

- Through the risk assessment process, determine what health hazards requiring an element of health surveillance remain after applying control measures.
- Identify who requires health surveillance, how often and the method to be used, by checking against specific health and safety regulation requirements and HSE guidance.
- Ensure a responsible person is appointed to manage and monitor the surveillance requirements, supported by information and training proportionate to the requirement.
- Where necessary, use only qualified and competent occupational health professionals to determine the appropriate level, frequency and surveillance procedure to be applied.
- Collect, update, and use, data and information for determining and evaluating hazards to health.
- Involve our employees at an early stage of the process to ensure they understand their role and can be confident there are safeguards to protect them if evidence of ill health is found.
- Where necessary obtain employee consent for certain surveillance procedures and provide assurances that their medical information is treated in confidence.
- Follow employment and data protection laws to ensure we do not discriminate against disabled candidates or others potentially requiring health surveillance.

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Principal legislation

Management of Health and Safety at Work Regulations 1999

Equality Act 2010

Data Protection Act 1998

Working Time Regulations 1998

Control of Substances Hazardous to Health Regulations 2002 (as amended) (COSHH)

Noise at Work Regulations 2005 (NAWR)

Control of Vibration at Work Regulations 2005

Control of Asbestos Regulations 2012 (CAR)

Control of Lead at Work Regulations 2002 (CLAW)

Ionising Radiations Regulations 1999 (IRR)

HOUSEKEEPING STANDARDS POLICY

Overview

We recognise that many of the hazards arising from an untidy workplace can be eliminated by a sound approach to housekeeping that encourages and empowers employees to take pride in their workplace.

It is our policy to:

- Nurture and develop a culture to encourage employees to maintain a clean, neat and tidy workplace wherever practicable, so that there is a place for everything and everything is in its place.
- Implement an approach and systems of work that will eliminate or, at least minimise, potential sources of injury, such as:
 - ❑ Slipping on spillages that have not been cleaned up.
 - ❑ Slipping on floors being cleaned.
 - ❑ Slipping due to snow/ice conditions in external areas of premises and building entrances
 - ❑ Tripping over items left across, or obstructing walkways or stairs.
 - ❑ Tripping on damaged or worn floor surfaces.
 - ❑ Tripping by stepping back onto tools, cables, waste, etc. carelessly left in the work zone.
- Recognise that applying basic, sound housekeeping measures that eliminate obstructions or poor storage arrangements can also help to 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.
 - ❑ Vehicle accidents – e.g. restricted visibility, striking objects in path, etc.
 - ❑ Manual handling – e.g. poor handling environment, restricted posture, etc.
 - ❑ Falling objects – e.g. carelessly stacked/unstable objects, etc.
- Plan to ensure each part of the workplace is 'owned' so that someone takes responsibility for monitoring tidiness.

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Principal legislation

Health and Safety at Work *etc.*, Act 1974 (HSWA)
Management of Health and Safety at Work Regulations 1999
Workplace (Health, Safety and Welfare) Regulations 1992 (as amended)

LONE WORKING POLICY

Overview

The Company recognises that lone workers may face unusual and difficult problems and we will take all reasonably practicable steps to protect their health, safety and welfare.

It is our policy to:

- Not allow lone working where risk assessment identifies unacceptable risks that cannot be reduced by effective control measures.
- Ensure all staff employed in lone worker positions have received comprehensive training, and that they must satisfy the responsible manager that they are competent, medically able and sensibly oriented in all aspects of the work they are expected to carry out.
- 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.

It is a requirement that all responsible managers must ensure that relevant safe working procedures are in place and, where necessary, set down in writing and copies given to lone worker employees.

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Principal legislation

Electricity at Work Regulations 1989 (EWR)

Confined Spaces Regulations 1997

Management of Health and Safety at Work Regulations 1999

Health and Safety at Work *etc.* Act 1974 (HSWA)

MANUAL HANDLING POLICY

Overview

The company recognises the debilitating injury and ill health effects that can occur from certain manual handling activities. However, we also acknowledge that in practice, all manual handling within the organisation cannot be totally eliminated. Our objective therefore, is to reduce the risk of injury from manual handling activities by avoiding, where reasonably practicable, the need for employees to carry out those manual handling operations that can lead to significant injury.

