



HEALTH AND SAFETY POLICY

Verwood Town Council

February 2023



Revision Record Sheet

Issue date	Issue number	Description of Change	Approved by
February 2022	01	Original Issue of Policy - Version 1	Town Clerk
February 2023	02	Annual Review and Update	Town Clerk

This Health and Safety Policy is in three parts:

1. The Company Health and Safety Policy Statement.
2. The Organisation and Responsibilities for Health and Safety.
3. General Arrangements for Managing Health and Safety.



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Document Control

This policy is a controlled document. Only the current document shall be used. Check with the document controller to ensure that you have the latest issue.

Issue Date and Issue Number is information to help us to ensure that we are using the current document. The Version Number is for use by our Health and Safety Advisors only.

Updates will be issued from time to time by the Health and Safety Advisors or by the Company. Any changes having a significant effect on health and safety will be communicated to the relevant people.

Following a new issue, any printed copies shall be destroyed but one copy of the superseded document shall be archived and stored for a minimum of three years.

When customers of the Company, or other third parties, request copies, these will be 'uncontrolled' copies and shall be so marked. Uncontrolled copies will not be kept up to date.



Introduction

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

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

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

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

We recognise that improvement in health and safety will not happen by chance and that planning to manage using a systematic approach through risk assessment is a necessary first step and an ongoing process.

In moving forwards we will wherever possible eliminate risk through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection.

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

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



1. Health and Safety Policy Statement

It is our policy to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and others who may be affected by our activities as far as is reasonably practicable.

We are committed to the prevention of ill health and injury and to a programme of continual improvement in the reduction of injury and ill health.

We will provide such information, instruction, training and supervision that may be needed for the purposes of complying with any requirements to eliminate or reduce the effect of the hazards created by our undertakings.

We are committed to complying with our statutory health and safety responsibilities and all other responsibilities as prescribed in this policy. We recognise that these legal requirements represent the minimum level of achievement and we will strive to ensure that higher standards are reached.

We firmly believe that health and safety objectives are equally as important as other business objectives, and so, each year, we will set health and safety performance targets aimed at achieving the principal objectives of:

- Reducing accidents year on year
- Reducing the potential and actual impact on work-related ill health
- Increasing employee knowledge and understanding of workplace risks
- Improving employee involvement in the development of safe systems of work

Sufficient resources and training will be made available to achieve our health and safety objectives. Every process, procedure and working practice will be designed to achieve our objectives and our programme of continual improvement.

Health and safety are responsibilities of management and they rank equally with all other indicators of success. However, we expect every employee to be fully committed to ensuring that we meet our core health and safety objectives.

To ensure that every employee understands their responsibility and is able to work safely we will provide the necessary training. Where required, we will seek expert external advice from a competent person(s).

We recognise the importance of good communication and consultation and so all employees will be involved and consulted in the development of those systems required to meet our objectives.

Employees will be required, as a condition of employment, to observe safe working practices and co-operate with management in carrying out this policy.

This policy and the health and safety management system will be reviewed annually and updated as necessary; any revisions will be communicated to those affected by the changes.

Name	Signature	Date
Carrie Lloyd	<i>Carrie Lloyd</i>	February 2023



2. Organisation and Responsibilities

The Town Clerk has overall responsibility for health and safety but expects each and every manager, supervisor and employee to ensure that this policy is implemented within their departments as applicable. The Town Clerk will ensure that there are arrangements in place to document the annual health and safety improvement plan, set targets for achieving the core and specific objectives, and publish this information to employees. This policy applies to the whole organisation at all sites and covers all of our activities.

Area	Responsible Person(s)
Day-to-day responsibility	Town Clerk
Monitoring Auditing and Review	Town Clerk
Health Surveillance & Occupational Health	Town Clerk
Accident/Incident Reporting, Recording and Investigation	Town Clerk
Alcohol and Drugs	Town Clerk
Asbestos at Work	Town Clerk
CDM	Town Clerk
Control of Contractors	Town Clerk
Disabled Persons	Town Clerk
Display Screen Equipment	Town Clerk
Driving for Work	Town Clerk
Electrical Safety	Town Clerk
Environmental Protection	Town Clerk
Fire Safety Management	Town Clerk
First Aid	Town Clerk
Gas Installations and Appliances	Town Clerk
Hazardous Substances (CoSHH)	Town Clerk
Homeworkers	Town Clerk
Infection Control	Town Clerk
Legionnaires	Town Clerk
Lone Working	Town Clerk
Manual Handling	Town Clerk
Mental Health	Town Clerk
Migrant Workers	Town Clerk
Modern Slavery and Human Trafficking	Town Clerk
New and Expectant Mothers	Town Clerk
Noise	Town Clerk
Outdoor and Peripatetic Working	Town Clerk
Personal Protective Equipment	Town Clerk
Risk Assessments of General Workplace Hazards	Town Clerk
Safeguarding Visitors	Town Clerk
Smoking	Town Clerk



Stress at Work	Town Clerk
Training on Health and Safety	Town Clerk
Violence and Bullying at Work	Town Clerk
Work Equipment	Town Clerk
Working Environment	Town Clerk
Work at Height	Town Clerk
Working Time Regulations	Town Clerk
Young Persons	Town Clerk



Town Clerk Duties

The Chief Executive Officer / Managing Director has overall responsibility for ensuring our compliance with Health and Safety legislation.

The Town Clerk will ensure that:

- Our Health and Safety Policy is implemented, monitored, developed, communicated effectively, reviewed and amended as required
- A health and safety plan of continuous improvement is created and senior management monitor progress against agreed targets
- Suitable and sufficient funds, people, materials and equipment are provided to meet all health and safety requirements
- Senior management designated with health and safety responsibilities are provided with support to enable health and safety objectives to be met
- A positive health and safety culture is promoted and that senior management develop a pro-active safety culture which will permeate into all activities undertaken and reach all personnel
- A system of communication and consultation with employees is established
- Effective training programmes have been put into place
- An annual report on the safety performance of the company is presented to the Board.
- They implement our Health and Safety Policy
- They supervise their staff to ensure that they work safely, providing increased supervision for new and young workers
- They communicate and consult with staff on health and safety issues
- Health and safety rules are followed by all
- They encourage staff to report hazards and raise health and safety concerns
- Issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented and communicated to staff
- Any safety issues that cannot be dealt with are referred to a senior manager for action
- Safety training for staff is identified, undertaken and reported to ensure they are competent to carry out their work in a safe manner
- Safe systems of work are developed and implemented
- Accidents, ill health and 'near miss' incidents at work are recorded, investigated and reported
- Personal protective equipment is readily available and maintained, and relevant staff are aware of the correct use of this and the procedures for replacement
- Hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures



Employees' Duties

Employees have a duty to take reasonable care for the safety of themselves and other persons who may foreseeably be affected by their acts or omissions at work. Employees must co-operate with the management team to enable the company to perform and comply with any statutory duties. Employees must not intentionally or recklessly interfere with or misuse anything that has been provided for the purpose of health and safety. Failure to comply with this policy may lead to disciplinary action up to and including dismissal. Employees must only use machinery, equipment, substances, etc as instructed or trained. Employees must report any work situation or deficiencies in control measures, which could lead to serious and imminent danger to health and safety, to a member of the management team. Each employee is personally responsible for making their manager aware of any injury, illness or disability which could affect their own safety or well-being or the safety or well-being of others.

General

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

Working Practices

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

Hazard / Warning Signs and Notices

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

Working Conditions / Environment

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



Protective Clothing and Equipment

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

Fire Precautions

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

Accidents

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

Health

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

Employer's Transport

- Employees must carry out prescribed checks of company vehicles prior to use and in conjunction with the laid down checking procedure.
- Employees must not drive or operate any vehicles for which they do not hold the appropriate driving licence or permit.
- Employees must not carry unauthorised passengers or unauthorised loads.
- Employees must not use vehicles for unauthorised purposes.
- Employees must not load vehicles above the stated capacity.
- Employees must not drive or operate vehicles whilst suffering from a medical condition or illness that may affect their driving or operating ability.

Rules Covering Gross Misconduct

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

- A serious or wilful breach of Safety Rules.
- Unauthorised removal or interference with any guard or protective device.
- Unauthorised operation of any item of plant or equipment.
- Unauthorised removal of any item of first aid equipment.
- Wilful damage to, misuse of or interference with any item provided in the interests of Health and Safety or welfare at work.



- Unauthorised removal or defacing of any label, sign or warning device.
- Horseplay or practical jokes which could cause accidents.
- Making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence.
- Misuse of any item of equipment, utensil, fitting/ fixture, vehicle or electrical equipment.
- Deliberately disobeying an authorised instruction.

See GBS Guide:

GD25 Legal Duties and Liabilities for Health and Safety at Work.

Contractors' Duties

All contractors must:

- Take reasonable care of their own safety
- Take reasonable care of the safety of others affected by their actions
- Observe the safety rules
- Submit their health and safety policy and relevant risk assessments to us for approval
- Comply with and accept our health and safety policy if they do not have one
- Conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- Dress sensibly and safely for their particular working environment or occupation
- Conduct themselves in an orderly manner in the workplace and refrain from any antics or pranks
- Use all equipment, safety equipment, devices and protective clothing as directed
- Avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- Maintain all equipment in good condition and report defects to their supervisor
- Report any safety hazard or malfunction of any item of plant or equipment to their supervisor
- Report all incidents to their supervisor and to us whether an injury is sustained or not
- Attend as requested any health and safety training course
- Observe all laid down procedures for processes, materials and substances used
- Observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.

See GBS Guide:

GD55 Working with Contractors.



Consultation with Employees

Company employees will be involved in the development of risk controls and consulted before any significant changes are introduced which could affect their health or safety.

Health and safety will be included in all formal team meetings/briefings as a standing agenda item.

If any employee wishes to discuss a health and safety matter, they may bring it to the attention of the Responsible Person or their immediate line manager.

Where English is not an Employees first language, arrangements will be made for translation (either verbal or written) to their native tongue. Any such translations will be externally verified as accurate.

See GBS Guide:
GD16 Employee Involvement and Consultation.

Access to Competent Advice

The Company has appointed GBS Health and Safety Services Ltd as our source of competent advice and they will be responsible for advising on:

- All matters of health and safety
- Training and competency needs
- The carrying out of risk assessments
- Inspections and audits and advising on improvements where necessary
- Changes to legislation as applicable.

They subscribe to recognised sources of health and safety information (Barbour Index, SHP, HSE RSS feeds etc) to ensure that regular updates are available on legislation, standards and guidance and these are either passed on or made available to all managers/employees.

All employees have access to the Health and Safety Policy and will be provided with information and risk controls arising from the risk assessments.

Monitoring Auditing and Review Policy

We will carry out regular monitoring, auditing and review of the health and safety management system to ensure ongoing statutory compliance and continual improvement.

