



WIGGETT GROUP LTD

HEALTH & SAFETY POLICY
Version 2.0 – 16th February 2026

Version No.	Generation Date	By	Document Ref	Position	Review Date
02	16/02/2026	M Brierley	HSP 1	HSE Mgr.	16/02/2027

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1.0 COMPANY DETAILS

Trading Address:

The Wiggett Group Ltd
Unit 4 Clapgate Farm
Warley
Brentwood
Essex
CM13 3DS

Registered Office:

The Wiggett Group Ltd
Unit 4 Clapgate Farm
Warley
Brentwood
Essex
CM13 3DS

**NAME OF PERSON(S) WITH THE ULTIMATE RESPONSIBILITY FOR HEALTH & SAFETY MATTERS
WITHIN THE COMPANY**

NAME: Mr. Reece Wiggett

SPECIFIC SAFETY FUNCTIONS AND NAMED RESPONSIBILITIES.

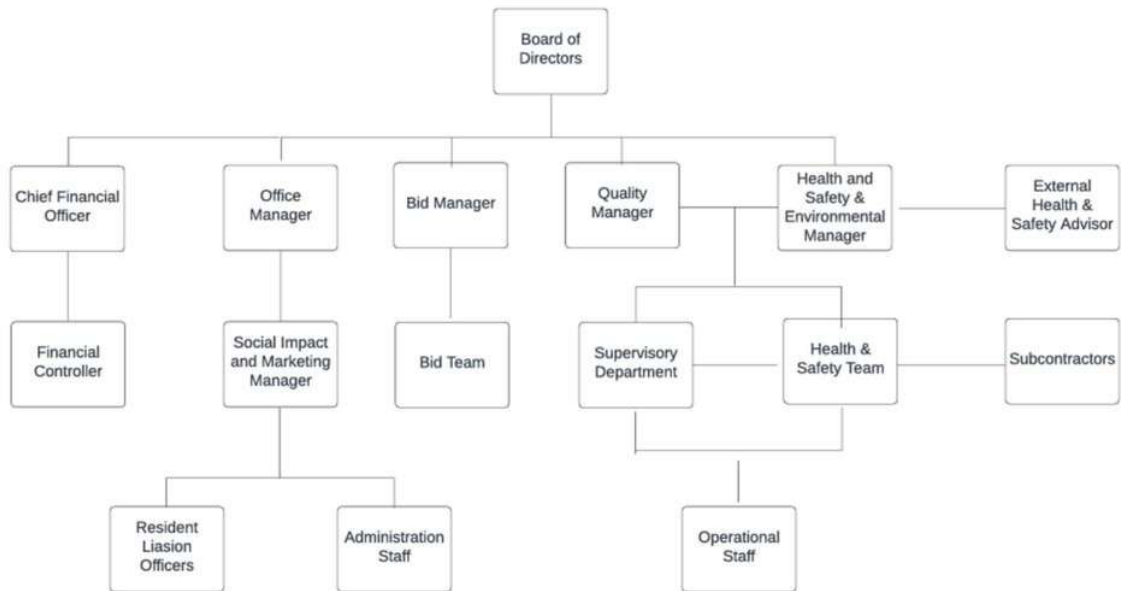
ALL HEALTH AND SAFETY FUNCTIONS: Mr. Reece Wiggett - CEO

ALL HEALTH ARRANGEMENTS: Mr. Reece Wiggett - CEO

ALL SAFETY ARRANGEMENTS: Mr. Reece Wiggett - CEO

ALL WELLBEING ARRANGEMENTS: Mr. Reece Wiggett - CEO

Organisation & Company Operational Structure 2026



2.0 COMPANY HEALTH & SAFETY STATEMENT OF INTENT

The Wiggett Group Ltd fully accept their responsibilities under the Health & Safety at Work Act 1974 to their employees to ensure, so far as is reasonably practicable, their health, safety and welfare at work and any other persons who may be affected by the company's work operations and to:-

1. Provide and maintain plant, equipment and systems of work which are so far as is reasonably practicable, safe and without risks to health.
2. Make arrangements for ensuring, so far as is reasonably practicable, safety and absence of risks to health in connection with the use, handling, storage & transport of articles and substances.
3. Provide information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of all employees.
4. Maintain in a condition that is safe and without risks to health so far as is reasonably practicable, any place of work under our control.
5. Provide means of access to and egress from any place of work under our control which is so far as is reasonably practicable safe and without risks to health.
6. Provide and maintain for all employees a working environment that is, so far as is reasonably practicable safe, without risks to health, and adequate as regards facilities and arrangements for their welfare at work. The necessary financial provisions will be made available to provide and maintain such standards of health & safety.
7. Regular management meetings will be held to discuss, deal with and adopt improvement methods for all health and safety issues. All necessary financial provisions will be made available to provide, maintain and implement such standards of health & safety.
8. All employees will receive induction, and toolbox talks on commencement of their employment. Site specific induction and toolbox talks will be undertaken prior to the commencement of each contract/project. Employees will be provided with Site Specific Risk Assessments and Method Statements prior to the commencement of work on site.
9. At annual intervals all employees will be provided with a review of the Health and Safety Policy, with the provision of information and training required to address any newly identified risks.
10. The company will endeavour to pursue continual improvement in relation to their health, safety and welfare commitments.
11. A commitment to review the policy on an annual basis.

The Wiggett Group Ltd is owned and managed by Mr. Reece Wiggett - CEO who is directly responsible for Health and Safety matters within the company. The responsible persons will seek external assistance where necessary to ensure that the company meets both its statutory obligations and the objectives laid down in this Health & Safety Policy.

We use Mr Accreditation Safety Services, Mr Matthew Brierley for gaining help and advice with Health & Safety matters where required.

The organisation of the workforce is the responsibility of Mr. Reece Wiggett who hold the position of CEO and who is responsible for ensuring that the company's Health & Safety Policy and associated procedures are implemented by all site operatives.

Day-to-day management of the company's operations is the responsibility of Mr. Reece Wiggett - CEO who may be supported by site managers, each responsible for one site or customer premises. Depending on the size and nature of the site, the responsible person may be supported by one or more supervisors responsible for the direct supervision of the company operatives.

It is the duty of all employees to always comply with the safety policy and to act responsibly and do everything that they can to prevent injury to themselves, other employees and the public at large.

The Managing Director and management of the company will monitor the operation of this policy. The organisation and arrangements of this policy will be displayed at each office, workshop, site and workplace for inspection by all employees.

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

Signature for Wiggett Group Ltd

Issued by: Reece Wiggett

Position: C.E.O

Date: 16th February 2026

Review Date: 16th February 2027



Signature:

3.0 ORGANISATION & RESPONSIBILITY OF COMPANY OFFICIALS

3.1 Company Directors & Managing Director

1. The provision and maintenance of safe and healthy working conditions for the workforce and any others who may be affected. These conditions will conform at least to the minimum laid down by statute.
2. The preparation of instructions for the organisation and administration of this policy.
3. Ensuring that each person is aware of their individual responsibilities and duties.
4. Ensuring that sound and safe working practices are both understood and observed.
5. The provision of the necessary instruction for employees and sub-contractors to enable them to perform their work safely.
6. Ensuring that all quotations allow for the cost of the provision of adequate welfare facilities, safe working methods, adequate and safe storage of dangerous equipment, materials and substances, adequate sanitation and waste disposal and adequate access (as far as is reasonably practicable).
7. Ensuring that liaison between the company's offices, workplaces, and representatives of the health and safety executive occurs (where notification is required by statute).
8. The provision of the appropriate equipment and protective clothing for the task in hand and ensuring that they are used correctly (PPE regulations).
9. To consult with the employees of the company, or their representatives on matters relating to health, safety and welfare.
10. The setting up and administration of an adequate system of accident reporting and investigation.
11. Ensuring that regular and frequent workplace inspections of both equipment and materials are carried out.
12. The setting up of a system of discipline for cases where a breach of this policy occurs or where duties are not properly carried out.
13. Set a personal example by wearing protective clothing where appropriate when visiting a workplace.
14. Partners of the company /safety officer & consultants will carry out a review of the policy on a six-monthly basis. The review will take account of any new or amended legislation or changes in working practices.
15. Maintain hazard data sheets for all substances used by the company, this includes updating the sheets prior to the use of a substance for a new purpose or a new substance being used for the first time. Introduce and maintain a hazard reporting procedure for all locations and places of work.

16. Arrange for the provision of written risk assessments for any operation, substance or method that could entail potential hazards to employees or others, or the public; in good time to be agreed before work commences.
17. The appointment of competent persons to undertake risk assessments and to devise and apply protective steps shown to be necessary as a result of the written assessment.
18. Put into operation effective arrangements for the implementation of adequate protective and preventive measure resulting from risk assessment.
19. Ensure that the company complies with the requirements of Construction (Design & Management) Regulations 2015 (CDM) - where applicable.
20. Ensure that sufficient funds are made available for the company to fulfil its Health & Safety Policy commitments.
21. Take appropriate steps to ensure that the company fulfils its legal responsibilities as a principal contractor under the Construction (Design & Management) Regulations 2015.
22. To develop a training policy to ensure compliance with regulation 13 of the Management of Health & Safety at Work Regulations 1999 (amendment) 2006 and regulation 17 of the Construction (Design & Management) Regulations 2015.
23. To ensure disciplinary measures are in place to deal with breaches of Health & Safety procedures.
24. Will ensure maintenance of work equipment is undertaken

3.2 Managers & Supervisors

The responsibilities of managers and supervisors within the company shall be:-

1. To read and understand the company's safety policy and to ensure that its provisions are being effectively carried out.
2. To bring the provisions of this policy, insofar as they affect all personnel, to the attention of the employees under the control of particular managers/supervisors.
3. To inspect machinery, and equipment regularly and to ensure that any defects discovered are remedied forthwith, as part of a hazard reporting procedure.
4. To prevent access by the workforce or other persons to any defective machinery, or equipment until the faults have been rectified.
5. To ensure that employees are adequately instructed/trained in the safe operation of equipment and machinery.
6. To ensure that any areas of the workplace to which the public or visitors may have access are maintained to ensure their safety.
7. To arrange for all necessary insurance, certificates etc, appropriate to the workplace's size and function.
8. To arrange for the reporting of incidents to the insurers where appropriate.
9. To arrange the appropriate fire risk assessments for each office, location, and workplace, the proper maintenance of appropriate firefighting equipment, regular fire drills and adequate access to firefighting services.
10. Ensure that adequate first-aid facilities are available and adequately maintained.
11. To ensure that all accidents are reported in accordance with the provisions of this policy.
12. Ensure that no unnecessary risks are taken by the employees in pursuance of this policy.
13. Set a personal example.
14. To give advice upon this policy when requested by either the partners of the company or workforce.

3.3 Workforce Operatives & Employees

The responsibilities of the workforce operatives & employees: -

1. To understand and apply the company Health and Safety Policy to the workplace for which you have responsibility.
2. To organise the workplace in such a way that tasks are carried out with the minimum of risks to employees and other persons who may be affected.
3. In appropriate circumstances to issue written working instructions/risk assessment to all operatives and other person who may be affected.
4. To maintain and supervise the workplace accident record book and such other registers as shall be required by statute.
5. Ensure that inspections of equipment, machinery and harmful substances shall be carried out frequently and by competent persons, as part of a hazard reporting procedure.
6. Ensure that supervision under your control is aware of their duties and obligations and that they do not permit employees and other persons who may be affected to take any unnecessary risks.
7. Make arrangements for the safe off-loading of machinery, equipment and materials from vehicles and its safe and secure storage.
8. Ensure that the necessary utilities are connected and that they are maintained in a safe and secure manner for each workplace.
9. Plan and maintain a tidy workplace.
10. Communicate and allocate responsibility to sub-contractors and others having cause to visit the workplace from time to time.
11. Check that all workplace machinery, powered tools, plant and safety equipment is properly used and maintained.
12. Ensure that supplies of protective clothing are adequate, properly used and maintained and issued when required.
13. Ensure that first-aid facilities are provided and that all persons in the workplace are aware of the location.
14. Ensure that adequate liaison and communication is established with local emergency services and that they may gain appropriate access to the workplace.
15. Accompany HSE Inspector on any visit and arrange for the compliance with any notice so issued.
16. Ensure that adequate fire precautions are taken and that adequate firefighting equipment and access is maintained.
17. Set a personal example by wearing protective clothing.

18. Ensure that any accident resulting in an injury to any person is adequately treated and is reported in accordance with company policy.
19. To appoint competent people to devise and apply protective steps shown to be necessary by
 - a. risk assessment.
 - b. safe system of work.
20. Put into operation effective arrangements for the implementation of adequate protective and preventive measures resulting from risk assessment
21. Carry out its requirements and work in a safe manner at all times.
22. Wear protective clothing and use safety equipment at all times as appropriate (PPE regulations). Safety helmets must be worn on all designated hard hat sites and where there is a danger of head injury.
23. Report defects in equipment, machinery or materials, immediately to the workplace supervisor or his/her assistant.
24. Maintain workplace machinery and equipment in good condition.
25. Use equipment only for the purposes for which it is intended.
26. Use only the equipment upon which you have been instructed/trained.
27. Not to take part in "horseplay" or dangerous practical jokes whilst in the workplace.
28. Report to the supervisor any injury to yourself which result from an accident at work even if it appears to be only very minor and does not stop your working.
29. Make suggestions whereby the safety of current working arrangements could be improved and report all hazards or potential hazards to your supervisor.
30. Inform management or the supervisor of any medication which you are taking and which may affect your capacity for work or treatment following an accident and to comply fully with the company's policy on drugs & alcohol.
31. Employees are reminded that they have a duty under section 7 of the Health and Safety at Work act 1974 to take reasonable care for their own safety and the safety of others who may be affected by their acts or omissions and also to co-operate with the company in its arrangements to perform or comply with statutory safety obligations which includes adherence to the company safety policy.
32. Employees are required to comply with regulation 12 of the Management of Health & Safety at Works Regulations (MHSWR) 1999 (amendment) 2006. A copy of the regulations is contained in the company's "health & safety manual" which is available to all employees/operatives

3.4 Workforce Sub-Contractors

1. The company appointed person, or authorised person is responsible for assessing all Subcontractor and to ensure that they complete our “Subcontractors Pre-Qualification Questionnaire” as outlined in the company policy for the selection and monitoring of all sub-contractors and submit before work commences. A copy is retained in our site-specific H&S files.
2. Expected to comply with and read the provisions of this policy.
3. To ensure that any operatives under their control or employed have knowledge of and will comply with the company safety policy.
4. The company appointed person, or authorised person will ensure that all subcontractors provide suitable reference of satisfactory completed contracts.
5. They are also required to provide all the necessary Health & Safety documentation; Equal Opportunities Policy, Environmental Policy, Site Waste Management Plan (SWMP), Health & Safety Policy, COSHH & risk assessments, methods statements, insurance details/certificates and a list of competent & qualified employees. Also, valid CSCS cards, CHAS/Constructionline certificates. Copies will be retained in our site-specific H&S files.
6. Subcontractors (or their employees) are not entitled to modify, alter or otherwise interfere with any workplace, equipment or materials for which they have no responsibility or need to use, unless otherwise authorised by the site supervisor or his/her assistant.
7. To ensure that any injury sustained or damage caused by the sub-contractors must be reported to the workplace supervisor immediately.
8. To arrange for suitable welfare facilities and first-aid equipment to be provided for their employees unless arrangements have been made on their behalf by the main contractor.
9. To observe all statutory provisions concerning dangerous, explosive, inflammable or other volatile substances and materials which they shall bring on to the workplace.
10. To keep all workplaces, for which they are responsible, clean and tidy and to clear them periodically as work progresses.
11. To wear protective clothing and use safety equipment appropriate to the operation (PPE regulations).
12. To provide information and co-operate fully in respect of the provisions of the MHSWR 1999 (amendment) 2006.
13. To fully comply with the CDM Regulations 2015 (where applicable) and provide relevant information. Carry out all work in accordance with the safety plan as directed by the principal contractor.
14. Required to attend pre-start health & safety meetings.