It is our policy to:

Operate the fundamental principle of avoiding manual handling by employing other means such as using mechanical aids. However, if this is not feasible, or doesn't fully remove the hazard posed, then a manual handling risk assessment will be carried out, taking account of:

- The load.
- The task.
- The environment.
- The characteristics of the individual.

Risk assessments will be undertaken by personnel with sufficient knowledge and training to enable them to be completed realistically and competently, and will aim to:

- Identify the hazards and evaluate the problems likely to occur during the work taking account of the task, load, working environment and capacity of the individual.
- Establish measures necessary to deal with problems identified and recommend action to reduce the risk of injury to the lowest level reasonably practicable. This may take the form of changes to working practices, provision of lifting aids, information, training, assistance/team lifts, etc.
- Consider proposals for any new operations, or modifications to existing methods of work, to ensure manual handling implications are taken into account at an early stage. For example where other hazards are combined, such as work at height, confined spaces, etc.
- Employees are expected to report any concerns about manual handling, and are encouraged to make suggestions for improvements to their work activities.

The designated responsible person will ensure assessments are undertaken and reviewed as necessary.

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Principal legislation

Manual Handling Operations Regulations 1992 (as amended)
Management of Health and Safety at Work Regulations 1999

NOISE POLICY

Overview

The company recognises that occupational deafness and other distressing noise- induced conditions can have a profound and permanent effect on people's lives.

It is our policy to:

Aim to prevent, or reduce the risk of damage to the hearing of employees, and others at work, from exposure to noise. We will:

- Identify if, where and when, there is likely to be a noise hazard, and those workers and others likely to be exposed to the hazard.
- Evaluate the risks, taking account of the levels of exposure to noise (averaged over a working day or week), and/or the **maximum** noise (peak sound pressure) to which employees are exposed in a working day.
- Take specific action at the following values:
 - The lower exposure action value (LEAV) - 80 dB(A), and/or peak sound pressure of 135 dB.
 - The upper exposure action value (UEAV) – 85 dB(A), and/or peak sound pressure of 137 dB.
 - The exposure limit value (ELV) - 87 dB(A) (taking into account the effect of wearing hearing protection and which **must not** be exceeded), averaged over a day or week and/or peak sound pressure of 140 dB.
- Implement reduction control measures through a programme of engineering, work organisation or other means.
- Provide employee information, instruction and training as appropriate.
- Carry out health surveillance where identified.
- Record the findings, and review and revise the assessments as necessary.

Where it is not reasonably practicable to eliminate or reduce noise levels at source by engineering or other means, workers will:

- Be provided with and **advised** to use, ear protection if they are exposed to noise at or above the first action level (LEAV), but below the second action level (UEAV).
- Be provided with and be **required** to use, appropriate ear protection if they are exposed to noise at or above the second action level (UEAV/ELV).

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Principal legislation

Control of Noise at Work Regulations 2005 (NAW)
Provision and Use of Work Equipment Regulations 1998 (PUWER)
Management of Health and Safety at Work Regulations 1999

PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY

Overview

The Company will provide workers with personal protective equipment (PPE) only as a last resort when other risk protection methods are not reasonably practicable.

It is our policy to:

- Provide suitable PPE where risk assessment shows it to be necessary.
- Provide PPE free of charge.
- Select, purchase and provide only PPE showing the CE mark identifying it as satisfying specific safety, testing and certification requirements.
- Where protective equipment is provided for personal issue, maintain a suitable issue record.
- Ensure PPE is replaced if damaged, worn or lost.
- Provide suitable storage facilities for PPE when not in use.
- Ensure PPE is suitable and appropriate for the task, taking account of any other equipment or clothing required to be used in combination.
- Check that PPE correctly fits, and is comfortable for the person using it.
- Carry out 'Fit Testing' for respiratory protective equipment (RPE) where appropriate.
- Ensure there is adequate information, instruction and training for workers using and supervising the use of PPE.
- Rigorously enforce the correct use of PPE by appropriate monitoring and supervision arrangements.