Arrangements

The Responsible Person will:

1. Review the Health and Safety Policy Annually as a minimum
2. Review risk assessments regularly and at least annually
3. Monitor accident data for trends and indicators
4. Ensure that regular inspections are carried out of the workplace and activities
5. Seek feedback from employees and safety representatives
6. Prepare an annual report on health and safety performance



Health Surveillance

We recognise the importance of health surveillance in the early identification of ill health and the identification of any corrective action. Where health surveillance is required by law (for example noise, vibration, solvents, fumes, dust, biological agents, lead and asbestos) we will ensure that the risk assessment procedure for the hazard identifies any requirements for health surveillance and that they are included in the relevant safe system of work. We will use the HSE's health surveillance cycle to enable us to manage health surveillance. The responsible person will seek competent advice where necessary.

Format of Health Surveillance:

If a reliable test can be carried out, the format of health surveillance may include the use of questionnaires to determine symptoms and may also involve clinical examination or measurements, such as lung function testing, hearing tests or biological sampling.

Frequency of Health Surveillance:

The level of risk will determine the frequency of health surveillance programmes. Where the risk is thought to be low, only baseline data will be required and staff should report to the team leader if any problems are experienced. Baseline data will usually be gathered at the employment interview.

If the risk is thought to be more significant, periodic health surveillance for all exposed staff will take place. In most cases this will be annual; however in some high-risk areas a more frequent programme may be agreed. More frequent surveillance may be required where a person's medical history suggests a particular vulnerability. The responsible person or occupational health nurse will make this decision and manage the recall process.

If health problems are identified following health surveillance, control measures will be reviewed and where necessary enhanced.

The occupational health nurse or doctor will advise on any specific actions to take with regard to the affected employee, e.g.:

Record Keeping:

The responsible person or occupational health nurse will, with the support of team leaders, ensure employees requiring health surveillance are identified and recalled at appropriate intervals.

Health records will be kept for a minimum of 40 years.

Employees will be allowed reasonable access to their health records and a copy offered to individuals when they leave the company.

See GBS Guide:

GD66 Occupational health Provision and Health Surveillance

Arrangements

The responsible Person will:

1. Ensure that all risk assessment procedures include a method for identifying whether health surveillance is required
2. Where a need is identified arrange for appropriate surveillance to be carried out seeking advice from a competent person if required
3. Ensure that records of health surveillance are maintained
4. Manage the outcome of all health surveillance and act on the results.



3. The General Arrangements for Managing Health and Safety

Accident/Incident Reporting, Recording and Investigation Policy

An incident is defined as 'a work-related event(s) in which an injury or ill health or fatality occurred or could have occurred'.

Notes:

- An accident is an incident which has given rise to injury or ill health or fatality.
- An incident where no injury, ill health or fatality occurs may be referred to as a near miss or near hit.

All incidents involving employees, contractors, visitors and members of the public must be reported, recorded and investigated.

The report must be made as soon as possible after the accident, preferably on the same day, and an entry made in the Accident Book and/or Incident Report Form.

Some accidents must be reported to the Health and Safety Executive as required by the Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR). See Guidance Document for details. Where applicable, the Responsible Person will complete the relevant Form F2508 using the on-line reporting procedure at www.riddor.gov.uk or by calling 0845 300 99 23.

Detailed information and definitions on the types of accidents that must be reported and the timescales for reporting can be found in the Guide to Accidents.

Investigation:

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

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

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

See GBS Guide:

GD02 Accident reporting, recording and investigation.

Associated forms in Annex 1:
Accident Investigation Form



Arrangements

The Responsible Person will ensure that there are adequate numbers of competent people to respond to an incident and to complete reports and investigations.

The responsible person (or their deputy) on being notified or becoming aware of an incident will:

1. Report to the scene and ensure that first aid and other emergency actions have been carried out if applicable.
2. Freeze the scene as much as possible to retain evidence.
3. Make a note of any witnesses or people in the vicinity.
4. Raise an Accident/Incident Report and capture as much information as possible of the injured person, equipment, conditions etc.
5. Carry out an accident/incident investigation.
6. Identify the cause(s) of the incident and take action to ensure that there will not be a reoccurrence as far as is reasonably practicable.
7. Review the risk assessment if applicable.



Alcohol and Drugs Policy

The use of alcoholic beverages and/or drugs is absolutely prohibited on company property by any employee unless it has been authorised for special company events.

No employee on or off duty is permitted to drive or operate any Company vehicle, equipment or machinery after consuming any alcoholic beverages, any drugs or prescribed drugs which impair driving or operating ability.

Any employee identified using alcohol or drugs on company property may be dismissed immediately.

We will provide employees with information on sensible drinking and drug awareness. The aim is to encourage those with drug or alcohol-related problems to seek medical advice and counselling by an outside agency.

Any employee suspected of having consumed alcohol or drugs on duty may be subjected to a test and if found positive may be dismissed.

An employee should not permit any person who is, or appears to be, intoxicated or under the influence of drugs to enter or remain in the workplace or on the premises where machinery is used if that person's presence constitutes a threat to the safety of themselves or other persons in the workplace.

Drugs and medication:

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

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

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

Medical Examination

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

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

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

Reasonable Grounds

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



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

See GBS Guide:
GD60 Alcohol & Drugs in the Workplace



Asbestos at Work Policy

We recognise that we have a duty under the Control of Asbestos Regulations to protect employees, contractors and visitors from exposure to asbestos fibres.

Where employees or any person working on our behalf has reason to work on asbestos containing materials (ACMs) or suspect ACMs, whether on our own premises or at another employer's premises, then we will ensure that they have been properly trained on asbestos awareness as a minimum, and that they have access to the asbestos management plan before any work starts so as to avoid the likelihood of exposure or inadvertent exposure.

The management of asbestos-containing materials in the workplace premises by

Assessment - The premises will be surveyed to determine whether asbestos-containing materials are present. It will be presumed that materials contain asbestos unless there is strong evidence to the contrary.

The amount and condition of the asbestos-containing material will be assessed and measures will be identified to ensure that airborne asbestos fibres are not present or formed in the workplace.

A Written Plan - A written plan or register that sets out the location of the asbestos-containing material and how the risk from this material will be managed will be prepared and steps will be taken to put the plan into action. The plan or register will be made available and the arrangements will be reviewed at regular intervals or when there has been a significant change to the organisation or personnel.

Access to Asbestos-containing Materials - Access to asbestos-containing materials in the premises will be controlled so as to prevent inadvertent disturbance of the material and the release of asbestos fibres. Systems will be put in place to ensure that anyone liable to disturb asbestos-containing materials is made aware of their location.

Monitoring and Maintenance - The condition of all asbestos-containing materials or materials suspected of containing asbestos will be inspected at agreed intervals to ascertain that there has been no damage or deterioration. Where damage or deterioration is found the asbestos-containing material will be reassessed and repaired or removed as appropriate.

The management of work in premises that may contain asbestos

Training and Information - Employees who may come into contact with asbestos containing materials (ACM's) through the course of their work will receive adequate training and information such that they can recognise potential ACM's and know what precautions to take.

Health Surveillance – Employees who carry out licensed work with asbestos will receive a medical examination by a qualified practitioner before asbestos work commences and every two years after that. Employees who only carry out notifiable non-licensed work with asbestos will receive their examinations every three years instead.

See GBS Guide:
GD04 Asbestos Management and Surveys.



Arrangements

The Responsible Person will:

1. Ensure that all our non-domestic premises have asbestos risk assessments and asbestos management plans in place.
2. Ensure that a copy of the asbestos assessment and asbestos management plan is kept at reception or some other easily accessible place and all contractors sign as having read and understood it before carrying out any work on the premises that may lead to the disturbance of asbestos containing materials.
3. Ensure that additional training is provided where the need is identified by risk assessments.
4. Ensure that when working on another employer's site that a copy of the asbestos survey/plan is seen before work starts. (This must include a refurbishment/demolition survey if required).
5. Ensure that any work on ACM is restricted to non-licensed work or notifiable non-licensed work



CDM - Roles and Responsibilities

The CDM Regulations place responsibility for managing the health and safety of a construction project on three main duty holders. The client has overall responsibility for the successful management of the project and is supported by the principal designer and principal contractor in different phases of the project.

For the successful delivery of a project, good working relationships between the duty holders are essential from the start.

Whatever our role in construction, we aim to improve health and safety whilst carrying out construction work by:

- sensibly planning the work so the risks involved are managed from start to finish
- having the right people for the right job at the right time
- cooperating and coordinating our work with others
- having the right information about the risks and how they are to be managed
- communicating this information effectively to those who need to know
- consulting and engaging with workers about the risks and how they are being managed

See GBS Guides:

GD06 CDM Construction Site Safety

GD11 Demolition

GD25 Legal Duties and Liabilities for Health and Safety at Work.



Duty Holders and Duties

Duty Holder Position	Main Duties
<p>Commercial clients – Organisations or individuals for whom a construction project is carried out that is done as part of a business.</p> <p>Commercial clients have construction work carried out as part of their business. This could be an individual, partnership or company and includes property developers and companies managing domestic properties</p> <p>Further details can be found here.</p>	<p>Make suitable arrangements for managing a project, including making sure:</p> <ul style="list-style-type: none"> • other dutyholders are appointed as appropriate • sufficient time and resources are allocated <p>Make sure:</p> <ul style="list-style-type: none"> • relevant information is prepared and provided to other dutyholders • the principal designer and principal contractor carry out their duties • welfare facilities are provided
<p>Domestic clients – 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.</p> <p>Domestic clients have construction work carried out for them but not in connection with any business – usually work done on their own home or the home of a family member. CDM 2015 does not require domestic clients to carry out client duties as these normally pass to other dutyholders.</p> <p>Further details can be found here.</p>	<p>Though in scope of CDM 2015, their client duties are normally transferred to:</p> <ul style="list-style-type: none"> • the contractor for single contractor projects • the principal contractor for projects with more than one contractor <p>However, the domestic client can instead choose to have a written agreement with the principal designer to carry out the client duties.</p>
<p>Designers - Organisations or individuals who as part of a business, prepare or modify designs for a building, product or system relating to construction work.</p> <p>Designer - An organisation or individual whose work involves preparing or modifying designs, drawings, specifications, bills of quantity or design calculations. Designers can be architects, consulting engineers and quantity surveyors, or anyone who specifies and alters designs as part of their work. They can also include trades people if they carry out design work. The designer’s main duty is to eliminate, reduce or control foreseeable risks that may arise during construction work, or in the use and maintenance of the building once built. Designers work under the control of a principal designer on projects with more than one contractor.</p> <p>Further details can be found here.</p>	<p>When preparing or modifying designs, eliminate, reduce or control foreseeable risks that may arise during:</p> <ul style="list-style-type: none"> • Construction • the maintenance and use of a building once it is built <p>Provide information to other members of the project team to help them fulfil their duties.</p>



