

Health & Safety Policy

Manilva (Contracts) Ltd
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Registered Company Number: 2766617

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1.0 General Statement of Intent

Manilva (Contracts) Ltd is committed to ensuring the safety of its employees, customers, members of the public and anyone else who are affected by our operations.

The company commits to operating in accordance with the Health and Safety at Work (etc) Act 1974, The Management of Health & Safety Regulations and all other current applicable regulations and codes of practice, so far as is reasonably practicable.

The management will ensure that significant risks are assessed and suitable and sufficient measures are adopted to allow each employee/contractor to carry out his/her duties safely and without risk to health. Suitable equipment will be provided and maintained in a safe condition, and safe systems of work will be devised.

The company shall strive to achieve continuous improvement in Health & Safety performance.

Manilva (Contracts) Ltd Management will provide all necessary resources including time to ensure that all Health and Safety matters are adequately funded. This includes, training, personal protective equipment, adequate equipment/tools, maintenance for this equipment, external advice where necessary and any other resource necessary to ensure the Health and Safety of our staff.

Each employee/contractor will be made aware of his/her responsibility for his/her own health and safety and that of others. All employees/contractors will be given the opportunity to consult with the management on matters relating to Health & Safety, or to appoint a representative to do so.


Where necessary the company will arrange or provide suitable training for both management and operatives, in particular where new work practices or equipment are introduced.

The company will seek external advice as necessary to keep its health & safety policy, working practices and equipment up to date and in accordance with current legislation.

Ultimate responsibility in all areas of safety rests with the Managing Director / Proprietor / Owner. This duty is of no less importance than any of the responsibilities attached to that position.

Reviews of Health and Safety Policy will be made annually no later than 1 year after the date on this policy. The monitoring of all issues relating to this policy is the responsibility of the Managing Director / Proprietor / Owner.

Signed:



8 April 2026

Steven Falzon
Managing Director

Manilva (Contracts) Ltd

Please note that this document is current as of Wednesday 8th April 2026 . For the latest version of this uncontrolled document please consult the author

Organisation and Managerial Responsibilities;

The company is owned and managed by Steven Falzon who is directly responsible for Health and Safety matters within the company. The responsible person will seek external assistance where necessary to ensure that the company meets both its statutory obligations and the objectives laid down in this Health & Safety Policy.

We use HS Direct Ltd (0114 2444461) for gaining help and advice with Health & safety matters where required.

The organisation of the workforce is the responsibility of Steven Falzon who holds the position of Managing Director and who is responsible for ensuring that the companies Health & Safety Policy and associated procedures are implemented by all site operatives.

Day to day management of the companies operations is the responsibility of Steven Falzon who may be supported by the Contracts Manager, Nick Dichev and Office Manager, Ann Vieira, each responsible for one site or customer premises. Depending on the size and nature of the site, the responsible person may be supported by one or more supervisors responsible for the direct supervision of the company operatives.

Employee/Contractor Responsibilities;

Each and every employee/contractor has a statutory duty to take reasonable care in relation to his/her own health & safety, and the health and safety of any other person who may be affected by his/her acts or omissions.

Therefore, it shall be the duty of all Employees/Contractors whilst at work:

To take reasonable care for the Health & Safety of themselves and others, who may be affected by their acts or omissions at work.

To co-operate with the employer to ensure compliance with all the company Health & Safety policies and procedures.

To refrain from intentional or reckless interference with equipment and/or systems provided in the interest of Health, Safety and the Environment.

To co-operate with management when required on such things as accident prevention and all procedures with regard to Health, Safety and the Environment as set out in the Health & Safety at Work etc. Act 1974 and the Environmental Protection Act 1990 and all associated Regulations and ACOPs.

To maintain good standards of housekeeping in our premises and on client premises.

To report any accident or incident including near-misses (whether or not personal injury results) to the office.

To report any defects in equipment without delay to their immediate Supervisor and not to attempt repairs which they have not been authorised and specifically trained to undertake.

To ensure that no potentially hazardous item, substance or machine is brought on to site or used without the prior knowledge and authority of their immediate Supervisor.

To use and if applicable wear any item of Personal Protective Equipment. It is a requirement of law that any equipment supplied for safety must be used, and when not in use it is properly cleaned, stored and maintained.

To undergo any Health, Safety, Environmental and operational training deemed necessary by the company.

Staff Consultation;

If an employee/contractor becomes aware of any potential breaches of health & safety law, or unsafe working practices he/she must notify the Managing Director, Steven Falzon, Contracts Manager, Nick Dichev or Office Manager, Ann Vieira.

If an employee/contractor feels that health & safety procedures may be improved, for example by use of alternative equipment, he/she will be encouraged to discuss any suggestions with the management.

Specific Safety Functions and Named Responsibilities;

Safety Function	Person Responsible
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Overall responsibility for all aspects of health and safety management within the organisation.	Steven Falzon (Managing Director)
Responsible for supporting the MD with the management of health and safety through supervision of the workforce within the organisation.	Nick Dichev (Contracts Manager)
Responsible for supporting the MD with the management of health and safety by overseeing RAMS, accident reporting, first aid, training, equipment inspections etc. within the organisation.	Ann Viera (Office Manager)

This section defines our company arrangements and policies for dealing with our activities.

3.1 Accident and near-miss

We're committed to making every effort to reduce risk and prevent injuries and occurrences of ill-health at work. We will ensure that suitable procedural arrangements are made so that, if an accident or near miss does happen on our premises or in association with our activities, they're suitably recorded, investigated, and reported (where required).

What is an accident?

An accident is an unplanned event that results in personal injury or ill-health, or damage to property, plant or equipment.

What is a near miss?

A near miss is an event that didn't cause harm but could have potentially caused injury or ill health.

What we do in the event of an accident or near miss:

- **Provide first aid/medical attention** - In the event of an accident, immediate first aid and medical attention must be provided.
- **Make the area safe** - When any accident or near miss happens, the area needs to be made safe to prevent further risk of harm and, if appropriate, the scene will be preserved to maintain evidence for investigation.
- **Inform leadership** – Make sure the responsible person is made aware of all accidents and near misses without delay so we can take appropriate action, which could include reporting to the appropriate health and safety authority.
- **Record all accidents** – All accidents, however minor, need to be recorded.

Investigating an accident or near miss:

- Accidents and near misses will be investigated in proportion to the potential consequences and likelihood of recurrence.
- We will review any existing risk assessments, procedures, and safe methods of working, as well as training and competency systems and the safety of equipment.
- Findings of the investigation and any required improvement strategies will be recorded, implemented, and communicated to workers to help prevent or minimise occurrences and reduce the risk of harm in the future.
- Where required, we will seek advice and support from HS Direct's Health & Safety advice line.

3.2 Accident and near-miss reporting (RIDDOR)

RIDDOR – The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

By law, some accidents, incidents and near misses need to be reported to the Health and Safety Executive (HSE) within legally specified timeframes.

This includes (but isn't limited to):

- work-related incidents that result in fatalities
- work-related incidents causing employees to be absent from work for more than 7 days
- specified injuries, like amputations
- certain incidents that cause harm to people other than our employees
- occupational diseases
- specific dangerous occurrences - e.g., the collapse of load-bearing parts of lifting equipment.

We will check if the law requires an incident or near miss to be reported to the HSE, and if so, we will ensure the online reporting form is completed and submitted within the legally specified timeframe.

Fatal accidents and major incidents must be reported immediately to the HSE's Incident Contact Centre on **0345 300 9923**.

Where required, we will seek advice and support from HS Direct's Health & Safety advice line.

3.3 Alcohol and drug misuse

Alcohol and drug misuse can negatively affect the safety and wellbeing of people in the workplace and our operational productivity and effectiveness. That includes using illicit substances and abusing prescription or over-the-counter medication.

Clear guidelines are important to manage these risks effectively, so below we've outlined our commitment and approach to education, testing, and disciplinary measures to protect all workers and our operations.

Medication disclosure:

Workers prescribed medication that could impair their work performance must inform management. Everyone must report to work capable of performing their duties safely and effectively.

Confidentiality and support:

Disclosures of alcohol or drug misuse will be handled with strict confidentiality, following legal standards and company policies. Workers who are struggling with alcohol or drug misuse will be encouraged to seek assistance through available resources.

Drug and alcohol testing:

We reserve the right to perform random drug and alcohol testing to ensure workplace safety. This applies to all workers and anyone undertaking work on our behalf.

Disciplinary action:

Where it's identified that an alcohol and/or drug problem has resulted in unacceptable behaviour or performance, it may be dealt with in line with our disciplinary or capability procedures. Depending on the circumstances of the individual case, this may lead to disciplinary action such as dismissal.

We will review and update this policy regularly and as necessary to ensure it remains effective and legally compliant.

3.4 Asbestos

Asbestos and almost anything containing it presents a hazard to health, so we commit to protecting our workers and others who may be exposed to it on the premises that we work from.

3.5 Asbestos management

When we're responsible for maintaining the premises

For any premises where we're responsible for maintenance, we will manage the risks from any asbestos present, including:

Assessment: Carrying out an assessment to identify whether there are, or are likely to be, asbestos-containing materials (ACMs) in the premises. If we think it's unlikely due to the year of construction (e.g. after 2000), we will record that fact.

Survey: If ACMs are likely to be present, we'll identify where on the premises they are and their condition by instructing a competent person to carry out a management survey.

Asbestos register: If asbestos is present (or presumed to be present), we'll maintain an asbestos register for as long as we're responsible for the premises (including a dated plan of the premises, highlighting the details and location of any asbestos identified as well as any areas not inspected/accessed).

Management plan

We will prepare and implement a written management plan detailing how we'll manage the risk, which may include:

- prioritising any actions based on the type of material and how likely it is to be disturbed
- removing it (using competent, licensed contractors) or making it safe (e.g. by encapsulation or other appropriate techniques)
- monitoring the condition regularly, and recording it
- reviewing the management plan whenever needed and at least once a year as a minimum.

Communication: Communicate this plan to our workers and anyone at risk of disturbing ACMs – e.g. contractors - and the emergency services if needed. We'll keep records of this communication by requesting that they view and sign the asbestos register.

Review: Review asbestos assessments regularly, including whenever there's a significant change in the premises or if the assessment is no longer valid (e.g. if any ACMs are fully removed).

Refurbishment or demolition: Arrange for a full refurbishment and demolition survey if we're planning building, refurbishment or demolition works.

Training: We will provide asbestos awareness and responsibilities training to our asbestos-risk duty-holders and other relevant workers, as appropriate.

When we're not wholly responsible for maintaining the premises

We'll liaise with those who also have duties to ensure that we're suitably informed and aware of whether asbestos is present and how the risks are being managed.

Working safely around asbestos

Workers should report any damage to known or suspected ACMs at the earliest opportunity to our asbestos-risk duty holder, and work safely following any training, risk assessments, safe systems of work, or permits to work in place to protect the Health & Safety of them and others. Concerns should be reported to us at the earliest opportunity.

People who may come into contact with asbestos

Many buildings - including commercial, industrial, residential, schools, and public buildings constructed or renovated before 2000 - contain asbestos-containing materials (ACMs).

Those involved in maintenance, repair, refurbishment, alteration, or demolition tasks could be exposed to asbestos fibres released from materials like roofing sheets, ceiling tiles, pipe insulation, or lagging. So, we're committed to ensuring that our workers don't accidentally disturb or release asbestos during their work.