4.0 HEALTH AND SAFETY ADVISOR/OFFICER

The company will seek advice as is necessary under The Management of Health and Safety at Work Regulations 1999 – Section 7

The company has retained the ability to seek advice from the following –

Matthew Brierley 07931 731 744 – External Advisor

The responsibilities of the company's safety officer shall be:-

1. Advise on the company health and safety programme.
2. Regularly inspect all workplaces and machinery/equipment to ensure that the policy is being complied with and make recommendations directly to management and employees concerning health and safety.
3. Review any safety recommendations received and interpret new safety legislation for management and advise on its implementation, arrange and attend safety meetings when necessary.
4. Assist in and advise on the safety training/induction of all employees and new employees.
5. Arrange suitable material and publicity for the health and safety programme.
6. Investigate accidents and damage to company property and recommend corrective action.
7. Inspect new and unusual processes for potential hazards.
8. Recommend any necessary safety rules in the light of legislation and past performance.
9. Comply fully with the young workers directive (YWD).
10. In the event of personal accidents at work or dangerous occurrence the B1 510 First Aid book must be completed and if reportable under the RIDDOR Regs 2013 F2508/A form must be filled in as appropriate.
11. Assist and advise on the training of new safety committee representative when necessary.
12. Inspect and investigate all new machinery/equipment before they are commissioned.
13. Advise and assist managers/supervisors in ensuring compliance on site with Construction (Design & Management) Regulations 2015 (where applicable).
14. Review accident records and statistics regularly, inspect workplace, office accident book.
15. Ensure first-aid boxes, accident books, registers and posters in accordance with statutory regulations are available at offices and workplaces.
16. Ensure that any unsafe machine/tools/equipment are immobilised and assist and encourage the promotion of company's hazard reporting procedures.

17. Keep contact with official and professional bodies, e.g. Health and Safety Executive (H.M. Factory Inspectorate) local authorities, fire authorities, royal society for the prevention of accidents, British safety council and institution of occupational safety and health.

Company safety officers must:-

18. Foster within the firm an understanding that injury prevention and damage control are an integral part of business and operational efficiency.
19. Set a personal example.
20. Ensure the COSHH Regulations are complied with and to be responsible for monitoring the use of substances and to take charge of any contingency situation involving spillage etc.
21. Assist when required with the preparation of written risk assessments and with protective measures shown to be necessary as a result of the assessment

5.0 ARRANGEMENTS FOR HEALTH AND SAFETY

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

5.1 Accident Reporting & Investigation

RIDDOR 2013 - (Reporting of Injuries, Diseases & Dangerous Occurrences Regs 2013).

Definition of events which are reportable

1. Any accident connected with work involving an employee, or self-employed person who is killed or suffers a major injury (including physical violence) also any member of the public killed or taken to hospital. This must be reported to the enforcing authority without delay call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm) must be followed up by completing F2508 (on line) at www.riddor.gov.uk within 10 days.
2. Any accident connected with work (including an act of physical violence) involving an employee or self-employed person which result in an over seven-day injury. Must complete form F2508 (Online) at www.riddor.gov.uk within 15 days. Three day and over accidents must still be recorded and kept by the employer.
3. Where an employee suffers from a reportable work-related disease (confirmed by his doctor). Must complete form F2508A (online) at www.riddor.gov.uk within 10 days.
4. If a dangerous occurrence happens which does not result in a reportable injury, but which clearly could have done it must be reported immediately, form F2508 must be completed (on line) at www.riddor.gov.uk within 10 days.

Definitions of Specified Injuries, Dangerous Occurrences & Diseases

Reportable specified injuries are:

- Fracture, other than to fingers, thumbs, and toes.
- Amputation of an arm, hand, finger, thumb, leg, foot, or toe.
- Permanent loss of sight or reduction of sight.
- Crush injuries leading to internal organ damage.
- Serious burns – covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs.
- Scalping – separation of skin from the head – which require hospital treatment.
- Unconsciousness caused by head injury or asphyxia.
- Any other injury arising from working in an enclosed space, which leads to hypothermia, heat-induced illness or required resuscitation or admittance to hospital for more than 24 hours.

How to report an incident

All incidents can be reported online but a telephone service remains for reporting fatal and major injuries only - call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

Out of hours

The type of circumstances where HSE may need to respond out of hours are:

- Following a work-related death.
- Following a serious incident where there have been multiple casualties.
- Following an incident which has caused major disruption such as evacuation of people, closure of roads, large numbers of people going to hospital etc.

If your incident fits these descriptions ring the duty officer on 0151 922 9235.

Reportable Dangerous Occurrences are:

- The collapse, overturning or failure of load bearing parts of lifts and lifting equipment.
- Plant or equipment coming into contact with overhead power lines.
- The accidental release of any substance which could cause injury to any person.

For the full list of reportable dangerous occurrences refer to the online guidance at www.hse.gov.uk/riddor.

The following Dangerous Occurrences are reportable except in relation to offshore workplaces:

18. Unintended collapse of any building or structure under construction, alteration or demolition where over five tonnes of material falls; a wall or floor in a place of work; any false work.
19. Explosion or fire causing suspension of normal work for over 24 hours.
20. Sudden, uncontrolled release in a building of 100 kg or more of flammable liquid; 10 kg of flammable liquid above its boiling point; 10 kg or more of flammable gas; or of 500 kg of these substances if the release is in the open air.
21. Accidental release of any substance which may damage health.
22. All occurrences should be reported online using forms (online) at www.riddor.gov.uk within 10 days. OIR9B – Report of an Injury Offshore / OIR9B Report of a Dangerous Occurrence Offshore.

Reportable Occupational Diseases include:

- Carpal tunnel syndrome.
- Severe cramp of the hand or forearm.
- Occupational dermatitis.
- Hand-arm vibration syndrome.
- Occupational asthma.
- Tendonitis or tenosynovitis of the hand or forearm.
- Occupational cancer.
- Any disease attributed to occupational exposure to a biological agent.

Person Responsible for Reporting the Reportable Injury

Keeping records

A record **must** be made and kept of all reportable injuries and dangerous occurrences. The record must contain in each case:-

- 1. The date and time of the accident-causing injury.**
- 2. The following particulars about the person affected: -**
 - a. Full name**
 - b. Occupation**
 - c. Nature of injury or condition**
- 3. Place where the accident happened.**
- 4. A brief description of the circumstances.**

The nature of the record is not stipulated by RIDDOR. It is left to the responsible person to use a form of record which best suits his purposes. A copy of each completed form F2508 must be kept in a file and any entry about an injury in HSE Book F2509 (records of accidents and dangerous occurrences and ill health (disease) enquiries) where kept by an employer would suffice.

Accident Investigations

All accidents and dangerous occurrences will be fully investigated. This will be carried out by the Health & Safety officer. The officer will produce a written report. A copy of this report will be forwarded to the partner of the company responsible for Health & Safety.

Near Misses

All near misses must be reported. Employees are made aware of the procedure at the induction process, and toolbox talks. They should record the near miss on the appropriate form provided. The form will be analysed by their immediate supervisor/manager and the appropriate action taken, i.e. communicating a revised safe system of work to all concerned.

Training

The managing partner of the company will carry out a six-monthly survey to ascertain what training is required. All employees will be interviewed to find out what training they require. Records will be kept and a training programme will be established giving priority to the most hazardous areas and the needs of young/and/or new employees.

No person will be permitted to drive any company vehicle or article of the plant unless they are selected and trained to do so.

In addition, they will not be permitted to operate any machine, apparatus, tool or installation until appropriate training has been provided.

Arrangements will be made, where necessary, for a representative from the fire appliance suppliers to train worker in the use of firefighting equipment and its proper use and maintenance.

All employees are required to assist and co-operate with the company in any arrangements made for their training requirements. The safety officer will maintain a record of all training that is undertaken and training records for all employees will be reviewed annually

5.2 Accident and Near Misses

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

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

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

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

- **First Aid/Medical Attention:** Provide immediate first aid and medical care after an accident.
- **Make Area Safe:** Secure the area to prevent further harm and preserve it if investigation is needed.
- **Notify Leadership:** Immediately inform responsible personnel about any accidents or near misses for proper action and reporting.
- **Accident Records:** Log all incidents, regardless of severity.
- **Investigate Accidents/Near Misses:**
 - Investigate based on potential impact and recurrence.
 - Review risk assessments, procedures, training, and equipment safety. Record, implement, and share improvements with staff to reduce future risks.
 - Seek advice from HS Direct's Health & Safety advice line if necessary.

5.3 Alcohol and Controlled Drugs

It is categorically forbidden for employees to enter sites or places of work, to drive a vehicle, use or operate plant and equipment, or to assist or supervise in its use, whether on or off company business, in an unfit state due to the influence of alcohol or illegal drugs and other substances, such as glue. Disciplinary action will be taken if you are caught in the possession of illegal drugs on company or client property or in company vehicles.

Employees taking medicines or prescribed drugs under the direction of their G.P, Dentist, or Hospital Doctor that may affect their ability to carry out their work duties have a duty of care responsibility and must notify their immediate manager

5.4 Alcohol and Drug Misuse

Alcohol and drug misuse pose significant risks to workplace safety, employee wellbeing, and operational efficiency. This includes the use of illicit substances as well as the abuse of prescription or over-the-counter medications.

To effectively manage these risks, we provide clear guidelines regarding our approach to education, testing, and disciplinary procedures to safeguard all personnel and maintain operational standards.

Medication Disclosure:

Employees who are prescribed medication that may impact job performance are required to notify management. All staff must be fit to perform their responsibilities safely and competently.

Confidentiality and Support:

Any disclosure related to alcohol or drug misuse will be treated with strict confidentiality, consistent with applicable legal requirements and company policy. Employees experiencing challenges with substance misuse are encouraged to utilize support resources provided by the organization.

Drug and Alcohol Testing:

We retain the right to conduct random drug and alcohol testing to uphold workplace safety. This requirement applies to all employees and individuals performing work on behalf of the organization.

Disciplinary Action:

Where an alcohol or drug issue results in misconduct or substandard performance, it will be addressed through established disciplinary or capability procedures, which may include termination of employment depending on the circumstances.

This policy will be regularly reviewed and updated to ensure ongoing effectiveness and compliance with relevant legislation.

5.5 Asbestos

It is the policy of the company, that we will NOT work with any Asbestos Containing Materials (ACMs).

Asbestos is recognised as being an extremely hazardous substance and as such must be treated with the utmost care.

When working on site, employees and contractors will assume any suspicious material is asbestos and stop work unless there is conclusive evidence to the contrary. Any suspicious material shall be reported to the site or building manager immediately.

An Asbestos Management Survey for the premises should always be made available. Its purpose is to locate, as far as reasonably practicable, the presence and extent of any suspected ACMs in the building which could be damaged or disturbed during normal occupancy, including foreseeable maintenance and installation, and to assess their condition prior to starting work.

Refurbishment and Demolition surveys should be made available where refurbishment work or other work involving disturbing the fabric of the building is carried out.

All work involving asbestos will be carried out in accordance with Control of Asbestos Regulations 2012 and approved code of practice. Any materials used which contains asbestos must comply with these regulations.

Because of the hazards and severe restrictions, we will liaise with the local authority, environmental health dept and the HSE. Only special qualified licensed contractors will be used for the removal and disposal of asbestos.

All employees are fully inducted & receive toolbox talks before each contract, which cover asbestos awareness and the procedures to follow. If asbestos is suspected on a job, it is company policy that work be immediately suspended, the area would be clearly marked and sealed off and a specialist contractor brought in to remove the asbestos and confirm the site is safe and work can continue. All sampling, testing and clearance will be carried out by an accredited contractor (UKAS).

5.6 Asbestos Management

When maintaining any premises, we will control asbestos risks by:

- **Assessment:** Identifying if asbestos-containing materials (ACMs) exist or may exist. If construction is after 2000, we will note it's unlikely.
- **Survey:** If ACMs are likely, a qualified person will conduct a management survey to locate and assess them.
- **Asbestos register:** If asbestos is found or suspected, we'll keep an up-to-date register with a dated plan showing locations and uninspected areas for as long as we're responsible.

Management plan

We will develop and carry out a written management plan that outlines our strategy for addressing risks. This may include:

- assigning priorities to actions depending on the material's type and the likelihood of disturbance,
- safely removing materials by employing qualified, licensed contractors, or securing them through methods such as encapsulation and other suitable approaches,
- conducting regular condition checks and documenting findings,
- revisiting and updating the management plan whenever necessary, with a minimum annual review.

Communication

We will inform all employees, contractors, and relevant parties about this plan, particularly those who may be at risk of disturbing asbestos-containing materials (ACMs), as well as emergency services when necessary. Documentation of this communication will be maintained by requesting individuals to review and sign the asbestos register.

Review

Regularly reassess asbestos evaluations, especially when major changes occur on the premises or if previous assessments become outdated—such as when all ACMs have been completely removed.

Refurbishment or Demolition

Should any building, refurbishment, or demolition works be planned, we will arrange for a comprehensive refurbishment and demolition survey.

Training

Asbestos awareness and responsibility training will be provided to duty holders and other relevant personnel exposed to asbestos risks, as appropriate.

Responsibility for Premises Maintenance

Where responsibility for maintaining the premises is shared, collaboration with all relevant parties is essential. We will actively communicate to ensure comprehensive awareness regarding the presence of asbestos and effective management of associated risks.

Safe Working Practices Around Asbestos

All employees are required to promptly report any observed damage to identified or suspected asbestos-containing materials (ACMs) to the designated asbestos-risk duty holder. Work activities must strictly adhere to established training protocols, risk assessments, approved safe systems of work, and necessary permits, thereby ensuring the health and safety of all individuals present. Any concerns should be notified to us without delay.

Individuals Potentially Exposed to Asbestos

A wide range of buildings—including commercial, industrial, residential, educational, and public facilities constructed or refurbished prior to 2000—may contain ACMs.

Personnel engaged in tasks related to maintenance, repair, refurbishment, alteration, or demolition may encounter asbestos fibres released from materials such as roofing sheets, ceiling tiles, pipe insulation, or lagging. Consequently, we are dedicated to preventing inadvertent disturbance or release of asbestos during operational activities.

Before starting work, we will ensure:

- The duty holder (client) has been identified.
- Determined whether the premises contains asbestos by requesting an asbestos management survey report/plan and/or asbestos refurbishment and demolition survey report.
- The work to be carried out is suitably assessed.
- Control measures are implemented to prevent or reduce potential asbestos exposure.
- An emergency plan is developed and communicated in case ACMs are accidentally disturbed.
- A detailed method statement is developed on how the work must be carried out and communicated to relevant persons.
- Employees are suitably trained in asbestos awareness and procedures to follow if asbestos is suspected or accidentally disturbed.
- We require all necessary provisions before any work starts, and our staff are instructed to stop immediately and report to us or the building controller if they think asbestos-containing materials (ACMs) might be present or disturbed.
- Only businesses with proper training—and, when required, a licence—should handle or work with asbestos.

5.7 Asbestos - Non-Licensed Work

It may be necessary to conduct non-licensed asbestos-related tasks such as remediation, removal, or maintenance in the future. While handling asbestos is typically inadvisable, certain circumstances may necessitate these activities.

Criteria for non-licensed work

This work is deemed non-licensed if it's:

- Performed intermittently.
- Unlikely to elevate asbestos fibre exposure beyond legal limit.
- Involving materials hard to crumble or turn to dust.
- Aimed at removing or repairing materials containing asbestos that are in good condition, without intentional damage, ensuring the asbestos remains embedded in the material.

Notifiable non-licensable work (NNLW)

Some non-licensed tasks - particularly short, non-continuous maintenance with non-friable materials - must be notified to the Health and Safety Executive (HSE), excluding specific exemptions.

Preparation and Safety Measures

- The duty holder will be identified, and the presence, type, and condition of asbestos materials will be determined through either an asbestos management or a refurbishment and demolition survey.
- Comprehensive assessments and risk evaluations will be carried out and clearly communicated to all staff members.
- Control measures will be implemented, and emergency procedures for potential asbestos disturbances will be established in accordance with an extensive method statement.
- For Notifiable Non-Licensed Work (NNLW) requiring notification, the appropriate enforcing authority will be informed.

Health surveillance

Workers involved in NNLW will undergo pre-work medical examinations, repeated every three years, with records kept for 40 years.

Training and equipment

- Necessary training will be provided for non-licensed tasks.
- Personal protective equipment (PPE) and respiratory protective equipment (RPE) will be distributed and must be worn, where required.
- Proper waste disposal procedures will be followed, including double-bagging and labelling potential asbestos containing materials (ACMs).
- Regular worksite inspections will ensure compliance and safety.

Safe working

Employees are expected to avoid working with asbestos unless trained and supervised and follow all safety instructions and training given. Asbestos exposure or unsafe conditions should be reported immediately.

5.8 Awaab's Law – Social Housing (Regulation) Act 2023

Purpose

This arrangement sets out the organisational requirements, responsibilities, procedures and controls to ensure compliance with Awaab's Law (amendments under the Social Housing (Regulation) Act 2023) in all maintenance activities affecting social housing properties.

