

# The Hamlet

Overcoming Barriers, Creating Opportunities  
for Children and Adults with Disabilities

## Health and Safety Policy & Arrangements

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## DOCUMENT CONTROL AND REVISION

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2	April 2018	1.20 Amendment	New ladder classifications Dec 2018
3	May 2018	Annual Review	No changes required
4	May 2019	Annual Review	Legislation update
5	June 2020	Annual Review	No changes

## GLOSSARY OF ACRONYMS

The Company	-	The Hamlet Centre Trust Registered Charity No: 1000653
BOSSLTD	-	Bolt On Safety Services Ltd
HSE	-	Health and Safety Executive
HASWA	-	The Health & Safety at Work Act 1974

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### THE HAMLET CHARITY

Our business is a unique charitable operation that provides the latest daycare, support and educational elements to adults and children with disabilities and complex health needs. Our day to day business is to provide facilities of education, care, comfort and encourage interaction with staff and other students as well as being part of our local community.

We believe in investing in people and constantly have our staff trained & re-trained in line with the latest industry standards and techniques. Our modern care facilities enable our clients to visit us and stay for up to 6 hours per day within the local environment of Norwich.

Our 3 premises are all located within a 2-mile radius of Norwich city centre, Ella Road & Johnson Place. Each facility has monitored access, reception areas and escorted visitor facility. Temporary venue during Covid pandemic at The Space Roundtree Way.

The Hamlet Charity pride themselves on providing the best care whilst students are on site, care provided by the most courteous staff, trained to the highest standards.

Activities range from play, education, sensory rooms, guided cooking and the latest technology. Adults and children can participate at their own levels whilst being encouraged to gain more understanding.

From here on in The Hamlet Charity may also be referred to as 'the Company'.

The company directly employs over 100 staff, in Senior Managerial, supervision, administrative positions and staff on temporary and full-time contracts, as well as volunteers. All persons will be referred to in this policy as 'staff', who carry out the operational works within the business.

This document is the Health & Safety Policy and Procedures for works carried out by, or on behalf of, the company. The document contains the procedures that need to be followed to ensure the continued health, safety and welfare of its employees and staff, whilst continuing to comply with the legislation that governs the work we undertake.

This is a comprehensive document that comprises of the following three sections:

- The Health & Safety Policy Statement.
- The Organisational Duties.
- The Companies Policies and Procedures.

**Health & Safety Policy Statement** – A general statement of the intentions of the board of Trustees in respect of health and safety. The policy statement is signed and dated by the Chief Executive therefore indicating that health and safety is highly regarded, and that commitment comes from the 'top'.

**The Organisational Duties** – This section commences with a chart showing the safety structure of the company that is then followed by a list of individual responsibilities of personnel and sub-contract staff.

**Procedures or 'Arrangements'** – This section will contain procedures that need to be followed by all levels of management to ensure the company complies with current legislation and reduce the risk to all persons who may be affected by the works carried out on its behalf.

In order to reduce accidents and incidents, all personnel must adhere to the policies whilst carrying out the company's undertakings. Where help is needed, the company engages the services of our appointed Health & Safety Consultants Bolt On Safety Services Ltd.

Pauline Morgan accepts that she has overall responsibility for health and safety. This is reflected in the Company Organisation Chart where the title is 'Chief Executive Responsible for Health and Safety'.

## 1.2 HEALTH & SAFETY POLICY STATEMENT

In Compliance to (inter alia): The Health & Safety at Work etc. Act 1974, The Management of Health & Safety at Work Regulations 1999, The Workplace (Health, Safety & Welfare) Regulations 1992 and The Health & Safety (Consultation with Employees) Regulations 1996.

The Trustees and senior management at the company regard health & safety as an extremely important priority for the company. We are committed, through strong visible leadership and engagement with the workforce, in the promotion and achievement of safe and healthy conditions and the formal assessments of our performance to create an incident free environment where accidents are eliminated, and health is protected. This applies to all employees, contractors, volunteers and members of the public who may be affected by the activities of the company.

Every employee has an obligation to take reasonable care for their safety and for the safety of other people who may be affected by their acts or omissions. They are also obliged to co-operate with their employer in respect of matters concerning health and safety. The involvement and co-operation of employees at all levels is essential for the effective implementation of this policy.

We shall achieve this by:

- Providing adequate control of health and safety risks arising from our work activities.
- Providing a safe working environment.
- Consulting with our employees on matters affecting their health and safety.
- Enable employees to raise issues relative to Health and Safety
- Encouraging positive participation from our employees to promote health and safety standards.
- Providing and maintaining safe work equipment.
- Ensuring the safe handling and storage of substances.
- Provide appropriate welfare facilities for all employees.
- Provide such information, instruction, training and supervision as is necessary to enable the safe performance of work activities.
- Ensuring all employees are competent to carry out their tasks and provide adequate training to cover any skills gaps.
- Providing new employees with adequate induction training prior to commencing work.
- Preventing accidents and work-related ill-health.
- Maintaining safe and healthy working conditions.

Promote and encourage mutual respect for people involved in our work activities and, also in the communities in which we work.

To assist us in meeting our legal and moral requirements, we are undertaking some internal training to ensure that all matters affecting the health, safety & welfare of those persons coming under our control and all others who may be affected by our undertaking. Our Senior Managers are responsible for the implementation, monitoring and adherence of our Policy. We will ensure adequate resources are made available to ensure our legal obligations for health and safety are not only met, but, exceeded. The board has delegated the responsibility for ensuring that this policy is up to date to the Chief Executive.



Signed:

Date: 1<sup>st</sup> JUNE 2020

Pauline Morgan  
Chief Executive  
The Hamlet Charity

The above policy is displayed on the premises in addition to its inclusion in this manual and will be reviewed and updated at least annually.

### 1.3 ENVIRONMENTAL POLICY STATEMENT

The Company has agreed that environmental matters are to be recognised as a Management responsibility, which shall be equal to that given to health and safety considerations. We recognise our responsibilities towards protecting and preserving the environment and will encourage all persons associated with their business activities to adopt a similar approach.

We will comply with all appropriate legal requirements. In the absence of legislation, we will undertake activities in a manner consistent with industrial practices to meet the highest standards through implementation of this Policy and the procedures contained herein. In particular, we will endeavour to:

- Pay close attention to the handling storage and transportation of substances or materials that may be hazardous to the environment.
- Reduce, reuse, recycle or arrange for the careful disposal of wastes that may be produced during operations carried out by the Company.
- Conserve energy through minimising consumption and maximising efficiency.
- Continually develop an environmentally aware approach within the Company in order to play an important part in reducing the harm.
- Promote a sense of responsibility towards the environment by management and staff whilst carrying out their daily duties on behalf of the Company.
- Work alongside Clients and other contractors in fulfilling their legal obligations towards the environment.
- Seek to establish a solid relationship and co-operate fully with the relevant Statutory Undertakers i.e. Environment Agency and Local Authorities.
- Pay attention to hazardous or harmful emissions such as fumes, noise and dust whilst carrying out our undertakings.

It is the duty of the Chief Executive and Senior Managers to implement the requirements of this policy document. Every employee is required to take all reasonably practicable steps to ensure compliance with the procedures laid out in this document.

As the Chief Executive I will take responsibility for ensuring that this Policy and the procedures contained within are regularly reviewed. Subsequent amendments will be notified to all relevant employees by managers and via email / notice boards.

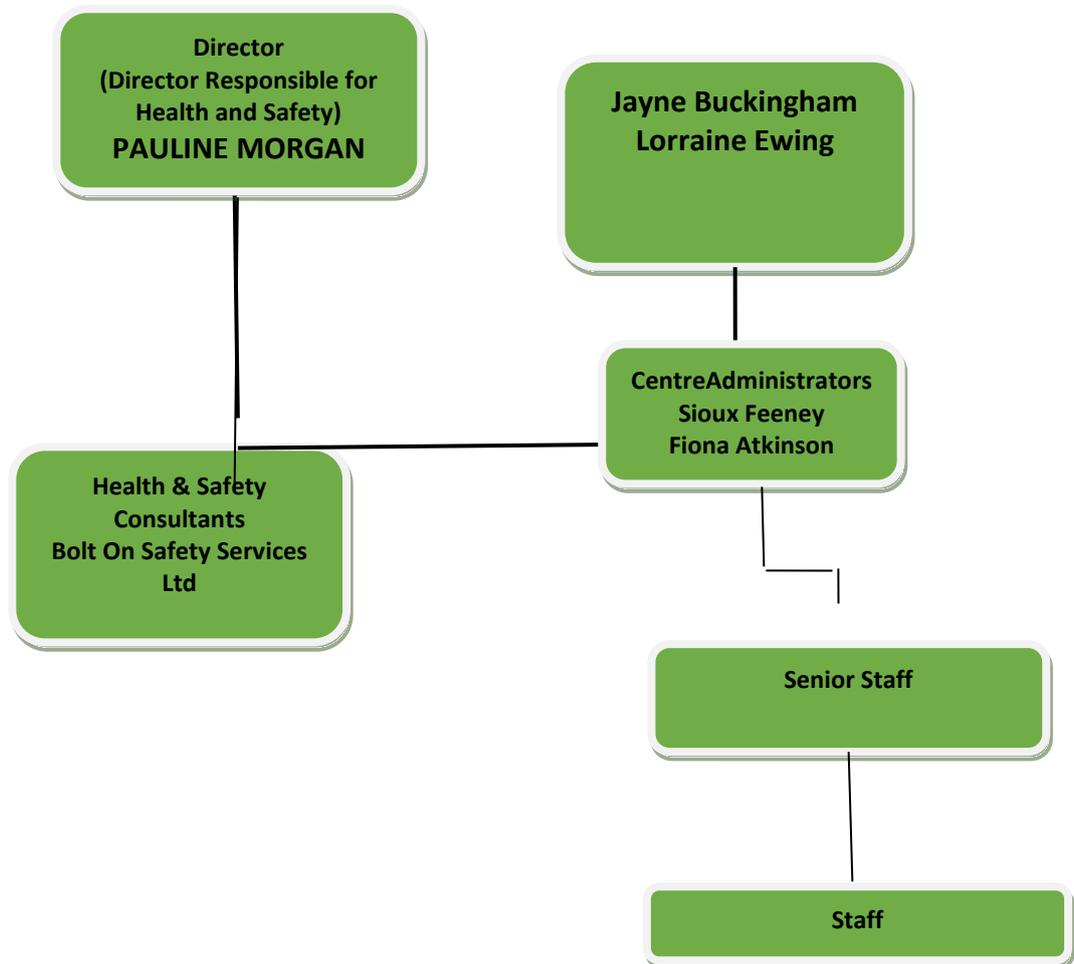


Signed:  
Pauline Morgan  
Chief Executive  
The Hamlet Charity

Date: 1<sup>st</sup> JUNE 2020

The above policy is displayed on the premises in addition to its inclusion in this manual. The EMS Policy will be reviewed and updated each year to redirect our focus on aspects that are not yet under good control and to ensure the system stays appropriate to the size of our company and its activities. This will be available to the public on request. This is also available to persons working on our behalf and will be communicated to our clients.