Duty Holder Position	Main Duties
<p>Principal designers - 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.</p> <p>Principal designer - A designer appointed by the client to control the pre-construction phase on projects with more than one contractor. The principal designer's main duty is to plan, manage, monitor and coordinate health and safety during this phase, when most design work is carried out.</p> <p>Further details can be found here.</p>	<p>Plan, manage, monitor and coordinate health and safety in the pre-construction phase of a project. This includes:</p> <ul style="list-style-type: none"> • identifying, eliminating or controlling foreseeable risks • ensuring designers carry out their duties • Prepare and provide relevant information to other dutyholders. <p>Liaise with the principal contractor to help in the planning, management, monitoring and coordination of the construction phase.</p>
<p>Principal contractors – Contractors appointed by the client to coordinate the construction phase of a project where it involves more than one contractor.</p> <p>Principal contractor - A contractor appointed by the client to manage the construction phase on projects with more than one contractor. The principal contractor's main duty is to plan, manage, monitor and coordinate health and safety during this phase, when all construction work takes place.</p> <p>Further details can be found here.</p>	<p>Plan, manage, monitor and coordinate health and safety in the construction phase of a project. This includes:</p> <ul style="list-style-type: none"> • liaising with the client and principal designer • preparing the construction phase plan • organising cooperation between contractors and coordinating their work <p>Make sure:</p> <ul style="list-style-type: none"> • 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
<p>Contractors – Those who carry out the actual construction work, contractors can be an individual or a company.</p> <p>Contractor - An individual or business in charge of carrying out construction work (e.g. building, altering, maintaining or demolishing). Anyone who manages this work or directly employs or engages construction workers is a contractor. Their main duty is to plan, manage and monitor the work under their control in a way that ensures the health and safety of anyone it might affect (including members of the public). Contractors work under the control of the principal contractor on projects with more than one contractor.</p> <p>Further details can be found here.</p>	<p>Plan, manage and monitor construction work under their control so it is carried out without risks to health and safety.</p> <p>For projects involving more than one contractor, coordinate their activities with others in the project team – in particular, comply with directions given to them by the principal designer or principal contractor.</p> <p>For single contractor projects, prepare a construction phase plan.</p>



Duty Holder Position	Main Duties
<p>Workers – Those working for or under the control of contractors on a construction site.</p> <p>Worker - An individual who actually carries out the work involved in building, altering, maintaining or demolishing buildings or structures. Workers include plumbers, electricians, scaffolders, painters, decorators, steel erectors and labourers, as well as supervisors like foremen and charge hands. Their duties include cooperating with their employer and other dutyholders, reporting anything they see that might endanger the health and safety of themselves or others. Workers must be consulted on matters affecting their health, safety and welfare.</p> <p>Further details can be found here.</p>	<p>Workers must:</p> <ul style="list-style-type: none"> • 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 dutyholders



CDM - Communication, Consultation and Workforce Involvement on site

We recognise that involving the site workforce in health and safety matters is one of the most effective ways of reducing accidents and ill health. We include the workforce in the development of the risk assessment and method statement; they are encouraged to join the Safety Supervisor and the H&S Adviser on-site inspections/audits; the results of the inspection/audits are discussed with them; their views are actively sort during the induction training. We actively encourage employees and sub-contractors to express their views on matters of health and safety. Wherever possible, we include non-managerial members of the workforce in meetings with the Clients and sub-contractors and also in progress meetings with our H&S Advisor.

See GBS Guide:

GD16 Employee Involvement and Consultation.

We will ensure that regular toolbox talks are carried out by the Site Supervisor, and the H&S Adviser.

- Site induction training will be provided to all employees and contractors and will include:
 - The risks to their health and safety identified by risk assessments
 - The preventative and protective measures applicable to them
 - PPE requirements
 - The procedures for the evacuation of the site in the event of serious or imminent danger
 - Accident reporting procedures
 - First aid procedures
 - Site rules

CDM - Monitoring Auditing and Review of Site Activities on Site

Health and safety performance will be monitored on a job-by-job basis and any unsafe acts investigated with the aim of preventing reoccurrences. Where a project runs for more than 5 working days then the Site Supervisor will carry out a weekly site inspection and record the findings. The health and safety adviser will carry out site visits, as instructed, to audit the arrangements for health and safety and record the findings. The results from these inspections and audits will be reviewed by the Site Safety Manager to track trends and implement improvements.

Accident and incident reporting and investigation will be another method whereby performance will be monitored and this will be analysed and discussed annually.

A full list of toolbox talks will be kept available along with a sign off sheet. Due to the nature of our work, we do not have a set programme for how many or how often these will be carried out but we will deliver talks as often as is required. The talks will be used to compliment ongoing training and also to raise awareness of a particular hazard of the project.

All recipients will be required to sign to say that they have received and understood the talk.



CDM - Site Co-operation and Co-Ordination Policy

We recognise the importance of good cooperation and coordination with clients, other trades and the workforce in managing health and safety on projects. All employees will be fully involved in the development of risk assessments, method statements and methods of working. We will be pro-active in organising regular meetings with clients to ensure that any concerns or problems are raised in good time.

See GBS Guides:

GD55 Working with Contractors

GD25 Legal Duties and Liabilities for Health and Safety at Work

GD16 Employee Involvement and Consultation.

Arrangements

The Responsible Person will:

1. Arrange pre-project meetings between all parties to discuss safety arrangements
2. Ensure that employees are included in this process as far as is possible
3. Ensure that the arrangements for progress meetings is agreed
4. Ensure that the arrangements for the response to serious incidents is agreed
5. Ensure the arrangements for submitting assessments and methods is agreed including any time scales for approval
6. Manage the arrangements for keeping employees and other contractors informed about significant changes is agreed

CDM - Dealing with Emergencies on Site Policy

We require that the arrangements have been considered at site and that suitable arrangements are in place to cover for fire, first aid and other emergencies.

In practice, this will generally be the responsibility of the site controller or principal contractor. However, we will discuss this in pre-project meetings and agree the arrangements in detail. The arrangements will then be included in the method statement and site induction briefing.

See GBS Guide:

GD20 First Aid at Work

Arrangements

The Responsible Person will:

1. Ensure that emergency situations have been considered, discussed and suitable arrangements agreed
2. Ensure employees are made aware of these arrangements
3. Review and assess the arrangements are regularly
4. Ensure that the arrangements are included in the site inspection programme



CDM - Site Welfare Provision Policy

Welfare facilities are, in the main, provided by the client. For construction sites, the facilities are the responsibility of the Principal Contractor and our requirement is that the facilities comply with the HSE guidance for site welfare on fixed construction sites. Our first site survey will include an inspection of these to ensure they are suitable. Subsequent site inspections will include these facilities.

See GBS Guides:
GD47 Welfare Facilities
GD52 Working in the Sun and Heat
GD53 Working Temperatures.

Everyone who works on any site must have:

- access to adequate toilet and washing facilities;
- a place for preparing and consuming refreshments; and
- somewhere for storing and drying clothing and personal protective equipment.

Decisions and action on welfare facilities need to be taken at an early stage of project planning.
Sanitary conveniences

Suitable and sufficient sanitary conveniences must be provided or made available at readily accessible places.

- So far as is reasonably practicable, rooms containing sanitary conveniences must be adequately ventilated and lit.
- So far as is reasonably practicable, sanitary conveniences and the rooms containing them must be kept in a clean and orderly condition.
- Separate rooms containing sanitary conveniences must be provided for men and women, except where and so far as each convenience is in a separate room, the door of which is capable of being secured from the inside.

Washing facilities

Suitable and sufficient washing facilities, including showers if required by the nature of the work or for health reasons, must, so far as is reasonably practicable, be provided or made available at readily accessible places.

Washing facilities must be provided:

- in the immediate vicinity of every sanitary convenience, whether or not also provided elsewhere; and
- in the vicinity of any changing rooms required by paragraph 4, whether or not provided elsewhere.

Washing facilities must include

- a supply of clean hot and cold, or warm, water (which must be running water so far as is reasonably practicable);
- soap or other suitable means of cleaning; and
- towels or other suitable means of drying.

Rooms containing washing facilities must be sufficiently ventilated and lit. Washing facilities and the rooms containing them must be kept in a clean and orderly condition.



Separate washing facilities must be provided for men and women, except where they are provided in a room the door of which is capable of being secured from inside and the facilities in each room are intended to be used by only one person at a time. This does not apply to facilities which are provided for washing hands, forearms and the face only.

Drinking water

An adequate supply of wholesome drinking water must be provided or made available at readily accessible and suitable places. Where necessary for reasons of health or safety, every supply of drinking water must be conspicuously marked by an appropriate sign. Where a supply of drinking water is provided, a sufficient number of suitable cups or other drinking vessels must also be provided, unless the supply of drinking water is in a jet from which persons can drink easily.

Changing rooms and lockers

Suitable and sufficient changing rooms must be provided or made available at readily accessible places if a worker—

- has to wear special clothing for the purposes of construction work; and
- cannot, for reasons of health or propriety, be expected to change elsewhere.

Where necessary for reasons of propriety, there must be separate changing rooms for, or separate use of rooms by, men and women. Changing rooms must

- be provided with seating; and
- include, where necessary, facilities to enable a person to dry any special clothing and any personal clothing or effects.

Suitable and sufficient facilities must, where necessary, be provided or made available at readily accessible places to enable persons to lock away:

- any special clothing which is not taken home
- their own clothing which is not worn during working hours; and
- their personal effects.

Facilities for rest

Suitable and sufficient rest rooms or rest areas must be provided or made available at readily accessible places.

Rest rooms and rest areas must

- be equipped with an adequate number of tables and adequate seating with backs for the number of persons at work likely to use them at any one time;
- where necessary, include suitable facilities for any woman at work who is pregnant or who is a nursing mother to rest lying down;
- include suitable arrangements to ensure that meals can be prepared and eaten;
- include the means for boiling water; and
- be maintained at an appropriate temperature.

Arrangements

The Responsible Person will:

1. Provide suitable welfare arrangements before work starts
2. Monitor welfare facilities to ensure they are maintained in a good and hygienic working order
3. Deal with any concerns are brought to their attention
4. Ensure that the welfare facilities are included in the site inspection programme



Control of Contractors Policy

We recognise our general duty under the Management of Health and Safety at Work Regulations (MHSW) and additional duties as defined in the Construction (Design and Management) Regulations (CDM) to ensure that contractors carrying out any work on our site are competent and that they carry out the work safely. The Responsible Person will ensure that all contractors are subject to checks on their competency to carry out the work safely and will monitor their working methods to ensure they follow a safe system of work or method statement.

When engaging contractors we will give preference to those with CHAS accreditation or any similar accreditation recognised under the SSIP Scheme.