It establishes a legally binding commitment by the company

- identify, inspect, report and remediate hazards associated with poor housing conditions,
- ensure timely action in line with statutory timescales, and
- protect the health, safety and welfare of residents, especially regarding mould, damp, and associated environmental health risks.

Scope

This arrangement applies to:

- All maintenance operations conducted on behalf of social housing landlords, local authorities and registered providers.
- All personnel engaged in maintenance, survey, inspection, reporting, subcontracted works, and customer care activities.

- All risk areas identified under Awaab's Law, including but not limited to damp, mould, structural defects, and environmental hazards.

Legal and Regulatory Requirements

This arrangement is framed to meet the statutory obligations under:

- Social Housing (Regulation) Act 2023
- Associated statutory guidance on Awaab's Law
- Relevant sections of the Housing Health and Safety Rating System (HHSRS)
- Applicable Health & Safety legislation (e.g., Health and Safety at Work etc. Act 1974)

Definitions (Key Terms)

- Awaab's Law: A legal requirement for social housing landlords (and their agents) to address hazards (particularly mould and damp) within prescribed timescales.
- Hazard: Any condition in a dwelling that impacts health or safety, including but not limited to mould, excessive dampness, condensation, structural defects.
- Response Timescale: The legally required period within which an identified hazard must be remedied as defined by social housing regulations and Awaab's Law deadlines.

Responsibilities

Executive Leadership

- Ensure adequate resources are allocated for compliance.
- Regularly review performance, audit findings, and legal updates.
- Provide HSQE governance and accountability for Awaab's Law compliance.

HSQE Manager

- Maintain this arrangement and ensure it reflects current law and best practice.
- Coordinate training, audits and performance monitoring.
- Act as the statutory compliance lead for Awaab's Law.

Contracts & Operations Managers

- Ensure maintenance contracts embed required response timescales.
- Ensure staff and subcontractors are aware of and comply with the arrangement.
- Validate that workflows, reporting systems and quality controls enforce statutory deadlines.

Site Supervisors and Operatives

- Conduct inspections in accordance with defined procedures.
- Complete hazard reports using the prescribed forms and systems.
- Escalate hazards immediately when identified and take interim measures to protect occupants.

Customer Care / Helpdesk Teams

- Log and validate resident reports of hazards without undue delay.
- Issue acknowledgements to residents within company standards.
- Escalate high-risk reports for urgent inspection and response.

Hazard Identification and Assessment

- All customer reports and survey findings must be recorded in the company's **defect** management system.
- A risk assessment must be completed on first identification of a hazard, including:
 - Severity of exposure,
 - Impact on health and safety,
 - Need for immediate intervention.

Response Timeframes and Prioritisation

All identified hazards must be categorised and remedied according to statutory timescales:

Category	Definition	Required Action
Emergency	Immediate risk to life or health	Remediate within 24 hours
High Priority	Significant health risk (e.g. extensive mould/damp)	Targeted remedial action within 7 days
Standard Priority	Moderate defect with potential long-term impact	Remedial plan within 28 days
<i>Timescales are illustrative – ensure alignment with current statutory requirements per contract and regulation.</i>		

Inspection and Remedial Works

- Inspections must be carried out by competent personnel.
- Findings must be recorded with:
 - Photographic evidence,
 - Measured data where applicable (e.g., moisture readings),
 - Clear descriptions.
- Remedial works must be:
 - Scoped based on hazard severity,
 - Quality checked,
 - Verified after completion.

Resident Engagement and Communication

- Residents must be kept informed of:
 - Inspection outcomes,
 - Planned remedial actions,
 - Expected timescales and any delays.
- Communication must be clear, documented, and accessible.

Monitoring, Audit and Reporting

- **Monthly performance reporting** on Awaab’s Law compliance must be submitted to senior management.
- KPIs must include:
 - Number of hazards identified,
 - Time to inspection,
 - Time to remedial action,
 - Rework rates,
 - Resident satisfaction.
- **Internal and third-party audits** will verify compliance.

Competence, Training and Awareness

- All employees and subcontractors working on social housing assets must receive training that covers:
 - Awaab’s Law requirements,
 - Hazard recognition and reporting,
 - Safe working practices for environmental hazards.
- Training records must be maintained.

Non-conformance and Corrective Action

- Any failure to meet statutory timescales will be treated as a **non-conformance**.
- Corrective action must:
 - Identify root cause,
 - Be documented,
 - Include corrective and preventative measures,
 - Be tracked to completion.

Record Keeping

All records relevant to hazard inspections, reporting, communications, corrective actions, and training must be retained in accordance with the company's **Records Retention Procedure** and statutory requirements.

Review and Update

This arrangement will be reviewed at least annually and/or following:

- Changes to legislation,
- Major audit findings,
- Significant incidents involving resident harm.

5.9 CDM Regulations (Construction, Design and Management 2015)

The company recognises the requirements of these regulations and makes every endeavour to comply.

Briefly - The regulations call for:

- Skill, Knowledge, and Experience – (Competence of all)
- Appointing duty holders: clients must appoint a principal designer (for the pre-construction phase) and a principal contractor (for the construction phase) if more than one contractor is involved.
- Competence: All appointed parties must have the necessary skills, knowledge, training, and experience (SKTE).
- Planning and Management: Construction work must be planned and managed to ensure safety, with a Construction Phase Plan required for every project.
- Information Exchange: Pre-construction information must be provided to contractors, and a Health and Safety File must be prepared for future maintenance or demolition.
- Site Welfare: Adequate welfare facilities (toilets, washing, rest areas) must be provided for workers from the start of the project.
- Cooperation: All parties must work together, coordinate their activities, and communicate effectively.
- Notification: Projects must be notified to the Health and Safety Executive (HSE) if they last longer than 30 working days and involve more than 20 workers simultaneously or exceed 500 person-days.

A person must be capable of carrying out duties placed on them and must only accept knowing they are competent to carry out the task.

No person may arrange for a person to carry out works unless they are either:

- Competent
- Under supervision of a competent person

The business selects personnel based on ability and where possible seeks demonstration by certification. A training plan is maintained, and personnel are encouraged to take on additional training to improve skills. Additional in-house training refresher sessions are provided to keep personnel up to date with current regulations.

Co-operation of employees, contractors, and others

Every person involved in works must seek the co-operation of any other persons concerned at the same or adjoining site so far as necessary to ensure all may carry out works safely.

Similarly, they must co-operate to ensure others may continue with their works safely.

All persons involved must report anything which is likely to endanger the health or safety of themselves or others.

Supervisors have been appointed to ensure work is managed such that it may continue safely where multiple trades or activities may be ongoing simultaneously. Liaison with others allows arrangements to be made that enable all to continue.

Co-ordination of activities

All persons must co-ordinate their activities with one another in a manner such that, so far as is reasonably practicable, the health and safety of persons carrying out the work and anyone affected by the construction work will always remain safe from harm.

It is recognised that all works may not be able to continue at the same time, therefore Supervisors will discuss and plan such that the project may progress safely.

Prevention of accidents

Every person must ensure general principles of prevention are applied, so far as is reasonably practicable, to ensure the safety of all and works during all stages of a project.

This is a priority in all activities, and the business ensures that method statements and risk assessments are produced identifying arrangements for safe working. All personnel are briefed on these to ensure they understand these arrangements and the risks that may be encountered by not following procedures.

Duties of Contractors

All contractors and principal contractors have specific duties placed upon them under these regulations and all must be aware and endeavour to comply.

The regulations spell out these requirements for both contractors and principal contractors. The business is fully aware and endeavours to comply, so far as is reasonably practicable. All personnel have been made aware of these duties through in-house training.

The current CDM Regulations apply to most common building, civil engineering, and engineering construction work including domestic projects. In the case of a domestic project, if using more than one contractor, a health and safety file must be produced. In any case, the contractor must produce a Construction Phase Plan suitable for a domestic project.

If a project falls within the requirements of CDM, then the principal contractor must make provision for welfare facilities as outlined under Schedule 2 of the CDM Regulations. The appointed principal designer will be responsible for carrying out the CDM duties and ensuring the completion of the Project Health & Safety File.

On smaller projects where no PD is appointed, this role will be the responsibility of the contractor when appointed by the client.

Notification to the HSE

HSE must be notified of the site if the construction work is expected to either: last longer than 30 days and have more than 20 workers simultaneously involved on site at any one time; or exceeds 500 person days of construction work.

If a project fits into CDM by either of the above factors, then HSE should be notified on-line before construction work starts using form F10.

Appointment of Principal Contractor

Following our appointment as principal contractor we will develop the written construction phase plan. This will involve drawing up a programme of work, which will be undertaken in a logical, safe and efficient manner. We will identify areas of risk and prepare suitable Risk Assessment and Safe System of Work prior to the commencement of such activities.

We will ensure that all employees are competent and trained to undertake the tasks they are employed to do. They will receive an on-site induction prior to commencing work. This induction will cover the company's health, safety & environmental procedures - Health & Safety Policy, COSHH assessments, RAMs, manual handling, personal protective equipment.

Where training needs are identified a training programme will be prepared and implemented.

All subcontractors will be vetted and will be required to provide details of contracts completed. They will also be required to provide details of qualifications and their health & safety procedures (Health & Safety Policy, COSHH, RAMs and a list of competent employees.

To ensure that health & safety procedures are in place and being implemented site management will carry out a daily health & safety inspection. He will also provide a written report on a weekly basis which will be discussed at the contract progress meeting which will also involve representatives of subcontractors. On major projects, in addition to the above a monthly health & safety audit will be carried out by a qualified health & safety officer.

5.10 Construction, Design and Management (CDM) Regulations (Northern Ireland) 2016

On 1 August 2016 the new Construction (Design and Management) Regulations (Northern Ireland) 2016 came into effect.

Whatever your role in construction, CDM 2016 aims to improve health and safety in the industry by helping you to:

- Sensibly plan the work so the risks involved are managed from start to finish.
- Have the right people for the right job at the right time.
- Cooperate and coordinate your work with others.
- Have the right information about the risks and how they are being managed.
- Communicate this information effectively to those who need to know.
- Consult and engage with workers about the risks and how they are being managed.

Virtually everyone involved in a construction project has legal duties under the new CDM 2016 - there is no exclusion for small projects or domestic projects.

Types of projects and what they must have:

All projects	Projects where more than one contractor is involved (both domestic and non-domestic)	Projects where work is scheduled to last longer than 30 days and have more than 20 workers on site at any point in the project, or exceed 500 person days
<p>Workers must have the right skills, knowledge, training, and experience.</p> <p>Contractors must provide appropriate supervision, instruction and information and a written construction phase Health and Safety plan.</p>	<p>Workers must have the right skills, knowledge, training, and experience.</p> <p>Contractors must provide appropriate supervision, instruction and information and a written construction phase Health and Safety plan.</p> <p>A principal designer and a principal contractor must be appointed.</p> <p>There must be a Health and Safety file.</p>	<p>Workers must have the right skills, knowledge, training, and experience.</p> <p>Contractors must provide appropriate supervision, instruction and information and a written construction phase Health and Safety plan.</p> <p>A principal designer and a principal contractor must be appointed.</p> <p>There must be a Health and Safety file.</p> <p>The client must notify Health and Safety Executive for Northern Ireland (HSENI) of the project .</p>

Duty holders and CDM 2016

The changes from the Construction (Design & Management) Regulations 2007 will have implications for existing and new duty holders.

Duty holders are defined as follows:

- Commercial clients.
- Domestic clients.
- Principal designers.
- Designers.
- Principal contractors.
- Contractors.
- Workers.

Commercial Clients

Commercial clients are organisations or an individual for whom a construction project is carried out that is done as part of a business.

They must make suitable arrangements for managing a project, including:

- Other duty holders are appointed as appropriate.
- Sufficient time and resources are allocated.

They must also make sure:

- Relevant information is prepared and provided to other duty holders.
- The principal designer and principal contractor carry out their duties.
- Welfare facilities are provided.

Domestic clients

Domestic clients are people who have construction work carried out on their own home (or the home of a family member) that is not done as part of a business.

Though in scope of CDM 2016, their client duties are normally transferred to:

- The contractor for single contractor projects.
- The principal contractor for projects with more than one contractor.

However, the domestic client can instead choose to have a written agreement with the principal designer to carry out the client duties.

CDM 2016 applies if the work is carried out by someone else on the domestic client's behalf. If the householder carries out the work themselves, it is classed as DIY and CDM 2016 does not apply.

Workers

Workers are those working for or under the control of contractors on a construction site. Workers must:

- Be consulted about matters which affect their health, safety and welfare.
- Take care of their own health and safety, and of others who might be affected by their actions.
- Report anything, they see which is likely to endanger either their own or others' health and safety.
- Cooperate with their employer, fellow workers, contractors and other duty holders.

Designers

Designers are organisations or individuals who as part of a business, prepare or modify designs for a building, product or system relating to construction work.

When preparing or modifying designs, they need to eliminate, reduce, or control foreseeable risks that may arise during:

- Construction.
- The maintenance and use of a building once it is built.
- They must also provide information to other members of the project team to help them fulfil their duties.

Principal Designers

Principal designers are designers appointed by the client in projects involving more than one contractor. They can be an organisation or an individual with sufficient knowledge, experience and ability to carry out the role.

They must plan, manage, monitor and coordinate health and safety in the pre-construction phase of a project, including:

- Identifying, eliminating or controlling foreseeable risks.
- Ensuring designers carry out their duties.
- Preparing and providing relevant information to other duty holders.
- Liaising with the principal contractor to help in the planning, management, monitoring and coordination of the construction phase.

Principal Contractors

Principal contractors are contractors appointed by the client to coordinate the construction phase of a project where it involves more than one contractor.

They must plan, manage, monitor, and coordinate health and safety in the construction phase of a project, including:

- Liaising with the client and principal designer.
- Preparing the construction phase plan.
- Organising cooperation between contractors and coordinating their work.

They need to make sure:

- Suitable site inductions are provided.
- Reasonable steps are taken to prevent unauthorised access.
- Workers are consulted and engaged in securing their health and safety.
- Welfare facilities are provided.

Contractors

Contractors are those who carry out the actual construction work - they can be an individual or a company.

They must:

- Plan, manage and monitor construction work under their control so it is carried out without risks to health and safety.
- For projects involving more than one contractor, they must coordinate their activities with others in the project team.
- They must comply with directions given to them by the principal designer or principal contractor.
- For single contractor projects, they must prepare a construction phase plan.

5.11 Communication with Workers

The company uses a variety of methods to communicate information with employees and sub-contractors. A quarterly informal meeting is held to discuss any issue, including safety. We will also pass information to employees with pay slips as required. A notice board in the head office is also kept up to date.

Communication with employees whose first language is not English will be carried out using one or more of the following methods:

1. Ensure adequate time to consult with employees where language and/or literacy may be issues so they can absorb the information and respond to you.

2. Use an interpreter; this may be a trained work colleague.
3. Get information translated and check that this has been done clearly and accurately by testing it with native speakers.
4. Use pictorial information and internationally understood pictorial signs where appropriate.
5. Where information must be in English, use clear and simple materials, and allow more time to communicate issues.

The company will encourage the active participation of all employees in promoting good health and safety practice within the company, to this end facilities will be made available for the appointment of safety representatives at workplaces where appropriate and the formation of safety committees in line with the provisions of the safety representatives and safety committees regulations 1977. The company will also comply with the requirements of the Health & Safety (consultation with employees) Regs 1996.

Where safety representatives are appointed, the company will consult on all health & safety matters required by the management of Health & Safety at Work 1999 (amendment) Regulations 2006.

1. The company considers health & safety throughout the workforce to be paramount. It is our policy to ensure that all employees have received suitable and adequate training for the duties they are required to perform.
2. We have an open-door policy where employees are encouraged to raise any issues they may have, in addition to any complaints, grievances.
3. The provision of adequate health & safety information and training before starting work and when exposed to new risks.
4. We consult with employees to ensure risk assessments/method statements are in place for all works undertaken.
5. We will attend contract meetings with the principal contractor/client. In addition, all employees are fully inducted and receive toolbox talks for each contract undertaken.
6. Our supervisor will carry out daily site inspection checks to ensure all employees are adhering to health & safety.

We arrange annual one to one appraisal with each individual employee to ensure all training/qualifications are up to date, in addition we will see if any further or specialist training is needed.

5.12 Contractors & Sub-Contractors

The use of contractors in the construction industry is commonplace.