1.4 COMPANY ORGANISATION STRUCTURE



## 1.5 DUTIES OF CHIEF EXECUTIVE

*The Chief Executive has overall responsibility for the health, safety, and welfare of employees and others affected by the Company's activities.*

This responsibility extends to the following:

1. Be aware of the employer's legal duties under the Health & Safety at Work etc Act 1974 and all supporting Regulations made under Section 15 of the Act.
2. Prepare, and keep up to date, a Statement of the Company's Policy for Health, Safety & Welfare and ensure that it is brought to the notice of all employees / volunteers / operatives.
3. Initiate the Company Health & Safety Policy for the prevention of injury, ill health, damage and wastage and set initiatives to eliminate accidents. Encourage proper reporting, investigation and costing of injury, ill health, damage and loss. Promote action to preclude recurrence and initiate analysis to discover accident trends.
4. Ensure that only competent persons are appointed to carry out work on behalf of the company and ensure that they are fully informed of the health and safety issues affecting their task and place of work. Ensure arrangements are in hand to regularly review training to ensure, as far as practicable, that all persons are aware of current statutory requirements.
5. Ensure that adequate time is allowed for planning including the carrying out of specific risk for the Company's activities. Ensure that hazards with the potential to cause harm are identified and avoided or adequately controlled.
6. Monitor the Company's activities to ensure that they are carried out as planned and that the requirements of the Company's procedures as laid down in the Health & Safety Policy and any stipulated procedures are observed.
7. Ensure that adequate time is given for induction training and the communicating of health and safety talks.
8. Reprimand any member of staff for failing to discharge satisfactorily their responsibilities under current legislation and the requirements of this document.
9. Discuss safety audits with the Company's Safety Consultants and review Company procedures if necessary.
10. Ensure that adequate resources are available to meet legislative and Company requirements on health, safety and welfare.

## 1.6 DUTIES OF SENIOR MANAGERS

The health and safety responsibilities of our Senior Managers are to:

1. Be aware of the employer's legal duties under the Health & Safety at Work etc Act 1974 and all supporting Regulations made under Section 15 of the Act.
2. Initiate the Company Health & Safety Policy for the prevention of injury, ill-health, damage and wastage and set initiatives to eliminate accidents. Ensure that all accidents are reported as required under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrence Regulations) 2013.
3. Ensure that specific risk assessments are carried out within your areas of responsibility. Ensure that hazards with the potential to cause harm are identified and avoided or adequately controlled. High and medium risk activities to be addressed where required by the submission of a safe system of work. Ensure that procedures and risk assessments are regularly reviewed to ensure they are still valid. Where changes are required, make those changes then communicate them to those involved.
4. Ensure that an assessment has been carried out of any substance likely to cause a hazard or risk to health and that appropriate control measures, training, instruction, protective clothing etc. have been provided.
5. Ensure that an assessment has been carried out of any noisy process or hazardous to health and that appropriate control measures, training, instruction, protective clothing etc., have been provided.
6. Ensure all registers and documentation are kept up to date in accordance with the company requirements.
7. Ensure that supervisors and operatives under your control are aware of their responsibilities for safe working and that they are not required or permitted to take unnecessary risks.
8. Ensure that personnel are only given tasks for which they are competent to do and that they are fully informed of the health and safety issues affecting the task and place of work.
9. Give safety talks and company induction to all personnel under your responsibility. Determine when additional safety talks are required then write and deliver them as necessary.
10. Check that all equipment and resources are maintained in good conditions and that all electrical equipment do not represent a safety hazard in the workplace.
11. Ensure that the appropriate protective clothing (PPE) is issued when required and that records are kept of issue in the 'Protective Clothing & Equipment Issue Register'
12. Reprimand any member of staff for failing to discharge satisfactorily their responsibilities.
13. When working on the floor, set a personal example by wearing the appropriate personal protective equipment and following any relevant procedures.

## 1.7 DUTIES OF EMPLOYEES / VOLUNTEERS

Every employee / volunteer must take reasonable care of the health and safety of themselves and others who may be affected by their acts or omissions at work. We regard employees as any person who is employed by the company irrespective of the method of payment made to that person. This includes direct employees, casual workers and volunteers

All staff are responsible for the implementation of their part of this policy, and the procedures contained within. All staff should in particular:

1. Be fully aware of the Company Safety Policy, it's procedures and requirements
2. Observe all safety rules, requirements and notices at all times.
3. Ensure that appropriate protective equipment and clothing is used and kept in good working order. Any equipment that becomes lost, damaged or worn out is to be reported to the Senior Manager and replaced as necessary.
4. Ensure that all work equipment that you are responsible for is in good order and that any safety devices provided are fitted, properly adjusted and used. Any defects identified are to be reported to the Senior Manager immediately.
5. Ensure that any accidents, incidents, injuries, damage, defects or dangerous occurrences are reported promptly to either of the Senior Manager or Deputy.
6. Co-operate with the Company in complying with the Health and Safety requirements set out in legislation, guidance, and within this Policy.
7. Take an active role in ensuring and improving the health and safety at the company.
8. It is important that you feel able to ask questions about health and safety, and that you feel capable of doing the task you are doing in a safe manner. If in doubt, inform your immediate Senior Manager. **DO NOT TAKE CHANCES.**

**1.8 DUTIES OF DRIVERS OF COMPANY VEHICLES (Minibus)**

1. Make sure your driving licence is up to date and a copy has been given to your Senior Manager. Report any accident or damage, however minor, to the Senior Manager immediately. Ensure any traffic violations you are involved in which could result in you being prosecuted, are reported to your Senior Manager.
2. Ensure your vehicle is serviced in accordance with the manufacturers' requirements. Make regular inspections of your vehicle for obvious defects. Check lights, tyres, oil, water, windscreen wipers and washer reservoir, etc. at least every week.
3. When visiting, park in the designated parking area and keep to site speed limits and other local rules as required. Ensure the Blue Badge is displayed.
4. Drive in accordance with Road Traffic Legislation and the Highway Code at all times and be particularly careful when driving on sites, to consider the conditions of temporary access roads or roads that are incomplete and are being used for access purposes.
5. Report all accidents or damage, however minor, to the Senior Manager.
6. Ensure that any passengers or load in your vehicle is well secured if taking onto the highway; also that your vehicle is not overloaded or loaded in such a way as to affect the handling of the vehicle.
7. Check that any necessary signs, vehicle lights, indicator lights, revolving lights or reversing alarms are clean and can be seen easily and lights and alarms are working properly.
8. Goods (e.g. equipment) will be carried in a secure manner having due regard to their hazardous nature and will be carried in accordance with the instructions issued by the Company.
9. Carriage of passengers other than in seats fitted for that purpose and in a safe and proper manner is forbidden and will be subject to disciplinary procedure. It is a breach of the law and could invalidate the Company insurance policy in the event of an accident.
10. Do not drink alcohol or take medication, which could affect your driving ability, before driving a vehicle. Do not drive when you feel drowsy - this is now an offence.
11. Do not use your Mobile Phone whilst driving unless used with a hands-free kit. However, it is better to pull over to take the call or turn it off and take messages when you can.
12. Smoking is not allowed in any company vehicles.

## CONTROL MEASURES

### Introduction

The Health & Safety at Work etc. Act 1974 (*HASAWA*) requires that arrangements are made, to provide for a safe system of work for all aspects of our undertakings. These arrangements have been developed to cover the company's activities as a whole and must be used when developing systems of work in offices or in our care facilities.

### Generic Control Measures:

No two jobs are the same; all have something different about them and therefore it is essential to understand that the Control Measures in this section may have to be made more specific following completion of an individual task risk assessments *as required under The Management of Health & Safety at Work Regulations 1999* to take into account the environmental or other more specific requirements i.e. new machinery. When using this section therefore, first check work conditions and any other restrictions that may be imposed due to the environmental circumstances. It is important also to take into account other considerations such as other people having access to or from the area that your works are to be undertaken, this includes members of the public. All these factors can alter what is to be considered when carrying out the specific 'Risk Assessment' and the 'Control Measure' to be used.

## 1.9 ACCIDENT REPORTING AND RECORDING

Reporting Of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

### 1.9.1 Introduction

The importance of accident, incident and near miss recording, reporting and response cannot be overstressed. The necessity arises from two fundamental requirements:

- a) only if every accident, incident and disease is reported can action be taken to prevent recurrence;
- b) a record should be filed in case the accident needs to be reported to the Health and Safety Executive or the accident results in a claim for industrial injury benefit or a claim against the company.

### 1.9.2 Near Miss Reporting

A near miss is an incident that has occurred but not resulted in injury or damage. The company will run a near miss system on a 'No Blame Culture' therefore encouraging personnel to report hazardous occurrences that may result in injury or damage. The importance of investigating near misses is to enable measures to be taken to prevent a recurrence which may result in injury or damage.

Where there is a near miss, the person identifying it is to complete the relevant form and pass it onto the Senior Manager who will take the necessary action to prevent the 'near miss' becoming the next accident.

The Senior Manager is then to complete the relevant part of the near miss form to record the actions taken.

### 1.9.3 Minor Injuries

All minor injuries reported by employees / volunteers are to be entered into the accident book. Where the accident occurs on site, a record must still be made in the company accident book.

