



Disability Challengers
Health and Safety Policy



CONTENTS

1. INTRODUCTION	5
2. ENVIRONMENTAL, HEALTH AND SAFETY POLICY STATEMENT	9
3. ORGANISATION FOR HEALTH AND SAFETY	11
4. HEALTH AND SAFETY RESPONSIBILITIES	13
Trustees	13
Chief Executive Officer	14
Head of Operations	15
Project Leaders	16
Employees	17
Contractors	18
Ellis Whittam	19
5. HEALTH AND SAFETY RULES	21
General	22
Working Practices	22
Hazard / Warning Signs and Notices	22
Working Conditions / Environment	22
Protective Clothing and Equipment	23
Fire Precautions	23
Accidents	23
Health	23
Rules Covering Gross Misconduct	24
6. ARRANGEMENTS	26
Accident, Incident and Ill-Health Recording, Reporting and Investigation	26
Asbestos	28
Communication and Consultation	30
Display Screen Equipment	31
Driving for Work	32
Drugs and Alcohol	34
Electricity	35
Fire	36
First Aid	37
Gas Installations and Appliances	38
Hazardous Substances (COSHH)	39
Health, Safety and Welfare	40
Home Working	41
Infection Control	42
Legionnaires Disease	44
Lifting Operations and Equipment	45
Lifts	46
Lone Working	47
Manual Handling	48
New and Expectant Mothers	49
Personal Protective Equipment	50
Risk Assessment	51
Stress	52
Temporary Employees	53
Training	54
Violence	56
Visitors	57
Work Equipment	58
Young Persons	59

7. RISK ASSESSMENT 61
Risk Assessment 61
Fire Risk Assessment 64

8. MONITORING OF HEALTH AND SAFETY 67
CEO 68
Head of Operations 69

9. LEGAL EXPENSES INSURANCE 71

INTRODUCTION

1. INTRODUCTION

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

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

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

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

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

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

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

POLICY REVIEW

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

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

Review Date	Signed on behalf of Ellis Whittam	Confirmed
22 nd May 2017	Simon Rider	

DOCUMENT CONTROL

The hardcopies of the Health and Safety Policy provided will remain the controlled copies and we will retain a register of these. Any amendments made to the policy will be provided for each of these accordingly to ensure all copies in circulation remain the current version.

Should further copies of the policy be printed either in whole or part, then these will be marked as 'UNCONTROLLED COPY'. Where further controlled copies are required then these should be issued accordingly and added to the register of controlled copies.

Register

Copy Number or Reference	Location kept

AMENDMENT RECORD

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

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

Date	Section	Ref /Title	Details of amendment made	Change made by
			Document title added to footer	NC
22-05-17	Cover Page		Disability Challengers logo added to front cover	Simon Rider

LEGISLATION

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

GUIDANCE

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

Should you require further advice or assistance not available here then remember that advice on any health and safety issue is available from the **Ellis Whittam** advice line - **Tel: 0845 226 8393**.

FORMS

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

POLICY STATEMENT

2. ENVIRONMENTAL, HEALTH AND SAFETY POLICY STATEMENT

The management of Disability Challengers operates an integrated environmental, health and safety management system, which is geared towards the identification and control of key processes in our organisation. It is also our intention to encompass environmental, health and safety best practice into our business activities and decisions and to:

- bring this Policy Statement to the attention of all stakeholders
- carry out regular audits of our environmental, health and safety management systems
- comply with legislation, guidance and approved codes of practice issued at International, National and Local levels
- eliminate risks to the environment, health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- ensure that emergency procedures are in place at all locations for dealing with foreseeable environmental, health and safety incidents
- establish meaningful, measurable targets and goals for environmental, health and safety performance
- maintain an open and constructive dialogue on environmental, health and safety issues with our employees, contractors, suppliers, customers and regulatory authorities
- maintain our premises, provide and maintain safe plant and equipment
- minimise waste and increase recycling within the framework of our waste management procedures
- only engage contractors who are able to demonstrate due regard to environmental, health and safety law
- prevent pollution to land, air and water
- promote environmentally responsible purchasing
- provide adequate resources to control the environmental, health and safety risks arising from our work activities
- raise awareness, encourage participation and train employees in environmental, health and safety matters
- reduce the use of water, energy and any other natural resources
- seek opportunities to continuously improve our ability to identify measure and control the environmental, health and safety impacts of our activities