Many companies turn to contractors to supplement their regular construction worker. They are also used for specialist tasks, often involving hazardous activities. This could involve working on critical process plant and equipment or carrying out non-routine activities where there is a greater potential for harm if their work is not properly managed.

It is important to ensure that contractors are properly briefed on and understand the hazards and risks associated with our activities for them to be able to work safely and to safeguard the integrity of construction-related activities.

Either the partner of the company of the company, or the appointed person or appointed project manager will be responsible for assessing and controlling contractors and subcontractors working for or on behalf of the company.

It is the policy of the company that all contractors and sub-contractors who are working for the company must have complete the contractor's competence assessment before commencing work.

As a minimum, it is expected that all contractors and sub-contractors, will comply with the following as minimum-

1. Health & Safety Policy.
2. Emergency procedures.
3. Hazard/accident reporting procedures.

All accidents and near misses need to be reported and recorded in the Accident Book located in company office.

The company's Health and Safety Policy can be found on company notice boards which are situated in the office.

All contractors must complete the contractor's competence form before commencing work. The MD or his nominated representative is responsible for assessing and controlling contractors and subcontractors working for or on behalf of the company.

5.13 Control of Substances Hazardous to Health – COSHH

The control of substances Hazardous to Health Regulations 2002 requires assessments to be made wherever substances hazardous to health are used, processed, manufactured, given off or produced.

All site/workplace supervisors have been instructed in the implementation of the COSHH Regulations and assessments/data sheets are available at all workplaces on all products and processes covered by the regulations

For all materials or substances utilised which may be hazardous to health, a formal COSHH Assessment will be carried out by the MD or his nominated representative.

A register of hazardous substances shall be kept at the head office along with all relevant Safety Data Sheets. A copy of relevant COSHH Assessment(s) will be communicated to the operative(s) providing instruction for safe use.

5.14 COVID-19 – Living with Covid in the Workplace

The spread of COVID-19, commonly referred to as the coronavirus, is an exceptional circumstance with ongoing ramifications for all company employees, individuals and clients that may be affected by our work.

As the situation continues to develop and change, the company will provide updated advice, resources and guidance in line with current Government guidance to support our employees.

Currently, following all Public Health England, NHS England & NHS Scotland, following a positive test result there are no legal requirements for self-isolation, all company operatives have been informed if you they are testing positive, even though you may feel fine or only slightly ill with the virus, you could pass this on to someone much more vulnerable.

Employers can now set their own rules in terms of isolation and testing, so if you are unsure on what to do if you test positive, please ask management.

All operatives receive regular updates as to good hygiene practises and what to do if they become ill.

Our approach to pandemics

We understand that pandemics pose distinct challenges. We are committed to a flexible, proactive approach that shields our employees' health and maintains smooth operations.

Our commitments include:

- Conducting thorough risk assessments: We identify and control pandemic-specific risks, updating measures based on current recommendations.
- Adhering to government directives: We continually update our policies in line with new health guidelines.
- Keeping everyone informed: Our team receives regular updates on health and safety procedures. We encourage open discussions about workplace changes such as social distancing and visitor rules.
- Supplying protective equipment: We provide essential PPE and hygiene supplies to keep the work environment safe—including support for remote workers.
- Delivering training and information: We ensure our staff have the resources and know-how needed for safe working conditions during a pandemic.
- Enabling flexible work arrangements: To lower infection rates, we offer remote work options and staggered shifts whenever feasible.
- Handling pandemic cases: For suspected or confirmed cases, we follow clear protocols including isolation, testing, contact tracing, and reporting, compliant with legal requirements.
- Supporting wellbeing: We prioritise mental health by offering access to helpful resources and professional support.

We continually refine our pandemic response plan as new insights and best practices emerge.

5.15 Display Screen Equipment (DSE)

Working with display screen equipment (DSE) is recognised as being a major cause of injury and ill health. The company appointed person will carry out risk assessments and provide information, instruction, and training to its entire DSE user staff.

Employees must carry out the recommendations of the risk assessment and must report instances of injury or ill health suspected of being caused by DSE work to the person responsible for Health & Safety at their earliest convenience.

The assessment will take account of seating, lighting, office size, eyesight testing and other requirements of the DSE Regulations 1992.

5.16 Driving at Work

Work-related road accidents have a notable effect on business safety, particularly since employees involved in traffic incidents are a significant concern. We aim to encourage our workers to adopt safe driving habits to reduce these dangers.

Hazards associated with work-related driving

Driving as part of work presents several risks, such as:

- The driver: Their level of experience, overall health, physical fitness, and mental wellness.
- The vehicle: How appropriate it is for the task, its ergonomic comfort, and safety components like seat belts.
- The journey: Factors such as chosen routes, distance covered, timing, and challenging weather conditions.
- Additional hazards include vehicle theft, injury to individuals, and mechanical breakdowns.

Our commitments

To enhance driving safety, we are dedicated to:

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

Mobile device use

Hands-free kits will be supplied when necessary, and handheld devices may only be used if connected to a hands-free system.

Emergency procedures

If your vehicle breaks down or you encounter an incident:

- Safely pull over to the roadside and contact breakdown services, especially if you're alone or feel at risk.
- Activate your hazard lights and do not open doors or windows to strangers.
- If you must exit the vehicle, take the ignition key with you, lock all doors except the passenger side for quick entry, and remain behind barriers or away from passing traffic.
- When breakdown personnel arrive, verify their identity against the details you've received.

5.17 Electricity

All work associated with an electrical system shall be undertaken in strict compliance with the Electricity at Work Regulations.

Only competent and qualified electricians are permitted to work on electrical equipment and systems including changing of fuses, carrying out repairs or maintenance of electrical equipment and installation of accessories.

A Permit to Work will be required when live working or testing and must only be carried out by competent and trained persons.

Lone working is not allowed when live work takes place.

The company is committed to ensuring that all electrical installations and equipment are managed safely. Electrical hazards in the workplace may include exposure to live parts, short circuits, equipment overheating, fire, explosions, and contact with overhead lines.

We will also ensure that all portable electrical appliances within the workplace, including personal devices, are properly managed and fully comply with applicable regulations and guidelines.

Risk assessment and control measures

We will conduct risk assessments of our activities to identify appropriate control measures for eliminating, or if that is not reasonably practicable, reducing the risk of harm from electricity to the lowest possible level. These control measures will be communicated to all relevant individuals.

Contractors

Contractors may need to follow electrical isolation and lock-off procedures and obtain a permit to work, depending on the service provided. When required, we will check that contractors have the necessary expertise and qualifications.

Information, instruction, training and support

Workers will receive necessary information, training, and supervision. Qualified electrical professionals will design, build, select, and install our systems.

Workers will adhere to industry-standard safety procedures.

Only trained and authorised personnel may perform electrical tasks.

Installation work, maintenance and inspection

Detection testing will be permitted where essential, provided it is performed by qualified and experienced personnel.

All inspections of our installations and equipment shall be conducted in accordance with current legislation, approved codes of practice, and recognised industry guidelines.

Any recommendations arising from these inspections will be addressed promptly, with priority given to issues classified as C1 or C2.

Access to electrical switchgear and fuse boards shall be restricted exclusively to authorised personnel.

Portable appliance testing will be undertaken at appropriate intervals, as determined by a competent individual, to identify and control risks such as contact with live parts, short circuits, overheating, and fire hazards.

Equipment hired from reputable suppliers will be managed and maintained with the same diligence and care afforded to company-owned property.

Workers will be trained to recognise and report defective items, including but not limited to visual indicators such as damaged or scorched socket outlets, connections, leads, and related components.

5.18 Electricity on Site

In all construction activities, the company are dedicated to ensuring the safe management of electrical supplies, installations, and equipment, thereby safeguarding all personnel on site.

Any tasks involving electrical equipment that present potential hazards will be performed exclusively by individuals holding relevant electrical qualifications or under their direct supervision.

Overhead power lines and underground services

All activities conducted around or in proximity to overhead power lines and underground utilities will be comprehensively planned, ensuring strict adherence to site protocols such as CAT scans, safe isolation procedures, work permits, the use of personal protective equipment, and appropriate warning signage. All personnel will receive training on safe working practices, and, when required, coordination with energy providers will be undertaken to ensure the safe isolation of energy supplies.

Live work

Live electrical work will only be undertaken when it is not reasonably practicable to isolate the electrical supply. Such tasks will be performed exclusively by qualified and competent personnel following a comprehensive risk assessment and clear communication of safe work procedures, including coordination with clients.

Fixed and portable electrical installations and equipment

All fixed and portable electrical installations and equipment are subject to regular inspection, marking, and logging. The inspection schedule adheres to current regulations, approved codes of practice, and relevant industry guidance.

Ensuring that inspections, markings, and logs are consistently maintained for all electrical assets supports compliance and enables quick resolution of any issues. Preference is given to 110v or battery-powered tools, with additional safety measures such as Residual Current Devices (RCDs) applied when using 240v equipment. Safety considerations extend to generators and alternative power systems, all of which are incorporated into routine inspection and testing protocols.

Training and emergency procedures

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

Our objective is to prevent electrical incidents and maintain a safe working environment on-site. Appropriate first aid provisions will be implemented to mitigate risks associated with this scope of work.

5.19 Emergency Planning

An emergency plan comprises structured procedures established to safeguard employees and others in the event of incidents such as fires, explosions, chemical spills, serious injuries, or natural disasters.

Although every reasonably practicable measure will be implemented to prevent emergencies, the presence of comprehensive emergency plans is essential for mitigating risks, effectively managing emergency situations, and facilitating the return to normal operations.

As part of the emergency plan, we will cover:

- Risk assessments: Conduct thorough risk assessments to understand and prepare for potential emergencies and their impact on us, considering current legislation and relevant guidance
- Emergency responses and training: Establish an emergency response team to coordinate emergency actions and train workers and stakeholders. Incorporate regular drills and testing of our emergency procedures to ensure effectiveness and preparedness
- Emergency procedures: ensure the plan includes any necessary evacuation, rescue, shelter and shutdown/lockdown procedures
- Roles and assignment: assign specific roles to team members and make sure they're trained and competent
- Communication: establish a communication strategy to notify workers, stakeholders, and authorities, maintaining a clear chain of command and accessibility
- Equipment: identify and keep ready any necessary equipment and alternative facilities, along with a comprehensive emergency contact list.
- Review: Review plans regularly and following any significant changes or incidents

Additionally, all reportable incidents will be promptly communicated, and subsequent reviews of incident procedures will be conducted to ensure continuous improvement of emergency response protocols.

5.20 Environmental Protection

The company has a policy to comply with the current Environmental Protection Act, other associated statutory legislation and Approved Codes of Practice (ACOP). This applies to all those who are employed within the company or who are protected by its undertakings.

Employees are asked to co-operate in the operation of this policy and make a positive contribution to environmental protection by making themselves aware of the firm's environmental policy and complying with the control measures in place.

This may include compliance with the requirements of a Site Waste Management Plan, Impact Risk Assessments where relevant. The policy is on display on the Company's Main H&S notice board and is also available to interested parties on request.

5.21 Environmental Waste Management & Pollution Control

The company recognises the importance of meeting its legal requirements and managing its waste responsibly, reducing the volume of waste sent to landfill and maximising reuse and recycling where possible.

Waste is unwanted materials, substances, and equipment arising from commercial or industrial activities and includes:

- Building and demolition materials.
- Substances/chemicals (toxic or otherwise).
- Discarded or broken utensils or equipment.
- Contaminated soil, materials, plant etc.

Company management shall identify potential waste disposal requirements of a project and make adequate provision to ensure its suitably managed disposal in accordance with the current Controlled Waste Regulations.

Management shall determine the nature of the waste for disposal and shall ensure that suitable assessment is undertaken, that appropriate safe working procedures are devised, and suitable containment of waste is confirmed.

Where undertaking the removal of waste materials or products, management shall ensure that they are registered as a carrier in accordance with the Controlled Waste (The Controlled Waste (Registration of Carriers and Seizure of Vehicles) (Amendment) Regulations).

Where contract carriers, are to be engaged to remove the waste, management shall confirm those appointed are suitably registered to undertake the business and shall confirm the proposed method and location of disposal.

The Company shall:

- Ensure that waste management is performed in accordance with all waste legislative requirements, including the duty of care, and to plan for future legislative changes and to mitigate their effects.
- Minimise waste generation at source and facilitate repair, reuse and recycling over the disposal of wastes, where it is cost-effective.
- To coordinate each activity within the waste management chain.
- Promote environmental awareness to increase and encourage waste minimisation, reuse and recycling.
- Ensure the safe handling and storage of wastes on-site
- Provide appropriate training for worker, on waste management issues.
- Where the site waste is the responsibility of the principal contractor the company will cooperate with the site rules as applicable.

5.22 Equipment Inspections & Records

The user must carry out a daily visual inspection of any equipment prior to its use, and must immediately report any defect, or suspected defect to the supervisor.

The responsible person will monthly inspections of all company equipment including ladders, other access to height, PPE, tools, machines etc, and will keep a record of such inspections in compliance with PUWER.

Works transport will be visually checked by the designated person on a regular frequency to ensure correct operation of all functions and maintenance of fluid and pressure levels.

Servicing and MOT testing will be carried out in compliance with the manufacturer recommendation and current vehicle regulations.

For the purposes of record keeping, each item of equipment shall have its own unique reference, which shall be clearly marked on it. Markings must be maintained so that they are always clearly discernible.

Where an inspection reveals a defect, it will be the responsibility of the MD/site manager to ensure that the equipment is not used until such time as a suitable repair has been affected. If the equipment is beyond repair it must be discarded, whether a suitable replacement is available, and any work relying on the use of such equipment must be suspended until a suitable replacement is available.

All plant and machinery used and operated by the company is manufactured to approved safety standards and must be used in accordance with the manufacturer's instructions.

1. It is the responsibility of the site manager/manager to ensure that machines are only operated by those employees who have the authority to do so and who are sufficiently trained and competent in the handling/operation of the machine.
2. Any machine fitted with a guard or guards to protect moving parts must not be operated if any guards have been removed.
3. Machines must not be adjusted when they are running unless the manufacturer has made a specific provision for such adjustment.
4. The purpose and method of action of all switches must be clearly marked.
5. All electrical equipment on the company sites and other workplaces will be supplied, installed, maintained, or used in accordance with current regulations. The contract manager/supervisor will plan the temporary electricity and distribution on site in accordance with current regulations. All temporary supplies are to be installed by competent electricians and tested in accordance with IET Wiring Regulations (BS7671).
6. The contract manager/supervisor/workplace manager will ensure that all power tools provided for use on-site or other workplaces are in accordance with the relevant British standards.
7. No power tools or electrical equipment of greater voltage than 110 volts shall be used on sites unless special arrangements are made and discussed with the company safety officer. Lower voltage tools, lighting, etc may be required in damp or confined situations. The company safety officer must be consulted in these situations.
8. All plant; machinery, electrical equipment, and power tools/portable will be tested and assessed to ensure compliance with the noise at work regulations 2005.

9. All work equipment hired in or borrowed will be accompanied by all appropriate inspection and maintenance records.
10. All portable electrical equipment will undergo a daily visual check, any defects should be reported immediately, and the equipment will be labelled and taken out of use.
11. The regulations may apply depending on the equipment.
 - The Electricity at Work Regulations 1989.
 - The I.E.T Regulations for electrical equipment of buildings.
 - British standard 4344.
 - British standard 4363.
 - British standard code of practice BS7430. 1991.
 - Provision and Use of Work Equipment Regulations 1998 (PUWER).
 - Lifting Operations & Lifting Equipment Regulations 1998 (LOLER).
 - Low Voltage Electrical Equipment Regulations 1989.
 - Noise at Work Regulations 2005.
 - Control of Vibration at Work Regulations 2005.

5.23 Excavations and Underground Services

The company is committed to maintaining the health and safety of all individuals involved in earthworks, with particular attention to excavation activities, and to ensuring full compliance with all legal requirements.

Definition of Underground Services

Underground services refer to mains, pipes, cables, and related infrastructure for electricity, gas, water (including piped sewage), and telecommunications.

Risk Assessment

Comprehensive risk assessments will be undertaken to identify hazards and risks associated with the works, in accordance with UK legislation.

Safe systems of work

Work will only commence once clear method statements, emergency plans, and a permit-to-work system are established. This includes installing signage and barriers to prevent unintended access to hazardous zones, and no tasks will begin or continue unless they fully comply with the relevant method statements.

Inspections

Excavations will be inspected regularly and within appropriate timeframes, with records kept in accordance with UK legislative requirements.