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Principal legislation

Personal Protective Equipment at Work Regulations 1992 (as amended)
Work at Height Regulations 2005 (WAH)
Management of Health and Safety at Work Regulations 1999
Control of Substances Hazardous to Health Regulations 2002 (as amended) COSHH
Control of Asbestos Regulations 2012 (CAR)
Control of Lead at Work Regulations 2002 (CLAW)
Construction (Head Protection) Regulations 1989
Control of Noise at Work Regulations 2005
Ionising Radiation Regulations 1999 (IRR)

RISK MANAGEMENT POLICY

Overview

We believe that without risk there is no progress; but there is a fine line between innovation and safety.

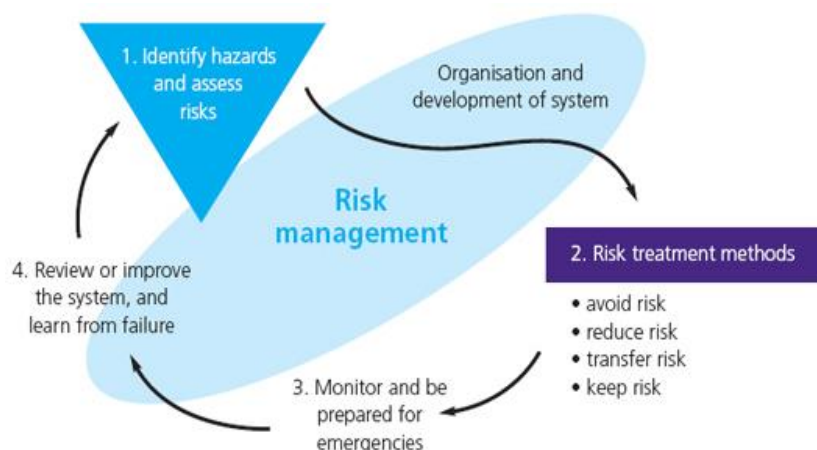
As such, we recognise that effective risk management can help to protect our staff and our business, and key to this is the process of risk assessment.

Our reason for conducting risk assessments is to ensure that we have adequately considered the things that can go wrong in the workplace and their likely consequences and, they are therefore, fundamental to the overall successful management of health and safety risks.

It is our policy to:

- Ensure that our workers, the public and others affected by our activities are properly protected by managing our risks effectively and responsibly.
- Balance benefits and risks, with a focus on reducing real risks – both those which arise more often and those with serious consequences.
- Empower workforce innovation and learning - not stifle it.
- Understand that failure to manage real risks responsibly is likely to lead to legal sanctions.
- When carrying out risk assessments, ensure we involve the right people – those who understand the risk assessment process as well as those who are involved in the task or area being assessed.
- If risks cannot be eliminated, implement adequate and effective controls – such as safe systems of work – to reduce risks to as low a level as is reasonably practicable.
- Educate individuals to understand that as well as the right to protection, they also have to exercise personal responsibility.

Use as a tool to achieving our objectives the 'Risk Management' model shown below:



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Principal legislation

Health and Safety at Work *etc* Act 1974

Management of Health and Safety at Work Regulations 1999

SMOKING POLICY

Overview

The company recognises there is a statutory smoking ban imposed throughout the UK where there are enclosed, and/or substantially enclosed workplaces - including work vehicles/company cars used by more than one person (even at different times), which places a legal responsibility on us to prevent people from smoking.

