

**Health and Safety Management System and Policies**  
**For**  
**Cava Security Services Ltd**



**Policy Number: CGL904814**

**Issue 1**

**Reviewed 13/07/2021**

**Next Review 13/07/2023**

# Cava Security Services Ltd

## Health and Safety Policy

### General Statement

This organisation is committed to ensuring the health, safety, and welfare of its employees, so far as is reasonably practicable. We also fully accept our responsibility for others who may be affected by our activities, such as contractors, visitors, and members of the public. We will take steps to ensure that our statutory duties are always met.

Each employee will be given such information, instruction, and training as is necessary to ensure that they can carry out their work tasks safely.

It is the duty of management to ensure that all processes and systems of work are designed to take account of health and safety and are properly always supervised.

Adequate facilities and arrangements will be maintained to enable employees and their representatives to raise issues of health and safety.

Competent people will be appointed to assist us in meeting our statutory duties including, where appropriate, specialists from outside the organisation.

Every employee must co-operate with us to enable all statutory duties to be complied with. The successful implementation of this policy requires total commitment from all levels of employee, from the boardroom to the shopfloor. Everyone has a legal obligation to take reasonable care for their own health and safety, and for the safety of other people who may be affected by their acts or omissions. Full details of the organisation and arrangements for health and safety will be set out in separate documents.

This policy will be regularly monitored to ensure that the objectives are achieved. It will be reviewed and, if necessary, revised in the light of any legislative or organisational changes.

Name: Mal Ullah

Position: Compliance Director

Date: 13/07/2021

Signed: *Mal Ullah*

## Health and Safety Policy Review Record

Issue No.	Date	Description of Changes	Person(s) Responsible for Changes
1	April 2020	First issue.	Croner Group Limited

## Organisational Arrangements

In order to ensure that health and safety is successfully managed within the organisation, the following responsibilities have been allocated.

### Overall Responsibility

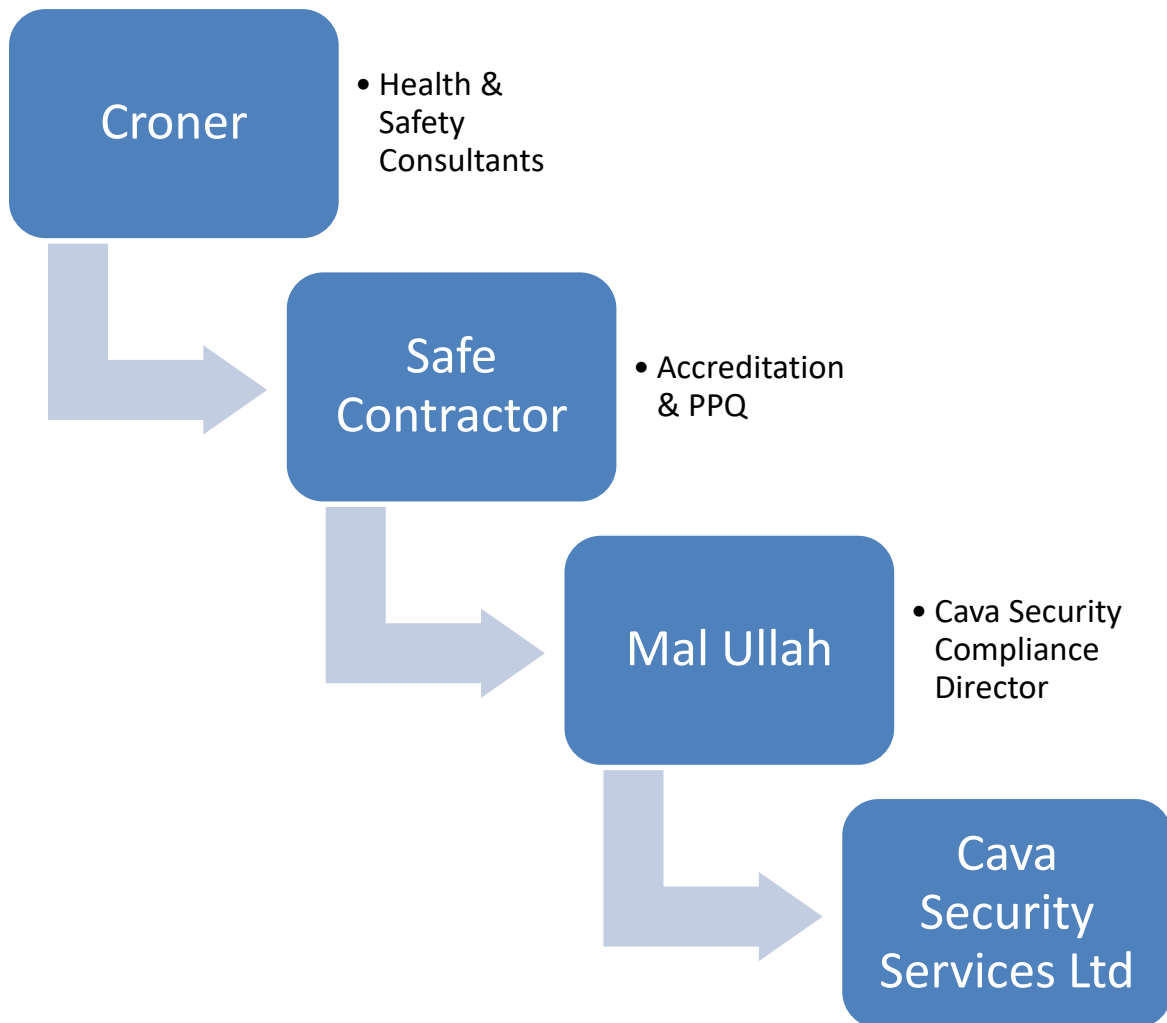
Mal Ullah (Compliance Director) accepts overall responsibility for all matters, including those regarding health, safety and welfare.

### Organisational Responsibility

Cava Security Services Ltd commits to:

1. establish and implement a health and safety management system to manage the risk associated with our premises and activities
2. regularly monitor our performance and revise our health and safety management system as necessary, to ensure we achieve our objective of continuous improvement
3. provide sufficient resources to meet the requirements of current health and safety legislation, and aim to achieve the standards of good practice applicable to our activities
4. actively promote an open attitude to health and safety issues, encouraging staff to identify and report hazards so that we can all contribute to creating and maintaining a safe working environment
5. communicate and consult with our staff on all issues affecting their health and safety and, in doing so, bring this policy to their attention
6. provide adequate training for our staff to enable them to work safely and effectively, and to ensure they are competent and confident in the work they carry out
7. carry out and regularly review risk assessments to identify hazards and existing control measures; we will prioritise, plan and complete any corrective actions required to reduce risk to an acceptable level
8. maintain our premises and work equipment to a standard that ensures that risks are effectively managed
9. ensure that responsibilities for health and safety are allocated, understood, monitored and fulfilled
10. provide health surveillance for staff where appropriate, and maintain records
11. co-operate with other organisations in these premises to ensure that they are aware of any risks to their staff and other people posed by our activities, that we are aware of any risks to our staff from their activities, and that we comply with the relevant requirements of fire legislation.

## H&S Organisational Chart



## Management Responsibility

Managers are responsible for ensuring that the safety policy is implemented within their own departments. Managers must monitor the workplace to ensure that safe conditions are maintained. Where risks are identified the manager must ensure that these are rectified, so far as is reasonably practicable.

### **Management duties include the following;**

1. Ensuring that employees, contractors and visitors are aware of safety procedures.
2. Establishing that all equipment and substances used are suitable for the task and are kept in good working condition; this includes the regular maintenance and servicing of equipment.
3. Providing adequate training, information, instruction and supervision to ensure that work is conducted safely.
4. Taking immediate and appropriate steps to investigate and rectify any risks to health and safety arising from the work activity.
5. Bringing to the prompt attention of senior management any health and safety issue that requires their attention.
6. Ensuring that all accidents and “near misses” are properly recorded and reported and that an investigation is carried out to determine causal factors.
7. Maintaining safe access to and egress from the workplace at all times.

Managers dealing with particular topic areas will be advised of any specific health and safety duties. (For example, the purchasing manager will be required to obtain material safety data sheets for COSHH purposes prior to ordering a substance for the first time.)

## Employee Responsibility

### **All employees must:**

1. take reasonable care for their own health and safety
2. consider the safety of other persons who may be affected by their acts or omissions
3. work in accordance with information and training provided
4. refrain from intentionally misusing or recklessly interfering with anything that has been provided for health and safety reasons
5. report any hazardous defects in equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay
6. not undertake any task they are not trained or authorised to do.

## Health and Safety Assistance

Competent persons have been appointed to assist us in meeting our health and safety obligations. These people have sufficient knowledge and information to ensure that statutory provisions are met and that the safety policy is being adhered to.

The company recognises that there may be occasions when specialist advice is necessary. In these circumstances, the services of competent external advisors will be obtained.

*First aid* The company will maintain suitable numbers of first-aid personnel to deal with minor accidents and emergencies at the workplace. These personnel will have sufficient training and qualifications in accordance with statutory requirements. Identities of first aiders will be displayed throughout the workplace.

*Emergency procedures* are designed to give warning of imminent danger and to allow personnel to move to a place of safety. The manager of each department is responsible for ensuring that all employees and visitors within the area are informed of, and are fully conversant with, emergency procedures.

*Fire marshals* will be appointed for each area to assist with an evacuation. They will be given adequate instruction and training to ensure effectiveness.

*Health surveillance* — We will ensure that health surveillance of individuals is provided where required under statutory provisions or where this would be of benefit to maintaining health, safety and welfare.

*Information and communication* — We will ensure that suitable and relevant information relating to health, safety and welfare at the workplace is disseminated to staff and non-employees.

Statutory notices will be displayed throughout the workplace.

Safety committee meetings will be held regularly, during which time matters arising in connection with health and safety will be discussed.

## **Responsibilities**

### **Individual responsibilities are listed below:**

Managing Safety & Health at Work: Mr. Mal Ullah

Accident, Incident, Ill Health Reporting and Investigation: Mr. Mal Ullah

Risk Assessment and Hazard Reporting: Mr. Mal Ullah

Substance & Alcohol Abuse: Mr. Mal Ullah

Health & Safety Training: Mr. Mal Ullah

Safe Systems of Work: Mr. Mal Ullah

Action on Enforcing Authority Reports: Mr. Mal Ullah

Equality and Disability Discrimination Compliance: Mr. Mal Ullah

H&S Information for Employees: Mr. Mal Ullah

First Aid: Mr. Mal Ullah

Electrical Safety: Mr. Mal Ullah

The Provision, Use & Maintenance of Work Equipment: Mr. Mal Ullah

Slips, Trips & Falls: Mr. Mal Ullah

Work at Height: Mr. Mal Ullah

Work Related Upper Limb Disorders WRULD: Mr. Mal Ullah

Manual Handling: Mr. Mal Ullah

Use of Chemical Agents & Substances: Mr. Mal Ullah

Stress in the Workplace: Mr. Mal Ullah

Aggression & Violence in the Workplace: Mr. Mal Ullah

Asbestos at Work- No Survey (Presumed ACMs) & (Off Site Risk): Mr. Mal Ullah

Building Services: Mr. Mal Ullah

H&S aspects of Fire Safety - Arrangements and Procedures: Mr. Mal Ullah

Health and Safety of Visitors: Mr. Mal Ullah

New and Expectant Mothers: Mr. Mal Ullah



Housekeeping and Cleaning: Mr. Mal Ullah

Lone Working: Mr. Mal Ullah

Welfare, Staff Amenities, Rest Rooms & the Working Environment: Mr. Mal Ullah

Workplace H&S Consultation- One-to-one: Mr. Mal Ullah

Access, Egress, Stairs & Floors: Mr. Mal Ullah

The Control of Hazardous & Non Hazardous Waste: Mr. Mal Ullah

Control of Noise at Work: Mr. Mal Ullah

Display Screen Equipment & DSE User Eye Tests & Spectacles: Mr. Mal Ullah

Home Working: Mr. Mal Ullah

Legionella Control: Mr. Mal Ullah

Occupational Health and Health Surveillance: Mr. Mal Ullah

Working Time, Night Work and Shift Working: Mr. Mal Ullah

Project Safety for Travelling & Multi-Site Workers: Mr. Mal Ullah

Contractor Control & Management: Mr. Mal Ullah

Storage of Chemical Substances & Agents: Mr. Mal Ullah

Supplying Agency & Temporary Staff: Mr. Mal Ullah

Windows, Glass & Glazing in the Workplace: Mr. Mal Ullah

Workplace Signs: Mr. Mal Ullah

Occupational Road Safety: Mr. Mal Ullah

Office Equipment: Mr. Mal Ullah

Personal Protective Equipment: Mr. Mal Ullah

Pest Control: Mr. Mal Ullah

Premises: Mr. Mal Ullah

## MANAGING SAFETY AND HEALTH AT WORK

We recognise the business benefits that can accrue from the effective management of safety and health at work. To obtain these benefits for our company we have recognised the need for an effective management system and have taken steps to put such a system in place.