### 1.9.4 Lost Time & Over 7 Day Accidents

Where an employee is off work due to an accident, the Chief Executive must be informed by the relevant Senior Manager and kept up to date with the proposed date of returning to work. An accident investigation will need to be carried out by the injured persons' Senior Manager to determine the causes so that measures can be put in place to prevent a recurrence.

Where the employee does not return to work for more than 7 days, not including the day of the accident, the Company Health and Safety Consultants will be informed and, as directed by the Chief Executive, will carry out the investigation.

### 1.9.5 Major Injuries

Where an employee, operative or contractor suffers a major injury, or is taken to hospital with a suspected major injury, the Senior Manager / Director are to be informed immediately. These will then in turn inform the Company Health and Safety Consultants who will carry out an investigation as directed.

Nothing is to be moved in the accident area unless instructed by the Chief Executive / Senior Manager or where it would otherwise put people at risk to leave it. If the accident location has to be disturbed, where it is feasible, take photographs or make a sketch first as this may help with the investigation.

Major injuries are injuries such as:

- Fractures (not to fingers or toes)
- Dislocations
- Amputations
- Temporary or permanent blindness.
- Chemical burns to the eyes.
- Someone being knocked unconscious.
- Someone being admitted to hospital for 24 hours or more, etc.

### 1.9.6 Dangerous Occurrences

Dangerous occurrences must be reported to the Senior Manager immediately who will then notify the Company Safety Consultants. The area must not be disturbed unless the Chief Executive / Senior Manager specifies so, or to prevent further danger.

### 1.9.7 Disease

Any written diagnosis received from a doctor (e.g. medical certificate stating the type of industrial disease.) must be forwarded to the Chief Executive immediately, together with a description of the type of work done by the person concerned to enable an investigation to take place.

The company Health and Safety Consultants will then be contacted to advise whether it needs reporting to the HSE under RIDDOR.

### 1.9.8 Fatal Accidents

In the event of a fatal accident, the Chief Executive will be notified immediately. The Chief Executive will then notify the Company Health and Safety Consultants.

Accidents resulting in death shall be reported concurrently to the local Police. **Do not** disturb the scene of the accident any more than necessary to make it safe for others to carry out an investigation (see below).

### 1.9.9 Notification to the Health & Safety Executive (H.S.E)

In cases of death, major injuries and dangerous occurrences, you must notify the enforcing authority without delay, most easily by reporting online. Alternatively, you can telephone 0845 300 9923.

Cases of over-seven days, injuries must be notified within fifteen days of the incident, using the appropriate online form (F2508).

Cases of disease should be reported as soon as a doctor notifies you that your employee suffers from a reportable work-related disease using the online form Report of a case of disease.

#### Telephone

All incidents can be reported online but a telephone service is also provided for reporting fatal and specified injuries **only** - call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

#### Reporting out of hours

The HSE and local authority enforcement officers **are not an emergency service**.

More information on when, and how, to report very serious or dangerous incidents, can be found by visiting the HSE [ways to contact HSE webpage](#). If you want to report less serious incidents out of normal working hours, you can always complete an online form.

#### Paper forms

There is no longer a paper form for RIDDOR reporting, since the online system is the preferred reporting mechanism. Should it be essential for you to submit a report by post, it should be sent to:

RIDDOR Reports Health and Safety Executive Redgrave Court Merton Road Bootle Merseyside L20 7HS

### 1.9.10 Dealing with Casualties

Do not move a casualty who cannot move himself unless the casualty is in imminent danger. The Senior Manager must ensure that the casualty is dealt with as required by a qualified First-aider until medical help arrives or they are taken to hospital.

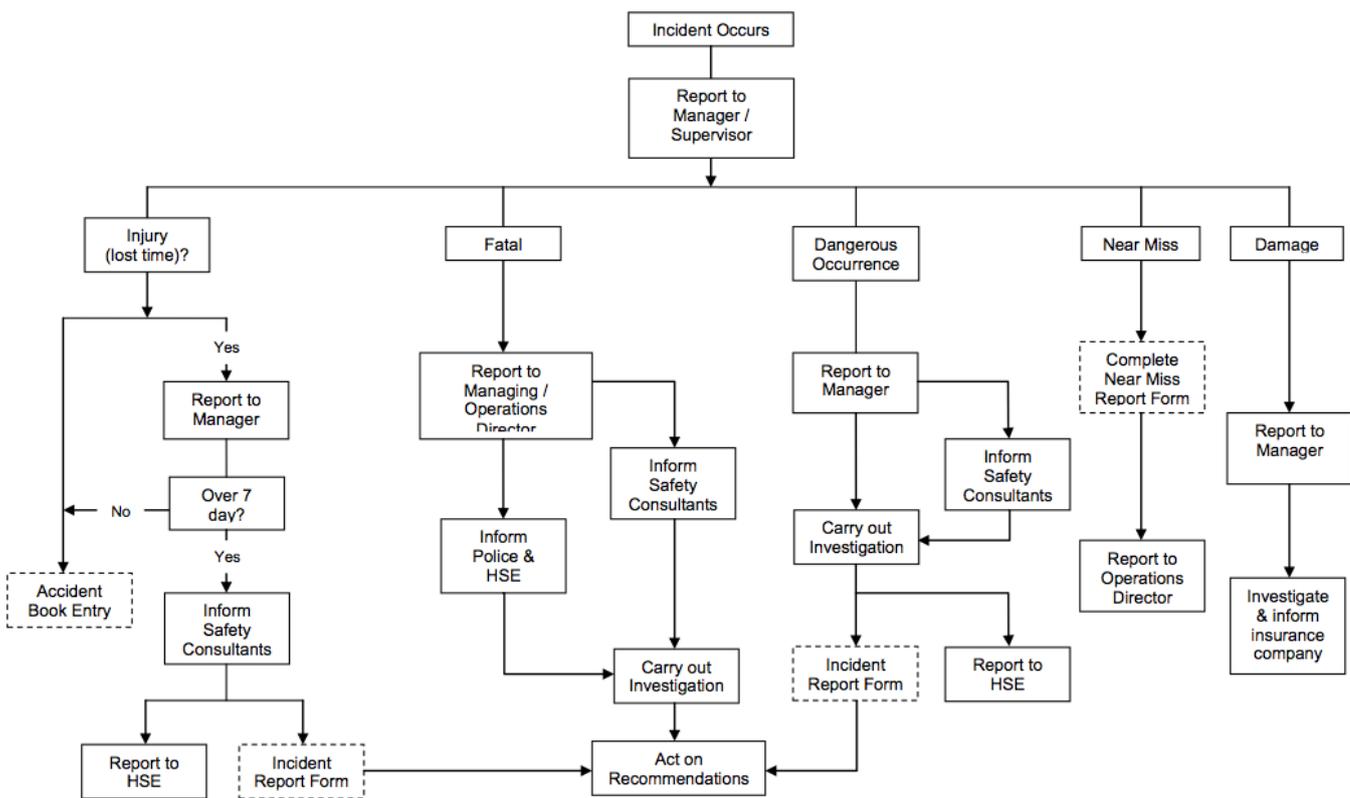
### 1.9.11 Emergency Services

The Senior Manager must ensure that the emergency services are contacted immediately in the case of serious injury.

### 1.9.12 Accident area

The accident area should be cordoned off and not disturbed any more than necessary (to facilitate safe removal of injured persons) until the accident investigators, i.e. the HSE, Police or our Safety Consultants, have carried out a full investigation. Do not clear away any evidence until given the all clear by the Chief Executive.

### 1.9.13 Accident/Incident flow chart



**1.10 ALCOHOL AND DRUG ABUSE**

**1.10.1 Company policy towards alcohol and drug abuse**

Alcohol or drug abuse by employees and volunteers can adversely affect the safety and health of themselves or others in the workplace. Therefore, it is the policy of this Company that any person known to be, or strongly suspected of being, affected by alcohol or drugs must be referred by the Senior Manager to the Chief Executive who must arrange for the person to be removed from the workplace. If an employee of the company has a problem or thinks that they may have a problem with alcohol or drugs then can speak in strict confidence with the Senior Manager or health and safety consultants.

It must be noted that symptoms suggesting that a person is under the influence of drugs or alcohol may be created by other conditions, e.g. heat exhaustion, hypothermia, diabetes, etc. also the person may be affected by legitimate medication prescribed by a doctor. These conditions, while still requiring the person to be removed for safety reasons from their work, will obviously affect any disciplinary action that may be considered therefore, if there is any doubt as to the person’s condition or cause of their condition, medical advice should be sought immediately.

**1.11 ASBESTOS**

The Company does not deal with asbestos within their normal day to day operations. However, there may be times when, in the carrying out of our normal day to day works, that our employees, operatives

or contractors come across asbestos containing materials (ACM's). An asbestos register is in place for all of the premises of the company.

All information on the presence, or possible presence, of ACM's along with any working methods and control measures will be issued by the Senior Manager before work starts.

The company will ensure that all persons, working on its behalf and who may be likely to encounter asbestos containing materials, are adequately trained. In all cases if any ACM's are identified, employees, operatives and contractors are to be informed that work is to cease immediately, and the Senior Manager informed. The Senior Manager will instigate and take the necessary action.

#### 1.11.1 Safe system of work

Asbestos in its various forms is found either used on its own or mixed with other materials in many situations in the construction industry e.g.

- Lagging of pipes
- Fire protection for steelwork (Sprayed)
- Insulating boards
- Ceiling tiles
- Stipple coatings (e.g. "Artex")
- Roof and cladding sheets
- Drainage etc.

In many of the above cases, products are now supplied asbestos free. If the materials are cut or damaged, minute fibres of asbestos can be released into the air that may be inhaled if adequate precautions are not taken.

## 1.12 HAMLET EQUIPMENT

### 1.12.1 Hazards

The main hazards associated with Hamlet equipment use includes:

- Trapping of fingers, limbs and clothing.
- Burns from cooking implements, kettles.
- Electrocution from 240v equipment
- Injuries when using gases, asphyxiation.
- Falls from hoisting equipment
- Slips and trips

### 1.12.2 Planning Procedures

When planning work, the relevant standards will be taken into account. The Senior Manager will:

- Ensure that suitable and sufficient risk assessments are carried out for the cooking education and use of any pressurised gas equipment.
- Ensure a schedule of examination is prepared for all fittings which use gas under pressure.
- Ensure that electrical equipment is regularly checked visually, and that Portable Appliance Testing is carried out by- annually or annually.