The following factors will be considered as part of our procedures for vetting contractors:

- Sight of the contractor's own safety policy, risk assessments, method statements, permits to work, etc as applicable
- Clarification of the responsibility for provision of first aid and fire extinguishing equipment
- Details of articles and hazardous substances intended to be brought to site, including any arrangements for safe transportation, handling, use, storage and disposal
- Details of plant and equipment to be brought onto site, including arrangements for storage, use, maintenance and inspection
- Clarification for supervision and regular communication during work including arrangements for reporting problems or stopping work in cases where there is a serious risk of personal injury
- Confirmation that all workers are suitably qualified and competent for the work (including a requirement for sight of evidence where relevant)
- Evidence showing that appropriate Employers and Public Liability Insurance is in place.

Clearly, it will not be necessary to go to such elaborate lengths if the contract is very short and will not create hazards of any significance. The complexity of the arrangements will be directly proportional to the risks and consequences of failure. Similarly we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract. We will stop contractors working immediately if their work appears unsafe. Staff should report any concerns to a manager immediately.

See GBS Guide:
GD55 Working with Contractors.

Associated Forms in Annex 1:
Control of Contractors

Arrangements

The Responsible Person will:

1. Identify all regular contractors who carry out work on site.
2. Send contractors a copy of the contractor's appraisal questionnaire for them to complete.
3. Review and assess the returned questionnaires.
4. Add approved contractors to the approved list/folder.
5. Request risk assessments and method statements for work to be carried out
6. Monitor the activities of contractors on site to ensure they work safely including the issue and monitoring of hot-work permits if required.
7. Review the approved list annually.



Disabled Persons

The company will give full and proper consideration to the needs of disabled employees and visitors.

See GBS Guides:
GD45 Vulnerable Workers.

Arrangements

The Responsible Person will:

1. Treat all disabled employees and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation's facilities
2. Ensure that risk assessments are undertaken of the special needs of the disabled and carry out reasonable adjustments to the premises and/or employment arrangements
3. Encourage employees with special needs to suggest any premises or task improvements to their line managers
4. Discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity
5. Ensure suitable plans are in place which will assist disabled people to leave the premises swiftly during an emergency evacuation.



Display Screen Equipment Policy

We recognise that the risks posed by computer workstations and similar devices must be managed and that we have duties under the Health and Safety (Display Screen Equipment) (DSE) Regulations.

We will ensure that all workstation 'users' and their workstations, as defined in the DSE Regulations, are subject to risk assessments. Where required, we will make suitable adjustments to those workstations to ensure users safety as far as is reasonably practicable. We will provide, on request, free eye tests to those employees assessed as users.

Employees must:

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

See GBS Guide:

GD12 DSE

GD17 Ergonomics, Human Factors

GD24 Homeworkers

Associated Forms in Annex 1:

DSE Inventory of Users

DSE Self-Assessment Form

Arrangements

The Responsible Person will:

1. Identify all employees with a workstation and, if necessary, record their name and location.
2. Assess if they are a DSE 'user'. See Guide to Display Screen Equipment for details.
3. Provide all users with a DSE self-assessment form for completion.
4. Ensure that a competent DSE Assessor carries out a workstation assessment for each user taking into account the results of the self-assessment.
5. Ensure that any actions arising out of the assessment are discussed with the user and their line manager.
6. Arrange for the supply of any corrective appliances (glasses or contact lenses) where these are required specifically for working with display screen equipment
7. Ensure that the assessment is reviewed annually.

Note: In some cases the assessment may need to be reviewed more frequently, for example, for new and expectant mothers and for any employee who reports a health-related problem associated with the use of their workstation.



Driving for Work Policy

We recognise that driving associated with work activities exposes employees to risks and that those risks should be assessed and managed along with all other work-related risks.

The Responsible Person will ensure that systems are in place for assessing work-related driving risks and that those systems follow the guidelines from the Department for Transport.

Where identified by the assessment, information, instruction and training will be provided to Company employees.

Drivers

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

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

- Anything that could affect their driving e.g. health conditions or injuries, use of prescribed medication
- Changes to licence such as; limitations, offences recorded, period bans
- Vehicle defects that affect ability / safety to drive
- any accidents / incidents that occurred whilst driving on behalf of the company.

Before driving, drivers must:

- - Review the need to travel
 - Have a valid licence for the vehicle they are driving and for any overseas travel if required
 - Ensure valid insurance for business use
 - Carry out a pre-use vehicle check
 - Allow sufficient time to drive allowing for traffic, poor weather and rest breaks
 - Ensure sufficient rest
 - Be physically fit, with zero alcohol level and not under the influence of drugs that may affect their ability to drive
 - Have had an eye test in last 2 years and be using any required corrective appliance
 - Adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety.

Whilst driving, drivers must:

- Drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- Take regular rest breaks every 2-3 hours or at first signs of tiredness
- Remain in control of the vehicle at all times
- Not smoke in a company vehicle
- Only use hands free electronic devices e.g. Mobile phone, satellite navigation, MP3 player, when set up to do so i.e. Using an appropriate hands-free device
- Follow all safety instructions when taking their vehicle on board ferries, trains or other vehicle-carrying craft, including parking and leaving their vehicle on a vehicle deck and travelling in a designated passenger area while the craft is underway.



Managers

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

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

See GBS Guide:
GD13 Driving at Work.

See GBS Guide:
GD13 Driving at Work.

Arrangements

The Responsible Person will:

1. Identify all drivers that drive on company business or drive company vehicles.
2. Ensure that all drivers have the correct license and, where applicable, medicals, insurance and MOT documents.
3. Ensure that they have been issued with a driver's handbook and/or other relevant information.
4. Ensure that all drivers are aware that it is both illegal and unsafe to use a mobile phone whilst driving.
5. Ensure that drivers are aware of the procedure for dealing with emergencies such as breaking down on the motorway and dealing with a flat tyre.
6. Ensure that each vehicle has adequate emergency equipment based on the findings of risk assessment.



Electrical Safety Policy

We recognise that poorly designed and maintained electrical equipment and systems pose a significant risk to employees and other users. We will ensure therefore that the risks from electrical equipment are included in the task risk assessments as applicable.

We will ensure that all portable and transportable electrical equipment is subject to periodic inspection and examination as required by the Electricity at Work Regulations and taking into account the findings of the risk assessment. We will carry out regular inspections of the workplace and working practices to ensure that the risks from electricity are controlled.

We will ensure that the fixed electrical installation for all Company properties is subject to periodic inspection and test to BS 7671 by a competent person.

All employees who are expected to work on electrical equipment will be suitably trained and deemed competent. Where work on mains voltage is required this will be carried out by a competent (18th Edition Trained) person.

Employees must:

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

See GBS Guides:

GD15 Electrical Safety

GD49 Work Equipment - Portable Electrical Tools

GD67 Permit to Work Systems

Associated Forms from Annex 1:

Portable Electrical Appliances Inventory

Arrangements

The Responsible Person will:

1. Identify all portable and transportable electrical equipment and create an inventory of type and location.
2. Ensure that users are aware of the duty to carry out before-use checks and have the information to carry this out (checklist or similar).
3. Ensure that formal visual inspections are carried out and recorded as part of the general workplace inspection procedure.
4. Ensure that a combined inspection and test (PAT test) is carried out by a competent person at the frequency identified in the relevant risk assessment.
5. Ensure that records of all inspections and tests are maintained.
6. Arrange for damaged equipment to be quarantined and repaired.
7. Ensure that the fixed electrical installation for all Company properties is subject to periodic inspection and test to BS 7671 by a competent person and records kept.



Environmental Protection Regulations Policy

Anyone who “imports, produces, carries, keeps, treats or disposes of any controlled waste, or a broker who has control of such waste” is subject to the Duty of Care.

Controlled waste is defined as any household, commercial or industrial waste, including building and demolition waste. Therefore any waste that leaves site is defined as controlled waste and must only be moved after a transfer note has been issued and it must be transported by a registered waste carrier.

The duty of care is described in Section 34 of the Environmental Protection Act 1990 which states that all those subject to the Duty of Care must:

- Prevent others from depositing, storing, treating or otherwise disposing of waste without a valid licence or contravene the licence conditions, or act in a manner likely to cause environmental pollution or harm to human health. These are offences under the Act (note: licensing is currently regulated by the Control of Pollution Act).
- Prevent the waste from escaping.
- Ensure that waste is only transferred to an authorised person.
- Include with the waste transfer, a written description sufficient to enable others to comply with the duty and avoid committing an offence under this Act. A compulsory transfer note system was introduced by the Environmental Protection (Duty Of Care) Regulations.
- This duty has been further extended by the **Hazardous Waste Regulations 2005**.

The Hazardous Waste Regulations 2005 apply controls on movements of hazardous waste to the revised Hazardous Waste List. The regulations will introduce revised and more streamlined procedures for monitoring movements of hazardous waste.

The regulations contain extensive controls on the storage, segregation, and transportation of hazardous waste products. Definitions of “Hazardous Waste are contained in Annex 1 - 3 of the “The Hazardous Waste (England and Wales) Regulations 2005”

Duties of a Waste Producer

A waste producer is responsible for providing an accurate description of the waste. This should include:

- The type of premises or business from which the waste is generated.
- The process that produces the waste and the quantity of waste.
- The name of substances which comprise the waste including a physical and chemical analysis, if applicable.
- The care of the waste whilst the waste producer is holding it.
- The packaging of the waste to prevent its escape during transfer.
- Using a registered (or exempt) carrier to transport the waste.
- The final disposal of the waste depending on the degree of involvement in the selection of the waste carrier, manager or broker.
- The waste disposer should report suspicious circumstances which may indicate a breach of the duty in the disposal chain to the waste regulations authority.
- Hazardous Waste is defined as:

Waste which has hazardous properties which may make it harmful to human health or the environment



Duties of a Waste Carrier

The Waste Carrier is responsible for:

- The adequacy of packaging and security of the waste whilst under his control.
- Ensuring that a description accompanies the waste and that this description is accurate.
- Ensuring that any alteration to the waste is recorded in the description of the waste.
- Any requests for contract vehicles to transport waste must be made to the site or contracts manager who should **ENSURE** the contractor is registered for the transport of the specific type of waste. Waste carriers are subject to the Controlled Waste (Registration of Carriers) and Seizure of Vehicles Regulations 1991.

Duties of the Waste Manager

The Waste Manager is responsible for:

- Carrying out the disposal operation in accordance with the conditions of the Waste Regulation Authority Licence.
- Checking the description of the waste they receive. Sample checks on the composition are considered to be “good practice” and should be implemented.
- Ensuring that correctly completed documentation accompanies the waste.

Duties on all Duty Holders

All duty holders should look out for breaches of the duty committed by others in the chain. Breaches of the duty should be reported to the Waste Regulation Authority and further dealings with the offenders should be reconsidered.