Site Compliance

Regular site inspections will be conducted to verify adherence to applicable legislative requirements, including environmental standards and record-keeping protocols. These inspections are also designed to ensure implementation of safe systems of work. Any non-compliance identified will be promptly rectified to uphold a secure working environment.

Training, Instruction, and Supervision

All workers will undergo comprehensive training covering safety procedures, incident reporting, and emergency response plans. Only those personnel who have received appropriate training and

demonstrated competence will be authorised to work on or within excavations, with experienced supervisors assigned as required.

Personal Protective Equipment (PPE)

Appropriate PPE will be supplied to all personnel to help minimise risk whenever other safety measures cannot fully address potential hazards.

Contractor compliance

Active communication will be maintained with contractors and subcontractors, requiring them to adhere to the same stringent Health & Safety protocols as our employees. Prior to starting any work, contractors will undergo thorough vetting and approval, followed by ongoing supervision.

Incident management

Any incidents or near misses will be investigated comprehensively, and we will implement preventive measures to avoid future occurrences. When required, such events will also be reported to the relevant regulatory authorities.

5.24 Extraction Systems

Purpose

This arrangement sets out how the company will ensure that all extraction and local exhaust ventilation (LEV) systems used within the bespoke joinery business are selected, used, maintained, and monitored so that airborne contaminants are effectively controlled and risks to health are prevented or reduced so far as is reasonably practicable.

Supporting arrangements include:

- Control of wood dust and other airborne contaminants at source.
- Compliance with statutory exposure limits and HSE guidance.
- Clear standards for staff behaviour and management oversight.

Scope

This arrangement applies to all dust-generating woodworking activities undertaken by the Company and covers every situation where extraction systems are required to control exposure to hazardous substances.

This includes:

- Fixed extraction systems permanently connected to fixed woodworking machines.
- Portable extraction systems moved between fixed machines.
- Smaller extraction systems connected to portable and handheld power tools.
- Workshop-based activities and any controlled off-site works.

Legislative and Regulatory Framework

This arrangement is designed to ensure compliance with all relevant UK Health and Safety legislation where extraction systems are used as a control measure.

Key legislation and guidance include:

- Health and Safety at Work etc. Act 1974.
- Control of Substances Hazardous to Health Regulations 2002 (COSHH).
- Management of Health and Safety at Work Regulations 1999.
- Provision and Use of Work Equipment Regulations 1998 (PUWER).
- Personal Protective Equipment at Work Regulations 2022.
- Control of Noise at Work Regulations 2005 (where applicable).
- RIDDOR 2013.

- HSE guidance HSG258 and relevant Woodworking Information Sheets.
- EH40/2005 Workplace Exposure Limits.

Health Risks Addressed

This arrangement recognises that woodworking processes generate airborne contaminants that present significant short- and long-term health risks if not properly controlled.

The principal risks addressed include:

- Occupational asthma and respiratory sensitisation, particularly from hardwood dust.
- Chronic respiratory conditions, including COPD.
- Nasal cancer associated with prolonged hardwood dust exposure.
- Eye and skin irritation.
- Increased fire and explosion risk from accumulated combustible dust.

Standards and Performance Expectations

The Company will ensure that all extraction systems meet defined performance standards and are capable of controlling exposure to hazardous substances to as low as reasonably practicable.

This will be achieved by:

- Using extraction systems that are fit for purpose and suitable for the specific task.
- Ensuring capture of dust at source wherever reasonably practicable.
- Keeping exposure below Workplace Exposure Limits.
- Supplementing extraction with additional controls where necessary.

Fixed Extraction Systems on Fixed Machines

Where extraction systems are permanently connected to fixed woodworking machines, the Company will ensure they are correctly designed, installed, and maintained to provide effective local exhaust ventilation.

Key arrangements include:

- Correctly designed hoods, guards, and ducting positioned to capture dust at source.
- Proper use of blast gates and airflow controls.
- Prohibition of unauthorised modifications.
- Mandatory pre-use checks by machine operators.
- Inclusion within the statutory LEV testing regime.

Portable Extraction Systems Used Between Fixed Machines

Where portable extraction systems are used across multiple machines, the company will ensure they are suitable, compatible, and used in a manner that maintains effective dust control.

Controls include:

- Matching the extractor capacity to the machine and process.
- Secure and undamaged hose connections.
- Safe positioning to prevent trip hazards and airflow restriction.
- Safe emptying and handling of collection bags or bins.
- Inclusion within inspection and maintenance arrangements.

Extraction Systems for Portable and Handheld Power Tools

Where portable or handheld tools are used, the Company will require suitable extraction systems to be used wherever reasonably practicable to control fine and respirable dust.

This will include:

- Use of on-tool extraction shrouds and fittings.
- Use of suitable dust extractors with appropriate filtration (e.g. M-class).

- Prohibition of dry sweeping of wood dust.
- Provision of additional respiratory protection where extraction alone is insufficient.

COSHH Assessment and Control Measures

The company will carry out COSHH assessments for all woodworking activities where dust is generated to identify hazards, assess exposure, and implement appropriate control measures.

Assessments will consider:

- Type of wood and materials used.
- Duration and frequency of exposure.
- Effectiveness of existing extraction systems.
- Need for supplementary controls such as RPE or task rotation.

Health Surveillance and Health Screening

Where there is a reasonable likelihood of occupational ill health, the company will implement appropriate health surveillance in line with COSHH and management regulations.

Health surveillance arrangements include:

- Respiratory questionnaires and lung function testing where indicated.
- Skin checks where relevant.
- Use of competent occupational health providers.
- Confidential record keeping in line with legal requirements.
- Clear processes for acting on adverse findings.

Employees are required to:

- Participate in health surveillance when requested.
- Promptly report respiratory, nasal, or skin symptoms.

Service, Maintenance, Examination, and Testing of Extraction Systems

The Company recognises that extraction systems are only effective if they are properly serviced, maintained, and regularly examined, and therefore treats maintenance as a safety-critical activity.

Service and maintenance arrangements include:

- Planned preventative maintenance schedules based on manufacturer instructions and usage.
- Routine cleaning of ducts, hoods, filters, and collection units to prevent blockages and loss of performance.
- Regular replacement or cleaning of filters in accordance with manufacturer guidance.
- Inspection of hoses, seals, clamps, and connections for wear or damage.
- Immediate withdrawal from use of any extraction system found to be defective or ineffective.

Statutory examination and testing requirements include:

- Thorough examination and test of LEV systems at least every **14 months** by a competent person.
- Written reports retained and defects addressed within specified timescales.
- Re-testing following significant modification or repair.

Training, Information, and Supervision

The Company will ensure that all employees who may be exposed to wood dust are provided with suitable information, instruction, training, and supervision.

Training will cover:

- Health risks associated with wood dust.
- Correct use and limitations of extraction systems.
- Pre-use checks and defect reporting.
- Safe emptying and disposal of dust waste.
- Use and maintenance of RPE where required.

Supervisors will monitor compliance and take corrective action where unsafe practices are identified.

Housekeeping and Waste Management

Effective housekeeping will be maintained to prevent the accumulation of wood dust and maintain safe working conditions.

Arrangements include:

- Use of vacuum systems with appropriate filtration.
- Prohibition of dry sweeping or compressed air for cleaning.
- Safe storage and disposal of wood dust waste.
- Keeping extraction waste containers closed when not in use.

Fire and Explosion Risk Control

The Company will control fire and explosion risks associated with combustible dust through effective extraction, housekeeping, and fire safety management.

Controls include:

- Prevention of dust build-up within machines, ducts, and work areas.
- Control of ignition sources.
- Prohibition of extracting hot materials unless systems are designed for that purpose.
- Integration with the Company's fire risk assessment.

Roles and Responsibilities

Clear roles and responsibilities are defined to ensure effective implementation of this arrangement.

- Managing Director: overall accountability for resources and compliance.
- Workshop Manager / Supervisor: day-to-day control, monitoring, and liaison with maintenance providers.
- Employees: correct use of extraction systems, reporting of defects and symptoms, and compliance with training.

Monitoring and Review

The company will monitor compliance with this arrangement through inspections, audits, and review of health surveillance outcomes.

This arrangement will be reviewed:

- At least annually.
- Following changes to processes or equipment.
- Following incidents, enforcement action, or adverse health findings.

DSEAR assessment

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

Information, instruction and training

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

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

A user manual and logbook are provided to ensure the system is used and maintained correctly. Records of training will be maintained.

Waste

Suitable arrangements will be made to dispose of any contaminated waste from LEV systems in line with relevant legislative requirements.

5.25 Fire Risk Assessment

A suitable, sufficient fire risk assessment will be conducted to identify the risks workers and other persons could be exposed to from company undertakings, as well as the general fire precautions needed to comply with the relevant legal requirements and prohibitions.

The company will review the fire risk assessment either:

- Annually
- If the fire risk assessment recommends sooner, or
- After a fire-related event (whichever is soonest).

A thorough record is made of all the findings and that an action plan is implemented to fix any issues as soon as reasonably possible.

Testing and inspection

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

Emergency procedures

The company will produce, implement and communicate suitable emergency procedures, considering the size and nature of undertakings.

Training

Training will provide appropriate information and instruction to workers, and other relevant persons. This will ensure that they can safely complete any duties for the management of fire safety and the safe evacuation of premises.

Employees will be expected to participate in any required training and exercises and to report any damaged or missing preventive/protective measures provided.

Employees will be expected to always follow training and protocols, especially before and during a fire incident. All staff are expected to engage in fire prevention and to ensure mutual safety in the event of a fire (without compromising their own safety).

Monitoring and Review

The effectiveness of control measure put in place will be and take steps to further reduce the risk where practical.

5.26 Fire Safety

In the event of a fire in company premises the MD is the Responsible Person (RP) alternatively in their absence their nominated representative will take charge, in their absence the most senior person on site will assume the responsibility.

On a client's site where the company are responsible for the site, it is the responsibility of the company to RP or their nominated representative on site to ensure that all fire safety procedures are implemented in client buildings and on client sites and are communicated to staff.

Where a hot work permit is raised all company site operatives are expected to adhere to its requirements.

Fire risk assessments will be carried out in all areas occupied by the organisation, the risk assessments will consider sources of ignition, sources of fuel and any extra sources of oxygen over and above what is present in the air. The assessment will evaluate the risk of a fire starting and the effect of the fire on people. The assessment will indicate control measures to remove or reduce the risk of fire starting. The significant findings of the assessment will be communicated to the relevant persons together with the necessary instruction and training.

Office

Site manager/office manager will be responsible for providing and having maintained all firefighting equipment, fire doors, fire blankets and fire notices. They will test the fire alarm system at least once per month from a different point, at least twice a year they will arrange a fire escape drill. Fire procedure notices will be displayed by all fire alarm points and appliances.

The office manager will undertake annual office awareness training to all office-based staff. In addition, a comprehensive office premises fire risk assessment will be put in place. All new starters will be fully inducted.

The proper evacuation procedure will be drawn up by the site manager/office manager/safety officer and will be brought to the attention of all employees. This procedure will discuss assembly points, premises check and head count. A fire logbook will be maintained by the manager accurately recording the dates of all the above drills, tests, and inspections.

This log will be kept in the office. In addition, the company have also taken into consideration the joint code of practice on the protection from fire of construction sites and buildings undergoing renovation. The company will comply with the requirements of the regulatory reform (fire safety) order 2005.

Means of Escape

In the event of fire occurring, it is vital that staff and other persons can evacuate the premises. All existing doors through which a person may have to pass to get out of the premises must be capable of being easily and immediately opened from the inside. Staff will not block or otherwise obstruct exits provided for emergency evacuation.

Access routes must always be maintained unobstructed to exit doors (internal and final exits) sufficient to allow easy access by the number of persons likely to use those routes, (750mm

minimum width) and employees must observe any line markers to indicate areas which must be kept clear.

Stairways in buildings must be free from any risk of fire or spread of fire e.g., unauthorised portable heater, combustible material etc.

Under no circumstances should fire doors be wedged open unless they are retained by automatic magnetic release systems or similar which are connected to the fire alarm system.

Highly Flammable Liquids

Highly flammable liquids stored or used at the workplace will be handled strictly according to the instructions of the manufacturers. No materials will be allowed to be stored at the workplace unless they have current instruction sheets from the suppliers. The supervisor will ensure that such instructions are supplied and each member of staff is familiar with its contents. Only such amounts as are in use, of highly flammable liquids, will be allowed out of the store and then not to exceed 50 litres.

The highly flammable liquid store will be a strong metal container, located away from any building and clearly marked "no smoking - highly flammable". The keys to the highly flammable liquid store will be held by the supervisor.

Your attention is drawn to the guidance notes in the safety manual on highly flammable liquids

Operatives

All operatives shall be informed during the site induction of the following information regarding fire:

- How to raise the alarm.
- What the alarm signal is.
- What action to take in the event of a fire.
- Where the assembly point is.
- Location of extinguishers.
- Emergency Numbers including 999/112.
- The importance of Hot Works Permits.

5.27 First Aid Arrangements

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

The MD or his nominated representative will ensure that as a minimum the organisation has an appointed person for first aid. The appointed person will be responsible for maintaining the first aid kit and taking charge after an accident, this includes calling for a person qualified in first aid or ambulance if necessary.

Where visits are carried out to other premises, the person responsible for Health & Safety will ascertain the first aid procedures to be followed, and details will be provided to all organisation employees/contractors required to work in or on such premises.

Risk assessment

Regular checks for hazards that might need first aid are carried out. These checks follow all relevant rules, ensuring the company stays proactive about health and safety.

First aid provision

The company will ensure adequate First Aid provision for its staff. Adequate means provision of a trained first aider, suitable first aid equipment and/or the provision of an appointed person at the minimum, based on what working is taking place, how many staff there are and the specific risks which had been highlighted.

Training and skills

The appointed person for first aid will receive continued training to ensure they have up to date skills, meeting all legal requirements.

The appointed person will be responsible for the following actions:

- Rest then returns to work.
- Use of First Aid Kit and then returns to work .
- Taken home – Fit note will be required before returning to work.
- Minor Injuries Unit - Fit note will be required before returning to work.
- Taken to A & E - Fit note will be required before returning to work.
- Emergency Services Needed - Fit note will be required before returning to work.

First aid locations

First aid locations will depend on the nature of the work; how many staff are working and the identified risks. The first aid locations will be easily to reach and contains the first aid kits.

All staff when inducted will be made aware of the location of the First Aid kit, who the first aiders are and what to do in an emergency.

Checking and updating

The company regularly ensures that the first aid arrangements are working well and follows the latest laws and good ideas. Learning from any accidents to make things better.

Emergency steps

There are clear plans for emergencies to help fast and correct reactions to an incident. Staff are made aware of the plans, and they will be updated if there is a need for them to change.

Keeping records

Written records are kept making sure accurate records are kept of any incidents that happen. These records are kept safe and ready for officials to see if needed.

Extra steps for young people

For schools and nurseries, the company follow the local education authority's policy regarding first aid training. Even though it's not a must, our risk checks also think about people who aren't our staff, making sure first aid is there for everyone.

5.28 Forklift Trucks

The company commits to reducing risks from forklift operations to the lowest level practicable.

Risk management

Hazards are identified related to the use, maintenance, and refuelling/charging of forklift trucks through risk assessments and will implement appropriate control measures.

Forklift selection

Forklift trucks will be selected for the tasks, considering the working conditions and safety risks.

Operator training

Suitable operators will be chosen and will be provided with:

- Suitable operation training
- Specific job and familiarisation training.

Following successful training, written authorisation for forklift operation will be issued. Regularly monitor and assess operators' performance will take place, providing refresher training as needed.

A forklift operator's competence will be reviewed after any incident involving a collision or arising from possible operator error.

Maintenance and inspection

Forklift trucks will undergo pre-use inspections and routine maintenance according to manufacturer guidelines. Records of all maintenance and inspections will be kept.

Statutory thorough examinations will be carried out at required intervals or when conditions could lead to deterioration.

Lifting operations

Risk assessments will be conducted for all lifting operations. Complex lifting operations will be thoroughly planned and carried out under appropriate supervision.

Safe use

Control measures for the safe operation of forklift trucks will be implemented. These measures will, at a minimum, include the following:

- Site rules, such as setting reasonable speed limits and designated areas of use.
- Always wearing seatbelts or restraining devices where they are fitted when operating the forklift truck.
- Preventing use by non-authorized persons.
- Measures to segregate, and reduce the likelihood of collisions between, pedestrians and forklift trucks.
- Rules on load handling, such as never driving with vision obstructed by the load.
- Never lifting beyond the safe working load.
- Never lifting people on the forks, unless using an appropriate non-integrated working platform that has undergone a thorough risk assessment and subject to a safe system of work.