### **We have done this by;**

- Nominating an individual member of the senior management to take responsibility for managing safety and health at work.
- Providing adequate resources
- Providing such health and safety information, instruction and training for all workers as is necessary for them to be able to work without risk to their health or safety so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near-miss incidents and dangerous occurrences.
- Reporting reportable accidents within the statutory timescales (information is in our Guidance Notes).
- Providing and recording relevant training.
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

The person nominated with responsibility for overseeing this organisation's arrangements for managing safety and health at work is identified within the Responsibility Table of our Health and Safety Policy.

# MANAGING SAFETY AND HEALTH AT WORK

## Action Plan

**In order to meet our legal obligations to manage safety and health at work we need to;**

1. Identify a person to take responsibility for managing health and safety in our business activities.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority required and the resource necessary for them to fulfil their role.
5. Plan our management of health and safety at work, set up and maintain systems that will deliver a satisfactory health and safety performance.
6. Explain to our workers, Supervisors and Managers the nature of our arrangements for managing health and safety at work.
7. Ensure that all our workers are aware of the need to make concerns about health and safety at work known and report accidents, incidents and cases of work-related ill health to their Managers.
8. Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

## **ACCIDENT, INCIDENT, ILL-HEALTH REPORTING AND INVESTIGATION**

We encourage our employees to report all personal injury accidents, near miss incidents (dangerous occurrences) and ill-health that happen in the course of their work so that we can investigate the causes, learn from experience and improve our management of health and safety. We also use the information to help us meet our obligations under the legislation requiring accidents to be reported to the Enforcing Authority.

### **We do this by;**

- Nominating an individual member of staff to be responsible for investigating, recording and reporting accidents, incidents and cases of work related ill-health.
- Having accident, incident and work related ill-health reporting procedures.
- Recording and analysing all (RIDDOR) reportable accidents, minor accidents, near-miss incidents (dangerous occurrences) and work related ill-health.
- Reporting (RIDDOR) reportable accidents, dangerous occurrences and work related ill-health within the statutory timescales (information is in our Guidance Notes).
- Developing and implementing investigation protocols and policies.
- Providing and recording relevant training.
- Ensuring that those carrying out investigations are competent.
- Routinely reviewing the outcome of investigations and the operation of our reporting system.

The personnel responsible for reporting accidents, dangerous occurrences and work related ill-health are identified within the Responsibility Table of our Health and Safety Policy.

# ACCIDENT, INCIDENT, ILL-HEALTH REPORTING AND INVESTIGATION

## Action Plan

**In order to meet our legal obligations to manage effectively the health and safety of our workforce and report accidents, incidents and cases of work related ill health to the Enforcing Authority we need to;**

1. Identify people to be responsible for investigating the cause of injuries, incidents and ill-health and to manage our reporting arrangements.
2. Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to carry out investigations and operate the system effectively.
3. Provide suitable training for those who don't.
4. Create the systems and make sure all members of our workforce, including managers and supervisors are aware of and understand them.
5. Provide an accident book, implement the procedures, and ensure that they are followed in practice.
6. When investigating consider;
  - a) the time and date of the event, the prevailing weather conditions and local lighting.
  - b) what was happening or what the injured person and any witnesses were doing.
  - c) risk assessments or safe systems of work for the task being carried out and details of relevant training given to the injured party and others involved.
  - d) obtaining witness statements, where possible.
  - e) making a sketch of the accident area, include accurate measurements, if appropriate.
  - f) taking photographs of the site; record any unusual or causal features present.
  - g) making observational notes on the potential causation, noting features, equipment defects or work practice that may have contributed to the eventual outcome.
  - h) the underlying, as well as the immediate, causes of the event.

7. Keep a written record of investigations.
8. Review the causes of the events that have occurred to consider whether similar events could be prevented by the introduction of reasonably practicable control measures.
9. Monitor and review the operation of this procedure from time to time to check that the investigation and reporting procedures are understood, are being followed in practice and that lessons learned are being put into practice.

## **RISK ASSESSMENT AND HAZARD REPORTING**

We have a duty to assess the significant risks arising out of our business activities and for specific areas of concern. We have a duty to implement the findings of these risk assessments to ensure the safety, health and welfare of our employees and others who may be affected by our work activity.

To support this process and our management of health and safety we encourage our employees to report all hazards observed in the course of their work, so that potential risks can be identified and the appropriate action taken.

### **We do this by:**

- Nominating senior staff members to oversee our risk assessment process and hazard reporting procedure.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Developing risk assessments procedures, Safe Systems of Work and measures to effectively control the work activities within our work premises.
- Explaining the results of risk assessments to our workforce.
- Implementing the findings of the risk assessments, procedures, strategies, Safe Systems of Work and control measures.
- Implementing hazard reporting procedures and explaining them to our workforce.
- Recording and analysing hazards when they occur and investigating corrective and preventive measures.
- Employees and others following our procedures, control measures and Safe Systems of Work.
- Regular review of existing risk assessments and identifying the need for additional assessments.
- Providing and recording relevant training.
- Routinely reviewing the operation of our systems.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

We use the experience from operating these arrangements to make improvements to our safety, health and welfare management system.

# RISK ASSESSMENT AND HAZARD REPORTING

## Action Plan

**For our risk assessment process to be sufficiently robust to protect the health, safety and welfare of our employees and those affected by our work activity we need to;**

1. Nominate a senior manager to take responsibility for identifying hazards and managing and co-ordinating risk assessment.
2. Appoint and train sufficient numbers of staff in the process of risk assessment.
3. Systematically identify the hazards to which our workforce and others are exposed.
4. Provide a means for the workforce to identify and report hazards or potential hazards to their managers.
5. Consider the risks from those hazards, however recognised, identifying people at risk.
6. Evaluate the risks and decide if further precautions are required.
7. In significant cases, record our findings.
8. Implement those findings.
9. Involve Managers and workers in identifying hazards and carrying out risk assessments.
10. Explain the results of risk assessments to any affected staff and detail any new precautions or systems of work they need to follow.
11. Review risk assessments on a regular basis, commensurate to the risk.
12. Review our arrangements from time to time to ensure that they are fully understood and operating correctly.



## **SUBSTANCE and ALCOHOL ABUSE**

We have a duty to protect the safety, health and welfare of our employees and others from the hazards that may arise as a result of workers abusing alcohol and other substances.

### **We do this by:**

- Nominating senior staff members to coordinate and manage our substance and alcohol abuse policies and provision.
- Developing and implementing strategies, policies and procedures.
- Providing competent accredited trained personnel to provide support and counselling services.
- Employees and others adhering to the contents of our procedures and policies.
- Providing and recording relevant training
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from substance abuse.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# SUBSTANCE and ALCOHOL ABUSE

## Action Plan

**To protect workers and others from the risks of working with people who abuse substances and alcohol we need to;**

1. Develop a policy for dealing with workers whose abuse of substances and alcohol put other people at work at risk.
2. Consider;
  - a. The problem should be treated as an illness.
  - b. The problem can be successfully treated.
  - c. Disciplinary action is a last resort.
  - d. Sufferers may find it difficult to admit to a problem.
  - e. It is easier to take action in the early stages of the condition.
  - f. Staff should be able to identify early signs of problems.
  - g. Advice is available from many organisations including local Health Authorities.
3. Develop a policy and procedure based on these considerations.
4. Explain these arrangements to our workforce. Ensure they are understood.
5. Provide training and information, where required, for staff nominated with responsibility so that they are able to identify workers with substance abuse problems.
6. Implement the procedure, identify who is to provide support and counselling services and ensure that it is followed in practice.
7. Ensure that staff, particularly Managers and Supervisors, remains aware of our procedure although we hope and expect it will not be required in practice.
8. Monitor and review the operation of this procedure whenever it has been used, making changes identified as necessary or beneficial.

## HEALTH AND SAFETY TRAINING

We have a duty to protect the health, safety and welfare of our employees whilst they are at work and others who might be affected by our work activities. Among other specific arrangements we need to be sure that our workforce is trained to recognise hazards and risks and what they need to do to eliminate, reduce and avoid risk.

### **We do this by:**

- Nominating senior staff members to manage Health and Safety training.
- Making an assessment of the risks to our workforce and others from an inadequately trained workforce.
- Developing and implementing training policies, programmes and arrangements.
- Ensuring that the management of the policy, programmes and arrangements are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees are adequately trained for the variety of tasks which they may be required to do.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage our Health and Safety training programmes.

The personnel responsible for above measures are identified within the Responsibility Table of our Health and Safety Policy.

# HEALTH AND SAFETY TRAINING

## Action Plan

**In developing and implementing training policies, programmes and arrangements we need to:**

1. Assess our work activity to identify where and when workers or the public may be exposed to hazards and risks.
2. Where we identify hazards we need to consider the associated risks and the ability of staff to control them and then to identify whether their knowledge of and training about control measures is adequate.
3. Identify any jobs that require workers to have received specific health and safety training.
4. Identify the systems already in place to provide training and any additional measures that may be required.
5. Consider procedures and practices including;
  - a. Chemical and chemical processes.
  - b. Works transport.
  - c. Working at height.
  - d. Lifting machines and equipment.
  - e. Electrical safety.
  - f. Mundane work.
  - g. Occasional work activities.
  - h. Training needs analyses for individuals.
6. Involve the workforce in making these assessments of our needs.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Explain these arrangements to the workforce, their Supervisors and Managers. Ensure they are understood and provide further training where necessary.
9. Implement the procedures and ensure that they are followed in practice.
10. Monitor and review the operation of the procedures from time to time making changes identified as necessary or beneficial.

## **SAFE SYSTEMS OF WORK**

We have a duty to ensure our workforce are provided with clear instructions and training when undertaking potentially hazardous tasks that pose significant risks.

### **We do this by:**

- Nominating senior staff members to oversee and implement Safe Systems of Work.
- Identifying where Safe Systems of Work are required.
- Developing Safe Systems of Work to effectively control the work activities within our work premises.
- Communicating the Safe Systems of Work to applicable employees.
- Ensuring that Safe Systems of Work are created by competent, trained personnel.
- Providing training on the Safe System to the workforce.
- Regular checks to ensure that the Systems are being followed.
- Reviewing our systems.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

We use the experience from operating these arrangements to make improvements to our safety, health and welfare management system.

# SAFE SYSTEMS OF WORK

## Action Plan

**To ensure that adequate Safe Systems of Work are in place for employees to follow we need to;**

1. Appoint and train sufficient numbers of staff in the creation of the Safe System of Work.
2. Systematically identify the areas where a Safe System of Work may be required.
3. Assess the task and identify the hazards.
4. Define the safe method of undertaking the task.
5. Document the Safe System of Work and ideally display it at the work site where the work takes place.
6. Implement the System and ensure employees understand it. Provide training where necessary.
7. When developing and implementing Safe Systems of Work we should involve Managers and workers in the task being assessed.
8. Review Safe Systems of Work on a regular basis or when situations change.

## **ACTION ON ENFORCEMENT AUTHORITY REPORTS**

We recognise the benefits that will accrue from early action following receipt of reports from the Enforcement Authority in regard to health safety and welfare issues. To obtain these benefits we have recognised the need for an effective management system and have taken steps to be able to action such reports.

### **We have done this by;**

- Nominating an individual member of the senior management who will coordinate actions required to meet the requirements of Enforcement Authorities.
- Providing adequate resources either financial or human to be able to meet the requirements of the Enforcing Authority.
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

The person nominated with responsibility for overseeing this organisation's arrangements for compliance with Enforcing Authority requirements is identified within the Responsibility Table of our Health and Safety Policy.

# **ACTION ON ENFORCEMENT AUTHORITY REPORTS**

## **Action Plan**

**In order to meet our legal obligations to provide adequate health and safety information to employees we need to;**

1. Identify a person who will coordinate actions required to meet the requirements of Enforcement Authorities.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority required and the resource necessary for them to fulfil their role.
5. Ensure that our workers are aware of the need to make concerns about health and safety known and report accidents, incidents and cases of work-related ill health to their Managers.
6. Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.



## **EQUALITY, DISABILITY DISCRIMINATION AND COMPLIANCE**

We recognise the benefits that will accrue from planned and carefully considered arrangements in regard to the equal treatment of all people and health, safety and welfare issues. To obtain these benefits we have recognised the need for an effective management system and have taken steps to be able to successfully manage disability in the workplace.

### **We have done this by;**

- Nominating an individual member of the senior management who will coordinate actions required to meet the requirements of disadvantaged and vulnerable persons
- Providing adequate resources either financial or human to be able to reasonable adjustments to our workplace(s)
- Allowing employees to nominate safety representatives who will coordinate issues arising from their colleagues in respect of health, safety and welfare.
- Providing adequate resources
- Providing such health and safety information, instruction, and training for all workers as is necessary for them to be able to work without risk to their health or safety or welfare so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near miss incidents and dangerous occurrences.
- Providing and recording relevant training
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

The person nominated with responsibility for overseeing this organisation's arrangements for compliance with statutory requirements in this respect is identified within the Responsibility Table of our Health and Safety Policy.