Duty holders are only expected to do what is “reasonable in the circumstances”. The extent to which they should check up on others in the chain depends on the nature of the waste, how it is to be dealt with and what the holder might “reasonably be expected to know or foresee”. It is, for example, more important to check up on a consignment of toxic chemical waste than a load of wastepaper.

Hazardous Waste Consignment Notes, Waste Transfer Notes.

A waste transfer note or a hazardous waste consignment note must be used before any waste is transported off site. Certain substances are specified as hazardous waste; the specifications are critical and are contained in Annex 1-3 of the 2005 regulations. As such, the waste producer has to “register” the location from which the waste is to be removed with the enforcing authority before the creation of the waste takes place. Only when a location “Premises Code” has been issued can the waste be removed. The Premises Code issued is valid for a period of not more than twelve months.

The producer of a hazardous waste shall complete a consignment note when authority from the Waste Regulation Authority to move the waste off site has been granted. This requirement also applies to any load which partially contains any of the specified ‘hazardous wastes’. Wastes defined as hazardous **MUST NOT** be mixed. They must be segregated. In this Regulation “separation” means separation of a waste from any other waste, substance or material with which it has been mixed.



The hazardous waste producer, or holder, as the case may be, shall:

- Prepare a copy of the consignment note for each of the following: the hazardous waste producer or holder, where different from the consignor; the consignor, the carrier and the consignee. Complete Parts A and B on each copy and give every copy to the carrier.
- The carrier shall complete Part C on each copy and give every copy to the consignor.
- The consignor shall complete Part D on each copy. Where the hazardous waste producer or holder is not the consignor, give one copy to him, retain one copy and give every remaining copy to the carrier.
- The carrier shall ensure that every copy which he has received travels with the consignment and is given to the consignee on delivery of the consignment.
- On receiving the consignment, the consignee shall complete Part E on both copies and give one copy to the carrier.



Fire Safety Management Policy

We recognise the risks posed by fire and our responsibility under the Regulatory Reform (Fire Safety) Order to carry out fire risk assessments.

We will ensure that fire risk assessments are carried out on all non-domestic premises owned, occupied or controlled by us. This assessment will identify the requirements for any additional assessments required by DSEAR.

The Company will appoint adequate numbers of trained personnel to provide support and leadership in the event of a fire or similar emergency. This will include fire co-ordinators and fire marshals/wardens as identified in the fire risk assessment.

The Responsible Person will ensure that the findings of the risk assessment are acted upon and that any fire safety management systems are inspected and maintained as required and recorded in the Fire Logbook or similar.

See GBS Guides:
GD19 Fire Safety Management
GD23 Gas Safety
GD40 Sprinklers.

Arrangements

The Responsible Person will:

1. Identify all buildings requiring a fire risk assessment or review
2. Arrange for the assessment or review to be carried out by a competent person
3. Ensure all actions arising from the assessment/review are completed
4. Ensure all fire management hardware systems such as smoke detectors, emergency lighting, alarm sounders etc are tested, inspected and maintained and recorded in the Fire Log Book or similar
5. Ensure there is an emergency fire evacuation plan for each building
6. Ensure employees and visitors are made aware of the emergency plan
7. Ensure that weekly fire alarm tests are carried out and recorded in the Fire Logbook
8. Ensure that an annual fire evacuation drill is carried out (as a minimum)
9. Ensure all other tests, inspections and maintenance is carried out as outlined in the Fire Log Book
10. Ensure that the fire risk assessments are updated and reviewed as is necessary to ensure they remain up-to-date and relevant.



First Aid Policy

We recognise our duty under the Health and Safety (First Aid) Regulations to provide adequate numbers of suitably trained people and equipment to provide first aid response and treatment for employees in the event of an injury at work.

See GBS Guide:

GD20 First Aid at Work.

GD61 Mental Health in the Workplace.

Arrangements

The Responsible Person will:

1. Ensure a first aid needs risk assessment is undertaken
2. Ensure that there are adequate numbers of suitably trained first aiders available at all times that people are at work.
3. Ensure that where the above cannot be met due to unforeseen circumstances that an Appointed Person is designated to take charge in an emergency
4. Ensure that there are suitable first aid kits, signs and other equipment to provide first aid treatment
5. Ensure that there is a record of treatment provided by the first aider



Gas Installations and Appliances Policy

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

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

The company supports the aims of:

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

The Gas Safe Register (GSR) is the governing body approved by the Health and Safety Executive to register and monitor the activities of gas installation and use. Gas fitting operatives carrying out work on behalf of the company will be registered with the GSR. No person shall interfere with any gas appliance or gas fitting or pipe work unless qualified and competent to do so.

Arrangements

The Responsible Person will:

1. Ensure Gas fitting operatives carrying out work on behalf of the company will be registered with the GSR.
2. Ensure that gas systems are serviced annually by a competent person
3. No person interferes with any gas appliance or gas fitting or pipe work unless qualified and competent to do so.



Hazardous Substances (CoSHH) Policy

We recognise the risks posed by hazardous substances and our duties under the Control of Substances Hazardous to Health Regulations (CoSHH). We will assess the use of hazardous substances to ensure that the risk to employees and others is eliminated or reduced as far as is reasonably practicable, and that our impact on the environment is minimised.

Information and Training

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

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

See GBS Guides:

GD10 CoSHH

GD35 REACH and CLP

GD46 Vulnerable Workers - New and Expectant Mothers

GD63 Carcinogens

GD65 Local Exhaust Ventilation (LEV)

GD66 Occupational Health Provision and Health Surveillance

Associated Forms in Annex 1:
CoSHH Inventory

Arrangements

The Responsible Person will:

1. Ensure that all potentially hazardous substances are identified and listed
2. Ensure that a Safety Data Sheet for each substance is obtained from the supplier
3. Ensure that an assessment of the risk to the health and safety of employees and others is carried out
4. Promote a policy of elimination, replacement or substitution of the substance as far as is reasonably practicable
5. Ensure that the risks from using the substances are controlled and that all people affected are provided with information, instruction and supervision as required
6. Ensure that any engineering controls are maintained in accordance with statutory standards
7. Ensure that all other controls, including personal protective equipment are in place and being followed
8. Ensure that emergency procedures e.g. gas release, spillages and fires have been developed and implemented
9. Ensure that controls are in place to deal with hazardous substances that are found on site e.g. contaminated land, dust etc.



Homeworking Policy

We recognise the risks posed by homeworking. We ensure that home workers are able to work safely by undertaking a home working risk assessment / checklist and a display screen assessment – if applicable. We undertake these by issuing a homeworkers checklist and DSE assessment form. We ensure that the home worker has ready access to their line manager. Regular communications take place with the line manager and colleagues.

Arrangements for the home worker to work safely are included within the risk assessment and safe working procedure provided.

Legal Requirements

Most of the Regulations made under **Health and Safety at Work etc Act 1974** (HSWA) apply to home-workers as well as to employees working at an employer's workplace. These include:

- Management of Health and Safety at Work Regulations (MHSWR) 1999
- Health and Safety, Display Screen Equipment Regulations 1992 (as amended)
- Manual Handling Operations Regulations 1992
- Provision and Use of Work Equipment Regulations (PUWER) 1998
- Control of Substances Hazardous to Health Regulations (COSHH) 2002, as amended.

Before allowing employees to work at home, all the hazards and associated risks must be considered. Employers must ensure that:

- hazards and risks are correctly assessed
- professional advice is sought when necessary
- the legal and insurance implications of giving permission to work at home are properly understood
- new contracts are issued to reflect the fact that a move to home-working represents a variation to an employee's contract of employment
- working limits are defined, for example working hours, breaks etc.

The Home-worker's Duties

Employees working at home must take all reasonable steps for the safety of themselves and others who may be affected by their work activities e.g., visitors and family members. They must:

- take reasonable care for their own health and safety and that of anyone else who might be affected by their acts or omissions
- work according to any instructions and training received from their employer
- report any hazards not addressed by their procedures or risk assessment
- not deliberately or recklessly interfere with, or misuse, anything provided in the interests of health, safety and welfare.

See GBS Guide:
GD24 Homeworkers

Arrangements

The Responsible Person will:

1. Ensure that all home workers are identified and listed
2. Ensure that the homeworkers risk assessment / checklist and the DSE self-assessment forms are sent and completed
3. Follow up on any concerns raised by the homeworker
4. Review and update the risk assessment / checklist and the DSE self-assessment forms as necessary



Infection Control

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

- Contact with people (e.g. Diphtheria, tb, MRSA, norovirus, gastroenteritis)
- Contact with blood and bodily fluids (e.g. Tetanus, hepatitis b or c, HIV)
- Injuries arising from needles / sharps (e.g. Tetanus, hepatitis b or c, HIV)
- Contact with animals or animal faeces/urine (e.g. Avian flu, e. Coli, leptospirosis).

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

Vaccination:

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

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

Training and Information:

Training and information will be provided to all employees who are identified from the risk assessment as being potentially exposed to infections. Training will be given for any tasks they are employed to do, the equipment they will be using and any safe procedures to adopt.

Staff Illness and Reporting

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

- Skin infections or exposed areas of infestation
- Severe respiratory infection (e.g. Pneumonia, tb)
- Severe diarrhoea
- Jaundice
- Hepatitis
- Chicken pox, measles, mumps, rubella
- Norovirus
- Gastroenteritis
- HIV

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

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



Confidentiality:

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

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

Arrangements

The Responsible Person will:

1. Undertake assessments to identify tasks or situations that may expose individuals or groups to potential infection
2. Identify, plan and implement controls and safe systems of work to prevent transmission of infection • provided information, instruction and training to those identified at risk
3. Where required, provide personal protective equipment (PPE) and monitor its use and maintenance
4. Organise for the safe cleaning of equipment and where appropriate disinfection and thorough, cleaning of the premises
5. Arrange for safe disposal of any infected materials
6. Adopt good hygiene practices.



Legionnaires Disease Policy

We recognise that Legionnaires Disease has the potential to cause ill health and fatalities to employees and others and that we may have duties under statutory standards to manage the potential exposure.

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

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

At risk systems include the hot and cold water storage and distribution system. To achieve control of legionella bacteria the company will implement the following:

Avoidance of Conditions Favouring Growth of Organisms:

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

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

Avoidance of Stagnation:

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

System Maintenance:

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

Sampling:

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

Record Keeping:

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



Action in the Event of an Outbreak:

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

- Identification of people who may have been exposed
- Involvement of public health authorities
- Dissemination of information to employees and other interested parties as to the nature of the risks.

See GBS Guide:

GD10 CoSHH

GD07 Water – Cold and Hot and Legionella.