It is our policy to:

- Take reasonable steps to ensure employees and others working, or visiting our premises, are aware that the premises and vehicles are legally required to be smoke-free.
- Ensure no one smokes in smoke-free premises or vehicles.
- Display at least one appropriate 'No Smoking' sign in the premises and in company vehicle cabs.
- Assess any increased fire risk from employees or others gathering outside entrances to smoke, or smoking surreptitiously.
- If practical, to accommodate those staff and visitors who wish to smoke, provide an external safe smoking area, distant from combustible materials and with suitably designed bins or buckets for smoker's discarded materials – this will be frequently monitored and cleared of waste materials.
- Consistently enforce the Policy and if necessary, eject visitors from the premises if the Policy is breached.
- Inform employees and responsible managers that any breach of this policy will not only invoke the company disciplinary procedure, but may also result in fixed penalty fines and possible criminal prosecution against not only those smoking, but also those allowing smoking within their area of control.

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Principal legislation

Health and Safety at Work *etc.* Act 1974 (HSWA)
Smoke-free (Premises and Enforcement) Regulations 2006
Smoke-free (Exemptions and Vehicles) Regulations 2007
Smoke-free (Penalties and Discounted Amounts) Regulations 2007
Smoke-free (Vehicles Operators and Penalty Notices) Regulations 2007
Smoke-free (Signs) Regulations 2012
Workplace (Health, Safety and Welfare) Regulations 1992 (as amended)
Regulatory Reform (Fire Safety) Order 2005 (FSO)

STRESS POLICY

Overview

Stress may be defined as an adverse reaction some people may have to excessive pressures or other types of demand placed on them. This may be due to work or factors outside work. We also believe while there may be beneficial effects of reasonable pressure and challenge, there can sometimes be a distressing reaction to 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, and employers have a responsibility to consider the impact stress may have on employees.

It is our policy to:

Consider and assess the impact work-related stress may have on both physical and mental health on our employees, and where appropriate the company will:

- Provide relevant training or information for managers on the issue.
- 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.

Therefore:

- We will inform employees that if they think they may be suffering from significant stress for reasons connected with their working conditions or workload, they are to approach their manager, who should deal with the issue promptly and in the strictest confidence while making reasonable efforts to reduce any work-related stress condition.
- Where appropriate, formal stress counseling may, if reasonably practicable, be arranged by the company.
- On return to work from any period of stress-related illness, the company will take account of medical advice (if appropriate and available), and the needs of the employee and the business when determining which duties are most appropriate.

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Principal legislation

Management of Health and Safety at Work Regulations 1999
Health and Safety at Work *etc.* Act 1974 (HSWA)

TRAINING POLICY

Overview

We recognise that training staff in health and safety will help reduce risks to people and assist the business retain a competitive edge. We see adequate and appropriate training as not only enabling our employees to work safely, but also as a route to developing a competent and efficient workforce.

It is our policy to:

- 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.
- 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 and who they should contact for further.
- 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 company.
- Inform employees they are expected to assist managers/supervisors by bringing to their attention any training needs that may have lapsed, and to fully participate in company training programmes.
- Maintain appropriate records of training.
- Monitor and review our training to ensure our employees are equipped with the skills to enable them to carry out their jobs without detriment to their health or safety.

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Principal legislation

Health and Safety at Work *etc.* Act 1974 (HSWA)
Management of Health and Safety at Work Regulations 1999
Corporate Manslaughter and Corporate Homicide Act 2007
Apprenticeships, Skills, Children and Learning Act 2009

VEHICLES AT WORK POLICY

Overview

The company recognises that vehicles at work can be a major cause of fatal and serious injury if risks are not adequately assessed and controlled.