# EQUALITY, DISABILITY DISCRIMINATION AND COMPLIANCE

## Action Plan

**In order to meet our legal obligations to avoid disability discrimination to employees we need to;**

1. Identify a person who will coordinate actions required to meet the requirements of legislation that requires us to treat all people equally.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority required and the resource necessary for them to fulfil their role.
5. Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

## **HEALTH AND SAFETY INFORMATION FOR EMPLOYEES**

We recognise the benefits that will accrue from the provision of effective information regarding health safety and welfare activities to our employees. To obtain these benefits we have recognised the need for an effective management system and have taken steps to provide adequate information to employees and others.

### **We have done this by;**

- Allowing employees to nominate safety representatives who will coordinate issues arising from their colleagues in respect of health, safety and welfare.
- Providing adequate resources
- Providing such health and safety information, instruction, and training for all workers as is necessary for them to be able to work without risk to their health or safety or welfare so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near miss incidents and dangerous occurrences.
- Providing and recording relevant training
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

The person nominated with responsibility for overseeing this organisation's arrangements for provision of information to employees is identified within the Responsibility Table of our Health and Safety Policy.

# HEALTH AND SAFETY INFORMATION FOR EMPLOYEES

## Action Plan

**In order to meet our legal obligations to provide adequate health and safety information to employees we need to;**

1. Identify a person to take responsibility for ensuring that adequate information is provided to employees.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority required and the resource necessary for them to fulfil their role.
5. Identify the most effective methods by which information will be circulated to the employees.
6. Display the required health and safety 'What you should know' poster and complete the information on the poster.
7. Provide information to our employees in regard to their responsibilities and essential safety rules.
8. Explain to our workers, supervisors and managers the nature of our arrangements for managing health, safety and welfare.
9. Ensure that our workers are aware of the need to make concerns about health and safety known and report accidents, incidents and cases of work-related ill health to their Managers.
10. Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

## **FIRST AID**

We have a duty to provide suitable first aid arrangements for our staff whilst at work and visitors who may be affected by our activities. We have taken steps to provide first aid arrangements that meet this requirement.

### **We do this by:**

- Nominating a Senior Manager to identify our needs and ensure continuing arrangements for first aid provision.
- Assessing the reasonable level of first aid provision required for our business at our workplace and for travelling staff.
- Recruiting sufficient members of staff to undertake first aid training as a first aider or appointed person, as appropriate.
- Arranging approved training for those people and keeping records of their training.
- Providing adequate numbers of trained personnel to be available at all times during business hours.
- Providing and maintaining sufficient quantities of first aid equipment and consumables.
- Displaying names and locations of first aid trained personnel or appointed persons in prominent positions throughout the premises.
- Routinely reviewing our first aid arrangements for suitability and ensuring that where we have trained first aiders qualifications are up to date.

## **FIRST AID**

### **Action Plan**

**To ensure that we meet our obligations to provide suitable first aid arrangements for our staff whilst at work and visitors who may be affected by our activities we need to take the following action;**

1. Assess our business activity to identify the level of first aid provision that will be necessary.
2. Consider issues including;
  - a. The likely severity of foreseeable work-related accidents.
  - b. The number of people likely to be in the workplace.
  - c. The nature of health and safety risks at the workplace.
  - d. The location and accessibility of the workplace.
  - e. Whether the need is for trained first aiders or appointed persons.
3. Keep a written record of our assessment and conclusions.
4. Explain our assessment and conclusions to our workforce.
5. Identify workers to be trained and take responsibility for administering first aid.
6. Provide approved training for appointed first aiders.
7. Keep records of this training and ensure qualifications are kept up to date.
8. Make sure our arrangements are understood and the responsible people known to all workers, Supervisors and Managers.
9. Provide suitable facilities and consumables for delivering first aid at our workplace.
10. Monitor and review from time to time the operation of this procedure in the light of experience making changes to our system identified as necessary or beneficial.

## **ELECTRICAL SAFETY**

We have a duty to protect our employees and other people who use our premises from the risk of electrical injury caused by our electrical installations, our use of fixed equipment and our use of portable electrical appliances.

### **We do this by:**

- Nominating senior staff members to ensure the safety of our electrical installation equipment and portable appliances.
- Making an assessment of the risks from electrical installations, fixed equipment and portable appliances.
- Developing and implementing procedures, control measures, policies and Safe Systems of Work.
- Ensuring that any work carried out on our electrical installation, equipment and appliances is carried out by competent, accredited electrical engineers.
- Providing and using personal protective equipment where appropriate.
- Regular inspection by competent accredited electrical engineers.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage electrical safety.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# ELECTRICAL SAFETY

## Action Plan

**To protect workers and others from the risks from using fixed and portable electrical equipment we need to:**

1. Consider our activities and identify where and when workers may be exposed to risks to their health and safety from fixed or portable electrical equipment.
2. Assess the risks from that exposure to fixed and portable electrical equipment, identifying control measures in place and any additional measure that may be required to avoid risk.
3. Consider relevant issues including:
  - a. The competence of employees or contractors who install or maintain electrical equipment.
  - b. Inspection of fixed electrical installations as prescribed by the IEE Wiring Regulations (17<sup>th</sup> edition) BS 7671.
  - c. The maintenance of electrical installations between inspections.
  - d. The maintenance and inspection of portable electrical equipment.
  - e. Using battery powered hand tools.
  - f. Whether hydraulic or pneumatic tools might be safer.
  - g. Reducing the operating voltage.
  - h. Residual current devices.
  - i. Use in flammable or explosive areas; use in wet and adverse conditions.
  - j. Equipment used by mobile workers.
  - k. Use of trailing cables.
4. Purchase robust equipment suitable for the environment in which it is to be used.
5. Arrange for the routine testing and inspection of portable electrical equipment.
6. Develop a procedure based on these considerations.
7. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.



9. Explain our procedures and arrangements to our workforce. Ensure they are understood and provide training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and after any electrical incident, making changes identified as beneficial or necessary.

## THE PROVISION, USE AND MAINTENANCE OF WORK EQUIPMENT

We have a duty to protect our employees and other people who use our premises from the health and safety risks associated with the provision and use of work equipment.

### **We do this by:**

- Nominating senior staff members to consider the health and safety issues surrounding any new equipment that we obtain and the equipment that we use in the course of our business.
- Making an assessment of the risks from work equipment when in use and during its maintenance.
- Developing and implementing procedures, control measures, policies and Safe Systems of Work.
- Ensuring that any work carried out on work equipment is carried out by competent workers or competent contractors.
- Providing and using personal protective equipment where appropriate.
- Regular maintenance and servicing.
- Statutory inspections by competent accredited engineers and surveyors where required.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the provision and use of work equipment.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# THE PROVISION, USE AND MAINTENANCE OF WORK EQUIPMENT

## Action Plan

**To protect workers and others from the risks from work equipment we need to:**

1. Consider our activities and identify where and when workers may be exposed to risks to their health and safety from our use of existing equipment.
2. Consider the implications for the health and safety of our workforce when purchasing or looking to purchase new equipment.
3. Assess the risks from any such exposure to work equipment, identifying control measures in place and any additional measure that may be required to avoid risk.
4. Consider relevant issues including:
  - a. What risks to health and safety might be created?
  - b. Do any parts look dangerous?
  - c. Do the guards adequately protect against the risk? Do they conform to the current BS, IS or EN standard?
  - d. Do fumes or dust escape from the equipment?
  - e. Is it used in flammable or explosive areas or in wet and adverse conditions? Is it designed and protected for such use?
  - f. Can you understand the controls? Are they in English?
  - g. Is it excessively noisy or is there excessive vibration?
  - h. Are there any special maintenance requirements?
  - i. Are parts that need maintenance easily accessible?
  - j. Does any part get very hot or cold?
  - k. Are there any live electrical parts exposed?
  - l. Are the supplied manufacturer's instructions clear and comprehensive?
5. Arrange for work equipment to be routinely serviced and maintained and for statutory inspections where required.
6. Keep a written record of significant risk assessments and the control measures and any systems of work or procedures adopted.

7. Implement the procedures and arrangements making sure that Managers and Supervisors understand them. Consider whether they need any training.
8. Explain our procedures and arrangements to our workforce. Ensure they are understood and followed in practice. Provide training where necessary.
9. Monitor and review the operation of this procedure from time to time and after any incident, making changes identified as beneficial or necessary.

## **SLIPS, TRIPS AND FALLS**

We have a duty to protect our workers and others visiting our premises from the risks of slipping, tripping and falling.

### **We meet this duty by:**

- Nominating senior staff members to be responsible for monitoring and improving workplace pedestrian safety.
- Identifying all the potential causes of slips, trips and falls and assessing the risk.
- Developing and implementing procedures and control measures.
- Ensuring that pedestrian routes are fit for the purpose, that they are routinely maintained and checked.
- Ensuring that any risk assessments or safety inspections are carried out by competent and trained personnel.
- Adhering to our risk assessments, procedures and control measures.
- Providing wherever possible segregated traffic routes and adequate signage.
- Providing and recording relevant training.
- Regular monitoring and review of our arrangements to ensure that arrangements we have made remain sufficient to control the potential risk.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# SLIPS, TRIPS AND FALLS

## Action Plan

**To protect our workforce and others who visit our premises from the risk of accidents caused by slips, trips and falls we need to;**

1. Identify where on our worksite there are potential areas for slips, trips or falls accidents.
2. Assess the hazards in each of those areas and the risks that people at work and others may face.
3. Identify existing controls and any additional measures that we should be taking.
4. Consider issues including;
  - a. Floor surfaces.
  - b. The environment.
  - c. Footwear.
  - d. Contamination.
  - e. Obstacles and obstructions.
  - f. Cleaning regimes.
  - g. People – human factors.
5. Involve workers in developing a procedure or arrangements based on these considerations.
6. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any report of a dangerous incident or of a person suffering injury or due to slipping or tripping and falling on our premises or while at work making changes identified as necessary or beneficial.

## WORK AT HEIGHT

We have a duty to ensure the health, safety and welfare of our employees and others against the risks involved in working at height.

### **We do this by:**

- Nominating senior staff members to be responsible for identifying and managing work at height.
- Assessing the risks to our workers and others from the risks involved in working at height. Wherever possible we avoid the need to work at height by complying with the hierarchy of controls specified in legislation.
- Where we cannot avoid work at height we develop and implement procedures, control measures and Safe Systems of Work.
- Ensuring that access and other equipment provided for work at height is fit for the purpose, correctly installed, used and maintained, and checked at the correct frequency.
- Ensuring that risk assessments and inspections are carried out by competent and trained personnel.
- Ensuring that control measures are installed and managed by competent trained personnel.
- Following our risk assessments, procedures, control measures and Safe Systems of Work in practice.
- Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from work at height.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# WORK AT HEIGHT

## Action Plan

**To ensure the safety of our employees and others whilst working in areas where they could be at risk because they are working at height we need to;**

1. Assess our work activity to identify where and when workers or others may be exposed to hazard and risk due to work at height and wherever possible avoiding the need to work at height.
2. Where work at height cannot be avoided and a risk is identified complete a risk assessment for the task.
3. Involve the workforce in these assessments and in the identification of control measures to eliminate or reduce risk. Liaise with clients and others where necessary.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
5. Consider among other issues;
  - a. All work above ground where there is a risk of falling.
  - b. Occasional job tasks as well as routine tasks.
  - c. Does the work have to be done at height?
  - d. Use of appropriate access equipment.
  - e. Weather conditions.
  - f. Competency of workers.
  - g. Condition of ladders and access equipment.
  - h. Unexpected tasks e.g. leaking roof, overflowing gutter.
  - i. Safety nets.
  - j. Personal protective systems.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide training where necessary.



9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any injury due to work at height, making changes to the procedure identified as necessary or beneficial.

## **WRULD (WORK RELATED UPPER LIMB DISORDERS)**

We have a duty to protect our workforce from the risk of Work Related Upper Limb Disorders (WRULD) which could arise from our work activities.

### **We do this by:**

- Nominating senior staff members to coordinate the way we deal with the risk of WRULDs.
- Developing and implementing control measures, strategies and procedures etc.
- Ensuring that the development of our control measures, procedures and strategies is undertaken by competent, trained personnel.
- Providing and using mechanical aids where appropriate.
- Employees and others adhering to our procedures and arrangements and using any control measures provided.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks of work related upper limb disorders.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# WRULD (WORK RELATED UPPER LIMB DISORDERS)

## Action Plan

**To protect the health, safety and welfare of our workers from the risk of work related upper limb disorders we need to;**

1. Consider the arrangements we have in place to protect the health, safety and welfare of workers who perform repetitive tasks.
2. Assess the specific hazards and risks to the health, safety and welfare of workers performing repetitive tasks.
3. Identify any workers with particular health issues that make them particularly susceptible to WRULD.
4. Identify any control measures in place and any additional measures that may be required.
5. Consider among other relevant issues;
  - a. The job
  - b. Mechanical aids that are readily available
  - c. Repetitive bending, twisting, reaching movements, repetitive hand and wrist movements
  - d. Postural matters
  - e. Temperature and drafts
  - f. Workstation layout, tools and jigs, ergonomic design
  - g. Physical attributes of the worker
  - h. Seating
  - i. Job rotation
  - j. Rest breaks away from the workstation
6. Involve workers in developing procedures based on these considerations.
7. Keep a written record of significant risk assessments, the control measures and systems of work adopted.
8. Make sure that Managers and Supervisors understand the procedures. Consider whether they need any training.