Before starting work, we will ensure:

- the duty holder (client) has been identified
- we've determined whether the premises contains asbestos by requesting an asbestos management survey report/plan and/or asbestos refurbishment and demolition survey report
- the work to be carried out is suitably assessed
- control measures are implemented to prevent or reduce potential asbestos exposure
- an emergency plan is developed and communicated in case ACMs are accidentally disturbed
- a detailed method statement is developed on how the work must be carried out, and communicated to relevant persons
- staff are suitably trained in asbestos awareness and procedures to follow if asbestos is suspected or accidentally disturbed.
- Our workers won't begin any kind of work without the above provisions. We will rely on our workers to

immediately stop work if they suspect ACMs are present or disturbed and report the instance to us or the building controller immediately.

- Businesses shouldn't handle or work with asbestos unless they've received specific training and, where relevant, be licensed contractors.

3.6 Construction, Design and Management (CDM) Client responsibilities

Definition

A **commercial client** under the Construction (Design and Management) Regulations is an organisation or individual a project is carried out in connection with.

If we, as the commercial client, don't appoint a principal designer or principal contractor, we will fulfil the role until an appointment is made.

Awareness of risks and responsibilities

We understand our decisions and approach will have an impact on the Health & Safety of those involved in work activities. Understanding our responsibilities is key to ensure a safe working environment for all.

Our key responsibilities and controls:

Contractors and designers: We will make sure we appoint contractors and designers (including a principal designer and principal contractor for projects involving multiple contractors) who are competent and can fulfil their duties. We will make clear we expect them to clearly communicate, cooperate and coordinate with all project members.

Time and resources: We will give adequate time and resources for each stage of the project to ensure safe work.

Welfare facilities: We will provide and maintain suitable, sufficient welfare facilities throughout the project.

Pre-construction information: We will provide pre-construction information to all prospective and appointed designers and contractors.

Construction phase plan: We will make sure the principal contractor or contractor (for single-contractor projects) prepares a comprehensive construction phase plan.

Health and Safety file: Where necessary, we will make sure the principal designer prepares a Health & Safety file for the project that's reviewed and revised as required, made available to all relevant parties, and clearly communicated.

Notifiable projects: We will appoint an appropriate Principal Designer for these projects. We will submit a notification form for the construction project and display an up-to-date copy of the notice at the construction project.

Continuous review

We will regularly review and update arrangements as needed to maintain safety and compliance throughout the project.

3.7 Construction, Design and Management (CDM) Contractor responsibilities

Definitions

A **principal contractor** under the Construction (Design and Management) Regulations (CDM Regulations) is appointed by the client to coordinate work on the construction phase of a project that involves multiple contractors.

A **contractor** under CDM Regulations is anyone who directly employs or engages construction workers or manages construction work, including related work activities, on construction site projects.

Awareness of risks and responsibilities

As contractors directly involved with the work, we recognise there are risks, hazards, and potential for injury or illness associated with construction work. Understanding our responsibilities is key to ensuring a safe working environment for all.

Our key responsibilities and controls

Engage with duty holders: We will consult and engage with project duty holders to ensure Health & Safety matters are effectively addressed, and everyone is informed of their duties, ongoing work, estimated timelines, potential risks and their impact on others (including members of the public).

Planning, managing and monitoring: We will always maintain good communication with other involved parties. As Principal Contractor, we will plan, manage, monitor and coordinate the construction phase plan. As contractors, we will plan, manage and monitor the construction work.

Construction phase plan: As the principal contractor or sole contractor, we will prepare a construction phase plan to manage the Health & Safety of the project before it begins and ensure its followed and kept up to date. As a contractor, we will follow and comply with the construction phase plan during the project.

Risk assessment and control measures: We will assess and minimise, to as low as reasonably practicable, risks and hazards associated with our works by implementing suitable control measures, including emergency arrangements.

Information, instruction and training: We will ensure everyone under our control has the necessary information, training, knowledge and experience to carry out their duties safely and effectively. This includes providing a site-specific induction covering any emergency procedures.

Welfare facilities: We will provide and maintain suitable, sufficient welfare facilities throughout the project.

Site set-up: We will make sure sufficient resources, plant and equipment are available and take reasonable steps to ensure areas of the site under our control are suitably secured and controlled to prevent unauthorised access to the site. Adequate segregation between vehicles and pedestrians will also be ensured.

Supervision and monitoring: We will provide supervision as required, depending on the hazards, risks, training, skills, knowledge and experience needed to carry out the work safely. Regular site monitoring will take place to ensure ongoing compliance.

Record-keeping: We will maintain accurate records relating to Health & Safety, including risk assessments, training records, and incident reports. Regular reviews and updates are crucial. Any Health & Safety file will be updated if the principal designer's appointment ends before the project.

Environmental management: We will manage our environmental responsibilities, including waste management, pollution prevention, and protection of natural habitats throughout the project.

Notifiable projects: We will submit a notification form for the construction project for relevant clients where we're the sole contractor or principal contractor. An up-to-date copy of the notice will be displayed at the construction site.

Continuous review

We will regularly review and update arrangements as needed to maintain safety and compliance throughout the project.

3.8 Construction, Design and Management (CDM) Designer responsibilities

Definitions and roles

A **designer** under Construction (Design and Management) Regulations (CDM Regulations), creates or modifies construction project designs or instructs others to do so.

A **principal designer** controls the pre-construction phase for projects with or likely to involve more than one contractor.

Awareness and responsibilities

We acknowledge our decisions on a project impact workers, future users, those responsible for future maintenance, and potentially even demolition. Recognising construction risks and hazards is vital for safety, as well as understanding our responsibilities.

Our key responsibilities and controls

Client awareness: Informing clients of their duties under CDM Regulations before design work begins.

Pre-construction management: Overseeing Health & Safety in the pre- construction phase, including reviewing existing safety files.

Advice and assistance: Helping clients compile pre-construction information and health and safety files, ensuring all parties – e.g. designers and contractors - can fulfil their duties.

Risk management: Identifying and mitigating health and safety risks collaboratively with other project designers and, where elimination of the risk isn't possible, minimising it to as low as reasonably practicable.

Communication: Ensuring all involved parties communicate, cooperate and coordinate effectively in the pre-construction phase to maintain good Health & Safety standards during and after the project.

Liaison with Principal Contractor: Keeping the principal contractor informed of any construction phase risks, and handing over any relevant Health & Safety files if our appointment ends before project completion.

Domestic clients: On construction projects where the domestic client doesn't appoint a principal designer and we're in control of the pre-construction phase, will we assume the role. If the client would like us to take on their duties, will we make sure they confirm it in a written agreement.

Continuous review

Will we regularly review and update arrangements as needed to maintain safety and compliance throughout the project.

3.9 Construction, Design and Management (CDM) General

We're dedicated to following the Construction (Design and Management) Regulations (CDM Regulations), ensuring all our construction projects are safely and effectively planned and managed. These regulations cover all construction activities, including new builds, refurbishment, extensions, conversions, demolition, repair and maintenance.

Key duty holders

Commercial clients: Commission construction projects as part of operations

Domestic clients: Commission construction projects for their own homes.

Principal designers: Either an organisation or an individual, fully suitable and experienced for the role, appointed by the client for projects involving multiple contractors.

Designers: Create and adapt designs for buildings, products or systems relating to construction work.

Principal contractors: Appointed by the client to coordinate the construction phase of a project where it involves multiple contractors.

Contractors: Individuals or organisations that carry out, manage or control construction work as part of their undertakings.

Workers: Individuals who execute construction tasks under the control of contractors.

Appointing duty holders

We'll make sure we appoint competent individuals or organisations to act as duty holders (including multiple duty holders where appropriate) and make sure effective communication and cooperation are maintained among all duty holders to ensure safe work.

Training and communication

Necessary information, instruction, and training will be provided throughout the project, ensuring seamless coordination and effective Health & Safety management.

Planning, monitoring and review

We'll keep relevant records, monitor and review activities for effectiveness (including at the planning stage) and stay updated with the CDM Regulations as they are reviewed, ensuring continual improvement and compliance. If any changes are made to the regulations, we will communicate these immediately to all relevant parties.

Fire Safety

We'll ensure that construction fire safety needs are managed at the early stages of design and procurement, addressing the risks to both site workers and persons living or working in neighbouring buildings.

Suitable fire risk assessments will be completed and regularly reviewed to ensure that changing nature of the environment is adequately assessed.

We'll identify high risk activities or construction methods where fire can spread quickly and implement appropriate controls.

We'll review and update the fire procedures if necessary during the various stages of construction. This may include relocation of the fire assembly point, emergency escape routes and fire alarm points.

We'll keep the Fire and Rescue service updated regarding the access to any premises and including access to the construction site during non-operational times and when the site changes.

3.10 Contractors and service agents

At times we may use external resources to support our needs, including contractors, sub-contractors, labour only, or agency workers and service agents. These external resources may supplement our own or provide a specialist service that we cannot. They will be acting on our behalf whilst carrying out the work we require and will be required to have suitable and adequate liability insurance.

We make our selection based on demonstrable competence and their compliance with our qualifying criteria to ensure legal compliance and quality of work.

Pre-qualification questionnaires

We use questionnaires to uniformly assess:

- their ability to do the job safely and as expected
- training, qualification and experience
- relevant accreditations relating and third-party certification/accreditations, e.g., SSIP, ISO
- resource, references, and adequate insurance.

If appropriate, we'll do additional research and obtain references to check these.

Contractors will need to provide suitable and sufficient risk assessments and method statements prior to work being completed.

Induction and safety

Prior to any work taking place, we will provide external resources with an induction covering site-specific health and safety information, emergency procedures, and any particular hazards. Where necessary, a permit to work system will be implemented and followed.

Contractors will be required to notify us immediately if for any reason they cannot carry out their work in accordance with any agreed method statement, permit or safe system of work.

Records will be maintained such as, but not exclusive to; approval and planning documents, training, risk assessments and method statements, safe systems or work and permits to work.

Access

Throughout their engagement, contractors and service agents will be prohibited from any areas where they do not have our permission to operate and conduct their activities. They're not allowed to use any of our plant, tools or equipment without permission.

Supervision & Monitoring

Assigned supervision depends on the circumstances but may include direct on-site oversight, chaperoning, or a nominated contact for queries. We monitor and review the work activities and safety performance of all external resources, and will communicate any findings or issues that require improvement. Where necessary to manage significant health and safety risk we shall require external resources to stop work, suspend the person(s) involved and/or leave the premises.

Emergency Procedures

External resources will be made familiar with and trained in emergency response procedures relevant to their work.

Reporting

Workers should notify management of any suspicious behaviour or unsafe practices by external persons. We shall take action if we're informed or suspect somebody of acting unsafely.

3.11 Control of Substances Hazardous to Health (COSHH)

We will always thoroughly assess hazardous substances through Control of Substances Hazardous to Health (COSHH) assessments. We will consider the nature of substances, the work environment, and specific hazards involved. Our aim isn't just legal compliance; we want to continuously improve how we manage hazardous substances, following the hierarchy of control measures outlined in relevant guidance.

What are hazardous substances?

Hazardous substances include a wide range of materials that could cause harm through ingestion, inhalation, skin contact, or other means. They can be solids, liquids, vapours, gases, asphyxiants, or biological agents.

All hazardous substances we use need to follow legislative labelling practices and be accompanied by up-to-date Safety Data Sheets (SDS). SDS include crucial information and will be important for our hazardous substance risk assessments. If a SDS is not supplied with the product we will not use it, unless or until the supplier provides one"

Risk Assessment

We will complete comprehensive risk assessments to identify and control exposure to hazardous substances to as low as is reasonably practicable. Our approach will focus on the hierarchy of control measures:

1. Elimination
2. Substitution
3. Engineering controls
4. Administrative controls
5. Personal protective equipment (PPE)

How we will work safely with hazardous substances

We will make sure all relevant workers complete training on handling hazardous substances to promote safety in the workplace

We will make sure that exposure to hazardous substances does not exceed any relevant Workplace Exposure Limit, including regular monitoring we will make sure health surveillance and health monitoring is carried out, where deemed necessary

Any equipment provided to control exposure will be suitable for purpose, and inspected and maintained, including thorough examinations where appropriate

We will prioritise communication and consultation to make sure stakeholders are actively involved in the risk assessment process, including: providing emergency information; regular policy reviews and/or updates; checking that hazardous substance risk assessments align with current legislative requirements and best practices.