It is our policy to:

- Conduct a risk assessment to identify what controls we need to implement to ensure vehicles can operate with minimal risk to drivers, pedestrians and other road users, whether operating in our own premises, on third party premises, or on the public road system.
- From the risk assessment findings, implement a vehicle risk management system in four key areas:
 1. Safe driver.
 2. Safe vehicle and associated equipment.
 3. Safe operation.
 4. Safe site.
- Ensure there is a robust communication, consultation and reporting mechanism in place for all incidents and/or driver concerns to be investigated and addressed.
- Instruct all company vehicle drivers that they must not make or receive calls from a hand-held mobile phone, or be otherwise distracted whilst driving such as eating, drinking, reading, etc.
- Implement procedures to ensure all vehicles used for company business are correctly maintained, legally compliant and that all drivers hold current licences for the type of vehicle and/or operators certificates for vehicles or equipment.
- Follow guidance issued via bodies such as the Road Haulage Association (RHA), Freight Transport Association (FTA), Vehicle and Operator Services Agency (VOSA), and Health and Safety Executive (HSE) etc. regards current good industry practice or legal requirements.
- Monitor and review the risk management system to ensure controls remain effective in line with business operational developments and commitments.

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Principal legislation

Health and Safety at Work *etc.* Act 1974 (HSWA)
Workplace (Health, Safety and Welfare) Regulations 1992 (as amended)
Management of Health and Safety at Work Regulations 1999
Provision and Use of Work Equipment Regulations 1998 (PUWER)
Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
Road Safety Act 2006 (as amended)
Health and Safety (Safety Signs and Signals) Regulations 1996
Smoke-free (Exemptions and Vehicles) Regulations 2007

VIOLENCE AT WORK POLICY

Overview

The company is fully committed to ensuring that all reasonably practicable measures are implemented to protect the health, safety and welfare of all employees, visitors and contractors and will not tolerate violent behaviour of either a physical or verbal nature from its staff, or other persons in the workplace.

It is our policy to:

- Ensure that potential violence towards employees is adequately assessed and controlled in the same way as any other workplace risk.
- Inform employees that they have a duty not to threaten or otherwise endanger fellow employees or other persons in the workplace, and that they are to report any incident that occurs to management as soon as possible.
- Liaise, where necessary, with the employers of any contract staff working on the premises in order to discuss how any risks of violence that may arise to those staff can best be dealt with.
- Where assessments shows it necessary, provide staff at risk with adequate training in understanding and dealing with aggression in the workplace.
- Ensure that employees know that they should not put at risk their personal safety, or the safety of others, in order to protect company property and if there is a danger of violent assault, the police should be contacted by the most practicable means.
- Investigate all reported incidents of violence in order that appropriate strategies to prevent recurrences may be devised, and to establish if the incident is notifiable to the enforcing authority under RIDDOR.

Where an employee has been the victim of a violent attack, whether physical or verbal, the company will provide appropriate support and help to the individual.

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Principal legislation

Management of Health and Safety at Work Regulations 1999

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

Health and Safety at Work *etc.* Act 1974 (HSWA)

WORK AT HEIGHT POLICY

Overview

The company's overall Policy objective is to plan, assess and implement systems and procedures that ensures all work at height can be carried out competently and safely, including ensuring all work equipment is suitable, serviceable, maintained and subject to a statutory inspection regime where appropriate.

We also recognise that where we control the work of any third party (such as contractors) working on our behalf, we both have duties under the Work at Height Regulations.

It is our policy to:

Aim to prevent deaths and injuries caused by falls from height at work by following three simple rules:

1. We will **avoid** work at height where we can - If there is no need to, we won't.
2. If work at height cannot be avoided we will **prevent** falls by selecting and using the right access equipment.
3. We will **minimise** the impact of any fall. Where we cannot eliminate the risk of a fall, we will use work equipment or other means to minimise the distance and consequences of a fall, should one occur

Each of the above rules will be considered in the order shown.

We will only consider choosing access equipment once it has been decided that work at height is unavoidable.

Also, all work at height must:

- Be kept to a minimum
- Be properly planned and risk assessed, taking into account adverse weather conditions and what rescue measures need to be taken in an emergency.
- Where necessary, be appropriately supervised, particularly taking account of new, young or inexperienced workers
- Be carried out by someone who is trained and competent and able to complete the task safely. The competent person must be able to erect, use, dismantle or operate as appropriate the selected access equipment.