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

Signed:

Dated:

Name: **Laura Sercombe**

Position: **CEO**

ORGANISATION FOR HEALTH & SAFETY

3. ORGANISATION FOR HEALTH AND SAFETY

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

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

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

Trustees

CEO

Head of Operations

Project Leaders

HEALTH AND SAFETY RESPONSIBILITIES

4. HEALTH AND SAFETY RESPONSIBILITIES

Trustees

The Board has the ultimate responsibility for the health and safety of Challengers but discharges this responsibility through the organisation down to individual managers, supervisors and employees.

The Board has nominated the CEO to have special responsibility for health and safety.

The Board will ensure that:

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

Chief Executive Officer

The Chief Executive Officer has overall responsibility for ensuring our compliance with Health and Safety legislation but delegates the responsibility for implementation to the Head of Operations.

The Chief Executive Officer will ensure that:

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

Head of Operations

The Head of Operations is the designated person with overall responsibility for ensuring our compliance with Health and Safety legislation.

They will ensure that:

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

Project Leaders

Project Leaders will ensure that in their areas of control:

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

Employees

All employees must:

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

Contractors

All contractors must:

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

Ellis Whittam

Ellis Whittam, in agreement with management, provides us with the following services:

- development of our documentation throughout the period of our contract and keeping it updated for:
 - changes in Health and Safety legislation relevant to us
 - organisational changes which affect our management system
- a general risk assessment in the first part of the contract that forms the basis of our risk management programme and helps us plan our future actions to reduce risk.
- a consultant visit to train senior managers and to support our implementation of this Policy by:
 - assisting us to complete specific risk assessments
 - providing further training, as agreed, on relevant agreed topics
 - reviewing and auditing our health and safety procedures and legal compliance
 - providing advice on implementing changes and system procedures

Ellis Whittam is also contracted to:

- fulfil the role of 'Competent Person', providing advice and assistance on Health and Safety issues
- provide for us a telephone advisory service - available 24 hours per day, 365 days of the year
- provide crisis help if we have a serious accident or incident involving the Enforcement Authorities
- provide legal fees insurance, the terms of which are defined in our insurance policy document
- provide briefings to help keep us up to date with new and forthcoming legislation

HEALTH AND SAFETY RULES

5. HEALTH AND SAFETY RULES

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

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

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

General

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

Working Practices

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

Hazard / Warning Signs and Notices

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

Working Conditions / Environment

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

Protective Clothing and Equipment

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

Fire Precautions

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

Accidents

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

Health

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

Rules Covering Gross Misconduct

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

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

ARRANGEMENTS

6. ARRANGEMENTS

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

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

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

Definitions:

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

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

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

The Accident Book

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

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

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

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

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

Reporting Requirements

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

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

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

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

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

Contact details for the Health and Safety Executive are:

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

Website: www.hse.gov.uk

For further advice on injuries, diseases or dangerous occurrences requiring notification please contact the Ellis Whittam Advice Line. (Tel: 0845 226 8393)

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

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

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

Investigation

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

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

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

Asbestos

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

This will be achieved by minimising exposure through:

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

Asbestos-related Emergencies

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

Arrangements for Controlling Work on Asbestos

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

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

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

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

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

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

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

Procedures for Dealing with Health and Safety Issues

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

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

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

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

Communication and Consultation

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

To achieve this objective we will:

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

Display Screen Equipment

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

To achieve this objective the company will:

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

Employees must:

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

Driving for Work

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

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

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

When providing company vehicles the company will:

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

Implementation

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

Drivers

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

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

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

- vehicle defects that affect ability / safety to drive
- any accidents / incidents that occurred whilst driving on behalf of the company

Before driving, drivers must:

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

Whilst driving, drivers must:

- drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- take regular rest breaks every 2-3 hours or at first signs of tiredness
- remain in control of the vehicle at all times
- not smoke in a company vehicle
- never use any hand held electronic device e.g. mobile phone, satellite navigation, mp 3 player
- never receive or make calls