3.12 Disciplinary rules

We recognise the importance of Health & Safety in our daily operations. To ensure a safe working environment, we have established a set of safety guidelines that are crucial for the wellbeing of all our team members. Following these guidelines is expected and valued, and if after investigation it is determined that there has been a failure to follow our rules, disciplinary action may be taken against our workers, up to and including gross misconduct.

Safety in the workplace

We will remind our workers of the importance of following and respecting all established safety rules. It's essential to:

- Properly use and not tamper with any safety equipment, signs, labels, or warning devices provided for protection.
- Follow protocols related to hazardous materials, lifting equipment, and operating machinery to ensure your safety and that of others.
- Act responsibly and avoid behaviours that could lead to accidents or incidents.
- Assist and not hinder any investigations into accidents to help prevent future occurrences.

Workers collaboration

We rely on our workers to help maintain a safe environment. This involves:

- Being mindful of your own safety and the safety of others.
- Respecting and not misusing anything provided for health, safety, and welfare purposes.
- Promptly reporting any potential hazards or safety concerns.
- Following specific safety guidelines relevant to your role and wearing any provided safety clothing or equipment as required.

Our aim is to create a supportive and safe working atmosphere. We believe that by working together, we can achieve this goal. Your cooperation and commitment to these principles are key to our shared success and safety.

3.13 Display Screen Equipment

We're focused on comprehensive display screen equipment (DSE) assessments that consider the nature of tasks, the work environment, and potential risks. We're committed to following the law and constantly improving how we manage DSE.

Key measures we will take

Equipment provision: We will provide suitable, adjustable DSE to meet the individual needs of identified DSE users.

Workstation setup training: DSE users will receive training on ergonomic principles to help reduce risks of musculoskeletal and visual discomfort.

Workstation assessments: We will introduce a self-assessment process for users to spot and tackle ergonomic issues.

Encouraging breaks and varied posture: Regular breaks and changes in posture will be encouraged to reduce fatigue and discomfort for DSE users.

Reporting and monitoring: We'll ask users to report any DSE-related discomfort or pain and regularly monitor to find areas for improvement and ensure ergonomic practices are followed.

Communication and consultation: DSE users will be actively involved in DSE management processes, with regular reviews and updates of our policy to keep in step with current laws and best practices.

Our goal is to maintain a work environment that is safe, healthy, and complies with regulations.

3.14 Driving at work

Work-related road accidents significantly impact business safety, with workers involved in road traffic incidents posing a major concern. Our goal is to foster safe driving practices among our workers to minimise these risks.

Hazards in work-related driving

Driving for work involves various risks, including:

- **The driver:** Their experience, health, fitness, and wellbeing.
- **The vehicle:** Its suitability, ergonomic design, and safety features like seat belts.
- **The journey:** Considerations of route, distance, travel times, and adverse weather.
- Other risks include vehicle theft, personal injury, and breakdowns.

Our commitments

To enhance driving safety, we pledge to:

- Conduct and communicate risk assessments for driving activities.
- Implement and communicate suitable control measures.
- Verify driver competence, licensing, and insurance.
- Ensure workers complete relevant training or refresher courses on work-related driving.
- Plan journeys thoughtfully, considering factors like travel time and weather conditions.
- Train drivers in vehicle safety checks and emergency procedures.
- Maintain vehicle roadworthiness and suitability for tasks.
- Require correct insurance and valid MOT for privately used vehicles in work-related driving.
- Equip vehicles with emergency aid items, as determined by risk assessments.
- Secure transport items, including equipment, chemicals, or medicines, in line with manufacturer recommendations.

Mobile device use

Where required we will provide hands-free kits for mobile device use, forbidding the use of handheld devices unless paired with a hands-free system.

Emergency procedures

In emergencies like vehicle breakdowns or incidents, workers should:

- Move safely to the roadside and contact breakdown services if alone or feeling vulnerable.
- Use hazard lights and avoid opening doors or windows to strangers.

- If outside the vehicle, take the ignition key, lock all doors (except the passenger door for quick access), and stay behind barriers or away from traffic.
- Confirm the identity of breakdown service personnel upon their arrival, ensuring they match your provided details.

3.15 Dust and dusty environments

Dust and dusty environments can be common workplace hazards. Dust can be created by lots of different processes, and is often so small it's imperceptible. But it can cause potentially serious health hazards, like occupational lung diseases, with symptoms often taking years to develop. It can also present a risk of explosion (under the right conditions).

Managing the risk of dust and dusty environments Risk assessments and control measures

We will conduct risk assessments in line with the Control of Substances Hazardous to Health (COSHH) Regulations considering factors like the type of dust, exposure levels, duration, and potential health effects.

Where reasonably practicable, we will eliminate the creation of dust, or substitute the products and processes for those that produce less dust.

Where dust production can't be eliminated, we will reduce exposure to dust to as low as reasonably practicable through preventative means (identified by the risk assessment), like dust suppression, provision of local exhaust ventilation (LEV), and providing respiratory protective equipment (RPE).

Housekeeping standards will be maintained to stop dust from building up. Dry sweeping isn't allowed – instead, we will use methods like appropriate vacuum cleaning systems with suitable filters.

Monitoring

We will continuously monitor the workplace environment to make sure workers exposure to dust does not exceed Workplace Exposure Limits (WELs). Where appropriate, this will include air monitoring conducted by a competent person.

Information, instruction and training

We will provide workers with suitable information, instruction, training and supervision to understand the risks of dust within the workplace, how it's created, how it should be avoided, and the control measures they need to follow. Workers will also be told how to identify and report health conditions that could be caused or made worse by dust or dusty environments.

Health surveillance

Where it's identified that workers can still be exposed to dust in their work environment, we will make sure suitable health surveillance is provided (decided by an occupational health professional).

Welfare

We will make sure suitable welfare facilities are provided that are separate from the dust containment or environment so workers can change, wash clothing, if needed, and clean themselves before eating and drinking so they're not unwittingly ingesting any dust containment.

Explosive atmospheres

We will carry out and implement DSEAR assessments where there's a risk of dust creating a potentially explosive atmosphere.

3.16 Electricity

We will make sure electrical installations and equipment are safely managed in our Organisation. Electrical hazards in the workplace include things like contact with live parts, short circuits, equipment overheating, fire, explosion, and contact with overhead lines.

We will ensure that all portable electrical appliances in our workplace, including personal items, are safely managed

and comply with relevant regulations and guidelines

Risk assessment and control measures

We will risk assess our activities and identify control measures to eliminate, and if not, reduce the risk of harm from electricity as low as reasonably practicable, and communicate these to every relevant person.

Contractors

Depending on the service they're providing, contractors may need to follow safe electrical isolation and lock-off procedures and be issued a permit to work. Where these are needed we'll verify contractors have the necessary expertise and qualifications for the tasks.

Information, instruction, training and support

We will provide workers with appropriate information, training, and supervision. We'll engage qualified, skilled electrical professionals for the design, construction, selection, and installation of our electrical systems and equipment.

We will ensure workers follow safe work practices based on industry best practices.

All workers will be instructed that only those who are trained and authorised to perform electrical tasks are allowed to do so.

Installation work, maintenance and inspection

Detection testing (by qualified, experienced people) is allowed, where essential.

We will make sure inspections of our installations and equipment are conducted in line with current law, approved codes of practice and industry guidelines.

We will swiftly address any recommendations from these inspections, prioritising issues classified as C1 or C2.

Access to electrical switchgear and fuse boards is prohibited except for authorised persons.

Portable appliance testing will be conducted to identify and mitigate risks such as contact with live parts, short circuits, overheating, and fire hazards at suitable intervals as deemed necessary by a competent person.

When we rent equipment from a reputable supplier, we will treat and manage this equipment with the same level of care and consideration as our own property.

We will ensure that workers know how to spot and report defective items, including visual indicators like damaged/scorched socket outlets/connections/leads, etc.

3.17 Electricity on site

During work on construction projects, we commit to safely managing electrical supplies, installations, and equipment to protect everyone involved.

All work associated with electrical equipment, if danger may arise from it, will be carried out only by or under the direct supervision of persons with appropriate electrical qualifications.

Overhead power lines and underground services

Work around, or near, overhead power lines and underground services will be thoroughly planned, with site rules followed (including CAT scans, safe isolation, permits to work, personal protective equipment, and warning signage) and workers trained to follow safe working practices. Where necessary, energy providers will be engaged to safely isolate supplies.

Live work

We'll only do live work if it's not reasonably practicable for the electrical supply to be dead. Live work will only be carried out by qualified, competent persons following a thorough risk assessment and communication of safe work

practices, including to clients.

Fixed and portable electrical installations and equipment

Fixed and portable electrical installations and equipment will be regularly inspected, marked, and logged. Inspection frequency will be compliant with current regulations, approved codes of practice and applicable industry guidance.

Regular inspections, marking, and logging of all electrical installations and equipment ensure compliance with industry standards and swift handling of defects. We prioritise the use of 110v or battery-operated tools, applying additional protections like Residual Current Devices (RCDs) for 240v equipment, and ensure we consider the safety of generators and alternative systems. All equipment will be included in regular inspection and test regimes.

Training and emergency procedures

Workers have responsibilities like visual equipment checks, compliance with safety rules, reporting defects, and using electrical equipment carefully. Suitable training will be provided including communication of relevant safety procedures. Refresher training will be given, as required.

Our focus is to prevent electrical incidents and ensure a safe working environment on site. We will ensure that suitable first aid provisions are in place or risks associated with this type of work.

3.18 Emergency planning

An emergency plan is a set of arrangements designed to protect workers and others in the event of an emergency, like a fire, explosion, chemical spill, serious injury event or natural disaster.

While we will take all reasonably practicable steps to prevent emergencies, emergency plans will help us minimise the risks of potential emergencies, manage those situations effectively, and restore normal conditions.

As part of the emergency plan, we will cover:

Risk assessments: Conduct thorough risk assessments to understand and prepare for potential emergencies and their impact on us, considering current legislation and relevant guidance

Emergency responses and training: Establish an emergency response team to coordinate emergency actions and train workers and stakeholders. Incorporate regular drills and testing of our emergency procedures to ensure effectiveness and preparedness

Emergency procedures: ensure the plan includes any necessary evacuation, rescue, shelter and shutdown/lockdown procedures

Roles and assignment: assign specific roles to team members and make sure they're trained and competent

Communication: establish a communication strategy to notify workers, stakeholders, and authorities, maintaining a clear chain of command and accessibility

Equipment: identify and keep ready any necessary equipment and alternative facilities, along with a comprehensive emergency contact list.

Review: Review plans regularly and following any significant changes or incidents

Further, all reportable incidents will be reported promptly, followed by reviews of incident procedures to continually improve emergency responses.

3.19 Environmental Policy Statement

We are committed to minimising our impact on the environment through our business operations. Our commitment involves continuously enhancing our environmental performance by embracing sustainable development principles and rigorously complying with environmental laws.