9. Explain these arrangements to our workforce. Ensure they are understood and provide training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Report any incidence of medically diagnosed work related upper limb disorder to the Enforcing Authority.
12. Monitor and review the operation of this procedure from time to time and after any report of a worker developing or suffering from a WRULD, making changes identified as necessary or beneficial.

## MANUAL HANDLING

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises from the risks present in manual handling activities.

### **We do this by:**

- Nominating senior staff members to manage and identify load or lifting hazards.
- Making an assessment of the risks from manual handling to our workforce.
- Developing and implementing procedures and systems of work to reduce the risks from manual handling operations in the course of our business.
- Ensuring that any Manual Handling Risk Assessments are undertaken by competent, trained personnel.
- Eliminating the need for manual handling through the introduction of mechanical handling equipment or other alternatives where this is reasonably practicable.
- Regularly inspecting the premises to identify any new processes, personnel or changes to the building's structure which would trigger the need for re-assessment.
- Employees and others adhering to the contents of procedures, control measures and Safe Systems of Work.
- Providing and recording job-based training for employees with manual handling tasks.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from manual handling.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# MANUAL HANDLING

## Action Plan

**To protect our workforce and others from the risk of injury while manual handling loads we need to;**

1. Assess the risks to our workforce from handling loads. This includes lifting and carrying as well as pushing and pulling loaded containers.
2. Have a nominated Manager to lead the process.
3. Consider;
  - a. What we have to move - its size and shape.
  - b. The weight.
  - c. The frequency.
  - d. Which of our workforce is involved? Do some handle loads more frequently than others?
  - e. Can we reduce the need for movement? Are there mechanical aids we could use? Can we use them?
  - f. Can we adapt our processes to reduce the risk?
  - g. Have our workforce been trained in manual handling techniques for the products and goods that they handle in the course of their work?
  - h. Where team lifting is employed have the workers been trained in the same system?
  - i. Are the floors suitable and maintained for the work that goes on?
  - j. Are there extremes of temperature?
  - k. Are any groups or individual workers at particular risk?
  - l. Is health surveillance required? If yes at what level?
4. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
5. Involve workers in developing a procedure based on these considerations.
6. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.

7. Explain these arrangements to our workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and after any ill health or back injury, making changes identified as necessary
10. Where employees are injured in an accident involving manual handling or are diagnosed with ill-health on account of manual handling at work report, to the enforcing authorities, those cases that fall into a reportable category.

## **STORAGE OF CHEMICAL SUBSTANCES and AGENTS**

We have a duty to protect our workers and others from the potential hazards and risks present as a result of the storage of chemical substances at our workplace.

### **We do this by:**

- Nominating senior staff members to identify the chemical substances used and their storage requirements.
- Developing and implementing risk assessments, procedures, Safe Systems of Work and control measures to minimise risk within our work premises.
- Implementing the procedures, Safe Systems of Work and control measures.
- Ensuring that the storage, containment and exhaust ventilation arrangements are adequate for their purpose, as defined in prescribed legislation.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to chemical substances are undertaken by competent, trained personnel.
- Providing and using personal protective equipment.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from stored chemical substances.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.



# STORAGE OF CHEMICAL SUBSTANCES and AGENTS

## Action Plan

**To protect our workforce and others from the potential hazards and risks present as a result of the storage of chemical agents at our workplace we need to;**

1. Make an inventory of every chemical substance, including its location and the maximum quantities expected, stored on our premises.
2. Assess the potential risks from the storage of each of those substances and identify those which are hazardous and those which are not.
3. Assess the hazardous chemical substances for the risks that they pose to health and safety because of the quantities that we store and or the way that they are stored.
4. Identify the control measures that we should adopt.
5. Consider matters including;
  - a. What hazardous chemical substances do we store?
  - b. In what quantity?
  - c. Where?
  - d. Are they stored in accordance with SDS recommendations and published guidance?
  - e. Are the storage arrangements suitable?
  - f. Have we identified and separated incompatible chemical agents? How can we improve our storage arrangements?
  - g. Is our workforce aware of hazards and risks?
6. Record details of our assessments, the results and any controls subsequently introduced.
7. Prepare a detailed statement of how we control the risks.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.

11. Monitor and review the operation of this procedure from time to time and whenever hazardous substances give rise to incident, injury or ill health, making changes to the procedure identified as necessary or beneficial.

## **STRESS IN THE WORKPLACE**

We recognise that we have a duty to take action to reduce and where reasonably practicable to eliminate ill health which is caused by work related stress.

### **We do this by;**

- Nominating senior staff members to consider and manage the issue of work related stress.
- Developing and implementing a policy for identifying and managing work related stress.
- Involving our workforce in the development of this policy and our procedures.
- Providing information about the policy to all workers.
- Training Managers and Supervisors to recognise symptoms of work related stress.
- Ensuring that the policy is adopted and followed.
- Ensuring employees know what to do if they suspect they, or a colleague, are suffering from stress.
- Providing counselling or occupational health services and support.
- Monitoring and reviewing the policy and procedures; using our experience of operating these arrangements we aim to make improvements to the way we manage ill health caused by work related stress.

The personnel responsible for monitoring and implementing the above policy are identified in the Responsibility Table of our Health and Safety Policy.

# STRESS IN THE WORKPLACE

## Action Plan

**To protect our workforce from ill health caused by work related stress we need to;**

1. Assess our work activities to identify where and when workers or others may experience unacceptable levels of work related stress.
2. Prepare a stress policy and plan of action when a worker is identified as suffering ill health on account of work related stress.
3. Involve the workforce in developing the policy and plan of action.
4. Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice.
5. Consider among other issues;
  - a. **The outward signs of stress;**
    - i. emotional. Fatigue, anxiety, poor motivation in general.
    - ii. cognitive. Making mistakes, having accidents.
    - iii. behavioral. Deteriorating relationships with colleagues, irritability, indecisiveness, absenteeism, excessive smoking or drinking, overeating etc.
    - iv. physiological, Increased complaints about health - headaches, dizziness etc.
  - b. Stress risks assessments.
  - c. Support to an employee who is experiencing stress whether work related or not e.g. following a bereavement or separation.
  - d. The effect of new or changed roles without adequate training.
  - e. The effect of poor communication during times of change
  - f. Excessive workloads, long working hours, unsocial hours.
  - g. Working alone
  - h. Employees having to cover for the poor performance or attendance of colleagues.
  - i. Do employees have developmental opportunities.

- j. Bullying and harassment by Managers, Supervisors and colleagues.
6. Develop procedures, programmes and practices tailored to our workplace.
  7. Make sure that Managers and Supervisors understand the policy and procedure. Consider whether they need any training.
  8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
  9. Implement the policy and procedure and ensure that it is followed in practice.
  10. Monitor and review the operation of the policy and procedure from time to time and following any case of ill health caused by work related stress, making changes to the procedure identified as necessary or beneficial.

## AGGRESSION AND VIOLENCE

We recognise that we have a duty to take action to reduce so far as is reasonably practicable the risk of aggression and violence to our workforce whilst at work which arise from clients and/or the nature of our work.

### **We do this by:**

- Nominating senior staff members to consider and manage the issue of aggression and violence at work.
- Developing and implementing a policy for identifying and managing work where there are risks of aggression and violence.
- Involving our workforce in the development of this policy and our procedures.
- Providing information about the policy to all workers.
- Training Managers and Supervisors to recognise work activities and locations where there are higher than normal risks of work related violence and aggression.
- Ensuring that the policy is adopted and followed.
- Ensuring employees know what to do if they suspect they, or a colleague, are under threat of violence or aggression at work.
- Providing counselling or occupational health services and support.
- Monitoring and reviewing the policy and procedures; using our experience of operating these arrangements we aim to make improvements to the way we manage the risk of injury or ill health caused by work violence and aggression.

The personnel responsible for monitoring and implementing the above policy are identified within the Responsibility Table of our Health and Safety Policy.

# AGGRESSION AND VIOLENCE

## Action Plan

**To protect our workforce from injury or ill health caused by violence and aggression at work we need to;**

1. Assess our work activities to identify where workers may be subjected to violence or aggression from clients or other people as a result of their work activities.
2. Prepare a policy and plan of action to deal with aggression and violence at work.
3. Involve the workforce in developing the policy and plan of action.
4. Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice. Take advice from the Police.
5. Consider among other issues;
  - a. Recognising where and why workers may be at risk.
  - b. Systems to allow the reporting of aggression and threats of violence at work.
  - c. Handling incidents – calling the police.
  - d. Security screens and alarms.
  - e. Workplace layout – make it difficult for aggressors to reach workers.
  - f. Lone working and security for workers off site.
  - g. Training workers to identify the early signs of aggressive behaviours and conflict management techniques.
  - h. Counselling.
  - i. Special arrangements for dealing with clients and people known to be aggressive or a risk to staff.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Record details of our assessment, the controls in force and additional measures planned.
8. Make sure that Managers and Supervisors understand the policy and procedure. Consider whether they need any training.
9. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.

10. Implement the policy and procedures and ensure that it is followed in practice.
11. Monitor and review the operation of the policy and procedure from time to time and following any case of injury or ill health caused by aggression or violence at work, making changes to the procedure identified as necessary or beneficial.



## **ASBESTOS AT WORK**

### **Duty to Identify, Control and Manage**

Although our premises were built before 2000 we have not had an Asbestos Survey carried out to confirm the absence or identify the presence of asbestos containing materials (ACMs) in the building structure. We operate on the basis that whenever building and maintenance work that involves the building structure is carried out the work area is specifically and formally assessed for the presence of ACMs.

In the course of our business, due to the nature of our work, our employees are also at risk of exposure to asbestos or ACMs at our clients' worksites.

We need to control this potential hazard and we do this by;

- Making information about the presence of ACMs on our premises available to our workforce.
- Developing an Asbestos Management Plan.
- Arranging work activities to avoid the disturbance of ACMs.
- Making sure that our workers are trained and able to assess and identify materials that might contain asbestos, and that they know what to do if they come across them.
- Seeking, as a matter of course, information from businesses on whose premises or on whose behalf we work about the potential presence of asbestos containing materials and their Asbestos Management Plan.
- Nominating senior staff members to manage this process and to develop and implement procedures, Safe Systems of Work and control measures.
- Employees and others adhering to the contents of procedures, control measures and Safe Systems of Work.
- Employing competent trained personnel.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from asbestos.

The personnel responsible for the asbestos register and all of the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# ASBESTOS AT WORK

## Duty to Identify, Control and Manage

### Action Plan

**To protect our workforce from the risk of exposure to asbestos from asbestos containing materials whilst at work we need to;**

1. Make sure that all ACMs on our worksite are marked and that our workforce is aware of their presence.
2. Develop an Asbestos Management Plan. Explain its contents to our workforce and make it available to any contractors who come onto our premises to work.
3. Ask our clients for an Asbestos Management Plan or similar information, at all other business premises where we work and where asbestos containing materials may be present.
4. In every case we need to assess the risks to our workforce and others. Make sure positive information and a safe system of work are given to our workforce.
5. When developing an Asbestos Management Plan consider:
  - a. Leaving it alone and marking its presence.
  - b. Sealing or protecting it and marking its presence.
  - c. Repairing damaged materials, sealing them and marking their presence.
  - d. Stripping out and removing the ACMs.
6. Make sure that all our trade workers are trained and able to spot potentially asbestos containing materials – especially when working in domestic situations.
7. Authorise our workers to stop work and call for advice when they discover materials that they suspect of containing asbestos.
8. Use licensed contractors for work involving the protection and removal of damaged ACMs.
9. Explain our arrangements to supervisors and workers and inform any person likely to disturb asbestos or ACMs of its location. Ensure they are understood.
10. Provide training where required and information for staff nominated with responsibility.
11. Implement the procedure and ensure that it is followed in practice.
12. Monitor and review the condition of known ACMs from time to time; taking action to deal with any damage that is observed.

13. Amend the asbestos survey whenever asbestos containing materials are removed and if other previously unrecognised ACMs are found.
14. Review the operation of this procedure at least annually.



## **BUILDING SERVICES**

We have a duty to protect our employees and others from the risks of injury if adequate controls are not in place and maintained for basic building services such as gas, electricity, oil, telephones, clean and waste water.

### **We do this by:**

- Nominating senior staff members to reduce the risks posed by the services.
- Making an assessment of the risks from the services to our workforce and others.
- Developing and implementing sufficient control measures to identify all of the major services in the workplace e.g. gas, electricity, water etc.
- Ensuring that the management of the control measures relating to services are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from building services.

The personnel responsible for above measures are identified within the Responsibility Table of our Health and Safety Policy.