Monitoring and Review

Furthermore, routine monitoring and systematic reviews will be implemented to maintain safety standards and to address any unsafe practices in a timely manner.

5.29 Guidance

The company commits to operating to the very highest standards of Health Safety and Quality and will therefore carry out its operations in accordance with best practice as advised by the Health & Safety Executive and various trade bodies and associations. This best practice will be reviewed on an annual basis and adopted annually or when evidence that significant improvements can be made by adopting sooner. Guidance documents are kept at head office and will be made available to staff and other interested parties.

5.30 Hand Arm Vibration Syndrome (HAV)

Anyone who regularly and frequently is exposed to high levels of vibration can suffer permanent injury. The construction industry has the second highest incidence of Vibration White Finger (VWF) injury which is one of the more common forms of HAVS.

The company will ensure that staff are not subjected to excessive vibration through power tools etc, the company will endeavour to source low-vibration tools and limit exposure to such tools. The company will also provide adequate information instruction and training to its staff and contractors on the risks of HAVS.

The MD or the appointed person will compile Hand Arm Vibration Assessments to identify the level risk exposed to all the workforce, by using the HSE HAV's Calculator, on the Exposure Level and the Action Levels.

5.31 Hand Tools

Simple hand tools—including hammers, screwdrivers, and chisels—are essential manually operated instruments for various workplace tasks. Although these tools are straightforward in design, improper use or inadequate maintenance may result in significant injuries. Both employers and employees share the responsibility to ensure that all hand tools are handled and maintained in accordance with established safety protocols.

Implementing safety measures

Conduct Risk Assessments

Risks associated with the use of simple hand tools in workplace activities will be systematically assessed, and appropriate control measures will be implemented to minimise these risks as far as reasonably practicable.

Ensure Correct Tool Selection

The safe use of simple hand tools is dependent on selecting the most suitable tool for each specific task. Tools shall be utilised solely for their intended purposes to effectively mitigate potential injury risks.

Restriction on Personal Tools

For all work tasks, only hand tools supplied by the company may be used to comply with established regulations and policies; using personal tools is strictly prohibited.

Correct Storage of Tools

Store all tools in designated tool bags or boxes. Do not carry sharp or pointed objects in your pockets, as this can cause injury. Always wear the appropriate personal protective equipment (PPE) when needed.

Regular Inspections and Maintenance

All tools shall be inspected prior to each use and maintained according to established schedules. Any tool found to be damaged or not functioning optimally must be reported immediately and replaced as necessary.

Training and Refresher Courses

Personnel operating hand tools are required to undertake comprehensive training on correct usage, supplemented by periodic refresher sessions and toolbox talks. These activities will be documented within individual training records.

Monitoring and Reviewing

Safe handling of hand tools will be subject to ongoing monitoring. Risk assessments and related procedures will be systematically reviewed to uphold safety standards and regulatory compliance.

5.32 Health & Safety Records

All records will be kept by the MD, in written form indicated in the various appendices. Such records will include:

- Equipment Inspections.
- COSHH Assessments.
- Generic Risk Assessments.
- Staff Training and Induction Records.

In addition to the above general records, the following contract-specific records will be maintained for each major contract.

- Contract start-up information.
- Specific risk assessment.
- Method statements and safe systems of work.
- Accident Record Book.

These records will form the minimum, further records could be retained as needed for the Health and Safety file.

5.33 Health & Safety Training

The company will provide training and refresher training as is necessary to ensure, so far as is reasonably practicable, the health and safety of all staff. During staff induction and upon any job transfer, safety training will be provided to ensure that the staff are trained in Health & Safety matters to a level appropriate to their responsibilities.

Every new employee will receive a safety induction on day one of his/her employment. The training will consist of fire safety, arrangements for first aid, manual handling, and display screen equipment use (where necessary), environmental and general safety.

New employees will also be given instruction and safety training on the equipment they will be required to use whilst discharging their duties. A training record will be kept and maintained in the office, manually and electronically.

All new employees will receive a comprehensive Health & Safety induction prior to the commencement of any work/activity.

Existing employees will receive toolbox talks on all subsequent sites prior to the commencement of any work/activity.

As part of our health & safety induction procedures all new employees will be issued with appropriate PPE which will be recorded.

Asbestos Awareness training will be including in each site induction.

Copies of training records are available for clients upon request.

5.34 Health Surveillance

All employees of the company are encouraged to carry out and record weekly personal health checks.

Any problems reported will be dealt with in a personal and confidential manner by senior management.

Should the company have any concerns regarding the wellbeing of any employee they may request a referral to a professional occupational health provider and or on request of an employee in matters relating to work related ill health issues the company will pay for conducting relevant medical surveillance were appropriate.

The company will ensure that health surveillance of employees, and workplace monitoring, are undertaken in accordance with legislative requirements to ensure that work-related hazards are identified and appropriately managed.

The company operate an open-door policy should any employee need to discuss any medical concerns in private. Employees are made aware that they should inform their Supervisor/Manager of any concerns.

All employees are required to complete a medical questionnaire upon joining the company. In addition, all employees are required to complete the medical questionnaire on an annual basis and inform the company of any changes concerning their health. The confidentiality of medical records will be protected.

Health Surveillance is also discussed in the company's quarterly health, safety & welfare meetings where all employees must attend. The meeting is chaired by the partners of the company of the company.

5.35 Information, Instruction and Training

To foster a positive health and safety culture within the company, we shall ensure that comprehensive information, instruction, and training are provided to all personnel—including full-time, part-time, temporary, and contract employees—enabling them to perform their duties safely and responsibly.

We will ensure that:

- Staff are allocated appropriate resources, including time and financial support, to undertake training relevant to their roles.
- Information, instruction, and training provided include comprehensive details regarding potential risks and hazards.
- Training incorporates explicit guidance on methods for mitigating associated risks and hazards.
- Staff are equipped with knowledge and procedures to respond effectively in emergency situations.
- Training is scheduled at appropriate intervals, including during induction and whenever staff encounter new or heightened risks, such as those arising from changes in responsibilities, equipment, or work systems.
- All information, instruction, and training activities are thoroughly documented and recorded.
- The provision of information, instruction, and training is tailored to accommodate vulnerable staff members, such as individuals with disabilities, young people, pregnant employees, and those for whom English is not a first language.
- Training is delivered by qualified individuals who possess the requisite skills, knowledge, experience, and credentials—ensuring competency on the subject matter.
- Adequate supervision is maintained to ensure all staff understand and apply the information and training received.
- The effectiveness of all information, instruction, and training is routinely monitored and reviewed to drive continuous improvement.

5.36 Lead

We are dedicated to maintaining a safe workplace by adhering to established regulations regarding lead and proactively seeking continual improvement. We ensure all personnel are informed about lead safety protocols and are encouraged to actively participate in safety initiatives.

Risk Assessment

A thorough evaluation of health risks associated with lead exposure will be conducted, encompassing the type, magnitude, and duration of exposure.

Appropriate control measures will be implemented in accordance with legal requirements and industry best practices. This includes the utilization of engineering controls, personal protective equipment (PPE), and strict hygiene procedures to minimize lead exposure.

Any malfunctioning equipment designed to control exposure must be reported immediately, and operations will not resume until all safety standards have been restored.

Health Monitoring

The health of employees working with or in proximity to lead, particularly those with higher exposure risks, will be closely monitored. Comprehensive periodic health assessments will be conducted by qualified occupational health professionals to prevent lead-related health issues.

Information, Instruction, and Training

All personnel will receive thorough education on the hazards associated with lead, safe work practices, and appropriate emergency procedures.

Review and Improvement

The effectiveness of our safety controls will be regularly evaluated, and risk assessments will be updated as operational activities evolve or if safety reviews indicate a need for revision.

We encourage open communication regarding lead safety in the workplace. Staff are invited to actively participate in discussions and to propose enhancements to existing safety protocols.

5.37 Legionella

The company is committed to protecting our employees and all other individuals from the health hazards associated with Legionella bacteria present in water systems under our management.

Understanding Legionellosis

Legionellosis encompasses a range of illnesses caused by Legionella bacteria, including Legionnaires' disease, which is a potentially fatal form of pneumonia. Individuals may be at risk if they inhale water droplets contaminated with the bacteria, commonly originating from sources such as showers and similar water systems.

Risk Factors

- **Bacterial Proliferation:** The risk increases under conditions that promote bacterial growth, such as inadequately maintained systems and temperature ranges between 20–45°C.
- **Aerosol Production:** Equipment that generates and disperses aerosols, including showers and cooling towers, significantly raises exposure risks.
- **Susceptible Populations:** Individuals over 45 years of age, smokers, and those with compromised immune systems are at an elevated risk.
- **Comprehensive risk assessments** will be conducted to evaluate potential exposure from our water systems and related activities. Qualified specialists will be consulted for complex system evaluations.

Duty Holder Responsibilities

The duty holders' obligations include:

- Conducting comprehensive risk assessments to identify and evaluate potential sources of risk.
- Implementing effective control measures and developing a Written Scheme to address foreseeable exposure risks.
- Appointing a Responsible Person to oversee daily operational control in accordance with the Written Scheme.
- Ensuring that all water system equipment is designed to minimise Legionella risks and complies with applicable regulations.
- Providing personnel involved with water systems appropriate training and information.
- Designing water systems with the objective of eliminating or mitigating Legionella risks.
- Undertaking regular maintenance and monitoring activities, including temperature checks and assessment of bacterial levels.
- Maintaining thorough records of risk assessments, implementation of control measures, and system operations.
- Managing scalding risks concurrently with Legionella control.
- Adhering to RIDDOR reporting requirements for any incidents related to water systems.

This policy affirms the company's sustained dedication to reducing Legionella risks by implementing rigorous management procedures, maintaining continuous monitoring, and adhering strictly to Health & Safety regulations.

5.38 Leptospirosis

Leptospirosis is a bacterial infection transmitted through exposure to water or soil contaminated by the urine of animals, including rodents and cattle. The company is dedicated to mitigating and managing health risks associated with leptospirosis.

Risk Identification and Management

The company will systematically identify and evaluate environments where leptospirosis risks may exist, such as wet areas, sites likely to have rodent activity, or any locations with potentially contaminated water or soil. Appropriate personal protective equipment (PPE) will be provided, maintained, and used correctly to minimise exposure.

Training and Information Dissemination

Continuous training and dissemination of relevant information will be undertaken to ensure all stakeholders understand both the risks posed by leptospirosis and the preventative measures implemented for their protection.

Promotion of Hygiene Standards

Adequate facilities will be made available for handwashing with soap and water, particularly prior to eating or drinking, to uphold high standards of hygiene.

Illness Reporting and Response

Individuals experiencing symptoms such as fever, headache, muscle pain, or nausea after potential exposure must promptly notify the designated supervisor. Timely reporting enables effective risk reduction and facilitates access to medical assistance when necessary.

All reports will be fully investigated, and appropriate actions will be taken to prevent recurrence.

5.39 Lifting Operations and Lifting Equipment (LOLER)

Lifting operations and the utilisation of lifting equipment present inherent risks, irrespective of equipment ownership. Accordingly, it is essential to implement appropriate measures to safeguard the health and safety of employees and all others who may be exposed to potential hazards.

A variety of risks are associated with the use of lifting equipment. To address these, comprehensive and thorough risk assessments will be conducted for all lifting operations and equipment. Where applicable, safe systems of work will be established. The organisation is committed to executing all lifting operations in strict compliance with relevant and current legislation and regulations.

Planning lifting operations

- All lifting operations will be planned by a competent person.
- Where the lifting operation is complex, a documented plan will be written by persons with adequate training, knowledge, and skills.
- The lifting equipment provided will be fit for purpose and suitable for the task/processes.
- Lifting operations will only be carried out by competent persons who have received suitable training, following lifting plans and safe systems of work.

- An appropriate level of supervision will be applied (in line with the level of risk).
- Lifting operation plans will also include information relating to emergency procedures.
- If the lifting operation cannot be carried out as planned, it will not proceed until the risks and safe working procedures have been reviewed.

Examinations and Inspections

Lifting equipment and accessories will be subjected to comprehensive examinations as advised by a qualified individual and in accordance with applicable legislation.

Additionally, we will ensure that:

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

Inspection and records

We will:

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

5.40 Lone Working

Where work is carried out in the customer's premises, the MD or his nominated representative will ascertain the procedures to be followed in case of emergency, e.g., lone worker injury etc. and details will be provided to all company employees/contractors required to work in or on such premises.

5.41 Machinery Maintenance

All machines including power tools, jet wash equipment, saws, drills etc shall be subject to regular inspection by the contract managers, who will withdraw damaged or unsuitable equipment from service immediately.

All machinery shall also be subject to maintenance and service as per the manufacturer's instruction and maintenance schedule OR at least annually and records held.

5.42 Machinery Operation

All employees/contractors who are required to operate machinery or plant will have the appropriate training and be assessed to determine competency.

Where required, the individual will hold a current license to operate such machinery or plant. It is company policy to take severe disciplinary action against any person found to be operating machinery without the necessary competence.

The responsibilities of equipment/machinery operators are:

1. To read and understand the company safety policy.
2. To work in accordance with its provisions.
3. To inspect your machine frequently and report any defect to the workplace supervisor/manager.
4. To use the equipment/machinery only for the purposes for which it was designed. Seek guidance and advice from supervisors/managers in this matter.
5. To use such appropriate safety equipment and wear protective clothing as may be necessary in carrying out your duties.
6. Suggest ways in working practices can be made safer.
7. No handheld device including mobile phones, watches or tablets should be used whilst operating equipment/machinery.
8. Ensure that employees and others within the vicinity of the equipment are not endangered by its use.
9. Report all accidents or damage to the workplace supervisor or his/her assistant and ensure that details are entered in the accident record book.
10. Inform management or the supervisor of any medication which you are taking and which may affect your capacity for work or treatment following an accident.
11. To fully comply with the company's drugs & alcohol policy.

5.43 Manual Handling

Tasks involving manual handling—such as lifting, carrying, pushing, or pulling loads—pose injury risks, especially when awkward movements are required or pre-existing conditions exist. Such incidents can occur in any workplace setting, regardless of the weight of the items managed.

The company is dedicated to ensuring that manual handling activities in the workplace are conducted safely for all affected individuals, including employees, contractors, and temporary staff. Where feasible, we will seek to eliminate or minimise physically demanding tasks, whether performed on-site or remotely, as part of our operational processes.

The MD or his nominated representative will carry out specific manual handling assessments for any necessary operation which has been highlighted as requiring a detailed assessment by the general risk assessment.

Manual handling assessments will consider the load to be handled, e.g., tools, equipment, materials etc, its size and weight, the individual, the task, and the environment in which the task takes place.

The assessment will also consider the possibility of kinetic lifting techniques to assist the movement of an object and to minimise the risks arising from manual handling.

The HSE has made available tools for effective use, these are:

- Manual Handling Assessment Charts (MAC)
- Risk Assessment of Pushing and Pulling
- Assessment of Repetitive Tasks

Risk assessment and control measures

Risk assessments will be conducted in accordance with prevailing legislation and guidance whenever manual handling is required and cannot be reasonably avoided. These assessments will evaluate factors including the task, individual, load, and environment (TILE).

When elimination of manual handling is not feasible, control measures will be implemented to minimise associated risks as far as reasonably practicable. These measures include:

- Utilising appropriate lifting aids and equipment.
- Redesigning tasks to reduce risk factors such as twisting, bending, and reaching.

Information, instruction, training

We will provide:

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

Monitoring

We will conduct regular reviews of our risk assessments and safety protocols to ensure compliance with current legislation, official guidance, and industry best practices.

Inspection, maintenance, and servicing of lifting equipment will be carried out according to the manufacturer's instructions and all relevant legal standards.

Any reported accidents or injuries related to manual handling tasks will be thoroughly investigated. Incidents resulting in musculoskeletal injuries will be examined to facilitate the revision of risk assessments and working methods, thereby reducing the likelihood of future occurrences.

5.44 Method Statements (Safe Systems of Work)

The company will provide a safe system of work and to this end will ensure that detailed instructions and information is made available for all works/operations carried out by the company.

This will enable all employees to carry out their tasks in a safe and efficient manner.

Work Instructions (method statements) will be developed for all company operations. Information from the risk assessments will be used to formulate these documents which will be used in training and given to members of staff, the work instructions will be reviewed and

updated either periodically or when something significant changes. Method statements are written using an online system and are made available to customers prior to works commencing.