It is our policy to:

- **Comply fully with legal standards:** Adhere strictly to all relevant environmental legislation, regulations, and codes of practice.
- **Integrate environmental protection:** Embed environmental protection into our management systems and decision-making processes.
- **Prevent pollution:** Actively prevent pollution in all its forms and implement measures to protect local ecosystems.
- **Use sustainable resources:** Minimise our use of natural resources, including water and energy, and maximise the efficiency of resource use throughout our operations.
- **Reduce waste and Recycle:** Commit to reducing waste generation through efficient practices and systems. We will promote recycling and reuse, ensuring that all waste disposal is conducted safely and legally.
- **Strive for continuous improvement:** Regularly assess and improve our environmental performance through clear, measurable targets and objectives. This will involve conducting audits and environmental impact assessments to monitor progress.
- **Educate and train:** Provide ongoing training for all our workers to enhance their understanding of environmental issues and practices necessary to mitigate environmental impacts. We will also foster environmental awareness through campaigns and information dissemination.
- **Collaborate with suppliers and partners:** Work closely with our suppliers and business partners to encourage mutual adherence to environmentally friendly practices and to influence broader, positive environmental impacts.
- **Engage with our community:** Engage actively with the community to promote environmental conservation and to encourage public involvement in local environmental initiatives.
- **Prepare for emergencies:** Develop and maintain robust emergency procedures to address environmental incidents, ensuring quick and effective responses to minimise impacts.

3.20 Fire

- To protect all workers, contractors, visitors, and other relevant persons, we'll make sure that all necessary preventive and protective fire measures are identified and put in place.

Fire risk assessment

We'll conduct a suitable, sufficient fire risk assessment to identify the risks workers and other persons could be exposed to from our undertakings, as well as the general fire precautions needed to comply with the relevant legal requirements and prohibitions.

We'll review the fire risk assessment either:

- annually
- if the fire risk assessment recommends sooner, or
- after a fire-related event (whichever is soonest).

We'll make sure a thorough record is made of all the findings and that an action plan is implemented to fix any issues as soon as reasonably possible.

Testing and inspection

We'll complete (and record) all necessary annual, bi-annual, and regular inspections and tests to make sure the protective systems and equipment provided are in a serviceable condition and easily accessed.

Emergency procedures

We'll make sure we produce, implement and communicate suitable emergency procedures, taking into account the size and nature of our undertakings.

Training

We'll provide appropriate information, instruction and training to workers, and other relevant persons so they can

safely complete any duties for the management of fire safety and the safe evacuation of premises.

We expect workers to participate in any required training and exercises and to report any damaged or missing preventive/protective measures provided.

We expect that workers will follow training and protocols at all times, especially before and during a fire incident. All workers are expected to engage in fire prevention and to ensure mutual safety in the event of a fire (without compromising their own safety).

Monitoring and Review

We'll monitor the effectiveness of the control measures we've put in place and take steps to further reduce the risk where practical.

3.21 First aid at work

First aid is vital for managing health emergencies at work, making our environment safer and more responsive.

Risk assessment

We regularly check for hazards that might need first aid. These checks follow all relevant rules, helping us stay proactive about health and safety.

First aid provision

Following the law, we've looked at our first aid needs, including mental health first aid. We've got the right equipment, places, and people for first aid, based on what we do, how many of us there are, and the specific risks we've found.

Training and skills

Workers who give first aid are trained and skilled, meeting all legal requirements. We keep training them so they stay good at what they do and know the latest in first aid.

First aid locations

We have enough first aid locations for our work, how many of us work here, and the risks we know about. Everyone can get to these places or kits easily.

Telling everyone what to do

Everyone knows about our first aid steps. We tell them where first aid is, who our first aiders are, and what to do if there's an emergency.

Checking and updating

We often look at our first aid setup to make sure it works well and follows the latest laws and good ideas. We learn from any accidents to make things better.

Emergency steps

We've made clear plans for emergencies to help us react fast and correctly. We've told everyone these plans and check them when things change at work.

Keeping records

We write down what we check, train, and any accidents that happen. We keep these records safe and ready for officials to see if needed.

Extra steps for young people

For schools and nurseries, we follow what local education authorities say about first aid training. Even though it's not a must, our risk checks also think about people who aren't our workers, making sure first aid is there for everyone.

3.22 Hand tools

Simple hand tools, such as hammers, screwdrivers, and chisels, are manually operated devices crucial for many manual tasks in the workplace. Despite their simplicity, incorrect use or poor maintenance can lead to serious injuries.

We recognise the shared responsibility between employer and workers to ensure these tools are used safely.

Implementing safety measures

Conduct risk assessments: We will assess risks associated with the use of simple hand tools in work activities, implementing control measures to minimize risks as much as reasonably possible.

Ensure correct tool selection: The safety of using simple hand tools hinges on choosing the right tool for the job. Tools must be used only for their intended purposes to prevent injury risks.

Restrict use of personal tools: Only company-provided simple hand tools are allowed for our work activities to ensure regulation and policy coverage; personal tools are strictly banned.

Proper tool storage: All tools must be stored in provided tool bags or toolboxes. Sharp or pointed items must not be carried in pockets to avoid injury. Where necessary, relevant personal protective equipment (PPE) should be worn.

Regular inspections and maintenance: Tools will be inspected before each use and maintained regularly. Damaged or underperforming tools must be reported and replaced.

Training and refresher courses: All workers using simple hand tools will receive training on their use, along with periodic refreshers and toolbox talks, recorded in their training records.

Monitoring and reviewing

The safe use of hand tools will be continuously monitored. We will regularly review relevant risk assessments and procedures to ensure ongoing safety and compliance.

3.23 Health surveillance

We are committed to ensuring that the health of our workers is not impacted by their work. For all workers remain exposed to health risks after controls are put in place, we will put in place health surveillance – a scheme of ongoing health checks to monitor and address any health issues.

Types of surveillance

- **Health surveillance:** For residual risks like noise, vibration, and hazardous substances, aiming to detect occupational diseases like dermatitis and occupational asthma early.
- **Medical surveillance:** For high-hazard exposures such as asbestos, lead, and ionising radiation, as specified by regulations.

Objectives

- Identify work-related ill health at an early stage
- Monitor the effectiveness of control measures
- Encourage workers to raise health concerns
- Ensure compliance with health and safety legislation.

Commitment

We will:

- Conduct initial and ongoing risk assessments to identify health hazards and employees at risk
- Consult with employees about health surveillance

- Determine the need for health surveillance based on exposure risk and in line with any specific legislative requirements
- Inform those who may be affected about the purpose of health surveillance and obtain their informed consent
- Consider and co-operate so far as reasonably practicable with a health professional's recommendation to make adjustments to an affected employee's work.

Provision of services

We will:

- Implement specific health surveillance measures for employees identified at risk.
- Use qualified professionals to devise the health surveillance programme and undertake assessments.
- Ensure assessments are proportionate to the level of risk.

Records and reporting

- We will maintain surveillance records respecting data protection laws.
- We will report findings and any health trends (including any concerns raised by workers identified to management for action.

3.24 Inclusive workplace

We're committed to creating a supportive, inclusive, safe and healthy work environment for all workers. Every person has the right to a safe workplace, so the Health & Safety of all workers, including those with additional or different needs, is crucial.

Risk assessment: We will carry out comprehensive risk evaluations, considering all aspects of the work environment, work activities and equipment, as well as the individual needs and capabilities of workers.

Reasonable adjustments: We will undertake reasonable adjustments to mitigate the risks and prevent any form of disadvantage.

Review: Periodically, we will review and update risk assessments to reflect any changes to the workplace and the needs of individuals, monitoring the effectiveness of the control measures and adjusting them as necessary to maintain a safe working environment.

Training, support and systems: We will provide additional support, training, information, supervision and safe systems of work related to each particular circumstance, as well as taking into account any specific needs concerning safety in the event of an emergency - including clear guidance on evacuation procedures.

We will ensure confidentiality is maintained throughout to respect the privacy of individuals.

3.25 Infection control

As an employer, we acknowledge our responsibility to minimise risks associated with workplace exposure to infections for our workers and others. Through effective management and processes, we're committed to implementing and maintaining high infection prevention standards.

Risk assessments: We will conduct suitable and sufficient risk assessments in line with work activities, with dynamic, comprehensive evaluations of infection risks where necessary. The outcomes will guide the control measures to be implemented and communicated to workers.

Training and supervision: We will provide workers with the necessary training, instruction, and supervision, recognising that training needs may vary depending on the worker's role.

Welfare provisions: Suitable welfare facilities will be provided to promote high levels of hand hygiene for both workers and visitors.

Communication: We will communicate safe work systems for cleaning, disinfecting, and sanitising surfaces and objects to workers.

Cleaning equipment: Appropriate cleaning equipment will be supplied to all staff.

Personal protective equipment (PPE): Suitable PPE will be provided, along with training on its proper use and removal to minimise the risk of infection transfer.

Waste disposal: Facilities for the safe disposal of hazardous/infectious waste will be available.

Monitoring and culture: A proactive monitoring system will be established to ensure compliance and foster a culture that encourages incident reporting, including near misses. All infection incidents will be thoroughly investigated.

Outbreak management: We will implement strategies to detect, manage, and control outbreaks.

Medical advice: Advice will be sought from medically qualified practitioners regarding any relevant health issues.

Workers must take responsibility for their own and others' health by engaging in training, following safe work systems and instructions, and properly using PPE.

3.26 Information, instruction and training

As part of promoting a positive health and safety culture in our Organisation, we will provide suitable information, instruction, and training to all workers, including full-time, part-time, temporary and contract workers, so they can work safely and responsibly.

We will ensure that:

- Workers are provided with resources (time and financial) to receive training to carry out their role
- Information, instruction and training contain sufficient detail on risks and hazards
- Training contains detailed instruction on how to mitigate the risks and hazards involved
- Workers know how to respond to emergency situations
- Training is provided at suitable timeframes and is repeated at suitable intervals. This will include on induction, or when they are exposed to new or increased risk for example due to a change in responsibilities, equipment, or system of work.
- Information, instruction and training is recorded and documented
- The information, instruction and training we provide takes into consideration workers vulnerable persons such as disabled workers, young people, pregnant workers etc. or those who do not speak English as their first language
- Training will be delivered by those who have the necessary skills, knowledge, experience and qualifications – i.e. competence - to provide training on the specific topic
- There is adequate supervision to make sure everyone understands and behaves in accordance with the information and training provided to them.
- We regularly monitor and review the effectiveness of the information, instruction, and training provided to ensure continuous improvement.

3.27 Lead

We are committed to keeping our workplace safe by following current rules on working with lead and always looking for ways to do better. We'll make sure our workers know about lead safety and have a say in it.

Risk assessment

We will carefully check the health risks from working with lead, including how much and what kind of exposure there is and how long it lasts.

We will use the right measures to lower these risks, following laws and best advice. This means using things like engineering controls, personal protective equipment (PPE), and good cleanliness habits to cut down on lead exposure.

Any broken equipment meant to control exposure must be reported right away, and work can't start until everything's safe again.

Health checks

We'll watch the health of workers who work with or near lead, especially if their exposure is high. This includes regular health checks to stop lead-related health problems, and we'll get a skilled occupational health service to do this.

Information, instruction, and training

All workers will learn about the dangers of lead, how to stay safe, and what to do in an emergency.

Checking and updating

We'll keep an eye on how well our safety measures work and update our risk check if the way we work changes or if safety checks show we need to.

We want everyone to talk openly about lead safety. Workers are welcome to join in talks about safety at work and suggest better ways to do things.

3.28 Legionella

We're dedicated to safeguarding our workers and others from the health risks posed by Legionella bacteria in water systems within our controlled premises.

Understanding Legionellosis

Legionellosis is a term for diseases caused by Legionella bacteria, including Legionnaires' disease—a potentially fatal pneumonia. Anyone inhaling contaminated water droplets from systems like showers is at risk of infection.