# BUILDING SERVICES

## Action Plan

**To protect workers from risks posed from building services we should have:**

1. Identified where and when workers or the public may be exposed to the risks from building services.
2. Identified the control measures already in place and any additional measures that may be required.
3. Considered issues including;
  - a. The identification of all major services.
  - b. A suitable and sufficient safe system of isolation.
  - c. The presentation of this information (a simple plan located alongside any emergency alarm evacuation control zone panel etc.).
  - d. Ensuring the emergency services can be made aware of this information.
  - e. Is all gas work carried out by a competent person, with membership of an approved trade association?
    - In the United Kingdom this is the Gas Safe™ Register.
    - In the Republic of Ireland this is the Register of Gas Installers of Ireland (RGII) scheme.
    - Elsewhere gas engineers should be registered with GasSafe™
4. Is all electrical work carried out by a competent person, with membership of a recognised electrical trade association?
5. Made sure that Managers and Supervisors understand the procedures and arrangements. Considered whether they need any training.
6. Explained our system and arrangements to the workforce. Ensured they are understood and provide further training where necessary.
7. Implemented the procedure and ensure that it is followed in practice.
8. Monitored and reviewed the operation of this procedure from time to time and made changes to the procedure identified as necessary or beneficial.

## **NEW AND EXPECTANT MOTHERS**

We have a duty to protect the health of new and expectant mothers from hazards that might be present in the workplace. We also have a duty to assess the risks to women of child bearing age from our activities and inform them of any potential risks that might affect a pregnancy.

### **We do this by:**

- Nominating senior staff members to identify and assess the hazards which pose risk to new and expectant mothers.
- Developing and implementing systems and procedures that will protect all women of child bearing age from risks to unborn children.
- Developing and implementing systems and procedures that will protect new and expectant mothers and their children from hazards and risks in our workplace or risks from the work activity.
- Considering the personal needs of each new and expectant mother.
- Ensuring that the assessments are sensitively carried out by competent, trained personnel.
- Implementing the findings of each assessment.
- New and expectant mothers and other workers following agreed procedures and control measures.
- Recording our assessments and agreed plans.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage potential risks to new and expectant mothers.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy

# NEW AND EXPECTANT MOTHERS

## Action Plan

**To protect the health of new and expectant mothers and women of child bearing age we should;**

1. Assess the risks that our business activities may have on women of child bearing age and any potential foetus.
2. Inform the workforce of those risks.
3. Reduce those risks so far as is reasonably practicable.
4. Assess the risks to any worker who notifies us that they are pregnant or are returning to work after having given birth.
5. Consider factors such as;
  - a. Substances to which they might be exposed.
  - b. The size and shape of their workstation.
  - c. Environmental factors.
  - d. Ability to stand or sit for long periods.
  - e. Night working.
  - f. Lifting and carrying.
  - g. Noise levels.
  - h. Welfare arrangements.
6. Discuss the results of the risk assessment with the worker.
7. Consider how to reduce risks.
8. Find alternative work for the worker if it is not possible to reduce risks in her current job to an acceptable level. Alternatively give her paid absence from work.
9. Implement our decisions.
10. Make sure Supervisors and other employees are aware and understand the measures to be taken.
11. Review the risk assessment as pregnancy develops or as the pregnant worker makes any concerns or problems known.



## **FIRE SAFETY – ARRANGEMENTS AND PROCEDURES**

We have a legal duty to implement and maintain a fire safety programme, for assessing and controlling the risks from an outbreak of fire and for the provision of fire warnings, firefighting equipment, emergency lighting, emergency signs, adequate means of escape and evacuation procedures. We have put in place arrangements to meet these responsibilities and to identify and reduce the risks associated with fire and emergency situations.

### **Our arrangements consist of:**

- Nominating a 'responsible person' to coordinating fire and emergency arrangements and take responsibility for the completion and regular review of a Fire Risk assessment.
- Identifying fire risks and potential emergency situations and who may be affected.
- Assessing the level of risk and recording the information in the Fire Risk Assessment and emergency plan.
- Implementing procedures and control measures to mitigate the risks posed.
- Liaising with the emergency services, informing them of any workplace or process hazards that have the potential to create fire or emergency situations.
- Developing Safe Systems of Work to reduce the potential incidence of fire and emergency situations.
- Adequate provision of tested and inspected firefighting and warning equipment.
- Practicing and recording fire evacuation procedures.
- Delivering training on the emergency plan, the Fire Risk Assessment and on the use of any firefighting equipment provided.
- Reviewing our system.

We use the experience of operating these systems to make improvements to our safety, health and welfare management system.

The personnel responsible for fire and emergency arrangements are identified within the Responsibility Table of our Health and Safety Policy.

# **FIRE SAFETY - ARRANGEMENTS AND PROCEDURES**

## **Action Plan**

**To protect workers and others from the risk of fire we need to develop a comprehensive fire safety programme. We need to;**

1. Nominate and train a person to be our competent and Responsible Person for fire safety matters.
2. Prepare and maintain an up to date fire risk assessment in respect of our premises and processes. If we have hazards which make our premises high fire risk, we will need to get assistance from experts.
3. Provide and maintain (record details) sufficient and suitable fire alarm systems, means of escape, firefighting equipment, emergency lighting and emergency signs.
4. Develop procedures for the safe and speedy evacuation to a place of relative safety of workers and others in the event of a fire or other emergency.
5. Where appropriate consult with the Fire Service in making these provisions and in developing our site specific arrangements and procedures.
6. Consider;
  - a. Fire prevention. Storage of flammables, waste disposal, open flames etc.
  - b. Potential sources of ignition including use of flammable substances and process related fire hazards.
  - c. Maintenance of fire alarms, smoke detectors, automatic door closers.
  - d. Maintenance of fire doors and escape routes.
  - e. Emergency procedures – fire wardens, fire and evacuation drills, safe assembly points.
  - f. Maintenance of fire extinguishers and firefighting equipment.
  - g. Liaison with fire service and assisting the fire service in the event of a fire.
  - h. Providing and maintaining fire safety signs and notices.
  - i. Record keeping.
  - j. Safe means of shutting down electric, gas and fuel supplies.
7. Always purchase robust equipment suitable for our intended use.

8. Explain the Fire Safety Programme, Arrangements and Procedures to our Managers, Supervisors, workforce and any other people who need to know what they are; landlords, neighbours, visitors, residents etc. Ensure they are understood.
9. Provide training where required and information for staff nominated with responsibilities.
10. Implement the Programme and ensure that it is followed in practice.
11. Carry out fire alarm and evacuation drills to check that the Programme works in practice.
12. Monitor and review the operation of all aspects of the Fire Safety Programme at least twice a year and whenever a fire related incident happens, making changes to the fire risk assessment, arrangements and procedures identified as necessary or beneficial.

## HEALTH AND SAFETY OF VISITORS

We have a duty to ensure the health and safety of members of the public who come into our workplace.

### **We do this by:**

- Nominating senior staff members to identify and risk assess the workplace hazards which pose risk to visitors.
- Making an assessment of the risks to visitors.
- Providing a visitors' book to track visitors present in our premises.
- Developing visitor procedures and control measures.
- Implementing visitor procedures and control measures.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Regularly inspecting the premises to identify any new processes, personnel or changes to the building's structure that could pose new risk to visitors.
- Ensuring employees and others adhere to the contents of procedures, control measures and Safe Systems of Work.
- Providing relevant information and training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks to visitors.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy

# HEALTH AND SAFETY OF VISITORS

## Action Plan

### To protect visitors to our workplace we need to:

1. Assess our work activity to identify where and when the public may be exposed to hazard and risk.
2. Identify risks that visitors might face when at our workplace.
3. Where risks to the health and safety of visitors is identified or reported, assess those risks to identify where control measures are required.
4. Identify any control measures already in place and any additional measures that may be required.
5. Consider among other issues;
  - a. Where visitors go, when they go there, why they go there and what they do when they get there.
  - b. Floor coverings
  - c. Slippery floors
  - d. Chemical hazards
  - e. Electrical hazards
  - f. Condition of stairs etc.
  - g. Machinery hazards.
  - h. Workplace transport.
6. Involve the workforce in making these assessments; use their experience.
7. Develop procedures, programmes and practices for ensuring visitor safety that are tailored to our workplace.
8. Explain these arrangements to the workforce, their Supervisors and Managers. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and whenever a visitor suffers a work related injury, making changes to the procedure identified as necessary or beneficial.

## **HOUSEKEEPING and CLEANING**

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises by keeping it in a clean, tidy and sanitary condition.

### **We do this by:**

- Nominating senior staff members to oversee the provision and management of housekeeping facilities and arrangements. Where necessary, making a risk assessment of the risks posed to our workforce and others from housekeeping activities.
- Developing and implementing cleaning procedures and associated safe systems of work where required.
- Ensuring that competent, trained personnel undertake the management of the policy, cleaning regimes and control measures.
- Carrying out regular housekeeping audits.
- Providing and using personal protective equipment where necessary.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies and procedures.
- Providing instruction and where necessary training which is recorded.
- Regular monitoring and review of our arrangements; to ensure that the workplace is kept clean and that our cleaning arrangements are adequate.
- Employees and others adhering to the contents of the procedures and safe systems of work.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# HOUSEKEEPING and CLEANING

## Action Plan

**To ensure that we keep our workplace tidy and in a clean, sanitary condition we need to;**

1. Assess all areas of the workplace and work activities to determine the cleaning requirements for each area.
2. Devise and implement cleaning plans and schedules for each area; specifying and recording them.
3. In devising these plans consider issues including;
  - a. Floors, stairs, toilets, rest and catering areas, outside paths, roadways and storage areas, etc.
  - b. The contaminant and the most appropriate method for cleaning; vacuum cleaning is better than sweeping
  - c. Dry cleaning or wet cleaning. Wet cleaning may leave slippery floors.
  - d. The source of the contaminant - can it be contained other than by cleaning?
  - e. The frequency of and best time of day for cleaning.
  - f. Waste handling and disposal – offensive, unhygienic, infected, chemical, process etc.
  - g. Warning signs.
  - h. Hazards associated with chemical cleaners.
  - i. Cleaning around potentially hazardous equipment.
  - j. Procedures for cleaning hazardous equipment.
4. Involve the workforce in making these assessments of our needs.
5. Explain these arrangements to the cleaning team, the workforce, their Supervisors and Managers. Ensure they are understood. Provide and record training where necessary.
6. Resource and implement the procedures ensuring that they are followed in practice.
7. Make sure Managers understand the requirements.

8. Monitor the implementation and continuing effectiveness of our procedures to ensure that our workplace is being cleaned properly and adequately.
9. Amend our systems and procedures as necessary in the light of operational experience.



## **PURCHASING**

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises and we have systems in place to protect these groups from any adverse effects of all equipment, supplies and substances that we purchase to support our work activities.

### **Our systems consist of:**

- Nominating senior staff members to identify and manage the organisation's safe purchasing requirements.
- Developing and implementing a purchasing policy, identifying the safest available options.
- Ensuring that this policy is implemented by trained and competent staff.
- Ensuring that the equipment purchased is safe, adequate and suitable for its purpose, and that safety devices and other control measures are fitted.
- Providing adequate and sufficient personal protective equipment to employees.
- Providing relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to our purchasing policy.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# PURCHASING

## Action Plan

**To ensure that we purchase work equipment and substances that are safe, so far as is reasonably practicable, when used by our workers and others we need to;**

1. Identify who in our company is authorised to purchase equipment, supplies and substances. Consider whether they need specific training for certain health and safety conditions.
2. Consider where we buy equipment and substances.
3. Obtain Manufacturer's Safety Data Sheets for the substances we purchase and consider the hazard and risk data provided.
4. When buying equipment specify in purchase orders that it complies with relevant European or National Standards.
5. On receipt of new equipment check that where relevant it bears compliance markings.
6. Involve workers in developing a procedure based on these considerations.
7. Explain these arrangements to our workforce. Ensure they are understood.
8. Provide training where required and information for staff nominated with responsibility.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time, making changes identified as necessary or beneficial.

# WORKPLACE HEALTH AND SAFETY CONSULTATION

We have a duty to consult with our workforce on matters affecting their health, safety and welfare whilst at work. To meet this obligation, we have established a process for Managers to consult with employees and elected safety representatives about work-related health, safety and welfare issues. We also use this system to deliver simple safety messages and rules through short tool-box talks.

## **We do this by:**

- Nominating Supervisors and Managers to organise and hold consultation meetings and tool box talks.
- Arranging scheduled formal consultation meetings or tool box talks between Managers, elected representatives and employees (see also Guidance Note – Workplace Health and Safety Consultation).
- Developing and implementing consultation procedures.
- Implementing and undertaking where necessary a ‘one to one’ consultation process with individual employees. Details of such sessions will be recorded.
- Taking and keeping minutes of consultation meetings, making them available to all staff.
- Being seen to listen and act on issues and concerns raised during ‘one to one’ consultation meetings.

The management and supervisory personnel responsible for implementing and operating this consultation process are identified within the Responsibility Table of our Health and Safety Policy.