Arrangements

The Responsible Person will:

1. Identify any systems that fall within the requirements of the statutory standards and, where required, carry out risk assessments of those systems.
2. Ensure that, where applicable, a written scheme is drawn up for managing the risk from Legionella and they will implement and manage the scheme accordingly.
3. Ensure that records are kept and that any remedial works and examinations have been effective.
4. Ensure that any contractors appointed to manage these systems are assessed as being competent.



Lone Working Policy

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

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

Particular consideration will be given to:

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

Information and Training:

Employees and others will be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone. Employees will be required to follow the safe working procedures devised including:

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

See GBS Guides:

GD27 Lone Workers

GD45 Vulnerable Workers.

Arrangements

The Responsible Person will:

1. Ensure lone working will be considered in the general task-based risk assessments and, where required, suitable controls put in place to ensure that employees are not exposed to an unacceptable risk.



Manual Handling Policy

We recognise that moving and handling of loads by physical force can lead to injuries and long-term illness. We will ensure that all activities that require any manual handling, as defined in the Manual Handling Operations Regulations (MHOR), are assessed in accordance with these regulations and that suitable controls are put in place to eliminate or reduce the risk as far as is reasonably practicable.

See GBS Guides:

GD17 Ergonomics and Human Factors

GD28 Manual Handling

GD29 Mechanical Handling (including FLT)

GD50 Work Related Upper Limb Disorders.

Arrangements

The Responsible Person will:

1. Ensure that steps have been taken to reduce or eliminate manual handling by the use of mechanical aids
2. Ensure that all tasks involving manual handling are assessed by a competent person
3. Ensure that safe systems for manual handling are followed
4. Ensure training is provided where identified by the risk assessment

The Responsible Person for accident investigation will ensure that all manual handling accidents are investigated.



Mental Health in the Workplace Policy

We recognise that Mental Health concerns a person's emotional wellbeing and that if a person is suffering mental ill health then their state of emotional well-being may be affected. We are aware of the commonly diagnosed mental health conditions including stress, depression, anxiety, psychosis and schizophrenia, bipolar disorder, personality disorders, and eating disorders.

We will ensure that The Equality Act and The Disability Regulations are complied with and make reasonable adjustments for people with disabilities (Under the Act a person is defined as disabled if they have a physical or mental impairment or the impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities).

We are committed to promoting and monitoring mental health at work and acknowledge the importance of creating a "safe environment" for employees and their mental wellbeing.

See GBS Guide:
GD61 Mental Health in the Workplace

Arrangements

The Responsible Person will:

1. Be flexible and make 'reasonable adjustments' for people with disabilities to enable them to do their jobs, including adjustments to working arrangements, adjustments to premises, and adjustments to a job.
2. Appoint someone as a mental health point of contact and they shall attend a Mental Health First Aid Training course and include mental health in our first aid needs risk assessment
3. Ensure that our health and safety risk assessments take into account mental (not just physical) health and risks.



Migrant Workers Policy

We recognise that under the law it is illegal for migrants to work in the UK. We will ensure that anyone who comes to work for us is legally entitled to work in Britain.

See GBS Guide:
GD59 Migrant Workers

Arrangements

The Responsible Person will:

1. Check that migrant workers are legally entitled to work in the UK or seek written confirmation of their entitlement from the labour provider
2. Provide suitably comprehensive induction training
3. Conduct or review risk assessments before permitting any migrant worker to commence work tasks. If transportation is to be provided to/from the workplace then this issue should feature in the risk assessments. It is imperative that the findings of risk assessments are communicated to workers i.e., they are informed about the risks to which they may be exposed and the associated precautionary measures so that they may avoid those risks
4. Check the status and level of the existing qualifications of migrant workers to confirm that they are recognised in the UK and to ascertain what top-up job-related/vocational training is required



Modern Slavery and Human Trafficking Policy

We are committed to ethical principles and require all employees to comply with the employment legislation and supply chain management legislation in the countries within which we operate.

We are committed to ensuring that there is no modern slavery or human trafficking in any part of our business. This policy applies to all persons who act on our behalf in any capacity, including employees at all levels, directors, consultants, contractors, agency workers, volunteers, interns, business partners and our supply chain.

We are committed to ensuring transparency in our own business and in our approach to tackling modern slavery throughout our supply chains.

See GBS Guides

GD58 Modern Slavery and Human Trafficking

Arrangements

The Responsible Person will:

1. Take responsibility for implementing a full policy.
2. Ensure that all employees understand and comply with this policy.
3. Invite employees to comment on this policy and suggest ways in which it might be improved.



New and Expectant Mothers Policy

We recognise that new and expectant mothers may be put at additional risk by some workplace activities. We further recognise that we have a specific duty under the Management of Health and Safety at Work Regulations (MHSW) to carry out an assessment of those risks and to ensure that the risks are controlled as far as is reasonably practicable.

Employees are required to inform the human resources department if they become pregnant so that a risk assessment can be carried out. New employees are required to inform the human resources department if they are a new or expectant mother and this should be done immediately after employment begins.

See GBS Guides:

GD45 Vulnerable Workers

GD46 Vulnerable Workers - New and Expectant Mothers.

Arrangements

The Responsible Person will:

1. Ensure that a risk assessment is carried out for all employees that fall within the definition of a new and expectant mother as defined in the MHSW Regulations and the associated Guide.
2. Ensure that all employees are aware of the requirement of the new and expectant mother to inform HR of their condition so that the assessment can be carried out.



Outdoor and Peripatetic Working Policy

The company will ensure, so far as is reasonably practicable, that employees who work outdoors or away from their normal base are not put at any additional risk to their health and safety.

Staff working outdoors, or away from base, are responsible for ensuring that:

- if working on a third party site, they report to a responsible person to ensure familiarisation with safety precautions relating to the particular site
- they report any problems or shortcomings to their manager or supervisor as soon as possible. If, during work, the conditions change or any aspect of the task changes in such a way to increase the risk, work should stop, unless doing so presents a greater risk
- the appropriate personal protective equipment provided is worn correctly and when required to do so. Any defects must be reported to their manager or supervisor
- they are familiar with the emergency arrangements and that these are in place prior to starting work
- all accidents and incidents are reported to their manager and in line with any local arrangements for the site.

Arrangements

The Responsible Person will Ensure:

1. Where work is being undertaken on a site under the control of another party, that they review any risk assessments and agree an appropriate safe system of work
2. Ensure outdoor activities are planned and risk assessed prior to undertaking the work. This will include visiting of the site(s) to identify potential hazards
3. Establish safe systems of work from the risk assessments, and provide staff training and instruction in these
4. Ensure suitable personal protective clothing is made available to staff either from the company or from the third party in control of the site
5. Ensure suitable arrangements are in place for emergencies, including adequate first aid.



Personal Protective Equipment Policy

We recognise our duties under the Personal Protective Equipment Regulations and we will provide, free of charge, any personal protective equipment required at work.

See GBS Guide:
GD32 PPE.

Associated Forms from Annex 1:
PPE Issue Log

Arrangements

The Responsible Person will:

1. Ensure that employees are provided with suitable PPE as identified in risk assessments and that there is a record of issue
2. Ensure that the employees receive training on the correct use of the equipment
3. Ensure that, as required, the PPE is inspected and maintained as per the manufacturer's instructions
4. Use the most effective means of controlling risks without the need for PPE whenever possible and only provide PPE where it is necessary
5. Ensure that if two (or more) items of PPE are used simultaneously, they are compatible and are as effective used together as they are separately
6. Ensure that PPE is sourced appropriately and bears the "CE" certification mark
7. Ensure PPE is available to all staff who need to use it
8. Provide adequate accommodation for correct storage of PPE
9. Provide adequate maintenance, cleaning and repair of PPE
10. Inform staff of the risks their work involves and why PPE is required
11. Instruct and train staff in the safe use and maintenance of PPE
12. Make arrangements for replacing worn or defective PPE
13. Review assessments and reassess the need
14. Arrange for regular checks to ensure that PPE is worn as detailed in the safe system of working.



Risk Assessments of General Workplace Hazards Policy

We recognise our duties under the Management of Health and Safety at Work Regulations to carry out workplace/task risk assessments.

Risk assessments will be carried out for both routine and non-routine activities in the workplace and the existing controls compared with statutory standards. Where the controls fall below this standard, changes will be made to working practices or the design of the work area, process, substance or equipment to ensure that risks are eliminated, or reduced to an acceptable standard.

For each assessment all individuals and groups at risk from the hazard will be considered in the assessment.

Hazards originating outside of the workplace will be considered where they may adversely affect the health and safety of employees and others.

The assessment process will take into account human behaviour, personal capabilities and other human factors.

The assessment process will also consider hazards from the infrastructure design, hazardous materials, handling loads, equipment and fire.

Assessments will be carried out or reviewed whenever there are changes or proposed changes in the infrastructure, materials, equipment or the health and safety management system to assess the impact on employees and others.

The assessment process will consider all statutory obligations relating to the assessment of risk and the implementation of controls.

When determining controls or considering changes to existing controls we will adopt the following hierarchy:

- a) Elimination of the risk
- b) Substitution with a lower risk
- c) Engineering controls
- d) Signage, warnings and other administrative controls
- e) Personal protective equipment

See GBS Guides:

GD36 Risk Assessments

GD16 Employee Involvement and Consultation.

Arrangements

The Responsible Person will:

1. Ensure that each work-related activity or process throughout the organisation is identified, recorded and assessed
2. Ensure that any potentially hazardous materials are identified, recorded and assessed
3. Ensure that any potentially hazardous equipment is identified and assessed
4. Ensure that any building or infrastructure-related equipment or processes are identified, recorded and assessed
5. Create a Risk Register and use this register to prioritise the impact of an uncontrolled hazard
6. Ensure that the risk assessments are carried out and recorded, by a competent person



7. Ensure that employees are fully informed on the findings of the assessments and in particular the control measures they are required to follow
8. Ensure that the assessments are reviewed regularly, after any significant incident or whenever there is any doubt about the effectiveness of the assessment and the control measures
9. Company employees will be involved in the risk assessment process as much as possible.



Safeguarding Visitors Policy

We recognise that visitors to our premises or site may not be aware of the hazards to which they may be exposed or what to do in the event of an emergency.

See GBS Guide:
GD45 Vulnerable Workers

Arrangements

We will inform all visitors on the local arrangements, likely hazards and what to do in the event of an emergency.

Where appropriate, visitors will be asked to sign in and acknowledge the information provided.



Smoking

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

It is the policy of the company that all of its workplaces are smoke-free and that all employees have a right to work in a smoke-free environment.

Smoking is prohibited throughout the entire workplace and this includes the use of all artificial smoking aids (electronic or otherwise) with no exceptions. This includes company vehicles that are used by more than one employee. If you have a company car that is designated for your sole use and that is never used by other employees then you can smoke in it if you wish – but the company recommends that you do not do so. This policy applies to all employees, customers and visitors.