### 1.12.3 Training

Staff will be instructed in the general safety precautions to be observed and, where relevant, in any specific item of equipment especially if required by legislation. Refresher training must also be undertaken to maintain and enhance competence in the use of clinic equipment.

### 1.12.4 Monitoring

The Senior Manager will:-

- Ensure that all necessary safety equipment, e.g. eye protection, , gloves are available and worn when required.
- Check that the necessary maintenance,. is being carried out and that any defect in the equipment are reported immediately to the relevant Senior. Staff will be responsible for carrying out a visual inspection **before** the equipment is used.
- Ensure that the requirements of the risk assessments and any safe systems of work are being implemented.

## 1.13 CONSULTATION WITH EMPLOYEES

It is a requirement of the Health and Safety (Consultation with Employees) Regulations 1996 for employers to consult with employees on matters relating to health and safety. These regulations complement the Safety Representatives and Safety Committees Regulations 1977, which place duties on employers to consult with safety representatives who have officially been appointed as such by the trade unions.

The Company will inform its employees of their rights to be represented by a safety committee and, if requested, will form a committee in accordance with the above legislation. If requested, the company will ensure periodic meetings are held with employees to discuss health and safety issues.

Employees will be consulted by management, on matters regarding their health and safety, following briefing talks or inductions.

## 1.14 ELECTRICAL EQUIPMENT

### 1.14.1 Hazards

The main hazards associated with this equipment include:-

- Electric shock.
- Unguarded equipment.
- Tripping.
- Fire.

### 1.14.2 Planning Procedures

When planning work with electrical equipment the relevant standards and the requirements of the safe system of work must be adhered to. The use of such equipment must be taken into account when carrying out the task risk assessment.

All electrical equipment on the Company workplaces will be supplied, installed, maintained or used in accordance with the relevant standards. Portable electrical appliances are electrical items that can be

easily disconnected from the power source and moved from one location to another. To ensure the safety of persons using portable appliances, it is Company policy that all used appliances new to the company, are tested before first being put into use.

Once an initial test has been carried out by a competent person, subsequent tests will be carried out at the following times annually.

The responsibility for arranging for PAT testing will be down to the Centre Administrators, for care equipment it will be the General Senior Manager.

#### **1.14.3 Centre Procedures**

The Senior Manager will:-

- Ensure that all power tools provided for use are in accordance with the relevant British Standards and have been PAT tested.
- Ensure that any contractors are informed of the Company policy on the use of electricity within the centres and that they will be expected to comply with these requirements.
- Ensure that weekly visual inspections are carried out on electrical equipment.

#### **1.14.4 Electrical work and installation**

Only competent electricians will be authorised to carry out repairs or maintenance and to carry out installation work.

#### **1.14.5 Monitoring**

The Centre Administrators will:-

- Carry out spot checks to ensure that all personnel under their control carry out daily checks on the electrical equipment they are to use. The following items need to be checked in relation to electrical items:
  - The cable / lead for any signs of damage, breakages, repairs.
  - The plug for signs of damage or scorching.
  - The equipment casing for signs of damage.
  - All control buttons / switches to ensure they work correctly.
  - Ensure there is an in date sticker showing the date of the last test.
- Ensure that all equipment is in good condition and in accordance with the relevant British Standards before permitted for use. Evidence of recent inspection and testing of all electrical equipment should be available before the equipment is used.
- Take immediate action against any person or abusing or incorrectly using electrical equipment.
- Ensure that all power cables are installed clear of access ways and preferably above head height.
- Ensure that only authorised persons are permitted to repair or alter electrical equipment.

- Arrange for immediate action to be taken to have defects remedied by an electrician or hire Company, as soon as they are reported. Prevent the use of faulty equipment by removing it to a secure place and label it clearly as being defective.

## 1.15 ENVIRONMENTAL MANAGEMENT

The Company realises that the works carried out on their behalf will have some impact on the environment. Environmental hazards will be assessed as part of the centre risk assessment and will be monitored in accordance with our monitoring procedures.

The Trustees of the company are committed to maintaining high environmental standards throughout its operations. All personnel and contractors are required to take all reasonably practicable steps to ensure that work is carried out in an environmentally safe and efficient manner in accordance with the law and the procedures laid down by the company and with due regard to the environment.

### 1.15.1 Environmental Impacts

The main environmental impacts from the company's activities are as follows:

- Air pollution
- Energy and fuel consumption
- Waste

### 1.15.2 Air Pollution

Air pollution may impact on human health, ecosystems and the physical environment on both a local and global scale. The company realises that it contributes to air pollution whilst carrying out its undertakings, particularly in the following areas:

- Emissions of oxides of nitrogen, carbon monoxide and benzene due to its transportation activities.
- Emissions of particulate matters from its construction and installation activities.

The company will therefore adopt a policy to reduce the amount of air pollution caused by: -

- avoiding unnecessary movements of vehicles
- vehicle sharing
- taking emissions into account when purchasing equipment
- using battery / electrical equipment
- recycling rather than incinerating waste

### 1.15.3 Energy & Resource Consumption

The company are aware that to carry out their undertakings they need to utilise many of the earth's resources, whether directly or indirectly, and that the use of the resources will impact on the various environmental receptors, i.e.

- |                   |  |
|-------------------|--|
| • Human beings    | - noise, dust, loss of amenity                                 |
| • Flora and fauna | - loss of habitats, species, biodiversity                      |
| • Soil            | - the physical removal or damage of soils and natural drainage |
| • Water           | - contamination, disruption of flow rates                      |
| • Air and climate | - pollution on a local and global scale                        |
| • Landscape       | - physical change  |

- Cultural heritage - loss, destruction, visual intrusion

In order that the company can play a part in sustainable development, it will continue to look into ways of reducing energy and resource consumption. In so doing the company will minimise waste by recycling materials such as:

- Timber, alloys, plastics
- Office materials - paper and printing cartridges
- Packaging materials
- Machinery parts
- Waste oils

The company will endeavour to use low energy equipment and, in addition, encourage staff to switch off electrical equipment and machinery when not in use.

#### 1.15.4 Waste Management

All personnel, , are responsible for minimising waste through recycling.

Under the *Environmental Protection (Duty of Care) Regulations 1991* and the *Hazardous Waste Regulations 2005* the services of competent contractors will be employed to dispose of any wastes which cannot be recycled by us.

The company recognises its responsibilities under *Part 3 of the Environmental Protection Act 1990* and will, as far as reasonably practicable, take suitable measures to ensure that any works carried out on its behalf do not cause a nuisance to the local community or the environment by controlling the spread of litter.

If the company utilises an outside waste disposal contractor, the contractor must be licensed in accordance with The Waste Management Licensing Regulations.

## 1.16 FIRE POLICY & PROCEDURES

The policy and procedures for the control and management of fire risk reflects the requirements of the Regulatory Reform (Fire Safety) Order (FSO) 2005. In accordance with the FSO, the 'Responsible Person' for the Company will be Pauline Morgan.

For any sites / contracts outside of the Companies offices, the relevant Senior Manager for the contract will take on the duties of the 'Responsible Person'

#### 1.16.1 Duties Of The 'Responsible Person'

It is the duty of the 'Responsible Person', under the Regulatory Reform (Fire Safety) Order 2005, to ensure that all the general fire precautions are put in place. The areas that need to be taken into account are:

- Fire risk assessments
- Fire training for employees / volunteers
- Fire procedures
- Fire detection and alarm systems
- Means of escape
- Records of fire tests

### 1.16.2 General Fire Precautions

In the event of fire, it is the policy of the company that safety of life shall override all other considerations, such as saving property and extinguishing the fire. The company refutes the notion that the alarm should only be raised in the event of a large fire.

All employees / volunteers are empowered to take this action if they believe there is a fire and authority need not be sought from any other person. The company will always support employees / volunteers who operate the fire alarm system in good faith, regardless of whether or not the fire was a threat to life or property.

The 'Responsible Person' will ensure that suitable fire precautions have been developed for each workplace which are suitable and sufficient for that workplace. These fire precautions will then be communicated to all persons working in the premises with suitable information provided for visitors.

### 1.16.3 Risk Assessments

Suitable and sufficient fire risk assessments will be carried out, by the relevant Senior Manager, for all workplaces.

Fire risk assessment in the company's offices will be reviewed on an annual basis or following any changes that may result in them being invalid.

### 1.16.4 Fire Fighting Equipment

Where risk assessments for the work require fire-fighting and other emergency equipment to be provided it will be planned for meeting the relevant standards as appropriate.

The requirements of the Emergency Plan will also be planned for meeting the specification for equipment. Procedures for the inspection and maintenance of the equipment will be developed along with the requirements for periodic testing and evaluation of emergency procedures.

### 1.16.5 Training

All personnel must be provided with training on the emergency procedures relevant to their place of work. Specific personnel will be trained as Fire Wardens so that they are competent to deal with situations likely to arise in the course of their work. Relevant refresher training will be undertaken to maintain and enhance competence.

Records of all training undertaken, and instruction and practice in emergency procedures will be kept to comply with statutory requirements.

### 1.16.6 Monitoring

The Chief Executive / Senior Manager will: -

- Ensure that the requirements for fire-fighting and emergency equipment necessary for the work are available.
- Ensure that the equipment is inspected and maintained in accordance with the defined procedures and the appropriate records maintained.
- Ensure that personnel involved in the work are trained and competent to use fire-fighting and emergency equipment.
- Ensure that discharged fire-fighting extinguishers and other emergency equipment is returned to its operation state as soon as practical after use.
- Ensure that all personnel understand emergency procedures and they are evaluated as appropriate to the circumstances prevailing at each centre.