Risk factors

- **Bacteria multiplication:** Risk increases in conditions favouring bacterial growth, such as poorly maintained systems and temperatures between 20 – 45° C.
- **Aerosol generation:** Devices creating and spreading aerosols, like showers and cooling towers, heighten exposure risks.
- **Vulnerable groups:** Certain individuals, including those over 45, smokers, and those with weakened immune systems, are at greater risk.
- We will perform risk assessments to evaluate the exposure risks from our water systems and activities. Specialists will be engaged for complex systems.

Duty holder responsibilities

As duty holders, we are responsible for:

- Identifying and evaluating risk sources through comprehensive risk assessments.
- Implementing control measures and developing a Written Scheme for foreseeable exposure risks.
- Appointing a Responsible Person for daily operational control in line with the Written Scheme.
- Ensuring water system equipment is designed to minimise Legionella risks and comply with regulations.
- Providing training and information to personnel involved with water systems.
- Designing water systems to eliminate or reduce Legionella risks.

- Regularly maintaining and monitoring water systems, including temperature checks and bacteria levels.
- Keeping detailed records of risk assessments, control measure implementations, and system operations.
- Reducing scalding risks while controlling Legionella.
- Following RIDDOR reporting requirements for any related incidents.

This policy underlines our ongoing commitment to minimising Legionella risks through committed management practices, continuous monitoring, and following Health & Safety regulations.

3.29 Lifting Operations and Lifting Equipment (LOLER)

Lifting operations and the use of lifting equipment can be dangerous - whether the equipment is owned by us or not. So we must take necessary steps to protect the health and safety of our workers and others who could be at risk of injury.

There's a range of possible hazards from using lifting equipment. So, we will complete suitable and sufficient risk assessments for lifting operations and equipment, and create safe systems of work (where applicable). We're committed to carrying out lifting operations in line with relevant, current legislation and regulations.

Planning lifting operations

- All lifting operations will be planned by a competent person.
- Where the lifting operation is complex, a documented plan will be written by persons with adequate training, knowledge, and skills.
- The lifting equipment provided will be fit for purpose and suitable for the task/processes.
- Lifting operations will only be carried out by competent persons who have received suitable training, following lifting plans and safe systems of work.
- An appropriate level of supervision will be applied (in line with the level of risk).
- Lifting operation plans will also include information relating to emergency procedures.
- If the lifting operation cannot be carried out as planned it will not proceed until the risks and safe working procedures have been reviewed.

Examinations and inspections

We will make sure that lifting equipment and accessories undergo thorough examinations following the recommendation of a competent person and in line with current legislation.

We will also ensure that:

- Lifting equipment and accessories are always inspected by a competent person before use
- The good condition of lifting equipment is maintained, with safe working loads clearly displayed
- Suitable documented records are kept confirming training, competency and inspections of equipment
- If defects are identified that may cause danger to people, we will take the equipment out of use, report it to the responsible person, and arrange for remedial works to be carried out by a competent person
- Workers report any hazards/defects identified to the responsible individual
- Workers follow safe systems of work and risk assessments.

3.30 Local exhaust ventilation (LEV)

We commit to complying with relevant UK health and safety legislation, including COSHH, by implementing effective local exhaust ventilation (LEV) systems to minimise workers exposure to hazardous substances where other controls

are not reasonably practicable.

LEV is a system that, if designed, installed, and operated correctly, will remove airborne contaminants like dusts, mists, gases vapours, fibres, or fumes from the air.

Risk assessment

Regular assessments will identify the need for LEVs and confirm their efficacy in controlling airborne hazards, with periodic reviews to maintain effectiveness. Immediate notification and work suspension are required if LEVs are found to be faulty. We will create, implement and communicate an emergency plan in for potential LEV failure.

Inspection and records

We will:

- Ensure LEV systems are designed, installed, commissioned, maintained, and examined by competent persons.
- Implement a regular inspection regime and maintenance schedule to ensure LEV systems continue to operate effectively and safely, including a thorough examination of equipment at least every 14 months by a competent person.
- Keep records of all maintenance, examinations, and repairs conducted on LEV systems for at least 5 years. Any air sampling records will be retained for 40 years.

DSEAR assessment

If the LEV system is used to control substances that could create an explosive atmosphere, we will complete a DSEAR assessment to make sure control measures are identified and implemented.

Information, instruction and training

We will provide information, instruction and training to those who use LEVs or for those who it is a risk control for, covering:

- The nature of the substances they use and their harmfulness
- How they can be exposed and the consequences of exposure
- How the LEV system works
- Correct use of the LEV system to be most effective
- How to check the LEV system is operating correctly
- What to do if something goes wrong and reporting of defects with the LEV system.

We will make sure a user manual and logbook are provided so the system is used and maintained correctly. Records of training will be maintained.

Waste

We will make suitable arrangements to dispose of any contaminated waste from LEV systems in line with relevant legislative requirements.

3.31 Lone working

Lone workers are workers who perform their duties independently, without immediate supervision.

This can include:

- Individuals working alone in workshops, shops, offices, or kiosks

- Workers who work from home
- Workers working outside of standard operating hours e.g. cleaners, maintenance, and security personnel
- Workers operating alone in secluded areas e.g. in a warehouse
- Workers working on their own at outdoor locations

Risk assessment and control measures

- We will conduct risk assessments tailored for lone working, focusing on work nature, environment, and any individual vulnerabilities.
- We aim to eliminate the need for lone working, especially in high-risk scenarios like confined spaces or working at height.
- We will develop and communicate safe work practices for lone tasks.
- We will communicate findings and controls to relevant workers

Information, instruction and training

- We will give our workers training and instruction for working alone so they can identify and address potential hazards.
- Instructions on emergency procedures will be communicated to ensure lone workers can check in or quickly raise an alert for assistance.

Health, welfare and resources

- We will establish procedures for regular health and welfare checks which may include the utilisation of scheduled check-ins, buddy systems, or automated check-in devices.
- We will make sure our lone workers are fully equipped with the necessary tools and resources for their safety while working. This may involve supplying them with personal protective equipment (PPE), mobile phones, first aid provisions, and vital emergency contact details.
- We encourage immediate reporting to managers of any health concerns that could impact lone working safety.

3.32 Manual handling

Tasks that involve manual handling, like lifting, carrying, pushing, or pulling loads, can lead to injuries. These risks are heightened when the tasks require awkward movements or if the person has pre-existing injuries. Manual handling-related incidents can happen anywhere in the workplace, no matter the weight of the items being handled.

We're committed to making sure manual handling in our workplace, for all who maybe affected, including workers, contracts and temporary workers, is as safe as possible. We will eliminate or reduce the need for physically demanding tasks as part of our workplace activities where possible, whether on-site or working remotely.

Risk assessment and control measures

We will complete risk assessments in line with current legislation and guidance (if manual handling is necessary and it isn't reasonably practicable for us to avoid it). These assessments will consider the task, individual, load, and environment (TILE).

Where we cannot eliminate manual handling we'll implement control measures to reduce the risk of harm to as low as reasonably practicable, we will:

- Use lifting aids and equipment,
- Re-design tasks to minimise risk factors, including twisting, bending, and reaching.

Information, instruction, training

We will provide:

- Mandatory manual handling training for all relevant persons
- Where practicable, and required for safety - information regarding the weight and weight distribution of items handled
- Training to cover risks, safe lifting techniques, and use of mechanical aids.
- Refresher training regularly, when new risks are identified and if there is any change to the way the task is done.

Monitoring

We will regularly review our risk assessments and safety arrangements to check they're in line with the latest legislation, formal guidance and best practice.

Inspection, maintenance and servicing of lifting equipment will follow the manufacturer's guidelines and legal requirements.

We shall investigate any accidents or injuries reported to us and related to manual handling tasks. Incidents that result in musculoskeletal injuries will be investigated so that we can review our risk assessments and working methods to prevent future occurrences.

3.33 Method statements

A method statement sets out in writing how a specific process, project, or activity will be completed from start to finish. The purpose of the method statement is to ensure that higher-risk activities are planned, managed and monitored to ensure they are completed safely.

Content of method statements

Whether a method statement is required will be identified through risk assessment and if one is needed we'll ensure it includes the following:

- An outline of the specific activities to be performed, ensuring task relevance
- Detailed step-by-step completion processes, including required specific procedures.
- Safety precautions and control measures to be implemented for the protection of workers and any other individuals impacted by the work.
- Necessary tools, safety equipment and materials for safe, effective task completion.
- Records of individuals' qualifications, training, and experience required to complete the task to demonstrate competency.
- Emergency response actions and potential rescue operations, including emergency contact details and nearest medical facility information.
- Potential environmental impacts of the work.
- Means of ensuring ongoing task surveillance, evaluation for compliance, and adherence to health and safety legal requirements are being met.
- How method statements and associated information such as risk assessments and safe systems of work are to be communicated to workers and any relevant stakeholders involved in the task
- If relevant to ensuring health and safety, how and what information should be shared with persons not directly involved in the task.
- Verification of understanding and agreement from all involved parties.

Task-specific

We do not allow method statements that are general in nature. We require them to be task-specific properly reflecting the nature of work to be undertaken.

Departure from Method Statement

Once a method statement is in place it must be followed. We will not allow the work to begin or proceed if for any reason it cannot be done in accordance with the applicable method statement. Should this occur a new and/or revised method statement will be required.

3.34 Monitoring, inspection and review

Health and safety monitoring and review in the workplace are crucial for identifying potential hazards, ensuring legal compliance, and driving continuous improvement in safety practices.

Implementing a management system

We will implement a health and safety management system that includes proactive and reactive monitoring and reporting. It'll incorporate essential health and safety documentation such as our policy, risk assessments, and safe work systems.

We will regularly evaluate these components and make necessary adjustments to maintain a safe working environment.

Risk assessments and work systems

We will conduct thorough risk assessments and establish effective work systems. We will continually monitor and adapt these systems as needed to minimise risks.

The competence of subcontractors will also be assessed and monitored to ensure they meet safety standards.

Reviewing health and safety performance

We will align our health and safety policy with our needs and carry out comprehensive system checks. This includes maintaining a preventive maintenance program for all equipment, following legal and best practice guidelines, and ensuring timely statutory tests and inspections.

Regular training reviews will be conducted for all workers to ensure ongoing competence and awareness.

Accident analysis and employee wellbeing

We will analyse accident statistics and trends to prevent recurrence and consistently monitor employee health and wellbeing through surveys, assessments, and regular meetings, taking action where necessary.

As responsible persons or duty holders, such as landlords or tenants, we will regularly monitor premises, identify hazards, and take appropriate remedial actions to reduce risks to as low as reasonably practicable.

Record keeping and workers engagement

We will maintain accurate records of all monitoring and inspection activities, retaining them as required by law.

We will engage workers in the health and safety management system through a consultative process, encouraging their cooperation and prompt hazard reporting.

This policy will be periodically reviewed and updated to ensure it remains effective and complies with legal requirements.

3.35 New and expectant mothers

We are dedicated to the safeguarding, wellbeing, and safety of every new and expecting mother. This includes any workers who are pregnant, have given birth in the last six months, or are breastfeeding. "Given birth" covers delivering a living child or a stillborn child after 24 weeks of pregnancy.

Understanding the hazards

Hazards for new and expectant mothers can range from physical (like manual handling tasks or noise), biological (such as infectious diseases), chemical (specific hazardous substances), to working conditions (including workload, lone working, or stress).

Our approach

Risk assessment: We'll assess workplace hazards that could affect pregnant workers or those of childbearing age, focusing on new and expecting mothers.

Early notification: We urge individuals to inform us as soon as they're pregnant, breastfeeding, or have given birth within the last six months.

Risk assessment: Together with the workers, we'll conduct risk assessments specifically for new and expecting mothers, revisiting general risk assessments to make the workplace safe.

Regular reviews: We'll regularly check the risk assessment, especially as risks change during pregnancy or after returning to work, taking into account medical advice from the workers' GP or midwife.