# WORKPLACE HEALTH AND SAFETY CONSULTATION

## Action Plan

**To set up a system for consulting with our workforce on health and safety at work matters we need to;**

1. Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to operate the system effectively.
2. Provide suitable training for those who don't.
3. Create the system and make sure it is known to all members of our workforce.
4. Consider as part of the system;
  - a. recognising and involving representatives of the workforce from all levels.
  - b. permitting employee representatives to have time off to attend relevant health and safety training.
  - c. provide training for employee representatives if necessary or beneficial to the process.
  - d. scheduling health and safety as an agenda item for Consultation meetings.
  - e. implementing and undertaking 'one to one' consultation sessions with individual employees.
  - f. formally recording the outcomes of all consultation meetings and retaining these records.
  - g. making the outcomes of consultation meetings available to all those employees affected by them.
5. Explain these arrangements to our workforce. Ensure they are understood.
6. Implement the procedure and ensure that it is followed in practice.
7. Monitor and review the operation of this procedure from time to time to check that our workforce is consulted about health and safety matters that affect them whilst at work.

## **WELFARE, STAFF AMENITIES, REST ROOMS AND THE WORKING ENVIRONMENT**

We are obliged to make and maintain arrangements for welfare and the provision of a safe and healthy working environment for our workforce whilst they are at work. This includes a duty to provide restrooms where work is arduous or conducted in a hostile environment and for the welfare of new and expectant mothers.

### **We do this by;**

- Nominating senior staff members to oversee our provision and maintenance of welfare facilities and a safe working environment.
- Maintaining our workplace including buildings and fixtures in good order and according to required standards.
- Providing welfare facilities that are fit for purpose and include adequate hot, cold and drinking water, sanitary conveniences, hand washing facilities, facilities for meal breaks, sufficient light, heat and ventilation.
- Implementing housekeeping, cleaning and maintenance regimes.
- Providing and recording relevant instruction and training.
- Regular monitoring and review of our arrangements and facilities to ensure that they remain sufficient and are adequately maintained.

The personnel responsible for these measures are identified within the Responsibility Table of our Health and Safety Policy.

# WELFARE, STAFF AMENITIES, REST ROOMS and the WORKING ENVIRONMENT

## Action Plan

**To ensure that we make the proper and necessary arrangements for welfare and to provide a safe working environment for our workforce we need to;**

1. Consider the arrangements we have in place to provide for the welfare of our workforce whilst at work and to provide a safe working environment.
2. Assess the specific welfare arrangements, including rest rooms and catering areas, that we have provided against both minimum legal requirements and what might reasonably be expected by law; particularly where work may be arduous or in a hostile environment.
3. Consider among other relevant issues;
  - a. our worksite, the condition of the buildings;
  - b. temperature, ventilation and lighting in the workplace;
  - c. the use of chemical, biological and radiological substances;
  - d. the condition of floors, walls and ceilings;
  - e. traffic routes;
  - f. sanitary and washing facilities;
  - g. clothing accommodation, changing rooms and rest rooms;
  - h. drinking water and the means for making hot drinks and heating food;
  - i. workers in isolated locations;
  - j. the needs of nursing and expectant mothers;
  - k. the heating and cleaning of rest rooms and welfare facilities.
4. Involve workers in these considerations and in the development and maintenance of facilities and arrangements based on these considerations.
5. Keep a written record of significant assessments, actions identified and taken.
6. Provide information and any necessary training to employees, Managers and any staff nominated with responsibility to ensure that our arrangements and provisions are understood.
7. Monitor welfare arrangements and facilities to ensure that they remain sufficient, are maintained in a good clean condition and are fit for purpose.

## LONE WORKING

Our company has a duty to ensure the safety, health and welfare of our workforce whilst at work. That duty extends to employees who travel during the course of their work and those who work away from our core premises.

### **We do this by:**

- Nominating senior staff members to consider the health, safety and welfare of lone workers.
- Identifying situations where lone working is required which affect our employees.
- Making an assessment of the risks to members of our workforce who are or may become lone workers.
- Developing and implementing control measures and procedures to ensure their health and safety whilst at work.
- Providing sufficient funding support to enable the development and implementation of procedures, risk assessments and control measures.
- Ensuring that procedures and control measures are in place for lone working situations.
- Ensuring that identified equipment needs are met and training on their use is given.
- Ensuring that the content of the procedures and risk assessments are made available to all staff.
- Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from lone working.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# LONE WORKING

## Action Plan

**To protect the health, safety and welfare of our workers who work alone, whether it is because they are a mobile worker, because they work away from our core operating site or for other reasons, we need to;**

1. Identify who among our workforce is or is potentially a lone worker.
2. Assess the risks to those identified as lone workers.
3. Identify the control measures already in place and any additional measures that may be required.
4. Consider, as part of our assessment, issues such as;
  - a. Where they work.
  - b. Are they at risk because they handle cash?
  - c. Are they at risk because they are work at a remote or hazardous location?
  - d. Are they at greater risk because they are working abroad?
  - e. Are they at greater risk in the winter months?
  - f. Are they at risk from a violent client or a member of the client's family?
  - g. Are they likely to cut corners because they are not under direct supervision?
  - h. Are they at risk because of health issues?
  - i. Are they at risk because a significant part of their day is spent driving?
  - j. Are they at risk because they work exceptional hours?
  - k. Are they at risk because they do not have access to welfare or first aid facilities?
  - l. Mobile phone signals.
5. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
6. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.



8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and whenever an employee reports an accident or case of ill health attributable to working alone, make changes to the procedure identified as necessary or beneficial.

## **SUPPLYING AGENCY AND TEMPORARY STAFF**

We have a duty to ensure the health, safety and welfare of agency and temporary staff who work at other company's premises.

### **We do this by:**

- Nominating senior staff members to liaise with the hiring employer and coordinate the selection process of suitable, competent agency staff and temps.
- Identifying any specific risks to these temporary or agency staff whilst they are working at other premises.
- Developing and implementing procedures and control measures necessary to protect the health and safety of temporary and agency to effectively control the risk posed.
- Assessing the abilities and health and safety of each agency or temporary worker at work in the job for which they are employed.
- Ensuring that any assessment of these people is carried out by competent, trained personnel.
- Ensuring that all workers including the agency or temporary workers are aware of the procedures and measures that apply to agency and temporary staff.
- Ensuring that agency staff and temporary workers comply with our specific company rules.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks to agency and temporary workers.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# SUPPLYING AGENCY AND TEMPORARY STAFF

## Action Plan

**To protect the health, safety and welfare of agency and temporary staff who work for us we need to:**

1. Assess the hirer's work activity to identify where and when agency or temporary workers may be at risk.
2. Where risks are identified make an assessment of those risks identifying control measures that should be in place.
3. Identify the control measures already in place and the additional measures that may be required.
4. Ask to view Method Statements, Safe Systems of Work and risk assessments as applicable, as well as any accident or illness reports. Check to ensure that the company has a valid Employers' Liability Insurance Certificate and Health and Safety Policy.
5. Consider among other issues;
6. language issues.
7. cultural differences.
8. training.
9. how will you check the equivalence of an offshore qualification?
10. are suitable and sufficient trained first aid assistance, trained first aiders and first aid supplies, available at all times?
11. Involve the workforce in making these assessments.
12. Explain these arrangements to the workforce, their Supervisors and Managers. Ensure they are understood and provide further training where necessary.
13. Implement the procedure and ensure that it is followed in practice.
14. Monitor and review the operation of this procedure from time to time and whenever an agency or temporary worker suffers injury or work related ill-health, making changes to the procedure identified as necessary or beneficial.

## WORKPLACE SIGNS

Where it is appropriate we have a legal duty to display safety signs to warn our workers and others of hazards that may be present in our workplace.

### **We do this by:**

- Nominating senior staff members to consider and identify where we need to use safety signs.
- Identifying and implementing procedures for the purchase and installation of signs.
- Ensuring that signage is adequate for its purpose and it is maintained and checked.
- Ensuring that assessments of our requirements are made by competent, trained personnel.
- Ensuring that workplace signs are adhered to.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the use of safety signs.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# WORKPLACE SIGNS

## Action Plan

**To protect the health, safety and welfare of our employees and others from the hazards and risks present in our workplace we need to use safety signs as a way of warning personnel that those hazards exist. We need to;**

1. Identify where on our worksite hazards exist that need to be marked with warning signs.
2. Identify signs already in place and any additional signs that may be required.
3. Consider, as part of our assessment, issues such as;
  - a. Where prohibition signs should be used.
  - b. Where signs should be used as a caution.
  - c. Where signs should be used to require positive action.
  - d. Where signs are required to indicate a mandatory action.
  - e. Whether signs are made, coloured and displayed according to legal requirements.
  - f. Replacement of damaged signs – now and in the future.
4. Involve our workforce in developing these arrangements and systems.
5. Keep a written record of assessments and decisions made.
6. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain decisions to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure and the provision of signs from time to time.

## OCCUPATIONAL ROAD SAFETY

We have a duty to continue to manage, so far as we can, the health, safety and welfare of our workforce when they are away from our premises and travelling in the course of their work.

### **We do this by:**

- Nominating senior staff members to identify and manage the potential hazards to our workforce when driving in the course of our business.
- Assessing the risks to our workforce from driving in the course of our business.
- Developing and implementing policies and procedures.
- Ensuring that the vehicles are suitable and sufficient for their intended use and that they are maintained at their specified service intervals or when faults are identified.
- Ensuring that all vehicles are properly insured, taxed and Ministry of Transport tested, prior to road use.
- Ensuring that any risk assessments are undertaken by competent and trained personnel.
- Employees and Supervisors following our policies and procedures.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks associated with occupational road use.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# OCCUPATIONAL ROAD SAFETY

## Action Plan

**To ensure the safety of our employees whilst travelling by road in the course of our business (and to protect others who might be affected by their actions) from the hazards and risks surrounding occupational road safety we need to;**

1. Assess our work activity to identify where and when workers may be exposed to hazards and risks on account of occupational road use.
2. Assess specific occupational road use risks to our workforce.
3. Involve the workforce in these assessments and in the identification of appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to government and road safety organisations' published guidance.
5. Consider among other issues;
  - a. Working Time regulations.
  - b. Statutory limitation of commercial vehicle drivers' hours.
  - c. The positioning and security of loads – in cars, vans and large goods vehicles
  - d. The length of the working day when hours driving to and from a job, visit, training course etc. is added to the time spent on the task.
  - e. Schedules that don't require excessive speed and allow time for rest breaks.
  - f. Weather conditions.
  - g. Allowance for rest breaks.
  - h. Policy on overnight stays.
  - i. Advanced driver training.
  - j. Suitability of vehicles.
  - k. Vehicle maintenance.
6. Develop procedures, programmes and practices tailored to our workplace.

7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident or injury related to occupational road use, making changes to the procedure identified as necessary or beneficial.



## OFFICE EQUIPMENT

We have a duty to protect our employees and other people who use our premises from the risks associated with the use of office equipment.

### **We do this by:**

- Nominating senior staff members to consider the safety implications of our use of office equipment.
- Making an assessment of the risks from our use of office equipment.
- Developing and implementing procedures, control measures, policies and Safe Systems of Work.
- Ensuring that office equipment is properly maintained.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the safety of office equipment.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# OFFICE EQUIPMENT

## Action Plan

**To protect workers and others from the risks of using office equipment we need to:**

1. Consider our activities and identify where and when workers may be exposed to risks to their health and safety from the use of office equipment.
2. Assess the risks from that use of office equipment, identifying control measures already in place and any additional measure that may be required to avoid risk.
3. Consider relevant issues including:
  - a. The competence and training of workers who use office equipment.
  - b. Who does what when the equipment goes wrong?
  - c. Are any young workers likely to use office equipment? Are any special precautions needed?
  - d. Are manufacturers' instructions followed?
  - e. The maintenance of office equipment.
  - f. The location of office equipment.
4. Purchase robust equipment suitable for the work and environment in which we require it to be used.
5. Develop a procedure based on these considerations.
6. Keep a written record of any significant risk assessments and the control measures and systems of work adopted.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain our procedures and arrangements to our workforce. Ensure they are understood and provide training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any accident or incident, making changes identified as beneficial or necessary.

## PERSONAL PROTECTIVE EQUIPMENT

Where the protection of the health, safety and welfare of our workforce and others who may be affected by our work activity can only be achieved by the issue of personal protective equipment we have a duty to provide such equipment as is necessary.

### **We do this by:**

- Nominating senior staff members to coordinate the management of work related health and safety issues.
- Reviewing our arrangements and procedures for the management of hazards and risk to identify where existing controls are not sufficient to protect workers or others from the risk of ill health.
- Identifying where personal protective equipment (PPE) are required to reduce risk to an acceptable level or provide further protection.
- Assessing the suitability and adequacy of the PPE supplied for use.
- Explaining the need for and the correct use of PPE to the workforce.
- Making sure that Managers and Supervisors know why and when PPE is required.
- Managers and Supervisors ensuring employees and others wear PPE in designated areas.
- Providing facilities for storage, cleaning, maintenance and replacement of PPE.
- Providing and recording relevant training.
- Monitoring and reviewing the policy and procedures; using our experience of operating these arrangements we aim to continuously improve and reduce the incidence of work related ill health.