Managers

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

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

Drugs and Alcohol

Alcohol

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

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

Drugs and medication

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

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

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

Medical Examination

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

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

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

Reasonable Grounds

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

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

Electricity

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

To ensure this objective the company will:

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

Employees must:

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

Fire

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

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

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

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

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

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

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

First Aid

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

To achieve this objective the company will:

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

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

Appointed Person

The Appointed Person duties include:

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

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

First Aiders

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

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

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

First Aid Boxes

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

Portable First Aid Kits

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

- staff travelling in vehicles on a regular basis

Gas Installations and Appliances

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

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

The company supports the aims of:

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

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

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

Hazardous Substances (COSHH)

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

The company will implement the following:

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

Information and Training

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

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

Health, Safety and Welfare

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

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

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

Home Working

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

To achieve this objective we will:

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

Training

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

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

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

Infection Control

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

- contact with people (e.g. Diphtheria, TB, MRSA)
- contact with blood and bodily fluids (e.g. Tetanus, Hepatitis B or C, HIV)

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

The company will:

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

Vaccination

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

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

Training and Information

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

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

Staff Illness and Reporting

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

- skin infections or exposed areas of infestation
- severe respiratory infection (e.g. pneumonia, TB)
- severe diarrhoea
- jaundice

- hepatitis
- Chicken Pox, Measles, Mumps, Rubella
- HIV

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

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

Confidentiality

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

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

Legionnaires Disease

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

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

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

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

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

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

- **Avoidance of Stagnation**

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

- **System Maintenance**

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

- **Sampling**

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

- **Record Keeping**

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

Selection, Training and Competence of Staff

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

Action in the Event of an Outbreak

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

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

Lifting Operations and Equipment

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

Definition

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

Implementation

The company will ensure that

- lifting equipment is suitable for the intended use with adequate strength and stability, including whatever guards are necessary to prevent:
 - persons or equipment falling from the lift
 - the lift falling from its restraints
 - persons or equipment being trapped, crushed or struck by objects when using the lifting equipment
- an examination scheme is drawn up by a competent person
- lifting operations will be properly planned by a competent person, appropriately supervised and carried out in a safe manner
- lifting equipment is maintained in a safe condition and examined/inspected by competent persons (annually or 6 monthly if lifting people) to ensure correct installation and safe operation
- lifting equipment will be re-examined following relocation or conditions that may cause deterioration
- safe working load (SWL) is clearly displayed on all lifting equipment
- suitable training, instruction and information is provided for operators and supervisors

Records

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

Lifts

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

Implementation

The company will ensure that:

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

Records

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

Lone Working

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

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

Particular consideration will be given to:

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

Information and Training

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

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

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

Manual Handling

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

To implement this policy the organisation will ensure that:

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

Reducing the risk of injury

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

Techniques of risk reduction will include:

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

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

New and Expectant Mothers

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

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

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

Personal Protective Equipment

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

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

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

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

Risk Assessment

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

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

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

We will ensure that:

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

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

Stress

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

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

We will:

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

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

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

Temporary Employees

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

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

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

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

Training

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

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

Our training objectives will cover three areas, that of the organisation, the job and individuals.

All employees will need to know about:

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

Employees will need to know which parts of the system are relevant to them, to understand the major risks in our activities and how they are controlled.

Managers and supervisors training needs will include:

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

All our employees training needs will include:

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

All employees will receive **induction training**. Such training will cover:

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

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

Records of training will be kept for all employees.

Employees must:

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

Violence

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

We define violence and aggression as:

- actual or threatened physical assaults on staff
- psychological abuse of staff
- verbal abuse which includes shouting, swearing and gestures
- threats against employees

To achieve this objective we will:

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

Visitors

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

Employees hosting visitors must ensure that:

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

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

Emergency Action

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

Work Equipment

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

To achieve this objective the company will:

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

Young Persons

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

A 'young person' is defined as one who is below the age of 18 years.