Information and support: We'll provide all necessary information, training, and supervision to new and expecting mothers, along with monitoring.

Rest breaks: We'll arrange regular rest breaks for new or expecting mothers.

Facilities: We'll provide suitable facilities, like a comfortable restroom, for expectant and breastfeeding mothers.

Adjusting work conditions: We'll make temporary changes to work conditions or hours to reduce risks.

Alternative work arrangements: If there's still an unacceptable risk despite all efforts, we'll try to find suitable alternative work for the new or expecting mother.

We expect our workers to tell us as soon as they're pregnant, to follow safe working practices advice, to report any hazardous situations or concerns immediately, and to cooperate with our health and safety arrangements, including using all safety equipment provided.

3.36 Noise

Excessive exposure to noise at work can pose health risks like permanent and disabling hearing damage or loss, tinnitus, and stress-related issues. Hearing problems can also create new hazards in the workplace, like reducing people's awareness of their surroundings, difficulties communicating, or not being able to hear warning signals.

Managing the risk of noise exposure

We will identify work equipment and workplace areas where there may be a risk of excessive noise exposure.

We commit to ensuring that employees aren't exposed to noise over the legal Exposure Limit Values, defined as a daily or weekly personal noise exposure of 87dB(A) or peak sound pressure of 140dB(C) (accounting for any hearing protection worn).

Where it's suspected that employees are exposed to noise at or above the Lower Exposure Action Values – a daily or weekly exposure of 80dB(A) or peak sound pressure of 135dB(C) - we will complete a noise risk assessment, record it, and implement any necessary protective measures to reduce the risk of hearing damage. If necessary, we will engage the services of a competent person to carry out a noise risk assessment.

If noise is at or above the Lower Exposure Action Values

- We will make suitable hearing protection available to employees.
- We will provide employees with information, instruction and training on aspects of noise and hearing protection so that they understand the risks, the control measures in place, and their responsibilities.

If noise is at or above the Upper Exposure Action Values

- Where employees are exposed to noise at or above the Upper Exposure Action Values - daily or weekly exposure of 85dB(A) or peak sound pressure of 137dB(C) - we'll take action to reduce noise exposure to as low a level as is reasonably practicable through a programme of noise control measures.
- Mandatory hearing protection zones will be put in place and suitable hearing protection issued to employees. Hearing protection will also be made available to visitors.

Where our activities impact other people at work (or vice versa)

We will coordinate with the relevant employers, workers or persons to ensure that appropriate information is provided and responsibilities are agreed.

Maintaining safe machinery and equipment

All machinery, along with equipment to control noise and hearing protection, will be maintained in efficient working order and in good repair with records kept. When new tools and machinery are purchased, low-noise options will be selected wherever possible.

Health surveillance

Health surveillance will be provided for all workers likely to be regularly exposed at or above the upper exposure action value, or who are at risk for any reason. This will be completed as soon as they start their employment and at regular intervals. The health surveillance programme will be organised and conducted by a competent person. Records of health surveillance will be retained for a minimum period of 40 years.

Regularly reviewing safety arrangements: We'll review noise monitoring and risk assessments at regular intervals, as well as when there are significant changes to the work considered in the assessment, or if we believe the assessment is no longer valid.

3.37 Permit to work

What is a permit to work?

A permit to work (PTW) is a formal, written permission needed for tasks that could be dangerous to health and safety. This system will help us keep work safe and controlled, especially for high-risk tasks.

Our commitment

We will manage the permit-to-work system by following specific steps, assigning clear responsibilities, doing detailed risk assessments, watching the work closely, and supporting our workers.

How we will manage permits to work

Our process for handling permits will follow the law and best practices in our industry. It will include how to apply for, review, issue, and close permits, making sure we manage high-risk work properly.

Steps for handling permits to work

We will:

- Identify tasks that need a permit to work through risk assessments.
- Require the responsible person to apply for a PTW before starting any risky tasks. This application will describe what the work involves, how it will be done, and what safety measures are needed.
- Make sure each PTW comes with a risk assessment that shows what dangers could happen, what risks there are, and how we plan to control them.
- Have a responsible person review the PTW and give the go-ahead for the work, setting any conditions for safety,

necessary protective gear, and what to do in an emergency.

- Not allow any work that needs a PTW to start until we've done all the steps above.
- Check the work area after the job is done to make sure it's safe and that we've dealt with all dangers. Then, we will close the PTW.
- Keep all PTWs and risk assessments for later use.

Training and information

All workers involved in the PTW system will learn how it works, how to assess risks, and how to work safely.

Monitoring

We will always watch work under a PTW to make sure it follows the rules and stays safe. If anything goes off track or there's an emergency, we'll be ready to step in right away.

By putting in place strong controls and backing up our PTW system, we will make our workplace a place where safety always comes first.

3.38 Personal protective equipment (PPE), including respiratory protective equipment (RPE)

It is important to conduct thorough risk assessments to make sure personal protective equipment (PPE) and respiratory protective equipment (RPE) are appropriately selected to protect workers and other persons from hazardous substances or situations in the workplace. We recognise the critical role that PPE and RPE can have in safeguarding against occupational hazards.

Our commitment

We will:

- Conduct risk assessments and identify the need for PPE and RPE and the type of equipment required. The risk assessments will identify (in order) if the relevant hazard can be eliminated, replaced, engineered out or administratively controlled. Only if none of these can be achieved will PPE and RPE be appropriate control measures.
- Provide appropriate PPE and RPE at no cost, ensuring its compliance with relevant safety standards.
- Train workers on the correct use, storage, and maintenance of PPE and RPE, considering the safety of others nearby.
- Regularly review the effectiveness and compliance of PPE and RPE with regulations, HSE guidance and best practice guidelines.

Equipment provision

Equipment will be selected based on detailed risk assessments, considering the specific hazards present, the work environment, and the suitability of the PPE and RPE to protect against those hazards. We will make sure that all PPE and RPE is compatible and consult workers.

We will maintain accurate records of PPE and RPE distribution, including issue dates, receipt acknowledgments by workers, and detailed records of training and maintenance activities.

Training and use

We will:

- Provide comprehensive training on use, maintenance, and storage, such training may include physical demonstrations and where necessary face fit testing for RPE
- Keep records of training, maintenance, and inspections.

- Conduct inspections to ensure legal compliance and correct use.
- Require workers to use PPE and RPE strictly in accordance with their training and instruction and take appropriate action where they do not

Maintenance and storage

Maintenance and storage procedures will be implemented to ensure equipment is kept in a hygienic, safe, and fully operational state, protected from damage, contamination, and loss.

Defective or faulty equipment should be reported immediately so that remedial action can be taken. Workers should not use faulty or defective equipment and must not undertake any tasks requiring PPE/RPE without the correct equipment.

Monitoring and review

Compliance with this policy will be regularly monitored. The effectiveness of PPE and RPE in preventing health risks will be assessed, with consideration given to introducing health surveillance programs for workers exposed to significant risks despite the use of PPE and RPE.

3.39 Procurement

Our procurement strategy is designed to make sure we follow current Health & Safety and environmental laws when we purchase services, materials, and equipment. We will check areas of relevance, such as insurance, risk assessments, and method statements to ensure the service providers are able to meet our needs.

We will regularly review how suppliers and contractors adhere to Health & Safety arrangements as part of our procurement process.

Equipment standards

We will label all plant and equipment with UKCA or CE marks and keep the relevant certificates available. Items that do not meet the standards will be checked against the requirements of our Work Equipment policy arrangement to confirm that they are legally compliant.

Choosing equipment will focus on reducing health and safety risks, especially from noise and vibration. We'll get input from stakeholders, including our workers, when we're deciding what to buy.

Keeping records and improving

We will maintain records of our purchases and frequencies. Training about how we make purchases and any additional arrangements will be given to staff and managers.

Procurement arrangements will be regularly reviewed and compared against the market to ensure we are selecting appropriate providers.

3.40 Respiratory infection

Considering challenges like pandemics, the safety and wellbeing of our workers and community are our top priorities. We're dedicated to maintaining a safe and healthy environment for everyone, following relevant health and safety laws and up-to-date official advice.

Our approach to pandemics

We recognise the unique challenges pandemics bring and promise a flexible, proactive strategy to protect our employee's health and ensure our operations continue smoothly.

Our commitments include:

- **Conducting comprehensive risk assessments:** We will identify pandemic-related risks and put in place effective controls, updating these according to the latest guidance.
- **Following government directives:** We are committed to staying current with and adapting our policies to the latest health directives.

- **Keeping everyone informed:** Our team will be kept up-to-date with health and safety changes, engaging in discussions on workplace adaptations for better health practices, including social distancing and visitor policies.
- **Providing protective equipment:** We will supply all necessary personal protective equipment (PPE) and hygiene materials to ensure a safe working environment, even for those working remotely.
- **Offering training and information:** We will equip our team with the knowledge and skills needed to work safely during a pandemic.
- **Supporting flexible working:** To help reduce infection spread, we'll introduce remote work or staggered shifts, where possible
- **Managing pandemic cases:** With clear protocols for suspected or confirmed cases, we'll follow isolation, testing, contact tracing, and reporting procedures as required by law.
- **Promoting wellbeing:** We are focused on supporting our team's mental health, providing access to resources and professional help.

Our pandemic response plan will be continuously improved with new information and best practices.

3.41 Risk assessment

Risk assessments need to be suitable and sufficient, considering both the nature of the work and specific hazards that may be involved. We will ensure that all hazardous tasks are thoroughly risk assessed by a competent person, including consideration of all applicable legislation, guidance and best practice.

We will maintain our legal compliance and strive for continuous improvement in risk management, prioritising the hierarchy of control measures recognised in relevant law and guidance summarised below:

- **Elimination:** removing hazards entirely through process redesign, if necessary
- **Substitution:** replacing equipment or hazardous substances with articles that reduce risk
- **Engineering controls:** designing physical changes to minimise or isolate hazards
- **Administrative controls:** implementing policies, procedures, and training programs to change work practices
- **Personal Protective Equipment (PPE):** providing necessary protective equipment as a last resort.

Communication and consultation

Communication and consultation are an important part of our strategy and help ensure our stakeholders are actively involved in the risk assessment process. Regular reviews and updates of our policy and risk assessments reflect our commitment to staying up to date with current legislative requirements, best practices and ensuring all our risk assessments are suitable and sufficient.

Risk assessment process

The risk assessment process includes:

- Identifying hazards
- Determining people at risk
- Evaluating risks
- Reviewing existing controls
- Involving the persons at risk in the assessment process
- Identifying additional controls
- Documenting findings
- Communicating significant findings to all affected parties
- Providing training and awareness programs
- Monitoring control effectiveness

- Reviewing assessments at regular intervals, after incidents and updating them, where necessary.

3.42 Safe Systems of Work and Standard Operating Procedures

Safe systems of work (SSOW) and standard operating procedures (SOP) are frameworks that help make sure work tasks, especially high-risk ones, are performed under controlled conditions that minimise health and safety risks. We prioritise safety and wellbeing, and so we'll make sure we reduce risks to "as low as reasonably practicable" through effective risk management.

- **SSOW:** These will be designed to identify potential hazards and mitigate the risks before they escalate. By continuously reviewing and updating our procedures to adapt to changing circumstances and prioritising safety at every step, we will create an environment where accidents are minimised.
- **SOP:** These will provide clear guidelines for how tasks should be performed. They'll serve as a roadmap for success, ensuring consistency and efficiency across all operations.

Through comprehensive training and regular reinforcement, our team members will have the knowledge and skills they need to always follow these procedures.