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

Content of method statements

The necessity of a method statement will be determined through a thorough risk assessment. If deemed necessary, we will ensure that the statement contains the following required elements:

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

Task-Specific Requirements

Method statements must be tailored to the specific tasks at hand and should accurately reflect the nature of the work to be performed. General or non-specific method statements will not be accepted.

Adherence to Method Statements

Once an approved method statement is established, it must be strictly adhered to throughout the execution of the work. Work may not commence or continue if it cannot be carried out in accordance with the relevant method statement. In such cases, a revised or new method statement must be submitted and approved prior to proceeding.

Monitoring, Inspection, and Review

Regular monitoring and reviewing of health and safety in the workplace are essential for spotting hazards, meeting legal obligations, and continuously enhancing safety measures.

Implementing a Management System

A comprehensive health and safety management system will be introduced, featuring both proactive and reactive monitoring and reporting. This system will include necessary documentation such as policies, risk assessments, and procedures for working safely.

We will periodically assess these elements and make updates as required to uphold a safe work environment.

Risk Assessments and Work Procedures

Thorough risk assessments will be performed and robust work systems established. These will be consistently reviewed and adapted to minimise risks effectively.

Subcontractors' qualifications will also be evaluated and monitored to confirm they comply with our safety standards.

Reviewing Health and Safety Performance

The Health and Safety Policy will be tailored to our operational needs, and we will perform detailed system checks. Preventive maintenance will be scheduled for equipment, and all statutory inspections and tests will be conducted promptly according to legal and best practice guidelines.

Training programs for all staff will be regularly assessed to maintain high levels of competence and awareness.

Accident Analysis and Employee Wellbeing

Accident data will be studied to prevent similar incidents from reoccurring, and employee wellbeing will be routinely tracked through surveys, assessments, and meetings—implementing action plans as needed.

Persons responsible for premises, including landlords or tenants, will frequently check facilities, identify risks, and take necessary corrective actions to keep risks as low as reasonably practicable.

Record Keeping and Staff Engagement

All monitoring and inspection records will be kept up to date and stored in line with legal requirements.

Staff involvement will be encouraged through consultation and engagement in the health and safety management system, supporting their active participation and timely hazard reporting.

This policy will undergo regular reviews and updates to ensure its effectiveness and ongoing legal compliance.

5.45 Noise

Regular exposure to high noise levels can cause deafness and tinnitus. Noise assessments will be carried out whenever it is suspected that noise levels may be above 80db(a), and hearing protection will be provided for all operatives likely to be affected. Information and advice to use hearing protection will be issued.

Where noise levels are at 85db (a) or above, where possible, the company will take measures to reduce the exposure of noise to its employees by means other than hearing protection. The wearing of suitable hearing protection shall also be enforced.

5.46 Overhead Power Lines

Working in proximity to overhead power lines carries a significant risk of harm, including the possibility of electrocution. Such incidents may occur through direct contact or simply by operating near these lines.

Assessing and Controlling Risks

Where reasonably practicable, work activities will be planned to prevent equipment or personnel from approaching or passing beneath overhead power lines.

If it is not possible to avoid working under or near an overhead power line, a comprehensive risk assessment will be carried out with appropriate control measures established prior to commencement of any work.

Where feasible, risks will be mitigated by diverting or isolating the line; if this is not practicable, coordination with the power line owner will be undertaken to confirm safe working distances and establish controls to maintain an effective clearance zone.

Equipment and Procedures

Appropriate equipment will be supplied, regularly inspected, and maintained by competent personnel. Additionally, safe systems of work and emergency procedures will be clearly implemented.

Information, Instruction, and Training

Staff will receive relevant information, instruction, and training to ensure they are aware of the hazards associated with working near overhead power lines and are familiar with all safe work systems and emergency protocols. Only those who are trained and competent will be authorised to work in these environments.

5.47 PAT Testing

The term 'portable' is used to mean portable, movable or transportable. Portable equipment is not part of a fixed installation but when used is connected to a fixed installation (or a generator), by means of a flexible cable, plug and socket. It includes equipment that is handheld or hand operated while connected to the supply.

All portable electrical appliances will be tested in accordance with the regulations, at the recommended intervals, 'as may be necessary to prevent danger'.

It will be the responsibility of the site manager to ensure that all equipment provided is suitable for the task, including any provided by a customer.

Each employee/contractor must carry out a daily inspection of any equipment prior to its use, and must immediately report any defect, or suspected defect to MD/site manager.

5.48 Permit to Work

A permit to work (PTW) is an official, documented authorization required for tasks that pose potential health and safety risks. This system ensures work is conducted safely and under controlled conditions, particularly when undertaking high-risk activities.

Our Commitment

The company is dedicated to managing the permit-to-work system by adhering to defined procedures, assigning explicit responsibilities, conducting comprehensive risk assessments, closely supervising activities, and supporting our personnel effectively.

Management of Permits to Work

The PTW management process will comply with all relevant legislation and recognized industry standards. The procedure encompasses application, review, issuance, and closure of permits, with the objective of ensuring rigorous control over high-risk operations.

Permit to Work Process:

- Identify activities that require a permit through systematic risk assessments.
- Mandate that the designated responsible person submits a PTW application prior to commencing any hazardous work, clearly outlining the nature of the task, methodology, and requisite safety precautions.
- Ensure every PTW application is accompanied by a detailed risk assessment identifying hazards, associated risks, and planned mitigation measures.
- Require a competent individual to review and authorize each PTW, specifying safety conditions, necessary personal protective equipment, and emergency procedures.
- Prohibit commencement of any work requiring a PTW until all prescribed steps are completed.
- Inspect the worksite upon completion to confirm that all hazards have been eliminated or managed, following which the PTW will be formally closed.
- Maintain records of all PTWs and corresponding risk assessments for future reference.

Training and Information

All employees engaged in the PTW system will receive comprehensive training on its operation, risk evaluation, and safe working practices.

Monitoring

Continuous monitoring will be conducted for all work performed under a PTW, to ensure strict compliance with established requirements and ongoing safety. Immediate intervention will occur should deviations or emergencies arise.

By implementing robust controls and consistently reinforcing our PTW system, we strive to maintain a workplace where safety remains the utmost priority.

5.49 Personal Protective Equipment

The need for Personal Protective Equipment (PPE) will be determined through risk assessment and will be provided by the company free of charge. The relevant PPE must be always worn whilst carrying out work and in compliance with any mandatory requirements of specific sites. Details of the correct PPE will be made available to employees within the risk assessments and method statements relevant to the works.

No employee/contractor will be permitted to start work without the correct PPE and the necessary information, instruction, and training to enable him to utilise the equipment correctly and without risks to safety and health. It will be the responsibility of each contract manager and his site foreman to monitor the wearing of PPE on sites under their control. Persons found to be persistently breaching PPE rules will be subject to disciplinary procedures which may include ejection from site

The workplace supervisor will ensure that adequate supplies of all necessary protective clothing and equipment are available on site/workplace for issue as required and that when issued to employees, a record is kept in the safety equipment and protective clothing issue register.

The workplace supervisor will ensure that before employees are set to work, that any necessary protective clothing is provided.

Any person observed carrying out any process which required the use of protective clothing or equipment will be informed of statutory or company policy requirements and instructed not to continue working until protective clothing or equipment is obtained. This applies to any sub-contractor as well as direct employees.

The site/workplace supervisor will ensure that the protective clothing or equipment is suitable for the specific purpose for which it is provided. Information and advice on the correct equipment to be issued will be provided by the company safety officer.

All personal protective equipment will be maintained, serviced, cleaned and replaced where necessary. Facilities will be provided for the storage of PPE. Safety helmets must be worn on all designated hard hat sites and where there is a danger of head injury.

All supervisory and management staff will set a good example in the wearing of safety helmets, protective clothing and equipment where appropriate.

As of the 6th of April 2022, The Personal Protective Equipment at Work Regulations 2022 amend the 1992 Regulations to extend employers' and employees' duties in respect of PPE to a wider group of workers.

Where PPE is required, employers must ensure their workers have sufficient information, instruction and training on the use of PPE, this now applies to all workers, regardless of their Employment Status, such as the following:

“worker” means ‘an individual who has entered or works under:

- (a) a contract of employment; or
- (b) any other contract, whether express or implied and (if it is express) whether oral or in writing, whereby the individual undertakes to do or perform personally any work or services for another party to the contract whose status is not by virtue of the contract that of a client or customer of any profession or business undertaking carried on by the individual and any references to a worker’s contract shall be construed accordingly.

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

Our commitment

We will:

- Conduct risk assessments and identify the need for PPE and RPE and the type of equipment required.
- The risk assessments will identify (in order) if the relevant hazard can be eliminated, replaced, engineered out or administratively controlled.

Only if none of these can be achieved will PPE and RPE be appropriate control measures.

- Provide appropriate PPE and RPE at no cost, ensuring its compliance with relevant safety standards.
- Train workers on the correct use, storage, and maintenance of PPE and RPE, considering the safety of others nearby.
- Regularly review the effectiveness and compliance of PPE and RPE with regulations, HSE guidance and best practice guidelines.

Equipment provision

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

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

Training and use

We will:

- Provide comprehensive training on use, maintenance, and storage, such training may include physical demonstrations and where necessary face fit testing for RPE
- Keep records of training, maintenance, and inspections.
- Conduct inspections to ensure legal compliance and correct use.
- Require workers to use PPE and RPE strictly in accordance with their training and instruction and take appropriate action where they do not

Maintenance and storage

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

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

Monitoring and review

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

5.50 Pregnant Workers

The company recognises that pregnant workers are more vulnerable to injury and as such will carry out specific risk assessments where a worker notifies them of a pregnancy. Such assessments will consider the worker's duties, working conditions and hours. Where it is deemed that a risk to the mother or baby is present, suitable controls will be introduced to minimise that risk.

5.51 Purchase Policy

The Health and Safety at Work Act as amended imposes duties upon the company and those providing goods and services to the company. Health & Safety legislation affects purchasing decisions including the use of sub-contractors or out-sourced activities. This also includes the purchase of new or hired equipment, maintenance services and goods; but is not limited to such legislation as The Supply of Machinery (Safety) Regulations as amended, The Provision and Use of Work Equipment Regulations (PUWER) and The Control of Substances Hazardous to Health Regulations (COSHH).

When purchasing or hiring machinery or equipment, the company will obtain all relevant information and operational instructions, including verification of safety features and certifications of compliance. The procurement strategy is structured to ensure adherence to current Health & Safety and environmental regulations throughout the acquisition of services, materials, and equipment. Areas such as insurance coverage, risk assessments, and method statements will be reviewed to confirm that service providers can meet our requirements.

All suppliers of services will be competent and trained. All users of the equipment will receive suitable training and instruction before being allowed to use the equipment.

The equipment must be safe, meet all relevant UK and EU supply Directives and be CE marked; as of Jan 2022, UKCA Marked it will be maintained in line with current legal requirements, and manufacturers/suppliers' guidance or ACOPS ruling at the time of use.

The company will regularly review how suppliers and contractors adhere to Health & Safety arrangements as part of the procurement process.

Equipment standards

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

Choosing equipment will focus on reducing health and safety risks, especially from noise and vibration. Input from stakeholders, including workers will be considered when decision are made regarding purchases.

Keeping records and improving

The company will maintain records of our purchases and frequencies. Training about how the company make purchases and any additional arrangements will be given to worker and managers.

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

5.52 Risk Assessments

The MD or his nominated representative will prepare a generic risk assessment covering the common risks encountered in the company's normal business. If necessary, external assistance

will be sought to carry out the generic risk assessments. The significant findings of the risk assessments will be relayed to all employees.

The MD or his nominated representative will carry out site specific risk assessment for new sites where company employees/contractors are obliged to work. Such assessments will consider the Health and Safety of employee/contractors and the public on site. The company is aware of the number of serious injuries from the incidence of Slips, Trips and Falls. The MD therefore will pay particular attention to eliminating these hazards from each site.

All risk assessments will be produced using our online management system and are made available to all clients upon request. Employees should have a copy of risk assessments for the work they carry out.

A risk assessment will be prepared and made available to the employees concerned prior to the commencement of any work activity.

This will involve:

1. Identifying the significant risks arising out of the work activity.
2. Identify and prioritise the measures that need to be taken to comply with the relevant statutory provisions.
3. Ensure that all relevant risks and hazards are addressed.
4. Address what happens in the workplace or during the work activity.
5. Ensure that all groups of employees and others who might be affected are considered.
6. Identify groups of workers who might be particularly at risk.
7. Take account of existing preventive or precautionary measures.
8. The risk assessments will be used positively by the company to change working procedures and improve health & safety performance

Risk assessments must be both suitable and sufficient, considering the nature of the work as well as any specific hazards that may arise. The company are committed to ensuring that all hazardous tasks undergo comprehensive risk assessment conducted by qualified personnel, with full consideration given to relevant legislation, guidance, and industry best practices.

Legal Compliance and Continuous Improvement

The company will maintain compliance with all applicable laws and pursue ongoing improvement in our risk management processes. The approach prioritises the hierarchy of control measures recognised in current legislation and guidance, which can be summarised as follows:

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

Communication and consultation

Effective communication and stakeholder consultation are integral components of the strategy, ensuring active participation throughout the risk assessment process. Periodic reviews and updates of the policy and risk assessments demonstrate the company's commitment to compliance with current legislative requirements, adherence to best practices, and the ongoing suitability and sufficiency of the risk assessment procedures.

Risk assessment process

The risk assessment process includes:

- Identifying hazards
- Determining people at risk
- Evaluating risks
- Reviewing existing controls
- Involving the persons at risk in the assessment process
- Identifying additional controls
- Documenting findings
- Communicating significant findings to all affected parties
- Providing training and awareness programs
- Monitoring control effectiveness
- Reviewing assessments at regular intervals, after incidents and updating them, where necessary.

5.53 Safety Audits and Monitoring

At regular intervals the MD or his nominated representative will carry out a health & safety audit. The audit will consider the effectiveness of the welfare facilities; emergency procedures, safe methods of work etc. identified at the outset, and will identify any corrective action required. Where the MD considers it necessary to maintain the desired level of health & safety, they may seek the assistance of an external Health & Safety Advisor in carrying out audits and identifying corrective actions.

The company will discuss the effectiveness of its Health and Safety Policy and procedures at its monthly management meeting; it will discuss the report of the safety officer and take on board any additional contributions from safety committees/safety representatives and other sources. Priority will be given to any action and expenditure that is required to maintain or improve the overall safety performance of the company.

In addition, all policies/procedures will undergo an annual audit review to ensure they are fully compliant and in line with current legislation.

5.54 Safety Signs

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

Our commitment

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

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

Various safety signs are used, such as prohibition signs, warning signs, mandatory signs, emergency information signs or fire action signs. The signs will be based on the message they need to send. It will then be decided where to put these signs and how they look, making sure they are easy to see, read, and understand, thinking about things like light and anything that might block them.

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

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

5.55 Serious or Imminent Danger

These procedures are in line with Regulation 8 of the current Management of Health & Safety at Work Regulations.

It is a policy of the company that no employee or sub-contractor will be made to work in dangerous conditions without due regard to health and safety and all employees should be aware that there are regulations and procedures regarding serious or imminent danger.

Managers, supervisors and employees are reminded that they must not under any circumstances undertake work or instruct others to undertake work where there is a risk of imminent danger without adequate controls, safety procedures, training and personal protective equipment being in place to minimise that risk.

The company authorises any employee to remove himself/herself to a relative place of safety when he/she has reason to believe he/she is at serious risk or in imminent danger. Work will not resume in that area until the risk has been minimised.

Some emergency events can occur and develop rapidly, thus requiring employees to act without waiting for further guidance, for example, in a fire. Employees must, on arrival at new sites, make themselves familiar with the emergency procedures, escape routes and location of firefighting equipment etc prior to starting work.

Under no circumstances will work activities take priority over safety considerations.

5.56 Site Security

The security of our client's premises and sites on which employees work is taken very seriously. The company recognises that risks such as arson, fire, vandalism, theft and general mischief pose a threat not only to health and safety but also to project completion deadlines.

During working periods, the immediate area is always checked for any trespasses prior to work starting.

Once work has commenced both worker and contractors always remain alert to ensure no unauthorised persons have access to the working area. When an unauthorised person comes into the area, work will be immediately suspended until the area is clear.

Premises are secured by adequate locks both on internal storage units and where external Heras fencing is in use to prevent unauthorised access, appropriate warning signage is posted on all perimeter fencing.