Arrangements

The Responsible Person will Ensure:

1. All staff are adhering to and facilitate the implementation of the policy.
2. All employees and contractors are aware of the policy on smoking. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

Appropriate 'no smoking' signs will be clearly displayed at or near the entrances to the premises. Signs will also be displayed in company vehicles that are covered by the law.



Stress at Work Policy

We understand that pressure is part and parcel of all work and helps to keep us motivated, but that excessive pressure may lead to stress-related ill health in some people.

We recognise that under the Management of Health and Safety at Work Regulations we have a duty to assess the risk of stress-related ill health arising from work activities; and under the Health and Safety at Work Act to take measures to control that risk.

We will adopt the HSE Stress Management Standards in ensuring that we minimise the impact of work-related stress.

The HSE stress management Standards are summarised as:

- Demands – this includes issues such as workload, work patterns and the work environment
- Control – how much say the person has in the way they do their work
- Support – this includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues
- Relationships – this includes promoting positive working to avoid conflict and dealing with unacceptable behaviour
- Role – whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles
- Change – how organisational change (large or small) is managed and communicated in the organisation

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

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

See GBS Guide:

GD41 Stress in the Workplace.

Arrangements

The Responsible Person will:

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



Training on Health and Safety Policy

We recognise that the Health and Safety at Work Act 1974 (HASAW) and other Regulations explicitly require health and safety training for employees. To ensure we meet these duties we will carry out training needs analysis to identify specific requirements. We further recognise that instructions must be provided for employees, visitors and contractors to site indicating site rules and procedures. Supervision will be provided at a level relevant to the risks and the level of knowledge of the employee, visitor or contractor.

The findings of risk assessments and the associated controls will be passed on to those who may be exposed to the risk so that they understand how to avoid it. The method of communication will be determined by the level of risk and the complexity of the control measures, so may range from verbal instruction to written procedures.

Temporary Workers:

The company will take the necessary measures to ensure the health and safety of any temporary and casual staff in its employment. To achieve this, the company will provide temporary employees with the following information prior to starting work:

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

In all cases, a record will be kept of the information, instruction or training carried out and details of the information provided.

See GBS Guide:
GD42 Training for Health and Safety.

Associated Forms from Annex 1:
Employee Health and Safety Induction Form

Arrangements

The Responsible Person will ensure that:

1. A training needs analysis is carried out to identify the training requirements for all employees
2. Records of training are maintained including refresher training



Violence and Bullying at Work Policy

We recognise that we have a legal duty to protect our employees from foreseeable violence at work and we will ensure that systems are in place to ensure this. We have a zero tolerance for any bullying or violence at work whether from other employees, members of the public or visitors.

No employee is expected to face abuse or potential violence. Employees are advised to remain calm and leave the area as quickly as possible.

Incentives to violent attacks should be reduced by avoiding exposure of valuable items (mobile phones, equipment etc) in public areas as far as possible.

Any hostile act towards employees, whether verbal or physical, shall be taken seriously and immediately reported to the management and recorded as an incident in the accident/incident book. These occurrences shall be monitored by the managers. Physical assaults shall be notified to the HSE as a 'dangerous occurrence' under RIDDOR regulations.

We will continually monitor for any signs of a problem and, if there is a problem, we will take action immediately. Any employee found to be bullying any other employees will face disciplinary action.

See GBS Guide:
GD44 Violence at Work.

Arrangements

The Responsible Person will:

1. Carry out risk assessments of potential conflict situations to determine the control measures necessary to protect staff
2. Ensure that premises are kept secure
3. Inform all employees of the procedure following a violent or challenging behaviour incident
4. Not tolerate violence or challenging behaviour towards our employees
5. Train our employees who may be exposed to violence or challenging behaviour situations
6. Support the employees involved in any incident
7. Support their decisions regarding the pressing of criminal charges
8. Provide any counselling or post-incident assistance required by the employees
9. Keep records of all incidents of violence and aggression and review the control measures with a view to continual improvement in employee safety.



Work Equipment Policy

We recognise the risks posed by work equipment and the specific duties under the Provision and Use of Work Equipment Regulations (PUWER).

We further recognise that some specialist work equipment is subject to specific Guidance and Approved Codes of Practice (gas boilers, ventilation, lifting equipment and lift trucks for example) and we will seek advice from our health and safety advisers in identifying any additional and specific duties for ensuring compliance.

See GBS Guides:

GD48 Work Equipment – Machinery

GD43 Vibration at Work

GD15 Electrical Safety

GD26 Lifts and Lifting Operations (LOLER)

GD29 Mechanical Handling (including FLT)

GD33 Pressure Systems.

Associated Forms from Annex 1:

Work Equipment Inventory

Arrangements

The Responsible Person will:

1. Identify all work equipment owned, hired or otherwise used by the Company
2. Identify the specific Regulation, Guidance or Code of Practice relevant to the equipment
3. Ensure that assessments and audits are completed to identify that the statutory standards are being complied with. This should include as a minimum;
 - a. The equipment is safe for the intended purpose
 - b. The equipment is inspected, tested and maintained in accordance with statutory standards and/or the manufacturers recommendations, and, where applicable, by a competent person
 - c. People are provided with training on the safe use of the equipment
 - d. The risks associated with using the equipment are included in the task/equipment risk assessment
4. Identify specific risks from using work equipment and ensure that the relevant statutory standards are being met. These will include:
 - a. Noise and Vibration
 - b. Radiation
 - c. Using lifting equipment including fork trucks and similar plant
 - d. Any other requirement under 3 d above



Work Equipment - Machinery Maintenance Policy

The company will take all reasonable steps to ensure the safety of all employees maintaining the machinery as well as the safety of those affected by the maintenance work. The company will liaise with the suppliers of all new machinery to establish how that machinery should be maintained safely. The company will inform and train personnel to implement this policy.

Information and Training:

The company will give sufficient information, instruction and training as is necessary to ensure the health and safety of all maintenance staff and any others affected by maintenance of the machinery. Managers responsible for supervising the maintenance of the machinery will be appropriately trained.

Arrangements

The Responsible Person will:

1. Carry out an assessment of how the machinery should be isolated for specific maintenance work
2. Carry out an assessment of how the machinery should be isolated to enable general maintenance work to be carried out safely
3. Carry out an assessment of the maintenance of the machine itself, including any heavy parts that have to be moved, any positions that have to be reached to achieve the necessary result and any risks of parts falling
4. Carry out an assessment of how the maintenance of the machine affects its environment
5. Carry out an assessment of all hazards that arise when guards have been removed
6. Take appropriate measures for the protection of any person carrying out maintenance operations which the assessment has shown to involve risk to health or safety
7. Provide any personal protective equipment that might be necessary to carry out the work safely
8. Ensure that employees are aware of the reporting procedures, so that a responsible person is informed of any problems as soon as they arise and remedial action can be taken.



Working Environment Policy

We recognise that we have a duty to provide a safe and suitable working environment and welfare facilities as required by the Workplace (Health, Safety and Welfare) Regulations (WHSW) and that those facilities shall be maintained.

Under these regulations we have a duty to provide:

- Adequate maintenance of workplace and equipment
- Appropriate ventilation, temperature control and lighting
- Suitable cleanliness and housekeeping standards
- Adequate workspace allocation
- Properly designed workstations
- Well maintained traffic routes and floors
- Appropriate fall protection
- Suitable glazing
- Safe access and egress (well-maintained exits and entrances)
- Appropriate sanitary and washing facilities
- Separate toilet facilities for men and women
- Plentiful wholesome drinking water supply and cups
- Seating with an incorporated back rest
- Accommodation for keeping clothing clean and dry
- Facilities for changing, rest periods, hot drinks and meals preparation
- Showering facilities if the nature of an employees work requires this
- Appropriate first aid provision
- Appropriate emergency, fire and evacuation equipment and procedures.

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

See GBS Guide:

GD56 Workplace Environment

GD31 Office Safety

GD47 Welfare Facilities

Arrangements

The Responsible Person will:

1. Ensure that an audit of the workplace is carried out in accordance with the Approved Code of Practice to the WHSW Regulations and that the required standards are being met.
2. Ensure that regular inspections of the workplace are carried out.



Working at Height Policy

'At Height' means a place that, unless the Regulatory guidance is followed, a person could be injured falling from it, even if it is at or below ground level.

'Work' includes moving around at a place of work (except by a staircase in a permanent workplace) but not travel to or from a place of work.

It is our policy to comply with the Work at Height Regulations and any guidance made under the Regulations. We will achieve this by carrying out risk assessments of all activities that fall within the definition of working at height as detailed in the Regulations.

We will do all that is reasonably practicable to prevent anyone falling by applying the following hierarchy:

1. We will avoid work at height wherever we can;
2. Where we cannot avoid working at height, we will use work equipment or other measures to prevent falls; and,
3. Where we cannot eliminate the risk of fall, we will use work equipment or other measures to minimise the distance and the consequences of a fall should one occur.

We recognise the serious risks from working at height (WAH) and we include this in our risk assessment and method statement. For all WAH we will use the safest method available in the circumstances. This means that wherever possible we will avoid or eliminate the need for WAH. Where WAH cannot be avoided then we will use access equipment such as Mobile Elevating Working Platforms (MEWPs) as first choice, followed by scaffolding, tower scaffolding and finally access platforms. When defining controls we will consider collective controls as having priority over individual controls.

We will provide suitable training and supervision as is necessary to control the risks from working at height.

See GBS Guides:

GD51 Working at Height

GD18 Fall Arrest and Access Restraint Systems

GD06 CDM and Construction Site Safety

GD18 Fall Arrest and Access Restraint Systems.

Arrangements

The Responsible Person will ensure that:

1. Where work at height is required, a risk assessment is carried in order to identify the risk control measures required to minimise the risks, so far as reasonably practicable, and that the risk assessment process takes into consideration the hierarchy of controls as set out within the Work at Height Regulations
2. Where applicable, risk control measures include arrangements for rescue.
3. The assessment includes any training requirements and equipment inspection requirements.
4. WAH is included in the workplace inspection programme



Working at Height - Ladders and Steps Policy

Ladders and stepladders will only be used as access equipment or for short duration work (maximum 30 minutes) and then only for light work involving the use of one hand and/or carrying loads up to around 10kgs. The ladder will be secured by tying off, wedging, providing a ladder stability device or footing. All users will be trained on the safe use of ladders using the HSE guide [INDG402](#) and associated documents. All ladders and steps will be Industrial Class 1 or BSEN131 standard.

See GBS Guide:
GD51 Working at Height

Arrangements

The Responsible Person will:

1. Ensure that all users have received training or toolbox talks using INDG402
2. Ensure that all ladders and steps are included in the equipment register/inventory and subject to a monthly formal visual inspection
3. Ensure that all users are considered competent
4. Ensure that ladders and steps are included in the site inspection programme



Working Time Regulations

The company will ensure that all workers under their control adhere to the working time regulations.