Key Considerations

- **Risk assessment:** We will assess risks related to health, safety, and welfare, considering foreseeable events and behaviour and identify the need for SOP's and/or SSOW.
- **Document development:** SSOW and SOP's that are clear, concise, and accessible, including steps for safe execution, necessary personal protective equipment (PPE), and emergency procedures.
- **Review:** Regularly review and update SSOW and SOPs to reflect changes in processes, equipment, or legislation.
- **Best practice:** Follow industry standards and good practice guides for risk reduction. Ensure that SSOW and SOPs reflect any individual needs and capabilities.

Commitment and Responsibilities

We will ensure:

- Competent responsible persons are tasked with developing, reviewing, and updating SSOW and SOPs in line with legislative requirements and best practices.
- Workers are trained on and adhere to SSOW and SOPs, and compliance will be continually monitored.
- All those undertaking tasks must follow SSOW and SOPs in place and report any concerns or incidents to their line manager.

3.43 Safe use and handling of flammable liquids

We work to lower the risks associated with using flammable liquids at work by having robust safety procedures for storage handling and use of such substances.

Understanding the risks

Flammable liquids can be very risky, causing fires, explosions, and harm to the environment. We've made easy-to-follow rules for safely using, storing, and handling these liquids. Our goal is to make our workplace both efficient and safe for everyone.

Maintaining everyone's safety

We will regularly check and lessen the dangers from flammable liquids to keep all workers and visitors safe.

Only workers who have been trained and permitted will work with flammable liquids. We will store all flammable liquids in areas made just for them, which are well-aired and follow all the safety rules.

We will ensure these areas have everything needed to stay in legal compliance and maintain safety, such as, but not limited to, firefighting equipment, emergency showers and eyewash stations.

Labelling and protection

We will ensure containers are clearly labelled where they contain flammable liquids. Labels will include what's inside and how to handle them safely. Wearing the right safety gear, like goggles, gloves, and clothes that don't catch fire easily, will be a must, following our detailed safety checks.

3.44 Safety signs

Safety signs play a crucial role in our workplace by pointing out dangers, sharing important information, and helping everyone stay safe. It's key to have simple rules and clear steps to make the most of these signs.

Our commitment

We will set aside resources to create, purchase, install and maintain safety signs. A chosen team member will take charge of this, including making plans for spotting hazards, investigating them and managing them.

We will make sure our workers understand what different safety signs mean and why they are important. We will promptly share any changes or new information about these signs with workers. This will help them report problems fast and follow the advice these signs give, which helps stop accidents and injuries.

We will use various safety signs, such as prohibition signs, warning signs, mandatory signs, emergency information signs or fire action signs. We'll pick these signs based on the message they need to send. When we decide where to put these signs and how they look, we will make sure they are easy to see, read, and understand, thinking about things like light and anything that might block them.

We will regularly check and update our safety signs to keep them in good condition and current, especially when dangers change or we need to do things differently.

Our aim is to make our workplace safer, stop accidents, and look after the health of our workers, contractors, and visitors.

3.45 Scaffolding (access only)

We prioritise the safety of all individuals working on scaffolding, regardless of their involvement in its assembly or maintenance. Only competent professionals will handle the design, erection, modification, and dismantling of scaffolding.

Before beginning work

Before any scaffolding work begins, we'll complete:

- Risk assessment/s to identify potential hazards and assess associated risks
- Safe system/s of work, including emergency procedures and rescue plans
- Training to identify and mitigate risks from working at height, including clear instructions on safe practices for accessing, egressing, and using scaffolding, along with the correct use of safety equipment and rescue procedures.

Working on scaffolding

- Only trained and competent personnel are authorised to work on scaffolding, and (where necessary) under adequate supervision.
- Appropriate personal protective equipment (PPE), including fall arrest systems (where necessary), will be provided to minimise the risk of harm.
- Scaffolding must be visually inspected by a competent person before each use. Any concerns or defects must be reported immediately, and access should be restricted until inspection by a competent person is done and any remedial work required is completed.
- Clear communication channels will be established between workers on the scaffold and those on the ground to

report safety concerns and emergencies efficiently.

- Work on the scaffold will consider weather conditions and be carried out safely.
- Unauthorised interference or alteration of scaffolding is strictly prohibited, and danger areas must not be accessed.

3.46 Smoking in the workplace

We're committed to providing a safe, healthy working environment by creating a smoke-free workplace compliant with UK legislation.

Smoking is forbidden in enclosed (or mainly enclosed) working environments, including company vehicles.

Outdoor smoking areas

We have no obligation to provide an outdoor smoking area but, if we do, it'll be compliant with relevant legislation.

Risk assessment

We will complete a risk assessment identifying who's at risk, what the risks are, and what control measures are to be implemented. We'll do this in consultation with workers and their representatives, where appropriate.

Signage

We will display appropriate 'No Smoking' signs where necessary to remind people of the restrictions.

These arrangements are critical to; control the hazards associated with the effects of second-hand smoke on non-smokers; reduce the risks of fire; ensure compliance.

We will monitor and review their effectiveness regularly, including after any significant changes to the environment and legislative changes.

We aim to provide reasonable assistance and support to those who wish to stop smoking.

3.47 Storage systems

To fulfil our operational needs and keep all workers safe, we're dedicated to providing the right storage for all materials and goods we use or handle. This could range from simple filing cabinets and office furniture to commercial shelving, mezzanine floors, or bespoke storage systems.

Tailored and safe storage

We pick storage solutions that fit the materials well, focusing on: safety, cutting down on manual handling, addressing fire risks, keeping things tidy, and making the best use of space.

We'll do thorough risk checks on these systems, looking at:

Installation:

We'll use professional services to make sure everything's set up safely, with the right fixings, safety barriers, and signs during and after setup.

Checking and watching:

We'll regularly inspect and monitor our storage, using our trained staff or external experts, to stay safe and meet rules.

Being practical:

Storage will be easy to use and right for the load, taking into account the size and weight of materials.

Considering the environment:

We'll think about lighting, space above, and existing structures to keep the workplace safe.

Training:

Workers dealing with storage will learn the right way to handle things, use equipment safely, and know what to do in storage emergencies.

Emergencies:

We'll have plans for storage emergencies, like fires or spills, to protect everyone.

Maintenance:

Regular upkeep and checks will make sure storage stays safe and works well. We'll write down what we do to follow rules and see where we can get better.

Communication:

We'll ask our workers for ideas on storage and safety to make sure we're meeting their needs.

We'll keep looking at our storage and safety steps to spot new risks and chances to do better, staying ahead in health and safety.

3.48 Stress and mental wellbeing

We are dedicated to protecting all of our workers from undue stress and enhancing their mental health and wellbeing, treating everyone with respect.

Risk assessments: Our goal is to constantly make our workplace's stress, mental health environment and culture better. We'll do risk assessments to spot and reduce any work processes, procedures, and behaviours that could cause stress or harm our colleague's mental health.

Work Planning: We aim to minimise the work demands placed on our workers, provide good communication, and where possible, will encourage job rotation to help staff develop and form positive relationships, and support any vulnerable individuals.

Support from Mental Health First Aiders: Where it's a good fit, we'll choose and train Mental Health First Aiders. They'll know how to spot common mental health issues at work and guide our workers to the right support.

Training for early identification: We'll train our workers and managers to notice early signs of stress and encourage all workers to speak up about stress, mental health and wellbeing concerns.

Monitoring: We will continually monitor the work environment for early signs of stress or mental health issues and take appropriate action to protect workers.

Special considerations for night workers: We'll make sure night workers can have a free health check regularly.

Providing support: We're committed to offering or arranging the right support to tackle stress, mental health and wellbeing challenges for all workers.

We urge our workers to get involved with our stress management and mental health processes and to share any worries as soon as they arise.

3.49 Vibration

Exposure to vibration in the workplace can lead to or worsen various health conditions and injuries, including hand-arm vibration syndrome (HAVS) and whole-body vibration (WBV).

Risk assessment

We'll identify sources of vibration within the workplace, and conduct suitable and sufficient risk assessments to evaluate the level of exposure and associated risk to workers. Based on these assessments, we'll eliminate exposure to vibration at source wherever reasonably practicable, failing which we'll make sure any exposure is below the current legal workplace exposure limit value, and implement control measures to reduce exposure to as low as reasonably practicable where the exposure action value is likely to be exceeded.

Where feasible, we'll implement engineering controls to reduce vibration exposure at the source. This may include equipment modification, vibration isolation, or the use of damping materials to reduce vibration levels.

In cases where engineering controls are not practicable, to manage vibration exposure we'll implement operational control such as job rotation, limiting exposure time, and providing rest breaks to minimise prolonged exposure.

Equipment and maintenance

When acquiring vibrating equipment we'll do what's reasonably practicable to ensure that we choose the type that produces the least vibration and is of a good ergonomic design.

Vibrating equipment will be regularly inspected and maintained to prevent excessive vibration levels.

Information, instruction and training

We'll provide comprehensive training for everyone who could be exposed to vibration, including clear information on

the health risks and any measures identified to mitigate this. Training will be conducted regularly and tailored to the specific needs of each workers role.

Health surveillance

We'll implement a health surveillance programme to monitor the health of workers at risk from vibration exposure or exposed above the action value, in line with current legislation, guidance and best-practice guidelines. This will include regular health assessments to detect early signs of vibration-related health conditions and provide appropriate support and intervention.

When signs of these conditions are detected, and at periodic intervals, we'll review the system for controlling exposure to vibration.

3.50 Violence and aggression

Work-related violence includes any abuse, threats, or physical assault happening during work. We recognise the challenges in managing violence and aggression in the workplace and are committed to reducing these risks. By keeping track of incidents and offering support, we aim to tackle potential issues effectively.

Recognising vulnerability

Roles involving public interaction are especially at risk of facing violence. This risk also affects our customers, clients, patients, service users, and students. We're dedicated to protecting everyone's well-being by acknowledging and addressing the possibility of workplace violence.

The impact of violence and aggression

Workplace violence and aggression can lead to:

- Physical harm, possibly causing injury, disability, or death.
- Verbal abuse, including threats, whether in person, online, or by phone. These issues can also cause stress, affect mental health, lower morale, increase staff absences, affect staff retention, and damage our reputation.

Risk assessment

We'll assess the risk of violence and aggression in all work areas, focusing on prevention and management. This assessment will be done with workers and their representatives, considering training needs, the work environment, and job nature. We'll record the key findings.

Instruction and training

We'll offer guidance and training on handling workplace violence and aggression during induction and other training sessions. For high-risk situations, we'll provide specialised training on managing challenging behaviour, understanding the legal and ethical implications of restraint, and using therapeutic interventions to reduce restraint. We'll check to ensure these techniques are correctly used and followed.

Control measures

We might put in place security measures like CCTV, panic alarms, access controls, and systems for those working alone, where needed.

Reporting, monitoring, and review

We'll document and look into all incidents related to work violence, aggression, or intimidation, reporting them to the Police and relevant authorities as required by RIDDOR. We'll fully support anyone involved in such incidents.

All incidents should be reported quickly, and everyone must cooperate with our training and strategies for handling violence and aggression.

3.51 Visit by an enforcement officer

Health and Safety is our top priority. We understand that Enforcement Officers, appointed by the relevant authorities, may drop by our workplace to ensure we're working in line with the law. They're here to help us maintain a safe and

healthy environment, and we welcome their advice and support.

Breaches

If they spot minor breaches in the law, they might give us an informal nudge in the right direction, either verbally or in writing. But for more serious breaches, they have the power to issue a notice of contravention, an improvement or prohibition notice, or even prosecute if necessary.

Prosecution

We see prosecution as a last resort, and it's only considered in cases like failure to comply with notices, significant potential harm, reckless disregard for Health & Safety, repeated breaches indicating poor management response, fatalities and serious accidents, intentionally not notifying reportable incidents, obstructing enforcement officers or cases of ill health due to substantial legal contraventions.