Regular monitoring will include:

- Fire exits – visual (daily) - recorded(weekly)
- Fire points – visual (daily)
- Fire extinguishers – visual (weekly) - inspection (annually)
- Means of escape – visual (daily)
- Fire drills - (twice yearly)
- Fire alarm system - test (weekly) – maintenance (6 monthly)
- Emergency lighting – visual (daily) – test (monthly) – discharge (yearly)
- Fire warden competence – (Yearly)
- Fire risk assessment review – (Yearly)

## 1.17 FIRST AID ARRANGEMENTS

The prevention of accidents at the company, is everyone's responsibility and each member of staff should ensure that they are familiar with any special instructions relevant to the area(s) in which they work for the proper handling of emergency situations.

### 1.17.1 Planning Procedures

In order to meet the requirements of the Health and Safety (First Aid) Regulations 1981 for the provision of suitable person(s) to administer first aid, the Company will ensure that sufficient numbers of trained and certificated 'suitable persons' are available.

The Company will establish the necessary procedures and arrangements to:-

- Communicate the first aid facilities to all persons through the company induction;
- Communicate the names of first aid trained persons to all persons in the workplace;
- Ensure that first aid materials are replenished when used;
- Arrange all necessary first aid equipment, with guidance from the safety adviser if needed. The safety adviser can arrange the supply of materials if required.

### 1.17.2 Training

Appropriate first aid training and refresher training for personnel nominated as suitable person(s) will be provided to ensure that competence is established and maintained. If work processes require additional specialised first aid provision, then appropriate personnel must be trained for that requirement. Sickness and holiday cover will be taken into account.

Basic Training Requirements are:

- Offices - At least one appointed person
- Offices (over 5 persons) - At least one First Aid emergency trained person (1 day)

### 1.17.3 Monitoring

- The relevant Senior Manager will ensure that all arrangements for first aid are established and that they are used and maintained to the required standards.
- The Centre Administrator will ensure that all certification remains current and must highlight any requirements for refresher training.
- Where the Company is utilising arrangements made by a Client then any deficiencies in that provision must be reported to the Operations Senior Manager.
- Senior Managers, Supervisors or nominated first aiders are to ensure that first aid boxes are re-supplied each time they are used and have enough equipment in them (as per the contents list

in the box). In the office, it is the Centre Administrators responsibility to check the first aid box. Those who have the responsibility for first aid kits are to ensure that suitable equipment is still available and in date.

#### 1.17.4 First Aid Arrangements

The first aid arrangements made for the site / workplace in question must reflect the likely circumstances in which an employee, visitor, or contractor could be injured or become ill at work.

Arrangements should include:-

- The nomination of 'suitable person(s)' trained and certificated to 'first aid certificate level by an approved organisation e.g. St John's Ambulance, British Red Cross etc.
- Means of communicating the arrangements made, to all employees, staff, visitors and sub-contractors with reference to the emergency plan (fire and evacuation) where appropriate.
- A means of recording on a suitable form the first aid treatment given. This should include patient's name/address, patient's occupation, date of entry, date/time of accident, place/circumstances of the accident, injury details and treatment given, signature of person making the entry.
- The maintenance of first aid materials at appropriate levels.

### 1.18 HAZARDOUS SUBSTANCES

The Control of Substances Hazardous to Health Regulations 2013 imposes duties on every employer to identify all substances in use and to assess the risk to their employees (and others) from the substance, taking into account the manner in which it is being used, the quantities involved, and the possible numbers affected.

The work of the Company and its employees / volunteers brings us into daily contact with substances, which, to varying extents, are hazardous to health. Our general policy on dealing with these substances is given below:

- Exposure to substances hazardous to health will be prevented where possible, or adequately controlled by suitable protective or preventative measures.
- As far as practicable, the control shall be by means other than provision of personal protective equipment. Where required, however, adequate and appropriate protective equipment or clothing shall be supplied.
- It is important that employees / volunteers receive adequate information, instruction and training in order for them to be aware of the risks to health from exposure to a substance, and the precautions and control measures that should be provided and carried out.

#### 1.18.1 Hazard Causes

Substances can have ill effect on health via four main routes of entry to the human body, these are defined as follows:

- External contact - corrosive, skin absorption, dermatitis, etc., e.g. cement, acids, epoxy resins, etc.
- Inhalation - gases, fumes, dusts, vapours, etc.
- Ingestion - swallowing.
- Injection – when a substance is directed into the body via injection.

### 1.18.2 Hazard Classifications

Hazards may be classified as toxic, harmful, irritant, corrosive, biological, or a combination of these.

### 1.18.3 Planning Procedures

Where practicable, the Company will avoid the use of substances hazardous to health by finding an alternative method. Where this is not practicable and hazardous substances are used, a relevant safety data sheet will be obtained from the supplier so that the Centre Administrator can carry out a COSHH assessment or arrange for one to be carried out.

Where the Centre Administrator is not competent to carry out a COSHH assessment, the company safety consultant will be engaged to provide written assessments and advice on precautions required with any substance where any risk to health is known or suspected. The details of assessments will be kept in a suitable register.

The Centre Administrator will:

- Verbally communicated the findings of the COSHH assessment to those using the substance or those who could be affected by them. This communication is to be carried along with the requirements of task risk assessments and method statements and must be done so prior to works commencing.
- Make a record of the communication process.
- Ensure copies of the assessments are available to those using the substance or managing the process.

### 1.18.4 Training

All staff engaged in any process involving the use or handling of any hazardous substance must be given full instructions and any necessary training in the health hazards and precautions, use of protective clothing, equipment, hygiene measures, etc. as required. Regular refresher training must also be provided to maintain and enhance competence in handling or using these substances.

### 1.18.5 Monitoring

The Senior Manager will ensure that the written assessment, control measures and other information is available and that all procedures planned to handle or use any hazardous substance or process are carried out fully and that any equipment, hygiene measures, and protective clothing are provided and maintained as required.

Where the use of a particular substance necessitates the need for health surveillance to be carried out the Senior Manager will contact the Chief Executive who make arrangements with a suitable Occupational Health Specialist. Where necessary, the Chief Executive will seek assistance from the Company Safety Consultants.

**Note:** The Senior Manager is, under no circumstances, allowed to let any substance be used unless a COSHH assessment has been carried out and communicated. A safety data sheet is NOT a COSHH assessment.

## 1.19 HIGHLY FLAMMABLE SUBSTANCES, LIQUID PETROLUEM GASES, DANGEROUS SUBSTANCES & EXPLOSIVE ATMOSPHERE

Highly flammable liquids are used as solvents in the composition of adhesives, finishing products and other materials. Oxygen is occasionally used in the centres.

Electricity is used as a power source for heating and cooking. These types of materials and dangerous substances can be hazardous unless properly stored, handled and used.

Explosive atmospheres means a mixture under atmospheric conditions of air and one or more dangerous substance in the form of gases, vapours, mist or dust which when ignited spread to the entire unburned mixture. Although this section deals primarily with highly flammable liquids and liquid petroleum gases, many of the precautions needed in the storage, handling and use of these products are common to all dangerous substances and situations where there is likely to be an explosive atmosphere when adequate control measures are not in place.

The work of the Company and its employees / staff brings us into daily contact with substances, which, to varying extents, are hazardous to health. Our general policy on dealing with these substances is given below:

- Exposure to substances hazardous to health will be prevented where possible, or adequately controlled by suitable protective or preventative measures.
- As far as practicable, the control shall be by means other than provision of personal protective equipment. Where required, however, adequate and appropriate protective equipment or clothing shall be supplied.
- It is important that employees / staff receive adequate information, instruction and training in order for them to be aware of the risks to health from exposure to a substance, and the precautions and control measures that should be provided and carried out.

#### **1.19.1 Storage**

##### **Highly Flammable Liquids**

All storage compounds containing highly flammable liquids must be kept closed except when the liquid is being used or decanted. Accidental spillage must be cleaned up immediately. The storage bins compounds or cupboards must be clearly posted with notices "Highly Flammable" and "No Smoking". A fire point containing an adequate number of fire extinguishers appropriate to the hazard (identified on data sheet) must be sited at the storage area.

##### **LPG N/A**

Cylinders may be kept in a secure wire cage situated in the open air where small quantities of LPG are stored and it is impracticable to provide an open-air storage compound or properly constructed storage building. The cage must be located in a safe place, in the open air. Only one exit will be necessary providing there is no risk of a person being trapped in the enclosure.

LPG cylinders should be stored separately from oxygen cylinders, other flammable liquids, oxidising materials such as sodium chlorate, and toxic or corrosive substances. Such materials should be kept at least 3 metres away from LPG cylinders.

Empty and full cylinders of LPG should be stored separately. Valves of 'empty' cylinders to be kept closed. Plugs, shrouds and caps should be fitted on all cylinders. All cylinders should be stored with their valves uppermost.

At the end of the working day gas supplies to all equipment should be isolated and special care should be taken to ensure that cylinders and equipment are not tampered with or vandalized. All gas lines must be purged after use.

#### **1.19.2 Handling of Highly Flammable Liquids**

Containers should be held in store until required for use and returned when no longer required. Used containers should be treated with the same care as full containers. Care must be taken to avoid spillage and leaks by maintaining screw caps and using funnels, spouts or proprietary syphonic devices. Where highly flammable liquids are used in enclosed areas a suitable and sufficient risk assessment should be

undertaken and as a minimum adequate ventilation must be provided.

Improved standards may be required to remove the risk of intoxication and this will depend on the product involved. Reference should be made to the COSHH assessment. Where only small quantities of a product are used, natural ventilation should be maintained by keeping windows and doors open. All outlets must vent to a safe place in the open air.

Sources of ignition must be avoided by prohibiting all naked lights and ensuring that electrical systems are intrinsically safe. Notices to this effect must be displayed.

Portable extinguishers containing dry powder or foam should be used on fires involving highly flammable liquids.

The extinguishers should be mounted adjacent to all areas where highly flammable liquids are being used. If work is being undertaken in a room, they should be located immediately outside the room without obstructing any exit.

### 1.19.3 Handling LPG Cylinders

Cylinders should be handled with care. Where reasonably practicable, specially designed trolleys should be used. The valve on the cylinder should not be used to lift or to lever the cylinder into position.

### 1.19.4 Training

Many accidents involving LPG are due to failure to adhere to simple basic precautions. It is essential that all persons using LPG be suitably instructed on the hazards and the precautions to be taken while using LPG.