The personnel responsible for monitoring and implementing the use and issue of personal protective equipment are identified within the Responsibility Table of our Health and Safety Policy.

# PERSONAL PROTECTIVE EQUIPMENT

## Action Plan

**To protect the health, safety and welfare of our workforce and others who may be affected by our work activity by the issue of personal protective equipment we need to;**

1. Assess our work activities to identify where and when workers or others may be exposed to risks to health that are not adequately controlled at source.
2. Where risks are identified - carry out an assessment of the risks to our workers and others.
3. Involve the workforce in these assessments.
4. Identify the control measures already in place and any additional measures that may be required before the use of PPE is adopted. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
5. Remember that the issue of PPE should only be considered when we are unable to control the hazard and risk by other reasonably practicable means.
6. Consider among other issues;
  - a. Elimination of the hazard.
  - b. Control of the hazard, extraction, dilution, dampening etc.
  - c. Adequacy of PPE.
  - d. Fitting of PPE to the individual user.
  - e. Storage facilities.
  - f. Arrangements for cleaning, repair and replacement.
  - g. Training for correct use, cleaning etc. Supervisors and users.
  - h. Supervising use.
  - i. Signs for area where the use of PPE is required.
  - j. Records of training, issue and replacement.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.

10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health caused by inadequate or failure to use PPE, making changes to the procedure identified as necessary or beneficial.

## PEST CONTROL

We have a duty to protect the safety, health and welfare of our employees and others who enter our premises from the hazards and risks that arise because of pest infestations on our premises and pest control measures.

### **We do this by:**

- Nominating senior staff members to control the incidence of pests within our work premises, to minimise the risk posed by pests.
- Identifying and implementing control measures, developing procedures and Safe Systems of Work.
- Ensuring that where relevant pest control work is undertaken by competent, trained personnel, using the correct personal protective equipment.
- Ensuring that the safest option or substance is used to control pests.
- Inspections carried out by competent accredited persons to determine the levels of pests affecting our premises ensuring that any pest control work is subject to Safe Systems of Work and suitable control measures.
- Employees and others adhering to procedures, control measures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from pest control activities.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# PEST CONTROL

## Action Plan

**To protect the health, safety and welfare of our workers from the risks that arise because of pest infestations and pest control measures we need to;**

1. Assess the specific hazards and risks to the health, safety and welfare of those at work from pest infestations and pest control measures
2. Consider the arrangements we have in place to protect the health, safety and welfare of those workers exposed to pest infestations and involved in pest control measures.
3. Consider among other relevant issues;
4. the nature of the pest problem;
5. hazards from the pest;
6. why there is a problem;
7. potential food sources;
8. potential sources of bedding/nesting material;
9. physical controls;
10. use of d-i-y pesticides;
11. pesticide contractors;
12. placement of pesticides;
13. Involve workers in developing a procedure based on these considerations.
14. Explain these arrangements to our workforce and ensure they are understood.
15. Provide training where required.
16. Provide information and any necessary training for staff nominated with responsibility.
17. Implement the procedure and ensure that it is followed in practice.
18. Monitor and review the operation of this procedure from time to time and after any report of a dangerous incident or a worker suffering injury or ill health at work involving pest infestations or pest control, making changes identified as necessary or beneficial.

## PREMISES

We have a duty to protect our employees and others from the hazards and risks posed by entering our premises and to ensure that our facilities are provided and maintained to an acceptable standard.

### **We do this by:**

- Nominating senior staff members to reduce the risks posed by work in or by use of our facilities.
- Making an assessment of the risks arising from working on our premises to our workforce and others.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to our premises are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks posed.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.



## PREMISES

### Action Plan

**To protect workers and others from the risks associated with our premises we should have;**

1. Completed out a general risk assessment of the facility identifying any hazards that the premises may pose to our employees.
2. Considered;
  - a. Work space – ensuring employees can carry out their tasks without obstruction.
  - b. Sanitary conveniences and washing facilities – must be available within close proximity to the workforce and determined by the number of employees.
  - c. Windows and doors – ensuring these do not pose an obstruction or vision problem.
  - d. Rest areas - provision for employees to be able to eat and drink away from working areas.
3. Provided clean sanitary facilities, a supply of drinking water and rest areas for staff appropriate to the numbers of employees in our workplaces.
4. Ensured that a fire risk assessment has been made and recorded,
5. Arranged for routine testing of the fire alarm system and emergency lighting; ensuring that this is documented.
6. Identified any asbestos present in the premises and maintain an asbestos register; seeking remediation treatment where necessary.
7. Ensured all our insurance liability policies are current and suitable for the premises.
8. Ensured glazing in high risk areas is of a safety material or protected against breakage.
10. Implemented a suitable housekeeping regime that reduces the likelihood of slip, trip and fall hazards occurring on our premises.
9. Considered pedestrian segregation from vehicles, with clearly identified walkways as a means of ensuring pedestrian safety.

## **Working time, night work and SHIFT WORKING**

We have a duty to take account of the hazards and risk of long working hours, night and shift work and to ensure the health and safety of members of our workforce who work at night and on shifts.

### **We do this by:**

- Nominating senior staff members to coordinate and manage hours of work and safe shift working activity on site.
- Identifying the hazards and risks that shift working may pose to our workforce.
- Developing and implementing strategies, procedures etc.
- Ensuring that the development of the strategies and procedures relating to shift working are undertaken by competent, trained personnel.
- Ensuring that Managers, employees and others follow our procedures and rules.
- Providing and recording relevant training.
- Monitoring hours of work and shift work patterns.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from shift working.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# Working time, night work and SHIFT WORKING

## Action Plan

**To set up a system for taking account of the hazards and risk of long working hours, night and shift work and to ensure the health and safety of members of our workforce, including those who work at night and on shifts we need to;**

1. Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to operate the system effectively.
2. Provide suitable training for those who don't.
3. Create the system and make sure it is known to all members of our workforce.
4. Consider as part of the system issues including;
  - a. The well-being of workers employed to work on shift systems which start or finish beyond the normal working day.
  - b. Whether any of our workers are particularly vulnerable, e.g. young people, older people, new and expectant mothers.
  - c. Whether health surveillance may be necessary or desirable.
  - d. Whether early finishes or late starts put workers at additional risk from break-in or robbery.
  - e. First aid cover, emergency cover.
  - f. Security, lighting.
  - g. Senior management availability.
  - h. Welfare facilities, temperature, food, drink etc.
  - i. Communications - shift to shift issues and problems.
  - j. Shift handover arrangements.
5. Involve workers in developing procedures based on these considerations.
6. Keep a written record of significant risk assessments, the control measures and systems of work adopted.
7. Make sure that Managers and Supervisors understand the procedures. Consider whether they need any training.
8. Explain these arrangements to our workforce. Ensure they are understood and provide training where necessary.

9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any report of a worker developing or suffering ill health as a result of long working hours or shift work, make changes identified as necessary or beneficial.

## **PROJECT SAFETY FOR TRAVELLING AND MULTI-SITE WORKERS**

To enhance the safety of our workforce and others, we implement effective methods to reduce the risks to those who work away from our home base at any number of different work-sites.

We ascertain, so far as we are able, the hazards and risks that will be faced at these remote work-sites so that they can be taken into account in our planning and in instructions to our workforce. We also train our workforce to be able to identify hazards and risks of which we may not initially be aware and to act accordingly, including seeking advice from managers.

### **We do this by:**

- Nominating senior staff members to coordinate and plan work which is to be completed at other sites.
- Requesting and reviewing the suitability and adequacy of the health and safety arrangements and documentation for each location.
- Considering the hazards and assessing the risks at each site and taking them into account when preparing work instructions, procedures and method statements.
- Ensuring that our workforce is trained to recognise the hazards and risks that are likely to arise in the course of their work and know how to avoid them.
- Ensuring that our clients are aware of the procedures and risk assessments for any of our work processes that may affect them.
- Ensuring that our workers follow both our procedures and any that are required by our clients.
- Ensuring that any equipment used is inspected and tested at frequencies defined within current legislation and evidence of this can be supplied.
- Regular review of our systems and any injuries or incidents that have arisen.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# PROJECT SAFETY FOR TRAVELLING AND MULTI-SITE WORKERS

## Action Plan

**To ensure the safety of our employees and others when our workforce is working away from its home-base we need to be sure that we and they are able to control any health and safety risks arising from their work. We need to;**

1. Assess the hazards and risks to our workforce that may be faced whilst they are working at client premises.
2. Assess the hazards and risks to others that our presence may create.
3. Involve the workforce and clients (as appropriate) in these assessments and in the identification of effective control measures.
4. Identify the control measures already in place and any additional measures that may be required.
5. Consider among other issues;
  - a. Have we obtained sufficient information about the risks at the premises where we will be working?
  - b. Do we need to complete a pre-works site survey?
  - c. What will our employee(s) be doing? Where will they be doing it and when?
  - d. Does this them at risk? Will our processes put the client or their staff at risk?
  - e. Should we work only when the client's workforce is not present?
  - f. The presence of asbestos.
  - g. Will sufficient equipment be available to complete the work safely?
  - h. Are the workers trained and competent?
  - i. Will the workers receive site inductions and understand rules, instructions and relevant safety signs?
  - j. Who will coordinate and manage our workers whilst on site?

6. Develop procedures, practices and method statements for working on other sites; making sure that the specific hazards and risks at each site are taken into account.
7. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
8. Make sure the workforce knows what to do should they face unexpected hazards and risks in the course of their work.
9. Make sure that Managers and those supervising the work understand the procedures and arrangements. Consider whether they need any training.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health, making changes to the procedure identified as necessary or beneficial.

## CONTRACTOR CONTROL AND MANAGEMENT

To enhance the safety of our workforce and others, we implement effective methods to reduce the risks presented by the use of contractors and subcontractors.

We ascertain the competence of contractors and subcontractors and ensure our employees and others are adequately protected from the risks posed by situations where these groups are engaged and put systems into place to achieve this.

### **We do this by:**

- Nominating senior staff members to coordinate and plan the selection of suitable, competent contractors or subcontractors.
- Requesting and reviewing the suitability and adequacy of the health and safety documentation submitted by the contractor or subcontractor.
- Checking the competence of contractors and subcontractors.
- Requesting a 'method statement' for the work.
- Ensuring that contractors and subcontractors adhere to their method statement and safety documentation.
- Ensuring that the contractors or subcontractors are aware of the procedures and risk assessments for any of our work processes that may affect them.
- Ensuring that contractors and subcontractors comply with our site specific company rules (**Safety Records**).
- Ensuring that any equipment used is inspected and tested at frequencies defined within current legislation and evidence of this can be supplied (**Safety Records**).
- Reviewing our own and contractors' systems.

The personnel responsible for the overseeing of contractors and subcontractors and the measures above are identified within the Responsibility Table of our Health and Safety Policy.



# CONTRACTOR CONTROL AND MANAGEMENT

## Action Plan

**To ensure the safety of our employees and others when we have contractors working on our premises we need to be sure of their ability to control of health and safety from their work. We need to;**

1. Assess the hazards and risks to our workforce that may be created by contractors working on our premises.
2. Assess the hazards and risks to the contractors from their presence on our premises.
3. Involve the workforce and the contractors in these assessments and in the identification of appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance, published Standards, etc.
5. Consider among other issues;
  - a. What will the contractor be doing? Where will they be doing it and when?
6. Does this put any of our staff at risk? Will our processes put the contractor or their staff at risk?
  - a. Should the contractor work only when our workforce is not present?
  - b. What knowledge do we have of the contractor's ability to manage health and safety?
7. Do we need to ask them to complete a pre-contract questionnaire or a method statement for the work?
  - a. Will they provide their own equipment - do they expect to use any of ours?
  - b. Will any plant they bring on site present risk to our workforce?
8. Does the place where the contractors will be working need to be fenced off to protect them from our work activities or vice versa?
  - a. Are their workers trained and competent?
  - b. Will the contractor's workers understand our rules, instructions and signs?
  - c. How well the contractor manages staff working on our site.

9. Develop procedures, programmes and practices for the times when contractors are working on our premises.
10. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
11. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
12. Implement the procedure and ensure that it is followed in practice.
13. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health, making changes to the procedure identified as necessary or beneficial.

## **ACCESS, EGRESS, STAIRS AND FLOORS**

We have a duty to protect the health, safety and welfare of our workforce while at work and others who come onto our premises from the risk of injury due to badly maintained access and exit routes, stairs and floors.