Compliance

We're all in this together, and we value our relationship with the Enforcement Officers. That's why we will keep all our Health & Safety documents up-to-date and ready for inspection. This includes policies and procedures, risk assessments, training records, maintenance and inspection records, health records, and emergency plans.

When Enforcement Officers visit, we all have a part to play. We won't stand in their way or obstruct their work. Instead, we'll cooperate, follow all reasonable instructions, and do everything we can to ensure our workplace is safe and compliant with Health & Safety regulations. We'll afford all the assistance and facilities to which the enforcement officer is entitled at law.

3.52 Waste disposal

Our policy is designed to minimise our environmental impact through the prevention, reuse, recycling, or recovery of waste. This approach promotes sustainability and continuous improvement in our waste management practices.

Conducting waste audits

We will perform waste audits to classify the types of waste we generate. This is crucial for:

- Enhancing the effectiveness of our resource usage.
- Choosing products with less packaging or that are reusable.
- Preferring digital formats over printed documents wherever feasible.
- Responsible disposal practices
- For waste that requires disposal, like confidential, hazardous, clinical, or liquid waste, we will manage it responsibly. This includes using registered waste management companies to transfer waste to licensed disposal facilities, with waste transfer notes kept for accountability.
- We will maintain transparency and seek feedback through communication and consultation to ensure our practices align with stakeholder expectations. Training will be provided as necessary.

Safe and secure waste storage

All waste will be stored securely in designated areas, marked with appropriate signage to prevent hazards like trips, fires, or vermin risks.

Waste facilities usage

The facilities will be used exclusively for business-related waste. Anyone can report concerns such as damage, spillage, or overflowing materials to management.

We will regularly review and update our policy to reflect our commitment to current legislative requirements and best practices in waste management. This ensures we remain compliant and proactive in our environmental responsibilities.

3.53 Welfare

We're dedicated to providing welfare provisions for our workers and others who might use our premises occasionally, like clients, visitors, and contractors. We'll consider the overall working environment and surrounding areas in our planning.

Managing workplace hazards

We'll identify workplace hazards to prevent accidents, injuries, and ill health. This involves carrying out thorough risk assessments and putting in place suitable control measures to reduce risks to a safe level, as much as reasonably possible.

Assessing the working environment

We'll check the general working environment and safety needs, covering:

- Ventilation.
- Managing indoor temperatures, including the effects of working in hot and cold settings.
- Lighting.
- Security.
- Areas to rest, drink, and eat away from contamination risks.
- Providing drinkable water.
- Access to toilets and washing facilities.
- Changing rooms and storage for clothes.
- Suitable workstations and seating.
- Enough room dimensions and space.
- Keeping places clean and managing waste.
- Keeping floors and paths in good condition.
- Safely using escalators and moving walkways.
- Making sure doors, windows, gates, and walls, especially those that are clear or see-through, are safe.
- Preventing falls or injuries from falling objects.
- Reducing risks from passive smoking.
- Ensuring the safe use of lifts, window restrictors, and finger guards where needed.

Inspection and maintenance

We'll carry out regular checks and upkeep to spot any safety risks and fix them right away.

Using welfare facilities responsibly

The welfare facilities are there for everyone's benefit. Workers must use them properly, avoiding damage or misuse. Any damage or problems should be reported immediately for repair and maintenance.

3.54 Work equipment

Work equipment is essential in various operational aspects of our Organisation. Ensuring it's provided and used safely in line with UK legislation is key to protecting our workers and those affected by our work activities.

Managing work equipment risks - risk assessments and control measures

We will complete thorough risk assessments for all work equipment, considering things like the equipment's suitability for the job, maintenance requirements, and potential hazards.

We will only provide equipment that complies with relevant safety standards, is CE or UKCA marked where required and is suitable for the intended use. We will also consider accessibility and ergonomics to reduce the risk of musculoskeletal injuries and we'll take account of noise and vibration levels, where relevant.

Where necessary, we will make sure we comply with manufacturers' safe operating procedures, and that any safety features are implemented and maintained in line with manufacturer instructions, legal requirements, guidance and industry best practice. This will include, but is not limited to:

- measures (such as guarding) to prevent access to dangerous parts
- appropriate controls, including stop and emergency stop controls
- any appropriate safety markings and warnings
- suitable lighting and stability
- any specific control measures required by legislation
- Where appropriate, we will also develop and implement suitable emergency procedures.

Inspection and maintenance

We will establish a preventative maintenance schedule for each piece of equipment to check it remains safe to use at all times. This will include any pre-use checks, specific inspections, testing and/or thorough examinations in line with manufacturer instructions, legal requirements, guidance and industry best practice. Before any repair, maintenance and cleaning tasks, the equipment must be safely isolated.

Information, instruction and training

Workers will receive comprehensive training on the safe use, handling, and storage of work equipment, including understanding potential risks, control measures including guarding, and emergency procedures including how to use emergency stop devices.

Faulty or defective equipment, including equipment where guards or other safety devices have been removed or defeated, must not be used and must be reported immediately.

Specific training will be provided for equipment that requires a higher level of competency or qualification to operate, and we will restrict the use and maintenance of such equipment to those who are trained and authorised. Where necessary, for ensuring safety we will also limit or restrict the use of certain equipment by specific groups of employees, e.g. young workers.

Monitoring and review

We will retain records of work equipment maintenance, including modifications, where necessary.

Incidents and near misses involving work equipment will be investigated to identify and implement improvements in our practices.

Health surveillance

Where exposure to risks can't be eliminated - such as vibration, noise, or ergonomic issues – we will organise appropriate health surveillance to detect early signs of work-related health effects.

3.55 Work-related ill health and occupational disease

We will ensure a safe and healthy working environment for all workers, and part of that commitment involves identifying, preventing, and managing work-related ill health and diseases. We recognise workplace stress, sickness, and unsafe practices contribute to absence and injury.

Key areas of focus

Our efforts will centre on preventing and managing such health issues as:

- Occupational lung disease
- Asbestos-related disease
- Musculoskeletal disorders
- Stress, depression and anxiety
- Occupational cancer
- Work-related skin disease
- Hand-arm vibration
- Noise-induced hearing loss.

Risk management

We'll conduct risk assessments to identify and control health and safety risks from work activities. This includes health surveillance as needed.

Risk assessments will be reviewed annually or upon significant changes to ensure relevance and continuous improvement.

Expectations

We expect workers to:

- Not interfere with safety measures
- Report Health & Safety concerns promptly or personal health issues that may affect them at work
- Take care of their own Health & Safety
- Cooperate with Health & Safety control measures

Our commitment

We commit to:

- Providing adequate training on health risks and occupational diseases.
- Engaging and consulting with workers on Health & Safety matters.
- Ensuring the safe storage of harmful substances.
- Maintaining safe equipment, machinery, and working conditions.
- Provide health surveillance where workers may be exposed to risks that could result in occupational diseases or conditions.
- Protect the confidentiality of workers health information
- We'll align with other business policies, like workers wellbeing, to enhance workplace safety.

3.56 Working at height

Working at height refers to any activity where a person could fall a distance that could cause injury. This applies also to access equipment and any surface (either elevated or ground level) where there's a risk of falling, as well as the risk of objects falling and causing injury while work at height is taking place.

Where we work at height, we will make sure the work is properly planned, supervised and carried out safely by competent persons.

Risk assessment and safe system of work

We will conduct risk assessments of all activities where falls from height could happen - considering visitors and contractors, too - and establish suitable control measures to prevent falls.

We will avoid working at height if it's reasonably practicable for us to avoid it. If working at height can't be avoided, we will prioritise protection methods to minimise the risks and if this isn't possible personal protective equipment (PPE) will be used. If there's still a risk of people falling, we will implement measures to minimise the distance or consequence of the fall.

When working or storing materials at height we'll prevent objects from falling to avoid injuries to people below. If it isn't reasonably practicable to prevent objects from falling, we'll take steps to prevent people being struck.

We will design and implement safe systems of work to ensure that work is properly planned, supervised, carried out by competent people and that there are appropriate emergency and rescue procedures.

Equipment

We will make sure any equipment used to control risks is suitable and fit for purpose, in line with relevant statutory requirements. It'll be regularly checked and inspected - including pre-use checks and necessary statutory inspections by a competent person - with suitable records kept. Defective equipment must be taken out of use and reported.

Information, instruction and training

Workers will be provided with appropriate information, instruction and training so they can avoid working at height where reasonably practicable, or work safely if it isn't. We will ensure training is completed by competent, qualified professionals to ensure our workers are competent in working at height. Where it's possible that they may be exposed to work at height risks, visitors and contractors will also be provided with sufficient information and instruction to keep themselves and others safe on site. Records of this will be kept.

Monitoring and review

Work at height activities will be monitored, including investigation of accidents and near misses. We will review risk assessments, systems of controls, and additional procedures periodically and when required (for example, following incidents or significant changes).

3.57 Workplace transport

Collisions between people and vehicles can result in serious injury and death, and collisions between vehicles and other vehicles or buildings can cause injury and damage. We will take all reasonable steps to control traffic and pedestrian movements and activities, reducing the risk of collisions to as low as reasonably possible.

Risk assessment

We will complete risk assessments of our workplace transport activities and implement control measures to reduce risks to as low as is reasonably practicable. This could include less frequent tasks like deliveries or collections and the risk of falling from height from vehicles.

We will give focus to:

- **Safe driver:** Drivers must be trained, competent, and medically fit to use our vehicles safely. We will also make sure that drivers hold the necessary licences (where applicable). Evidence of training and licence checks will be recorded.
- **Safe vehicle:** We will make sure vehicles are fit for purpose and implement systems that reduce the risk of harm if needed. We will keep our vehicles in a safe condition through regular checks and maintenance, as well as statutory examinations where applicable, and keep appropriate records. We will consider how different vehicles move around our site.
- **Safe site:** We will plan our sites so that people are kept safe from vehicles, considering all vehicles and people on site and available traffic and pedestrian management solutions. This will include: physical barriers, walkways, crossing points, signage and designated areas/bays to clearly delineate areas for vehicles and pedestrians; speed control measures; visibility and lighting; reducing the need for reversing wherever possible or implementing control measures where it cannot be avoided.

Where necessary, we will produce and implement a Transport Management plan and safe systems of work to support the system of controls.

We'll monitor our workplace transport activities to identify potential ways of reducing the risk profile, including keeping vehicle and/or pedestrian movements to a sensible minimum.

We will also implement procedures for the reporting of accidents and near misses, as well as emergency procedures relating to workplace transport incidents, accidents and near misses.

Communication

Workers (and temporary or agency drivers, if used) will be provided with information, instruction and training to safely operate vehicles and implement the system of controls. Visitors and contractors will also be provided with sufficient information and instruction to keep themselves and others safe on site, and will be supervised sufficiently. We will keep records of this.

3.58 Young persons

We acknowledge legal obligations and restrictions concerning individuals under 18 and work experience. Before young persons start work, we will assess associated risks and provide necessary information.

After leaving school, young persons must continue education, start apprenticeships, or engage in part-time education while working. We recognise their lack of experience and will tailor risk assessments accordingly, focusing on:

- Providing appropriate health and safety information, training, and supervision.
- Evaluating exposure to various hazards and assessing the work environment and equipment.
- Communicating risk assessment results to parents/guardians and relevant educational institutions.
- Collaborating with schools/colleges for work placements and compliance with regulations.

We will ensure tasks assigned to young persons are within their capabilities and provide necessary protective equipment. They must report hazards, cooperate with workplace arrangements, and follow instructions.

We will prioritise emergency procedures, supervision guidelines, regular reviews, consultation, health surveillance,

education programs, record-keeping, and integration into the overall safety culture.