### 1.19.5 Dangerous Substances & Explosive Atmosphere

The control and management of dangerous substances and explosive atmospheres impose requirements on the necessity to eliminate or reduce risks to safety from fire, explosion or other events arising from hazardous properties of a dangerous substance at work.

## 1.20 STOOLS & STEP-LADDERS

### 1.20.1 Standards required

In accordance with the Work at Height Regulations 2005 there is a hierarchy that employers must follow prior to carrying out any work at height.

All ladders must be provided and used in accordance with Schedule 6 of the Work at Height Regulations 2005, and GS31 "Safe use of Ladders, Step Ladders and Trestles". There are three classes of step-ladders:

- Class 1. Industrial, (Heavy duty)
- Class 2. Light Trades,
- Class 3. Domestic, (Under no circumstances are Class 3 ladders/steps to be used on site).

December 2018 The classification of ladders change to Non-Industrial and Industrial grade.

### 1.20.2 Hazards

The main hazards associated with step-Ladders are:

- Not securing the stepladder properly.
- Unsafe use of stepladder (over-reaching, sliding down, etc.).
- Using a damaged stepladder.

- Placing the stepladder on an unsuitable base.
- Insufficient handhold at top of ladder or at stepping off position.
- Insufficient overlap of extension ladders or using too short a stepladder.
- Overloading of stepladders.

### 1.20.3 Planning Procedures

The Senior Manager will avoid the use of stepladders as far as possible. Where unavoidable:

- Arrange for the sufficient number and suitable types of stepladders to be provided.
- Ensure that the use of the equipment is adequately risk assessed and monitored.

### 1.20.4 Training

Training provided to supervisory staff and operatives will include the hazards and precautions relating to step-ladders and their use.

### 1.20.5 Monitoring

The Senior Manager / Centre Administrator will:

- Check stepladders before use to ensure that there are no defects and then check at least weekly whilst in use.
- Ensure that where a defect is noted or a stepladder is damaged, it is taken out of use immediately.
- Ensure that step-ladders in use are secured, have a solid, level base and are being used correctly.
- Ensure that stepladders are not used to provide a working position if the type of work cannot be carried out safely from the equipment (e.g. carrying large items, work requiring both hands, etc.). (See risk assessment).
- Ensure the methods of use, which could result in damage to the stepladder, are not permitted.
- Ensure that proper storage is provided for ladders and stepladders e.g. under cover, where possible and with the equipment properly supported throughout its length.

## 1.21 LONE WORKING

The company have a legal responsibility for the health, safety and welfare of all their employees whilst at work. Due to the nature of the works carried out by THC staff, it is inevitable that they will, at times, be required to work alone.

It is the policy of the company to, as far as reasonably practicable, avoid the need for any person to work totally alone. Where lone working cannot be avoided the company will take necessary measures to ensure their safety.

This procedure provides advice and guidance on how to keep lone workers healthy and safe. It is aimed at those working alone and their Senior Managers.

The implementation of this policy requires the total co-operation of all employees. All Senior Managers and Deputies / Organisers / Coordinators are responsible for ensuring compliance with this policy.

### 1.21.1 Risk Assessment

All Senior Managers whose staff may be required to work alone, are to ensure they carry out a suitable and sufficient risk assessment. When Senior Managers carry out a 'Lone Worker' risk assessment, it is

advisable that they involve the person(s) who will be working alone. This risk assessment is to be reviewed at least on an annual basis.

Any measures identified during the risk assessment process should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents. Senior Managers should identify situations where people work alone and ask questions such as:

- Does the workplace / country present a special risk to the lone worker?
- Is there a safe way in and out for one person?
- Can any necessary equipment (such as portable ladders), machinery or goods be safely handled by one person?
- Are there any chemicals or hazardous substances being used that may pose a risk to the worker?
- Is there a risk of violence?
- Are there any other reasons why the individual may be more vulnerable than others?
- Does the lone worker have any medical conditions that could affect their safety?

### 1.21.2 Supervision and Monitoring

Although lone workers cannot be subject to constant supervision, it is still the duty of THC to ensure they are healthy and safe at work. Supervision can help to ensure that employees understand the risks associated with their work and that the necessary health and safety precautions are carried out.

Supervision of health and safety can often be carried out when checking the progress and quality of the work. This may take the form of periodic visits combined with discussions in which health and safety issues are raised.

The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues. Employees new to a job, undergoing training, doing a job that presents special risks, or dealing with new situations may need to be accompanied at first.

Procedures must be put in place by the Senior Manager to monitor lone workers to help keep them healthy and safe. These may include:

- Senior Managers periodically visiting and observing people working alone;
- Regular contact between the lone worker and the Senior Manager, using either mobile phones, telephones, radios or e-mail;
- Checks to ensure a lone worker has returned to their base or home once their task is completed.

### 1.21.3 Emergency Procedures

Suitable emergency procedures should be developed in accordance with the risk to the Lone Worker so that they can respond quickly and correctly in the event of an emergency. On some occasions training in emergency procedures may be required.

Lone workers should be given information about the premises they are working in particularly any specific risks. They should also have access to first aid facilities or be made aware of what to do about medical emergencies. There may be a need for certain lone workers to receive first aid training which the Senior Manager should identify during the risk assessment process.

### Employee Responsibilities

Any employees that may be carrying work in places where they may be classed as a lone worker are to:

- Ensure they are aware of the findings of the risk assessment. If not, they must speak to their Senior Manager
- Comply with any specific instructions about contacting someone on a regular basis, keeping their Senior Manager, or other nominated person, informed of their location / status.
- Ensure that they keep a mobile phone with them at all times and, if there is no reception, are aware of the location of the nearest telephone.
- Inform their Senior Manager of any medical conditions that may put them 'At Risk' if working alone. Such staff **must never** be allowed to work alone.

#### 1.21.4 If you discover a fire

The procedure for raising the alarm is slightly different:

- Shout FIRE! FIRE! FIRE!
- Raise the alarm by operating the nearest alarm call point (the red break-glass boxes by each emergency exit).
- Follow the evacuation procedure.
- Call the Fire Brigade if it is possible to do so (it may not be safe to make the call from the building, and you may not have your mobile phone with you). Do not terminate the call until you have provided all the information they ask for.

**NOTE:** The Company does not expect anyone to put themselves at risk. If anyone is uncomfortable with the situation they are in or feel that there is an increased risk, then work must stop and the relevant Senior Manager contacted.

## 1.22 MANUAL HANDLING AND LIFTING

### 1.22.1 Standards required

The Manual Handling Operations Regulations 1992 apply to any situation where a person/load has to be moved by hand or bodily force.

The regulations state "A person shall not be employed to lift, carry or move any load so heavy as to be likely to cause injury to him/her".

### 1.22.2 Planning

The Company will, as far as reasonably practicable, reduce the risk of injury through manual handling operations to all employees /staff by:

- Avoiding, where practicable, the need to lift items manually or failing this by;
- Assessing the operations which pose a significant risk of injury;
- Utilising lifting equipment provided to reduce the manual handling;
- Ensuring all persons are given suitable manual handling training;

The company realises that some tasks may have to be postponed until the appropriate number of persons are available to safely carry out the task (the average male should only lift 25kgs manually or what they comfortable with).

It is the Policy of the Company that a preliminary manual handling assessment is to be carried out as part of the general risk assessment. Where this identifies that there is a significant risk from manual handling a more detailed assessment will to be carried out by the Senior Manager who has been trained in risk assessments. The manual handling assessment will be recorded.

A detailed assessment will need to be carried out if the preliminary assessment shows that the manual handling task involves:

- the lifting or lowering of a load which is unstable, difficult to grasp or greater than the weights identified in Figure 1 or the operation is carried out where there are adverse working conditions; or
- The carrying of a load, with a weight exceeding those stated in Figure 1 and the distance exceed 10 metres without rest; or
- The pushing or pulling of a load from start where the force required exceeds 25kgs for men or 16kgs for women; or
- The lifting of a load, weighing more than 5kg load for men or 3kg load for women, from a seated position.

Where the use of a mechanical lift is impracticable, sufficient labour must be available to handle any heavy or awkward loads and instructions must be issued to site on the handling of these loads.

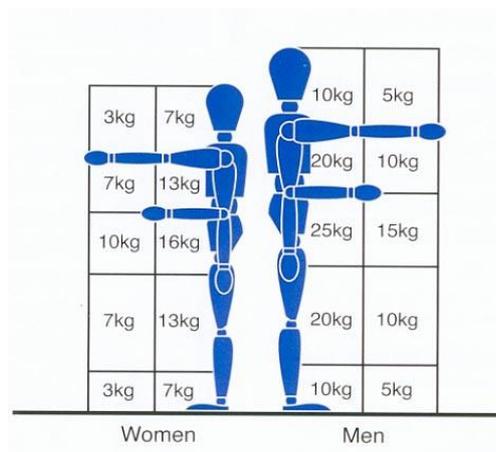
All staff will be given training in the correct methods of handling and lifting loads as part of their normal site safety training.

### 1.22.3 Training

All staff / volunteers involved in manual handling operations will be trained in the relevant procedures. Regular refresher training will also be provided to maintain and enhance competence in manual handling operations.

Training will be based on the physical structure of the body and the effect of attempting to handle loads in various positions.

Figure 1.



#### 1.22.4 Monitoring

Senior Manager / Centre Administrator will:

- Ensure any persons required to complete manual lifting work have been given and have understood training on manual handling and associated lifting techniques.
- Ensure a Manual Handling assessment has been completed for the manual handling operation in question.
- Ensure that the required control measures for the works are being implemented.
- Instruct any staff in the correct handling and lifting of loads as required.
- Ensure that a supply of suitable gloves is available for issue as required for the handling of materials, which could cause injuries to the hands.
- Enforce the wearing of safety footwear and supervisory staff will caution any employee wearing unsuitable footwear.
- Ensure that no operative, particularly a young person is required to lift without assistance, which is likely to cause injury.
- Re-assess any manual handling operations which an employee has reported as being too difficult, unachievable or they do not feel comfortable with.