### **We do this by:**

- Nominating senior staff members to be responsible for monitoring and reducing incidents occurring as a result of incidents involving access and egress facilities, including stairs and floors etc.
- Making an assessment of the risks from incidents involving access and egress facilities, including stairs and floors etc.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to slips, trips and falls are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage these risks.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# ACCESS, EGRESS, STAIRS AND FLOORS

## Action Plan

**To protect the health, safety and welfare of our workforce while at work and others who come onto our premises from the risk of injury due to slips, trips and falls we need to;**

1. Consider the nature of our premises and the way we work to identify areas where badly designed or maintained access and exit routes, stairs and floors could create access and egress problems or otherwise obstruct movement leading to employees and others slipping, tripping or falling.
2. Identify the control measures already in place and any additional measures that may be required.
3. Consider issues including;
  - a. Steep stairs, handrails.
  - b. Ramps
  - c. Changes in floor levels
4. Potholes in floors and yard areas.
5. Blind corners
6. Wet and slippery floors
7. Highly polished floors
8. Trailing cables.
9. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
10. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
11. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
12. Implement the procedure and ensure that it is followed in practice.
13. Monitor and review the operation of this procedure from time to time and after any incident involving access, egress, stairs or floors, making changes to the procedure identified as necessary or beneficial.

## **CONTROL OF HAZARDOUS AND NON-HAZARDOUS WASTE**

We have a duty to ensure that we effectively and safely dispose of waste materials and products and control the methods of disposal used so that our workforce and any others who might be affected are not at risk to their health, safety or welfare.

### **We do this by:**

- Nominating senior staff members to control the disposal of waste, both hazardous and non-hazardous wastes, from our work premises to minimise the risk posed.
- Assessing the risks to our workers from the handling and disposal of waste.
- Developing and implementing policies, procedures, Safe Systems of Work and control measures relevant to the control of waste including measures necessary to ensure compliance with environmental legislation.
- Ensuring that waste disposal is undertaken by competent, approved personnel, using the correct personal protective equipment.
- Ensuring that the safest means of disposal is used to protect the environment.
- Employees and others adhering to procedures, control measures and Safe Systems of Work.
- Providing and recording relevant training.
- Regular monitoring and review of our arrangements and facilities to ensure that we continue to manage and dispose of waste, hazardous and non-hazardous, without risks to health or safety.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# CONTROL OF HAZARDOUS AND NON-HAZARDOUS WASTE

## Action Plan

**To ensure our workforce and any others who might be affected are not at risk to their health, safety or welfare from the way we dispose of hazardous and non-hazardous waste materials and products we need to:**

1. Identify where we create waste and rubbish during the course of our business.
2. Assess the hazard that the waste materials may present to people at work and others and the risks they face from it.
3. Identify hazardous and controlled wastes.
4. Consider issues relevant to our workplace including;
  - a. Whether the waste is particularly hazardous because it is a classified chemical substance.
  - b. Whether the waste is hazardous because it is or contains biological agents.
  - c. Whether the waste is hazardous because it is sharp, heavy or flammable.
  - d. How is it stored in the workplace?
  - e. How is it moved about the workplace?
  - f. How is it stored outside the premises? Is it secure? Can the public gain access?
  - g. Is the way we store waste an invitation to an arsonist?
  - h. How can we make the process easier and safer for our workers?
5. Consider how environmental legislation and requirements might impact on health and safety procedures and how the waste is disposed of.
6. Involve workers in developing a procedure based on these considerations.
7. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.

10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time making changes to the procedure identified as necessary or beneficial.

## **CONTROL OF NOISE AT WORK**

We have a duty to protect the hearing of our workforce and others who might be affected by exposure to excessive levels of noise from our work activities.

### **We do this by:**

- Nominating senior staff members to identify where we need to take action and to manage the action we need to take.
- Assessing the risks to employees and others from work related noise.
- Taking measurements of exposure to noise to identify where statutory action levels apply.
- Developing and implementing control measures, strategies, procedures and Safe Systems of Work.
- Undertaking hearing surveillance if identified as appropriate.
- Ensuring that employees and others adhere to procedures and Safe Systems of Work
- Providing adequate personal protective equipment.
- Providing and recording relevant training for employees.
- Ensuring that all items of equipment are suitable for their task and subject to regular maintenance and noise inspections by competent engineers
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from noise.

The personnel responsible for above measures are identified within the Responsibility Table of our Health and Safety Policy.



# CONTROL OF NOISE AT WORK

## Action Plan

**To ensure the safety of our employees and others whilst working in areas where they could be exposed to excessive noise levels we need to;**

1. Assess our work activity to identify where and when workers or others may be exposed to noise levels identified as harmful to hearing.
2. Arrange for measurements of actual noise levels to inform how the issue is managed.
3. Where a risk of hearing damage is identified assess workers' exposure to those noise levels and identify where action is required.
4. Involve the workforce in these assessments and in the identification of noise controls – noise reduction measures and or the use of hearing protection.
5. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
6. Consider among other issues;
  - a. First Action Level, Second Action Level, Peak Exposure Value.
  - b. Regular maintenance of machinery can reduce noise emissions.
  - c. Reduction of noise at source.
  - d. Attach deadening to panels etc. that amplify or reflect sound.
  - e. Install sound absorbing materials.
  - f. Replace ageing noisy equipment with new silenced equipment.
  - g. Isolate noise sources.
  - h. Warning signs
  - i. Audiometry
  - j. Hearing protection.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.

10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and whenever anyone reports hearing damage, making changes to the procedure identified as necessary or beneficial.

## DISPLAY SCREEN EQUIPMENT

We have a duty to protect the safety, health and welfare of our workforce from the risk involved in the use of display screen equipment (DSE).

### **We do this by:**

- Nominating senior staff members to identify and reduce risks from the use of display screen equipment.
- Assessing the risks from display screen equipment to each member of our workforce who uses them.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to the use of display screen equipment are undertaken by competent, trained personnel.
- Providing and using personal protective equipment where appropriate.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from display screen equipment.

The personnel responsible for the DSE assessment process and these measures are identified in the Responsibility Table of our Health and Safety Policy.

# DISPLAY SCREEN EQUIPMENT

## Action Plan

**To protect workers from the risks from display screen equipment we need to:**

1. Appoint a member or members of staff and train them to become a competent assessor for display screen equipment.
2. Assess our work activity to identify where and when workers use display screen equipment.
3. Ensure all display screen users complete a Self-Assessment Questionnaire which can be found in Guidance Note 5-11.
4. Identify any workers with health issues that make them particularly susceptible to problems in using display screen equipment
5. Identify the control measures already in place and any additional measures that may be required.
6. Consider the issues, including;
7. Furniture
8. Screen size
9. Lighting; reflections and glare
10. Rest breaks; rotating work activity
11. Eye sight tests
12. Home and off-site users of display screen equipment
13. Self-assessments and follow-up.
14. Keep a written record of all risk assessments, whether self-assessments or assessments by trained assessors and the control measures and systems of work adopted.
15. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
16. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
17. Implement the procedure and ensure that it is followed in practice.

18. Report any incidence of reportable ill health caused by the use of display screen equipment to the Enforcing Authorities.
19. Monitor and review the operation of this procedure from time to time and whenever an employee develops a display screen equipment related illness, make changes to the procedure identified as necessary or beneficial.

## HOME WORKING

We have a duty to protect our employees from the hazards and risks which may arise when employees work from home.

### **We do this by:**

- Nominating senior staff members to manage and reduce the risks posed from home working.
- Making an assessment of the risks arising from home working to our workforce and others.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the policy, procedures, Safe Systems of Work and control measures relating to home working are managed by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks posed from home working.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# HOME WORKING

## Action Plan

**To protect workers from the risks associated with home working we need to:**

1. When potential homeworkers are identified, assess the suitability of their job and home for 'home working' using 'Form HWVC'.
2. Consider:
3. If the designated home working area is clear from obstructions and tripping hazards.
4. If the equipment (chair, desk, keyboard) is suitable for the user and their activities.
5. If equipment is ergonomically sound for the particular worker.
6. If sufficient storage facilities are available.
7. If lighting is adequate in the working area.
8. Is the temperature in the work area comfortable?
9. Is the area well ventilated?
10. Are all cables and plugs in use in good repair and visually acceptable?
11. Are all items of electrical equipment in good repair and working correctly?
12. Has the home worker had basic manual handling and ergonomics training?
13. First Aid arrangements.
14. Smoke alarms, firefighting equipment and emergency escape plans.
15. Ensure workers have an area in the home designated strictly to their work to help them separate their working area from their leisure activities and home life.
16. Provide suitable IT equipment, some laptop and portable computers may not be suitable for home use.
17. Make sure homeworkers are properly managed.
18. Encourage home workers to report all accidents/incidents whilst working from home to their Supervisor as soon as practicable. Supervisors should ensure that the accident and incident report form is completed.
19. Ensure records of risk assessments, workplace inspections, remedial actions taken, training provided and scheduled communications are kept for a minimum of 3 years.

## LEGIONELLA CONTROL

We have a duty to protect the health of our workforce and others affected by our activities from the risk of infection by Legionella Pneumophila from our hot water and cooling systems. We have to assess the risk of infection and attempt to eliminate that risk or implement suitable control measures.

### **We do this by:**

- Nominating senior staff members to manage water sources within our premises and to reduce the risks posed by legionella.
- Making an assessment of the risks from legionella to our workforce and others.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to Legionella are undertaken by competent, trained personnel.
- Ensuring that the correct testing and treatment regimes are implemented and recorded in accordance with prescribed legislation.
- Providing and using personal protective equipment.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from legionella. The personnel responsible for the above measures are identified in the Responsibility Table of our Health and Safety Policy.



# LEGIONELLA CONTROL

## Action Plan

**To protect the health of our workforce and others from the risks of Legionella Pneumophilia from our hot water and cooling systems we need to;**

1. Appoint a responsible person to coordinate our approach and take day-to-day responsibility for the control and identification of risks from legionella.
2. Ensure that they have sufficient information, training and competence for the task.
3. Consider our activities and identify where and when workers and others may be exposed to the risk of legionella infection.
4. Assess our hot water and cooling systems for risks to health.
5. Consider if exposure can be eliminated; or how to control and manage the continuing risks.
6. Identify any control measures already in place and any additional measures that may be required to avoid or reduce risk.
7. Considerations should include;
  - a. Do we have any cooling towers; are they open or closed?
  - b. Do we have extensive hot water systems?
  - c. Do we store hot water above or below 60°C?
  - d. Does the hot water system have any 'dead legs' or rarely used outlets?
  - e. Have we tested for the presence of legionella? Who makes the tests, how often?
  - f. Are the testers competent and the results valid?
  - g. Do we treat the water systems to control legionella?
  - h. Can we eliminate the risks? How should we control the risks?
8. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
9. Develop a procedure based on these considerations.
10. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.

11. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
12. Implement the procedure and ensure that it is followed in practice.
13. Report any incidence of legionella to the Enforcing Authorities.
14. Monitor and review the operation of this procedure from time to time and whenever an employee develops legionella, and make changes to the procedure identified as necessary or beneficial.

## **OCCUPATIONAL HEALTH and HEALTH SURVEILLANCE**

We have a duty to ensure the health and wellbeing of our employees who may be affected by the incidence of ill health arising from their work activities. We shall implement systematic, regular and appropriate procedures to detect early signs of work-related ill health among employees exposed to certain health risks; and acting on the results.

### **We do this by;**

- Nominating senior staff members to coordinate and manage health surveillance screening programmes.
- Developing and implementing strategies, procedures etc.
- Ensuring that the development of the strategies and procedures relating to health surveillance are undertaken by competent, trained personnel.
- Ensuring that Managers, employees and others follow our procedures and rules.
- Providing and recording relevant training.
- Recording Health Surveillance.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we coordinate health surveillance.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

# OCCUPATIONAL HEALTH and HEALTH SURVEILLANCE

## Action Plan

### To set up a health surveillance system we need to;

1. Consider our activities and identify where and when workers may be exposed to health risks.
2. Risk assess that work, identifying if any exposure is above the limit value or the action value set by law.
3. Where exposure is above the exposure limit take immediate steps to reduce exposure to below the limit value.
4. Consider issues including:
  - a. Are any groups or individual workers at particular risk?
  - b. Health Surveillance is normally required for exposure to
    - a. Chemical hazards - dusts, fumes, solvents, liquids or gases.
    - b. Biological hazards - bacteria, viruses, animals, plants and food stuffs.
    - c. Physical hazards - musculoskeletal injuries, noise, vibration, extreme heat and cold
    - d. Stress - excessive workloads and tasks which affect their emotions
    - e. Asbestos, lead, work in compressed air
  - c. What is the level of surveillance required?
    - a. A 'responsible person' looking for a clear reaction where someone is working with something that could harm their health, e.g. for dermatitis, checking for skin damage on hands where solvents are being used.
    - b. A 'qualified' person asking employees about symptoms of ill health or inspecting or examining individuals for signs of ill health, e.g. conducting a hearing test, or a lung function test.
    - c. Medical surveillance by a doctor, which can include clinical examinations to look for a reaction from exposure to some chemicals.
    - d. Keeping confidential individual health records where required
    - e. Are baseline health assessments required when a person takes up or changes job?

5. Explain these arrangements to our workforce. Ensure they are understood.
6. Provide training where required and information for staff nominated with responsibility.
7. Implement the procedure and ensure that it is followed in practice.
8. Report cases of whole body vibration which result in a worker being unfit for work and which are confirmed by a medical practitioner to the Enforcing Authority.
9. Monitor and review the operation of this procedure from time to time making changes identified as necessary.