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Principal legislation

Work at Height Regulations 2005

Provision and Use of Work Equipment Regulations 1998 (PUWER)

Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

Management of Health and Safety at Work Regulations 1999

WORK EQUIPMENT POLICY

Overview

We acknowledge that although essential to business, some types of work equipment have the potential to cause serious injury and fatalities if poorly selected, badly maintained, wrongly used, or used by untrained or unsupervised people.

It is our policy to:

Select and provide suitable equipment for the job it has to do, supported by an appropriate risk assessment and safe controls process, that ensures:

- Working conditions and all other inter-related hazards are taken into account during the initial risk assessment and subsequent selection and provision process.
- Equipment is provided with clearly visible, easily recognisable controls, markings, warnings and (if necessary), quickly and easily operable emergency stop controls.
- Dangerous parts of machinery are effectively guarded, or persons are prevented from reaching the danger areas.
- Planning and organising allows for safe operation, adjustment, breakdown, cleaning, maintenance, etc. of machinery so that it is correctly isolated to prevent it starting without warning.
- Equipment is well maintained, in good repair and working order, and all statutory examinations and inspections are carried out with up-to-date records kept.
- Where work equipment is exposed to conditions causing deterioration, it is inspected at regular intervals and each time there is a possibility that the safety of the equipment has been jeopardised.
- Any hired-in work equipment is accompanied by a current statutory inspection and/or maintenance record if appropriate.
- Only trained, competent and authorised persons can use, clean and maintain plant, tools and equipment, with restrictions or prohibitions strictly enforced if necessary for reasons of personal health or safety.
- Appropriate on-going information, instruction and training is given to operators, supervisors, and managers, so they know not just how equipment works, but also the safe operation of all safety devices, guards, etc.
- An effective system is in place for employees to carry out and record pre-use equipment checks together with the defect reporting procedure.

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Principal legislation

Provision and Use of Work Equipment Regulations 1998 (PUWER)
Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
Management of Health and Safety at Work Regulations 1999
Employers' Liability (Defective Equipment) Act 1969

YOUNG PERSONS POLICY

Overview

The company recognises that there are specific requirements on us to take special care in relation to young persons in the workplace and to prevent young workers being used for work beyond their capabilities. We recognise that young workers also have particular rights and restrictions relating to rest breaks and night work.

These requirements equally apply to apprentices, and students or school age children on work experience schemes placed with the company.

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

It is our policy to:

Ensure adequate personnel are designated and instructed in how to manage young people in the workplace before any young person starts work, and that risk assessments are carried out that will consider:

- The fitting out and layout of the workplace where the young person will work.
- The nature of any physical, biological and chemical agent hazards they could be exposed to, how long they could be exposed and to what extent.
- What type of equipment they will be required to use and the potential harm.
- Their lack of experience and awareness of existing or potential risks, or if there are learning, or behavioural difficulties.
- Any disability or medical conditions needing special consideration.
- What prohibited or restricted work and/or equipment are to be enforced.
- What personnel protective equipment (PPE) is required.
- What training, mentoring/supervision requirements will be needed?
- Ensuring proper records of YPs - including any health assessments and working time requirements - are kept.
- The monitoring and review of YP arrangements as an integrated part of company operations.

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Principal legislation

Health and Safety at Work *etc.* Act 1974 (HSWA)
Management of Health and Safety at Work Regulations 1999
Children and Young Persons Act 1933 (as amended)
Working Time Regulations

PART FOUR

LLOYDS EMPLOYMENT LAW REPORTS

**KEEP YOUR CURRENT AUDIT, VISIT AND SURVEY
REPORTS HERE**

NOTE: OLDER REPORTS SHOULD BE ARCHIVED

CONTENTS

PART FIVE

POLICY REVIEW

&

AMENDMENT HISTORY

RECORD ANY CHANGES OR AMENDMENTS TO YOUR POLICY MANUAL HERE