### 1.23 OFFICES

The following safety arrangements will be adopted for all facilities, occupied by company personnel within the 3 workplaces/company premises.

Routine safety inspections will be carried out by the Health and Safety Consultants, as requested by the Chief Executive. Due regard to the requirements of the Workplace (Health & Safety) Regulations 1992 will be taken for our clinics' and suggestions from employees / staff on how to improve facilities will be considered and brought up at routine Board meetings.

#### 1.23.1 Hazards

The main hazards associated with the office environment are:

- Trailing wires / cables and other items left in walkways
- Manual handling
- Use of display screen equipment
- Flammable materials

#### 1.23.2 Planning Procedures

The Centre Administrator / Senior Manager will ensure that all offices are suitably laid out in accordance with the Workplace (Health, Safety & Welfare) Regulations 1992, to ensure that work can be undertaken in a comfortable manner.

All equipment purchased for use will meet the requirements of

- the Provision & Use of Work Equipment Regulations 1998
- the Electricity at Work Regulations 1989
- the Display Screen Equipment Regulations 1992

Suitable and sufficient assessments will be carried out by the Company Safety Consultants to identify the main hazards and any necessary control measures needed to be implemented.

### 1.23.3 Monitoring Procedures

All fire equipment will be checked, tested and maintained in accordance with the Regulatory Reform (Fire Safety) Order 2005 and the relevant Section of this document.

The Centre Administrator or other nominated person, will carry out daily checks of the offices to ensure that they are in good order.

Our Safety Consultants will carry out regular inspections of the company's offices as requested by the Senior Managers.

### 1.23.4 Training

It is the Company's policy to ensure as far as reasonably practicable the health, safety and welfare of personnel working in or persons visiting our offices. To ensure the safety of employees, all office staff will be trained in:

- 1) Office Safety
- 2) Fire Safety
- 3) Manual Handling Techniques.
- 4) Safe Use of Display Screen Equipment DSE (only those persons classed as 'users').

### 1.23.5 Display Screen Equipment (DSE)

The Company will ensure that, as far as is reasonably practicable, only DSE that does not give rise to health risks is purchased. To further reduce any residual risks to employees from DSE, the Centre Administrator will ensure that a suitable and sufficient risk assessment of work undertaken in the offices and the office environment itself.

All persons classified as 'users' (see below), once trained, will be given a self-assessment checklist to complete. On completion, the checklists will be analysed by the Safety Consultants to determine whether a detailed risk assessment is required and any subsequent changes need to be made to an individual's work station or work pattern.

- **'User'** – Is defined as an employee who habitually uses an item of DSE for an hour or more during each working day.
- Employees classed as 'users' must ensure they leave their workstation for at least 5 minutes in every hour. Other works such as filing and photocopying can be carried out in this time. 'Users' are expected to inform their line Senior Managers of any physical or psychological problems they may be experiencing due to excessive use of DSE.
- **Eye Tests** – The cost of an eye test will be covered for any user who may have a problem with their eyes due to continuous use of DSE. If an optician specifies the need for corrective lenses for the use of DSE, the Company will contribute to the cost (see staff benefits). Anyone wishing to upgrade will be expected to cover the difference in cost.

### 1.23.6 Office Safety

- **Working space** – Each person will be allocated a sufficient amount of space to enable them to carry out their daily duties. Sufficient storage space will be allocated to prevent the build-up of paper / files in gangways or under desks.

- **Lighting** – As far as reasonably practicable natural lighting will be used throughout the offices and to aid this all office windows will be regularly cleaned. Suitable blinds will be placed at office windows where a risk of glare may cause discomfort.
- **Furniture** – All office furniture is purchased and maintained so as not to present a risk to the health, safety and welfare of employees.
- **Filing Cabinets** will be used with care:
  - a. Only one drawer open at a time
  - b. Heavy items or large files of paper stored in the bottom drawer
  - c. Drawers will not be left open where there is a danger of someone walking past and tripping over them.
  - d. Stacking/storing of files, books etc. on top of cabinets will be avoided.

## 1.24 PERSONAL PROTECTIVE EQUIPMENT

### 1.24.1 Hazards

Refer to the specific sections of this policy for the relevant hazards and the protective equipment required. Some examples include:

Nitrile or latex gloves;

Eye protection;

Footwear;

### 1.24.2 Planning Procedures

Risk assessments of work activities are to be carried out by the relevant Senior Managers. During the risk assessment process, the Senior Manager must identify how the risk will be managed, by means other than the issue of PPE. Where the risk cannot be reduced to an acceptable level by other means, PPE will be issued.

The relevant Senior Manager will establish what protective clothing and equipment will be necessary and will ensure that any special protective clothing or equipment required and any signs relating to the wearing of PPE are obtained and available for use in the companies' premises.

The Senior Manager will ensure that employees working on site/depot are made aware of the site requirements for the wearing and provision of personal protective equipment.

The company will provide a suitable means for storing personal protective equipment to its employees / staff.

### 1.24.3 Training

Where necessary, training will be provided to staff in the use and maintenance of the protective clothing and equipment issued.

### 1.24.4 Monitoring

The Senior Manager will:

- Ensure that adequate supplies of all necessary protective clothing or equipment are available in the workplace for issue as required and that when issued to employees / staff, a record is to be kept in a protective clothing issue register.

- Ensure that the protective clothing or equipment is suitable for the specific process for which it is provided. The safety consultant as required can provide information and advice on the correct equipment to be issued.
- Ensure that before employees / volunteers are set to work, they are in possession of any necessary protective clothing.
- Ensure that signs are erected where the wearing of PPE is mandatory, if it hasn't already been erected by others.
- Ensure that all persons are aware of the actions to be taken if their PPE becomes lost, stolen, damaged or worn out.
- Set a good example in the wearing of protective footwear, etc. and will use all necessary protective clothing and equipment where required.

#### 1.24.5 Misuse

Misuse or intentional damage to any items of personal protective equipment that can be attributed to an individual may result in disciplinary action being taken which may lead to dismissal. Where the damage is caused by a contractor, the individual will be removed from site and the act referred to his / her Company.

## 1.25 RISK ASSESSMENTS

The Management of Health and Safety at Work Regulations 1999, require that suitable and sufficient assessments of risk should be carried out for all operations or undertakings in the workplace.

The most significant risks arising out of our work include the following:

- Manual handling
- Electrical safety
- Slips and trips

#### 1.25.1 Explanation

A Risk Assessment is a step-by-step analysis of a job, task or process that takes into account the risks likely to be encountered and the necessary control measures required to reduce the risk.

The following definitions are based on those used in the English Courts:

##### ***Risk***

The likelihood that a specified undesired event will occur, due to the realisation of a hazard by or during, work activities or by the products and services created by work activities.

##### ***Hazard***

The potential to cause harm, including ill health and injury; damage to property, plant, products or to the environment; production losses or increased liabilities.

##### ***Danger***

A person is in danger when they are exposed to a risk. The degree of danger is dependent on the hazard or risk.

#### 1.25.2 H.S.E.'s '5 STEPS TO RISK ASSESSMENT'

##### 1. Look for the hazards

If you do the assessment yourself, walk around your workplace and look at the significant hazards which could result in serious harm or effect several people. Also ask your employees or their representatives what they think. Check Manufacturers' instructions or data sheets, they can help you spot potential hazards and put them in their true perspective.

## **2. Decide who might be harmed, and how**

Firstly, decide which **hazards** are likely to cause harm and to what effect they could have on those carrying out the work and others who may be affected and rate these as high, medium or low risk. You will need to take into consideration people who will not always be on site e.g. cleaners, visitors, contractors, maintenance, etc., is there a chance they could be hurt by your activities.

## **3. Evaluating the risks**

Your real aim is to combat risks at source to either eliminate or reduce to the minimum. With this approach, you can immediately reduce the potential for accidents in the workplace and to others who may be affected. Once this process has been achieved decision can then be made on the residual high, medium risk where control measures can now be considered.

## **4. Record your findings**

This means that you need to write down the more significant hazards; record your conclusions and inform your employees regarding your findings. These findings should be kept on file for future reference. The written document can help you if an Inspector questions your precautions, or if you become involved in any action for civil liability. (If there are fewer than 5 employees you do not need to write anything down as you can simply explain to them the precautions to be taken but if you have 5 or more, you must record the significant findings of your assessments) and inform those affected in writing. This is so there will not be any misunderstanding.

## **5. Review your assessment from time to time and revise it if necessary**

You don't need to amend your assessment for every trivial change, but if the job involves a significant new hazard you will need to review and implement any changes and advise those persons affected in writing (see item 4 above).

When considering new work, use these risk assessments to base your judgement when writing the next risk assessment. However, it is important to note, environmental and site conditions may be very different, these aspects must be taken into account when making your next risk assessment.

Assessments will be carried out prior to commencement of work to ensure the appropriate protective and preventative measures, including information, instruction and training, are undertaken. A specimen risk assessment form used by the Company is included as an Appendix to this document.

### **1.25.3 Planning Procedures**

It is an important point that risk assessments are carried out prior to an operation being undertaken and any significant findings recorded. It is the responsibility of the Senior Manager to ensure that suitable and sufficient risk assessments for their areas of responsibility are undertaken.

Senior Managers are responsible for ensuring that the risk assessments covering their work areas are suitable and sufficient. Where there appears to be a deficiency, they are to inform the Senior Manager before continuing with the work.

A copy of each risk assessment is to be made available for those carrying out the work.

#### 1.25.4 Reviewing Risk Assessments

Risk Assessments should be reviewed on a regular basis by the relevant Senior Manager. In the clinics', this should not exceed annually, the review is to ensure that they are applicable to the specific work. Where the methods of work are different, or the risks are unusual, the Senior Manager should ensure that they are amended before the work activity commences

#### 1.25.5 Emergency and Non-routine Operations

Where any activity does not have a corresponding risk assessment / method statement, specific assessments will be required, and these items will be carried out by the Senior Manager. The Senior Manager has overall responsibility for implementing these systems.

Where risks are considered to be very high and normal means of reducing the risks cannot be used, these risks should be notified to the Senior Manager for discussion and approval prior to the task being undertaken.

#### 1.25.6 Training

The company shall ensure that appropriate training in risk assessment techniques will be provided to staff to enable them to carry out their assessments.