All external fencing will be fully checked for integrity at the end of each working shift. No site will be left unsecured.

Machinery and equipment are locked away or immobilised and materials are stored securely. Materials, tools and equipment are kept to a minimum on site. Ladders are removed from every site and never left unattended.

All powered equipment is switched off and immobilised when not in use. Skips (where used) will be in a position as not to draw attention & will not be allowed to overflow. Waste materials which could be used for the purposes of arson are removed and flammable substances are locked away in appropriate storage units or removed from site completely.

5.57 Smoking in the Workplace

The company is committed to providing a safe, healthy working environment by creating a smoke-free workplace compliant with UK legislation.

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

Outdoor smoking areas

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

Risk assessment

The company will complete a risk assessment identifying who's at risk, what the risks are, and what control measures are to be implemented. This will be done in consultation with workers and their representatives, where appropriate.

Signage

The company will display appropriate 'No Smoking' signs where necessary to remind people of the restrictions. These arrangements are critical to; control the hazards associated with the effects of second-hand smoke on nonsmokers; reduce the risks of fire; ensure compliance.

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

The company's aim to provide reasonable assistance and support to those who wish to stop smoking.

5.58 Storage Systems

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

Tailored and safe storage

The company will choose storage solutions that fit the materials, focusing on safety, cutting down on manual handling, addressing fire risks, keeping things tidy, and making the best use of space.

The company will undertake thorough risk checks on these systems, looking at:

- Installation will be undertaken by professional services to ensure everything is set up safely, with the right fixings, safety barriers, and signs during and after setup.
- Regularly inspect and monitor our storage, using our trained worker or external experts, to stay safe and meet rules.
- Storage will be easy to use and right for the load, considering the size and weight of materials.
- The environment will be considered - lighting, space above, and existing structures to keep the workplace safe.
- Workers dealing with storage will receive training to use equipment safely and know what to do in storage emergencies.
- Emergency plans for storage emergencies, like fires or spills, to protect everyone.
- Regular maintenance and checks will make sure storage stays safe and works well.
- Communication with workers for ideas on storage and safety to make sure we're meeting their needs.

5.59 Stress and Mental Wellbeing

The company is dedicated to protecting all our workers from undue stress and enhancing their mental health and wellbeing, treating everyone with respect.

Risk assessments: The goal is to constantly make the workplace's stress, mental health environment and culture better. Risk assessments will be completed to highlight and reduce any work processes, procedures, and behaviours that could cause stress or harm our colleague's mental health.

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

Support from Mental Health First Aiders: Where it's a good fit, the company will choose and train Mental Health First Aiders. They will be trained to identify common mental health issues at work and guide our workers to the right support.

Training for early identification: Workers and managers will be trained to notice early signs of stress and encourage all workers to speak up about stress, mental health and wellbeing concerns.

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

Special considerations for night workers: Night workers can have a free health check regularly.

Providing support: The company is committed to offering or arranging the right support to tackle stress, mental health and wellbeing challenges for all employees.

The company will urge all workers to get involved with the stress management and mental health processes and to share any worries as soon as they arise.

5.60 Transport & Company Vehicle Safety

It is the policy of the company to only employ drivers who are competent.

Driver approval and competence. A person may only operate company vehicles if he/she:

- Has held a full UK license for a minimum of 2 years
- Has not been disqualified from driving for drink and/or drug offences in the last 5 years nor has any prosecution pending
- Holds the correct license for the type of vehicle being operated
- Drivers must inform the company of any circumstances that may lead a driver to being unfit for driving duties.

Drivers must inform the office immediately they become aware of any pending prosecution for any driving offence.

All drivers will be asked to provide detail of driving licence number, national insurance number and post code registered on driving licence in order that annual checks may be made on applicable vehicle licences and any penalty points registered.

5.61 Vibration

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

Risk assessment

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

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

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

Equipment and maintenance

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

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

Information, instruction and training

Comprehensive training will be provided for everyone who could be exposed to vibration, including clear information on the health risks and any measures identified to mitigate this. Training will be conducted regularly and tailored to the specific needs of each workers role.

Health surveillance

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

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

5.62 Violence and Aggression

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

Recognising vulnerability

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

The impact of violence and aggression

Workplace violence and aggression can lead to:

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

Risk assessment

The company will assess the risk of violence and aggression in all work areas, focusing on prevention and management. This assessment will be done with workers and their representatives, considering training needs, the work environment, and job nature. Key findings will be recorded.

Instruction and training

Guidance and training will be offered on handling workplace violence and aggression during induction and other training sessions. For high-risk situations, specialist training will be provided on managing challenging behaviour, understanding the legal and ethical implications of restraint, and using therapeutic interventions to reduce restraint. The company will ensure these techniques are correctly used and followed.

Control measures

Where needed security measures for those working alone will be put in place - CCTV, panic alarms, access controls and strategies.

Reporting, monitoring, and review

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

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

5.63 Waste disposal

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

Conducting waste audits

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

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

Safe and secure waste storage

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

Waste facilities usage

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

The company will regularly review and update our policy to reflect the commitment to current legislative requirements and best practices in waste management. This ensures the company remains compliant and proactive in our environmental responsibilities.

5.64 Welfare

In most cases company employees/contractors will be able to use toilet/washing facilities within the customer's premises. It will be the responsibility of the site manager to ascertain if this is possible prior to commencement of a contract. Where it is not possible, it will be the responsibility of the site manager to establish the location of suitable temporary or public facilities.

Where work is carried out in people's homes, we will make a verbal request to use their washing facilities if required.

Facilities on construction sites will meet the requirements required legislation.

The company endeavour to use mains supply electricity where possible and shall ensure such service is in place before commencement of works, this is to be provided free of charge by client. However, if this is not possible portable generators will be required and the company will ensure the risk of environmental pollution and noise is minimised.

If mains supply water is not available, the company will ensure a self-contained cabin is on site. This water supply will be regularly changed and monitored to maintain a hygienic source for the operatives. All facilities on construction sites will meet the requirements required legislation.

Welfare facilities (office)

All offices, stairways, passages, rest rooms, workshops, stores & yards will comply with the Workplace (Health, Safety & Welfare) Regulations 1992.

The office manager will inspect all such facilities once per week to ensure that they are all in good order and well maintained.

A copy of the requirements of the above act will be displayed on the notice board. All employees will be encouraged to make pertinent suggestions as to the safe use of such facilities and will be required to always keep them clean.

Racking, shelving, cupboards and stores will be checked each week by the office manager/safety officer to ensure that they are in good order, not over-loaded or liable to collapse.

No materials are to be stored in the restrooms/canteen. Those who desire to smoke must do so only in the designated smoking areas.

Your attention is drawn to the guidance notes in the safety manual "Hazards in the Workplace".

5.64 Work Equipment

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

Managing work equipment risks - risk assessments and control measures

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

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

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

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

Inspection and maintenance

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

Information, instruction and training

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

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

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

Monitoring and review

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

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

Health surveillance

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

5.66 Work-Related ill Health and Occupational Disease

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

Key areas of focus

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

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

Risk management

The company will conduct risk assessments to identify and control health and safety risks from work activities. This includes health surveillance as needed.

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

Expectations

Workers are expected to:

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

Our commitment

We commit to:

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

5.66 Working at Height

It is the policy of the company to comply with the current Work at Height Regulations. Work at height will be avoided wherever possible, where work at height cannot be avoided; the site foreman is responsible for carrying out a risk assessment and selecting appropriate work equipment to access height and ensuring the appropriate safety measures to prevent falls are implemented.

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

Only trained and competent workers will be allowed to work at height and apprentices will be closely supervised. The work is properly planned, supervised and carried out safely by competent persons.

Risk assessment and safe system of work

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

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

When working or storing materials at height, the company will prevent objects from falling to avoid injuries to people below. If it isn't reasonably practicable to prevent objects from falling, steps will be taken to prevent people being struck.

Safe systems of work will be designed and implemented to ensure that work is properly planned, supervised, carried out by competent people and that there are appropriate emergency and rescue procedures.

Equipment

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

Information, instruction and training

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

Monitoring and review

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

5.67 Working at Height – General Scaffolding Arrangements

All tube and fitting scaffolds must be assembled in accordance with TG20:2021, the National Association of Scaffolding Contractors (NASC) 'A comprehensive guide to good practice for tube and fitting scaffolding', or in the case of system scaffolding be erected in compliance with the manufacturer's instructions/manual or be specifically designed.

Scaffolding (access only)

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

Before beginning work

Before any scaffolding work begins, the company will complete:

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

Working on scaffolding

- Only trained and competent personnel are authorised to work on scaffolding, and (where necessary) under adequate supervision.
- Appropriate personal protective equipment (PPE), including fall arrest systems (where necessary), will be provided to minimise the risk of harm.
- Scaffolding must be visually inspected by a competent person before each use. Any concerns or defects must be reported immediately, and access should be restricted until inspection by a competent person is done and any remedial work required is completed.
- Clear communication channels will be established between workers on the scaffold and those on the ground to report safety concerns and emergencies efficiently.
- Work on the scaffold will consider weather conditions and be carried out safely.
- Unauthorised interference or alteration of scaffolding is strictly prohibited, and danger areas must not be accessed.

Scaffolding (activity)

The company is dedicated to keeping a safe environment for all workers and others affected by scaffolding work. The policy addresses everything from planning and setting up scaffolding to making changes, taking it down, and using it.

Planning and risk assessment

The company will ensure that scaffolding activities, given that they involve work at height will be planned in advance.

Site-specific risk assessments will be undertaken, considering factors such as the location, design, and environmental conditions.

We will develop a safe system of work (SSOW) for scaffolding activities which will detail the procedures and control measures required to ensure the work is done safely.

Scaffolding will never be erected or dismantled where people might pass underneath.

Instruction, information, and training

Only trained and skilled people will do scaffolding work. Training will follow NASC guidance and current laws. We're committed to ongoing learning through refresher courses and skills checks. The company will share risk assessments and safe work methods with everyone involved.

Fall prevention and protection

Safety and fall prevention are top priorities. The company will provide personal fall protection equipment (PFPE) as needed, focusing on creating a secure working platform and guardrails according to the 'Scaffolders' Safe Zone' principle.

Equipment and inspection

Scaffolding equipment will be checked before use and regularly after that to ensure it is safe. Inspections will follow laws, industry advice, and best practices, records will be kept.

Any faulty equipment will be immediately taken out of use. The company will endeavour to stop scaffolding being damaged while it is in use.

The company will provide, look after, and replace personal fall protection gear as needed, including training on how to use it properly.

The company will use only equipment that meets safety standards for setting up, changing, and taking down scaffolding.

Emergency procedures

The company will develop and share emergency plans for scaffolding work, including rescue from height procedures. Any incidents will be reported and investigated right away to help stop them from happening again.

Monitoring and review

The company will regularly check scaffolding work to make sure it follows this policy, laws, and advice. Policy and procedures will be reviewed every year or after major changes in our work, laws, or guidelines.

By following this policy's guidelines, the company commits to keeping the highest safety and health standards in our scaffolding work, in line with UK laws and NASC guidance.

The following minimum scaffold requirements shall be in place:

Scaffold Tube

All scaffold tube must be galvanised and comply with BS EN 39 type 4, or high tensile steel tube of BS EN 10210-1 and the NASC recommends that all tubes should be marked in such a way as to identify the scaffolding company who owns it.

Scaffold Boards

All timber scaffold boards must comply with BS2482:2009. Other boards such as laminated veneer or plastic manufacture shall comply with the general requirements of TG20:2021 short boards (less than 2.4 metres long) should be secured to prevent displacement as should internal boards that are considered likely to be displaced accidentally. Other than at returns of scaffolds, lapped boards to be avoided so far as is reasonably practical.

Scaffold Fittings

All scaffold fittings must comply with current UK industry standards (BS EN 74.1).

Brick guards, sheeting and debris netting in accordance with the contract specifications, (which should include a suitable risk assessment by the main contractor) scaffolds may require brick guards, sheeting or debris netting fitted.

Scaffold Loading Bays

All scaffold loading bays (except where cranes are used) shall be fitted with scaffold loading bay gates that FULLY protect operatives from the exposed edge when in an open position and prevent falls of operatives and/or materials when in a closed position.

Scaffold loading bays to be provided with brick guards or similar protection to the perimeter. Scaffold loading bays must have clear signage to provide users with clear information regarding safe working loads. It is recommended that this signage should be fitted at the eye level of the fork truck driver.

Access/egress to Scaffolds

Access/egress to scaffolds must be provided to comply with the Work at Height Regulations 2005, HSE guidance and NASC SG25 (Latest edition) Access and egress from scaffolds, regarding the hierarchy as follows:

- Staircase.
- Ladder access bay with single lift ladders.
- Ladder access bay with multi-lift ladders.
- Internal ladder access with protection ladder gate, hatches or guardrails.
- External ladder access should be provided to no more than two lifts (Nominal 4m).

Considerations that need to be made regarding the assessment of suitable access and egress from scaffolds may include:

- Height and width of scaffold.
- Number of people using the scaffold at any one time.
- Duration of scaffold hire.
- Local emergency requirements (Fire, evacuation, etc.)
- Type of work to be undertaken on the scaffold (e.g. Access to confined space entry work and asbestos removal enclosures whilst using full-face respirators, etc. requires a higher degree of assessment for access and egress).

Scaffold Ladder

This section only applies to straight ladders (e.g. complying with BS EN 131) provided for access to or within scaffold structures.

Ladders shall, wherever possible meet the following requirements.

Based on a firm level surface with both stiles supported.

Supported by a minimum of two support transoms (ladder stays top and bottom or similar arrangement) and secured, including the following:

- Have intermediate supports at approximately every 3m.
- Ensuring that support transoms (ladder stays) do not obstruct the rung and present a trip hazard.
- Both stiles are secured at each support transom using a suitable square lashing or proprietary clamp.
- Scaffold couplers should not be used to tie ladders unless the ladder is designed for that purpose.

- Ladders are the correct length and extend past the landing point by approximately 1m (or five rungs), unless a suitable alternative handhold is available.
- Ladders should be set at an angle of 75 degrees (or 4:1), where possible.

Ladder trap openings and lateral gaps in guardrails and toe boards at access points must be kept as small as ergonomically practicable but allow safe access and egress. Measures must be taken to protect scaffold users from falling through ladder access gaps in guardrails and working platforms, e.g. ladder safety gates or ladder trap doors.

Scaffold Ties

All scaffolds erected must be protected from collapse or overturning. They must be tied in accordance with NASC TG20:2021 (Tube and Fitting), manufacturer's instructions (proprietary system scaffolding) or the engineers design, as appropriate.

Where masonry anchors are used, they must be installed in accordance with the manufacturers' instructions and tested as required by current NASC technical guidance TG4 and TG20:2021.

6.0 LEGAL & APPLICABLE REGULATIONS REGISTER

Understanding the organisation and its context

Primary HS Regulation under the Health and Safety at Work Act 1974 etc.
1. Construction (Design & Management) Regulations 2015
2. Control of Asbestos Regulations 2012
3. Control of Substances Hazardous to Health Regulations 2002 (as amended)
4. Electrical Equipment (Safety) Regulations 2016: Great Britain
5. Electricity at Work Regulations 1989
6. Employers Liability (Compulsory Insurance) Regulations 1969
7. Environmental Protection Act 1990
8. Health and Safety (Consultation with Employees) Regulations 1996 (as amended)
9. Health and Safety (Display Screen Equipment) Regulations 1992
10. Health and Safety (First Aid) Regulations 1981
11. Health and Safety (Information for Employees) Regulations 2009
12. The Health and Safety (Miscellaneous Amendments) Regulations 2002
13. Health and Safety (Safety Signs and Signals) Regulations 1996
14. Lifting Operations and Lifting Equipment Regulations 1998
15. Management of Health & Safety at Work Regulations 1999
16. Manual Handling Operations Regulations 1992
17. Noise at Work Regulations 2005
18. Personal Protective Equipment at Work (Amendment) Regulations 2022 (PPER 2022)
19. Provision and Use of Work Equipment Regulations 1998
20. Regulatory Reform Fire Safety Order 2005
21. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
22. Safety Representatives and Safety Committees Regulations 1977
23. The Building Safety Act 2022
24. The Health & Safety at Work etc Act 1974
25. The IET Wiring Regulations 2018(18th Edition)
26. The Social Housing (Regulation) Act 2023
27. The Work at Height Regulations 2005
28. The Workplace (Health, Safety and Welfare) Regulations 1992