To ensure the safety of young persons the organisation will:

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

RISK ASSESSMENT

7. RISK ASSESSMENT

Risk Assessment

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

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

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

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

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

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

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

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

Carrying out risk assessments

Those who are involved in risk assessments should:

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

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

The five stages of risk assessment

STEP 1 - IDENTIFY THE HAZARDS

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

Examples of hazards include:

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

STEP 2 - IDENTIFY WHO MAY BE HARMED AND HOW

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

- staff
- members of the public
- contractors on the premises

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

STEP 3 - EVALUATE AND CONTROL THE RISK

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

Severity x Likelihood = Risk

Is used on the risk forms within this policy manual

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

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

- avoid the risk completely
- evaluate risks which cannot be avoided
- combat risks at source
- adapt work to the individual
- make use of technical progress

- replace the dangerous with none or less dangerous
- develop an overall prevention policy
- give priority to measures which protect the greatest number of people
- give appropriate instructions to employees

IMPLEMENTING AN ACTION PLAN

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

STEP 4 - RECORD YOUR FINDINGS

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

Hazards and example controls

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

STEP 5 - MONITOR AND REVIEW THE ASSESSMENT

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

Refer

- Risk Assessment Form

Fire Risk Assessment

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

The aims of the fire risk assessment are:

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

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

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

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

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

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

Six Steps to Fire Risk Assessment

1. Identify the hazards

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

2. Identify people at risk

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

3. Evaluate, remove, reduce and protect from risk

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

4. Consider:

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

5. Record, plan, inform, instruct and train

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

6. Review

- Keep assessment under review
- Revise where necessary

Refer:

- Fire Risk Assessment Form

MONITORING HEALTH AND SAFETY

8. MONITORING OF HEALTH AND SAFETY

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

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

Active monitoring

Monitoring is a line manager's responsibility and in this section there are monitoring checklists for each of the key management positions to be used to determine achievement against relevant health and safety standards. In completing the checklist managers are providing evidence that they have carried out monitoring within their areas of responsibility and they are reinforcing their commitment to health and safety objectives in general and helping to develop a health and safety culture.

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

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

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

Refer:

- Health and Safety Inspection Form

Reactive monitoring

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

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

CEO

To be completed: **Annually** **Date:**

Subject	Yes	No	Comment
Health and Safety Management			
Has a report on the last 12 months health and safety performance been prepared?			
Has a Health and Safety Plan for the next 12 months been prepared?			
Are we on target with our Action Plan?			
Health and Safety Performance			
How many accidents/incidents have occurred across the company within the last 12 months?			
Communication and Consultation			
Are delegated persons completing their Health and Safety Monitoring activities at the agreed timescales?			

Head of Operations

To be completed: **Annually** **Date:**

Subject	Yes	No	Comment
Health and Safety Management			
Is the 'Health and Safety Law" poster and Employers Liability insurance certificate displayed?			
Risk assessments			
Are risk assessments completed for those activities where a significant risk of injury is foreseeable?			
Are control measures being maintained?			
Are there any issues that require attention, following the completion of the risk assessments?			
Training			
Have the Health and Safety training needs across the organisation been determined?			
Are training records up to date?			
Fire and Emergencies			
Have fire risk assessments been reviewed within the last 12 months?			
Are fire logbooks up to date?			
Accident / First Aid			
Do all staff have access to a first aider and do all staff know who they are?			
Do all staff know the location of the Accident Book?			
Electricity			
Do employees carry out basic visual checks prior to using portable electrical appliances?			
Gas Safety			
Are the gas supply isolators readily identifiable and accessible?			
General Workplace			
Are there any outstanding items of building maintenance that may cause a significant health and safety issue?			

Challenging Behaviour			
Have incidents involving challenging behaviour been recorded and investigated thoroughly?			
Hoists			
Is the hoist inspected weekly and thoroughly examined every 6 months by a competent person?			
Legionella			
Are the temperature monitoring records up to date?			
Lone Working			
Have there been any incidents recorded involving lone workers?			

9. LEGAL EXPENSES INSURANCE

For a copy of Ellis Whittam's master legal expenses insurance policy please see <http://www.elliswhittam.com/health-safety/legal-expenses-insurance/>. Please refer to your contract with Ellis Whittam for the type of cover (if any) that is applicable to your organisation – i.e. employment dispute insurance or health & safety prosecution insurance or both – and the relevant provisions of the master policy document will then apply accordingly.

Please contact us if you require a hard copy of the policy.