#### 1.25.7 Communication

On the completion of all risk assessments and the introduction of the required control measures, the findings are to be communicated to those who are affected along with any actions that they must take to prevent the risk being realised.

The communication of the findings of a risk assessment can be given as a safety talk or a method statement briefing and must be recorded on a relevant form.

### 1.26 SAFETY MONITORING

In order that the Chief Executive can be sure that the procedures laid down in this document are controlling the hazards to which they were designed to control and that they are being adhered to, a series of monitoring arrangements, involving personnel at all levels, are to be implemented.

#### 1.26.1 Employees / volunteers

All employees, operatives and contractors are to carry out self-monitoring to ensure that they are following the procedures laid down in this document. Any work equipment that is used is first to be inspected by the individual and any subsequent faults reported to their line Senior Manager or to the stores immediately.

Once an employee carries out an inspection, any relevant documentation is to be completed.

All employees / volunteers are expected to bring to the notice of their immediate Senior Manager any areas where the Company policy on Health, Safety, Welfare and Environment appears to be inadequate. The suggestions will be passed to the Senior Manager or Chief Executive for consideration.

#### 1.26.2 Deputies /Leads

Deputies / Leads must continuously monitor their areas of responsibility for any further hazards that have not already been identified by the current risk assessment. They must ensure that employees / volunteers are conforming to the method statement, risk assessment, site rules and any procedures laid down in the Health & Safety Policy.

Where a procedure proves to be ineffective, it is to be brought to the attention of the Senior Manager so that it can be reviewed and changed as necessary.

### 1.26.3 Senior Managers

Senior Managers are to monitor their areas of responsibility to ensure it is being kept in a safe condition and is free from any further hazards which had not been identified during the initial risk assessment process.

Senior Managers are to carry out a formal weekly safety check of their areas of responsibility. A weekly check sheet, as found in the Site Management Manual, is to be completed.

### 1.26.4 Chief Executive

The Chief Executive or Senior Manager are to ensure that they carry out regular safety checks of the company's work areas and complete the safety check sheets, and file within the company records.

### 1.26.5 Safety Consultants Inspections

An assessment of the workplace will be carried out, we recommend that a safety visit to all of the premises at least once a year and site visits also, if required. It is the responsibility of the Chief Executive / Senior Manager to notify BOSS Ltd of any additional safety audits or inspection's required.

## 1.27 HOUSEKEEPING

### 1.27.1 Hazards

The main hazards include:-

- Fire
- Tripping and slipping
- Collapse of stored materials
- Restricted or blocked access
- Health risks

### 1.27.2 Planning Procedures

The Senior Manager will:

- Ensure that access routes are clear, deliveries are programmed to ensure that excess materials are not stored on site, storage areas are defined, compounds are planned and all employees / volunteers are made aware of the requirements with regard to storage, clearing up, tidiness, etc.
- Ensure that employees are made aware of storage areas and that safe access routes are maintained at all times.

### 1.27.3 Training

All employees /volunteers must be given training in the requirements to keep their working area tidy and without risk to themselves and others. A large number of accidents and injuries are caused by poor standards of housekeeping at work. Such training must stress the employee's / volunteers responsibility for ensuing high standards of housekeeping.

### 1.27.4 Monitoring

The Senior Manager will:

- Ensure that all are made aware of the need to maintain the workplace in a tidy condition at all times.
- .

- Ensure that working areas and accesses where employees / volunteers are required to work are safe. Where difficulties are experienced, the Senior Manager must be informed to discuss improvements.
- Ensure that all waste materials are cleared and disposed of safely as work proceeds. All materials delivered to site for use will be stored safely ensuring that accesses are not obstructed.
- Ensure any flooring hazards, inside or outside are clearly marked to show there is a danger. Arrange for sufficient labour and plant to enable clearing up and maintenance of safe accesses, cleaning of welfare facilities etc., to be carried out in accordance with relevant standards.

## 1.28 TRAINING, INSTRUCTION & INFORMATION

It is Company policy to ensure that all employees / volunteers are adequately trained to carry out their duties competently. Current health and safety legislation frequently specifies that competent persons are employed by companies to carry out their undertakings. The Senior Managers and Chief Executive will be responsible for ensuring all persons are adequately trained. Advice on this may be sought from the company safety consultants.

### 1.28.1 Manual Handling Training

It is Company policy that all staff attend a manual handling course and are updated on the techniques and the requirements of the legislation every three years.

### 1.28.2 General

The Company is aware that under The Health and Safety at Work etc. Act 1974 and various supporting regulations, it has a duty to ensure employees / volunteers receive sufficient information, training, instruction and supervision to allow them to carry out the Company undertakings efficiently and safely. Therefore, wherever a training need is identified, the Company is committed to supplying the relevant training where practicable. Company induction to ensure that all operations are explained to the new incumbent.

### 1.28.3 Senior Managers &/or Supervisors

The company realises the importance of making sure everyone understands their health and safety responsibilities in the workplace. The Company's Senior Managers and Deputies/ leads are managing the work on a day to day basis so it is important that they are fully aware of their legal requirements and how to apply them to their work situations.

## 1.29 WELFARE ARRANGEMENTS

Welfare at workplaces is governed by the Health and Safety (Workplace) Regulations 1992. In particular, the welfare facilities for our premises will comply with the following:

### 1.29.1 Planning Procedures

The Senior Manager will ensure the following is provided:

- Sanitary conveniences and washing facilities
- Drinking water
- Accommodation for clothing and facilities for changing
- Facilities for rest and to eat meals

- A means to heat food or somewhere that hot food can be bought

### 1.29.2 Supervision

Senior Manager will report to management any deficiencies in facilities provided.

Before work commences, the Senior Manager must make arrangements for the use by staff/volunteers of convenient sanitary facilities throughout the duration of the work.

## APPENDIX A - PRIMARY CURRENT LEGISLATION

The following is a list of Health and Safety, Environmental and Other relevant legislation. Every attempt has been made to ensure the statutory legislation listed is up to date but, with an ever-changing legislative programme, no warranty is given or implied that it is complete or exhaustive. It is, however, representative of the legislation applicable to work in offices and on construction sites. The legislative framework is constantly being reviewed and updated. Check with the HSE for correct legislation applicable at any one time.

### ACTS AND STATUTORY REGULATIONS

**Employer's Liability (Compulsory Insurance) Act 1969**

**Health & Safety at Work etc Act 1974**

**Highways Act 1980**

**Regulatory Reform (Fire Safety) Order 2005**

Building Regulations 1991

Control of Asbestos Regulations 2012

Control of Substances Hazardous to Health Regulations 2013

Dangerous Substances and Explosive Atmosphere Regulations 2002

Electricity at Work Regulations 1989

Health & Safety (Consultation with Employees) Regulations 1996

Health & Safety (Display Screen Equipment) Regulations 1992

Health & Safety (First Aid) Regulations 1981

Health & Safety (Information for Employees) Regulations 1989 (Poster)

Health & Safety (Safety Signs & Signals) Regulations 1996

Management of Health & Safety at Work Regulations 1999

Manual Handling Operations Regulations 1992

Personal Protective Equipment at Work Regulations 1992

Provision and Use of Work Equipment Regulations 1998

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

Smoke-Free (Premises Enforcement) Regulations 2006 (England)

Supply of Machinery (Safety) Regulations 1992

Workplace (Health, Safety & Welfare) Regulations 1992

**Clean Air Act 1993**

**Control of Pollution (Amendment) Act 1989****Environment Act 1995****Environment Protection Act 1990****Pollution Prevention & Control Act 1999****Water Industries Act 1991****Water Resources Act 1991**

Collection and Disposal of Waste Regulations 1988

Controlled Waste Regulations 1992

Environmental Protection (Duty of Care) Regulations 1991

Environmental Protection (Prescribed Processes and Substances) Regulations 1991

Groundwater Regulations 1998

Hazardous Waste Regulations 2005

Pollution Prevention &amp; Control Regulations 2000

Waste Electrical and Electronic Equipment Regulations 2006

Waste Management Licensing Regulations 1994

**General Data Protection Regulations 2016****Disability Discrimination Act 1995****Employment Act 1989****Employment Rights Act 1996****Party Wall Act 1996****Road Traffic Act 1988****Social Security Act 1989**

## APPENDIX B – EMPLOYEE DECLARATION

### HEALTH & SAFETY POLICY, ORGANISATION & ARRANGEMENTS

The relevant pages from the Company Safety Policy document have been explained to me by my Senior Manager or other person nominated by the company.

It is my intention to carry out my duties, as far as is reasonably practicable, in a safe and proper manner, without causing unnecessary risk to the health and safety of other persons, who may be affected by my acts or omissions whilst at work. I will co-operate with any instructions given to me by my employer and follow the procedures set out in the Arrangements Section of the Document.

I will co-operate with any instructions given to me by my employers or any passed on to me by my employers whether imposed by them or other persons with the authority to request certain safe working procedures, to ensure so far as reasonably practicable, the safety and absence of risk to myself or others affected by my work activities.

I undertake not to interfere with or misuse anything provided in my interests of health, safety or welfare and to wear any personal protective equipment as instructed to do so.

I will carry out my duties when using any work equipment in accordance with the training I have received whether by the Company, a previous employer or training establishment.

I will report any hazards to my employer if seen by me and where necessary, will bring to my employer's notice any matter signaling a shortcoming in their arrangements for my Health, Safety or Welfare at work.

Where required to do so, I will comply with any permit to work system, risk assessment or method statement to the best of my ability in accordance with any training received or instructions given.

I am prepared to sign this declaration on the understanding that my employer will, so far as reasonably practicable, provide me with a safe place of work, with a safe access and egress, safe and properly maintained plant and equipment and that he shall undertake to train me where necessary to comply with the provision and use of work equipment and safe working arrangements for me to carry out the duties I am being paid to carry out, and on the understanding that my employer will do all that is reasonably practicable to ensure his part as stated in the current legislative frame-work governing the safety and absence of risk to my place of work.

<b>Print Name:</b>	Pauline Morgan
<b>Signed:</b>	
<b>Position in Company:</b>	CEO
<b>Date:</b>	August 2020