The working time regulations are designed to limit the number of hours individuals have to work. The company will NOT encourage workers to work over the 48 hours but workers can choose to work longer hours if they wish by opting out. Workers cannot be forced to opt out and can revoke their opt out if they give a suitable notice period. Individuals who are tired due to working excessive hours are more likely to suffer from mental health problems, general ill health and make mistakes leading to accidents.

A summary of the requirements for adult workers:

- A maximum of 48 hours per week, averaged out over a 17 week reference period (employees can opt out of this)
- Entitlement to a minimum uninterrupted rest period of 11 hours in every 24-hour period with no opt out
- Entitlement to 28 days paid holiday per year (including statutory holidays) for full time workers (pro-rata for part time workers)
- Maximum of 8 hours per shift for night shift workers
- Free health assessments for night shift workers
- 24 hour rest period at least once a week, can be 48 hours every fortnight with no opt out
- Entitlement to a rest break, if working over six hours
- Employees must not suffer any detriment if they choose not to opt out.

Travelling to and from the normal workplace, break periods, rest periods, holidays and sickness do not count as working time.

The reference period of 17 weeks can be increased 26 weeks or 52 weeks by local collective agreements with recognised trade unions or official employee representatives.

A young person's maximum hours are limited to 40 hours per week with no reference period.

Young persons are generally excluded from shift working.

See GBS Guides:
GD54 Working Time



Young Workers Policy

We recognise that we have a specific duty under the Management of Health and Safety at Work Regulations to manage the risks to young people.

No person under the age of 18 will be allowed to work for the company unless a suitable risk assessment has been carried out in accordance with The Management of Health and Safety at work regulations. If below the minimum school leaving age the risk assessment must be sent to the parents. They will not be allowed to operate any plant or hazardous work equipment. The company recognises the legal constraints placed on them for employment of young persons and will ensure that they are not asked to carry out any hazardous work and they will be supervised at all times. Employing young persons for work experience will normally only involve carrying out low risk activities such as administration tasks etc.

Before employing a young person, we will carry out a specific risk assessment. The method may vary depending on whether the guardian of the young person provides us with a form for completion or, where this is not provided, we will use our own form to complete this assessment.

See GBS Guides:
GD45 Vulnerable Workers
GD36 Risk Assessments.

Arrangements

The Responsible Person will:

1. Ensure that a risk assessment is carried out for all employees that fall within the definition of a young person as defined in the MHSW Regulations and the associated HSE Guidance.
2. Ensure that all employees are aware of the requirement to carry out assessments for young people.



Annex 1

Employee Health and Safety Induction

Accident Investigation Form

Control of Contractors Form

DSE Inventory of Users

DSE Self-Assessment Form

Portable Electrical Appliances Inventory

CoSHH Inventory

PPE Inventory

Work Equipment Inventory



Employee Health & Safety Induction

Name	Job Description		
Department	Manager	Yes	No
1	Have you read the Company's Health & Safety Policy?		
2	Do you understand your duty as outlined in the policy?		
3	Do you understand who has health and safety responsibilities?		
4	Do you know who to report safety problems to?		
5	Do you know how to summon a First Aider?		
6	Do you know how to report accidents and to whom?		
7	Has the fire evacuation and emergency procedure been explained to you?		
8	Do you know how to use the extinguishers? (not compulsory)		

The following are considered to be important when controlling risks in the workplace, please indicate whether or not you have received information about them, including how to work safely to avoid these risks.

		Yes	No	N/A
1	The generic site risk assessment and method statement			
2	Safe lifting and handling techniques			
3	PPE and how to wear/check it			
4	Electrical safety.			
5	Hazardous substances safety			
6	Machinery & power tools safety			
7	Other hazards/controls relevant to your job			

I have received induction training and I understand the safe working procedures and my duty under the company policy and specifically employee duties.

Name	Signature	Date



Accident Investigation Form

Report form number:

Date of incident	Time
Location	Accident report form number
Name of person completing form	Position of person completing form
Contact details of person completing form	Was the person completing form witness to the incident?

Details of casualty

<input type="checkbox"/> Employee <input type="checkbox"/> Sub-contractor <input type="checkbox"/> Third party	<input type="checkbox"/> Male <input type="checkbox"/> Female
Name	Job title (if employee)
Home address	Contact numbers
Line manager (if applicable)	Line manager's contact details (if applicable)
Next of Kin	Next of Kin's contact details
For employees only:	
Describe level of experience in job/years of service:	
Details of any relevant training:	
Details of any known existing medical conditions/ medical history:	



Property Damage

Property affected	Approx cost
Nature of damage (please be thorough in your description)	

Other losses

Description	Approx cost

Details of witness(es) (if any)

Witness name(s) and contact numbers	Job title (if employees)

Describe what happened (please use as much detail as possible, using clear facts)



What were the possible causes? Consider immediate and root causes

[Empty grey box for recording causes]

Additional factors for consideration

Weather	
Time of day	
Hours worked previous to incident	
Other relevant factors	

Action required to prevent recurrence

[Empty grey box for recording action required]

Who should complete action?	
By when?	

Investigation carried out by:	
Date of investigation:	
Action approved by:	
Date:	



Control of Contractors Form

Main Details (to be completed by contractor)			
Company Name:			
Company Address:			
Post Code:			
Telephone No:			
E-mail:			
Employers Liability Insurance:	Yes/No	Limit of Cover	Renewal Date
Public Liability Insurance:	Yes/No	Limit of Cover	Renewal Date
Professional Indemnity Insurance:	Yes/No	Limit of Cover	Renewal Date
Summary of the types of work to be carried out:			
Summary of the hazards associated with the work to be carried out:			
Health and Safety			
Please provide copies or proof of the following:			
A written health and safety policy? (only applicable if you employ 5 or more people):			
CHAS, Constructionline or similar accreditation (include registration number):			
Name and qualifications of your Health and Safety Adviser or the company that provides it:			
Copy of a typical risk assessment for the work being carried out:			
Copy of a typical method statement for the work being carried out:			
H&S qualifications of all staff that will carry out work on site:			
Have you ever been prosecuted or received a prohibition notice for breaches of health and safety legislation? If so provide details or HSE reference No.:			
Please include any comments or information that you would like to be considered for assessing your suitability for work with our company:			
Name and position of person submitting information:			
Signature:	Date:		



For Internal Use – Contactor Authorisation			
Person Completing this:			
Date of completion:			
Comments:			
Risk Assessments and Method Statements deemed suitable and sufficient?	Yes/No	Date for review:	
Insurances deemed to be suitable and sufficient	Yes/No	Date for review:	
Health and Safety Policy and Arrangements deemed suitable and sufficient?	Yes/No	Date for review:	
Overall approval for contractor to be added to the approved contractors register?	Yes/No	Date for review:	



DSE Self-Assessment Form

Please complete this form to enable the assessor to take into account any personal requirements.

Name:	Location:	Dept:
Job Title:	Line Manager:	Date:

Q1. Background Information Please provide the following information about your work.

Briefly describe the main tasks in your job.		
For approximately how long have you been doing this kind of work? (years/months)		
What percentage of your work involves using display screen equipment?		
How long do you work at the screen or keyboard without taking a short break to do other work or take a rest break?		
How long is a typical work-break and what other work do you do during that break?		
	YES	NO
Would you describe the job as difficult?		
Would you describe the job as requiring high levels of concentration		
Have you had an eye test for DSE work?		

Q2. How satisfied are you with your working environment?

Please give each of the following aspects of your working environment a score. If you are completely satisfied with an aspect, tick the happy face ☺. If you are completely dissatisfied with an aspect, tick the unhappy face ☹. If you are neither satisfied nor dissatisfied, tick the ambivalent face 😐.

Temperature?	☹	☐	☺	Height of screen and keyboard?	☹	☐	☺
Quality of the air - stuffiness?	☹	☐	☺	Space for storage?	☹	☐	☺
Light levels?	☹	☐	☺	Suitability/adjustability of chair?	☹	☐	☺
Reflection and glare?	☹	☐	☺	Noise?	☹	☐	☺
Suitability of desk & work surface?	☹	☐	☺	Overall layout of working area?	☹	☐	☺

Q3. How often do you experience any of the following symptoms during or after work?

	<i>Frequently</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>
Fatigue				
Stress				
Headache				
Irritated eyes				
Focusing difficulties				
Difficulty seeing screen/documents				

Q4. How often do you experience pain, aches, restricted movement, pins and needles or general discomfort in any of the following body parts during or after work?

	<i>Frequently</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>
Feet				
Legs				
Back				
Neck				
Shoulders				
Arms				
Wrists				
Hands or fingers				



PPE Issue Log

Company Name:		Employee Name	
Department:		Employee Start Date	

Description of PPE (eye protection)	Type of PPE (grade, protection factor)	Date of Issue	Recipient Signature	Special Requirements (fit testing)	Training given	Re-issue Date



Work Equipment Inventory

Company Name:	Area/department

Machine Type, Make and Model:	Machine ID No:	Function / use of work equipment:	Date of RA	Date of Calibration	Maintenance Requirements	Competency Requirements for Operation



Health and Safety - Site Inspection Report

Client:	Date	Arrival time	Depart time
Site Address:	Persons seen:	Position:	
Auditor Details:			

X = Requires Attention - ✓ = Satisfactory – NA = Not Applicable – NS = Not Seen										
1	Risk assessments		14	Demolition		27	Falling objects		40	Contaminated land
2	Method statements		15	Excavations		28	Confined spaces		41	Access egress
3	CHSP		16	Housekeeping		29	Waste management		42	Fire
4	Safety signs and signals		17	Public safety		30	PPE		43	Hygiene
5	Site induction		18	Security		31	Materials delivery		44	Noise at work
6	Toolbox talks		19	Traffic management		32	LPG & High flamm		45	Environment noise
7	Competent person		20	Lifting equipment		33	Storage		46	F10
8	Statutory register		21	Work equipment		34	Hot work		47	Safety policy
9	Monitoring		22	Electricity		35	Roof work		48	Insurance certificate
10	Permits		23	Scaffolding		36	Materials handling		49	Accident book
11	Welfare		24	Ladders		37	Hazardous subs		50	PAT testing
12	First aid		25	Work at height		38	Structural safety		51	Training Certs.
13	Emergency procedures		26	Workplace general		39	Asbestos		52	Power tools



No.	Observation and action required including who is responsible for the action	Action required by (date/time)	Action completed ✓
1			
2			
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4			
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12			
13			
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22			



No.	Observation and action required including who is responsible for the action	Action required by (date/time)	Action completed ✓
23			
24			
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43			
44			



No.	Observation and action required including who is responsible for the action	Action required by (date/time)	Action completed ✓
45			
46			
47			
48			
49			
50			
51			
52			

Other comments: