# Bespoke Training and Education Ltd

# Health & Safety Policy & Procedures

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# Introduction

Bespoke Training and Education Ltd is an alternative provision education facility.

The Managing Directors have ultimate responsibility for health and safety. They also take responsibility for day-to day management of health and safety matters.

The Managing Directors have determined that we should operate without putting the health, safety or welfare of any employee or any other person at risk. To meet this objective, we have prepared a health and safety policy and made arrangements as set out in this document aimed at ensuring the continued health safety and welfare of those people whilst at work.

Accepting that we cannot transfer our responsibility for managing health, safety and welfare in the workplace to others we have retained Croner to help us meet this objective. They provide information and guidance on the effective management of health and safety, conduct routine audits and act as a source of advice and information.


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# Contents

This document contains our-

## Safety Policy

Our declaration of intent to provide and maintain, so far as is reasonably practicable, a safe and healthy working environment and to enlist the support of our employees in achieving these goals.

## Organisation and Responsibilities

The allocation of specific health and safety responsibilities to key personnel.

## Safety Arrangements

The systems and procedures for controlling hazards at work that form the basis of our health and safety management system.

We also keep detailed safety records demonstrating that we actively manage health and safety within our business. The records which may be paper based or kept in our online systems include-

- An Annual Review of our Health and Safety System and Procedures.
- Periodic Checklists created specifically for individual roles and responsibilities.
- A comprehensive source of records relating to statutory examination periodic inspection and testing of the work equipment and installations used by our organisation.
- Records for Fire Safety Management.
- A system for keeping health and safety training records.
- Accident and incident records, reporting, and investigation.


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# Health & Safety General Policy Statement

**Bespoke Training and Education Ltd** recognises that it has responsibilities for the health and safety of our workforce whilst at work and others who could be affected by our work activities. We will assess the hazards and risks faced by our workforce in the course of their work and take action to control those risks to an acceptable, tolerable level.

Managers and supervisors are made aware of their responsibilities and required to take all reasonable precautions to ensure the safety, health and welfare of our workforce and anyone else likely to be affected by the operation of our business.

We will meet these legal obligations by providing and maintaining a safe and healthy working environment so far as is reasonably practicable. This will be achieved by:

- Providing leadership and adequate control of identified health and safety risks.
- Consulting with our employees and workers on matters affecting their health and safety.
- Providing and maintaining safe access to safe plant and safe equipment.
- Ensuring the safe handling and use of substances.
- Providing information, instruction, training where necessary for our workforce, taking account of any who do not have English as a first language.
- Ensuring that all employees and workers are competent to do their work and giving them appropriate training to recognised standards.
- Preventing accidents and cases of work-related ill health.
- Actively managing and supervising health and safety at work.
- Having access to competent advice.
- Aiming for continuous improvement in health and safety performance and management by regular review and revision of this policy.
- The provision of the resource, financial and other, required to make this policy and our health and safety arrangements effective.

We also have a duty to co-operate and work with other employers when we work at premises or sites under their control to ensure the continued health and safety of everyone at work. Similarly, we recognise our duty to co-operate and work with other employers and their workers when their workers come onto our premises or sites to do work for us, to ensure the health and safety of everyone at work.

To help achieve our objectives and ensure our employees recognise their duties under health and safety legislation while at work, we will also remind them of their duty to take reasonable care for themselves and for others who might be affected by their activities. These duties are explained on first employment, at induction. A Safety Handbook which sets out their duties and includes specific health and safety rules is also provided to each worker.

Our policy, procedures and arrangements will be reviewed annually.

Signature ..... Date .....

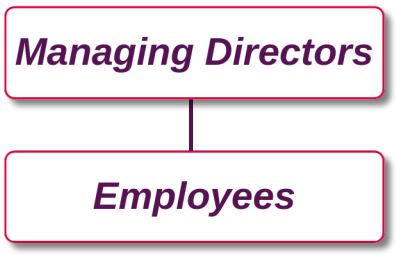
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# Organisation

## Health and Safety Management Structure

Although the Managing Directors have overall responsibility for the implementation of this policy day-to-day responsibility for specific issues has been delegated to key personnel.

The health and safety management structure for our business is shown here. The allocation of day-to-day responsibility for specific health and safety issues is shown later in a Responsibility Chart.





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# Health and Safety Management Responsibilities

The Managing Directors have recognised that they always have the overall responsibility for health and safety matters. They also recognise that the business needs to take action in respect of the key points listed here. In managing these matters, emphasis is placed on managers and supervisors for recognising hazards and potential risks and then taking steps to minimise their effects on employees and others.

## General

- Provide and resource an effective health and safety management system.
- Make arrangements to consult with employees on health and safety matters.
- Arrange and maintain appropriate Employers' Liability Insurance cover.
- Ensure that health and safety implications are considered when acquiring work equipment and new machinery.
- Ensure that contractors are competent and monitored during work.
- Ensure that a process is in place to identify and report hazards.
- Ensure that all employees receive appropriate health and safety training.
- Make arrangements to ensure the health and safety of people who use our services.
- Provide measures to protect the health and safety of anyone working alone.
- Provide our workforce with training and guidance on health and safety issues that will affect them, particularly fire safety procedures and requirements.
- Monitor the health and safety performance of our business.

## Occupational Health

- Ensure that adequate procedures are in place to identify and address occupational health risks.
- Ensure that the measures required to prevent, reduce and control exposure to occupational health risks are in place, used, maintained and appropriately checked.
- Provide appropriate occupation health surveillance for employees, overseen by occupational health practitioners, where required.
- Implement measures to reduce stress within the workplace.

## Accidents, Incidents and First Aid

- Record accidents and incidents.
- Complete accident and incident investigations, identify causes and measures for prevention.
- Ensure that injuries, diseases and dangerous occurrences to employees and others, defined in regulations, are reported to the Enforcing Authority.
- Ensure that adequate first aid arrangements are in place.

## Fire and Emergency Arrangements

Ensure that:

- Adequate Fire Risk Assessments are completed by competent assessors.
- Adequate arrangements are in place to deal with fire safety at our premises.
- Employees and visitors are aware of the fire and evacuation arrangements and other emergency procedures.
- Fire drills are routinely practiced.
- Emergency equipment, including alarm systems and emergency lighting is provided, tested and maintained appropriately.

## Risk Assessment

Ensure that:

- Risk assessments are complete and safe systems of work are produced for all activities that pose a significant risk of harm.
- Risk assessments and safe systems of work are documented.
- The outcomes of risk assessments and associated safe systems of work are carefully explained to the workforce.

## Premises

- Provide suitable buildings and accommodation for all activities.
- Provide a suitable and safe working environment and adequate welfare facilities.
- Ensure that the fixed electrical installation is properly installed and maintained.
- Introduce and maintain measures to control and manage any risks from asbestos.
- Ensure good housekeeping standards are instigated and maintained.
- Provide suitable and sufficient maintenance of the facilities provided within the workplace.

## Equipment

Ensure that:

- All of the furniture and equipment that we provide is suitable and properly used.
- All work equipment is maintained and safe for use.
- Portable electrical appliances are maintained, inspected, and tested.
- Appropriate hand tools are provided and maintained.
- Any Personal Protective Equipment (PPE) provided gives suitable protection, is used and employees are given information, instruction, and training on its use.
- Where Respiratory Protective Equipment (RPE) is provided each user is face fit tested and supplied only with RPE that is appropriate for their use.

## Substances

Ensure that:

- All dangerous and hazardous substances are used and stored safely.
- All risks from the use of substances are fully controlled.

## General Managers and Assistant Managers.

In addition to their general responsibilities for health and safety the Responsibility Table, shown later, delegates specific health and safety responsibilities to identified General Managers and Assistant Managers. They should refer to the associated Safety Arrangements, set out later, for further detail about those responsibilities.

## Employee responsibilities.

Our policy takes account of the specific statutory duties placed on people to take care for their own health and safety whilst at work and for that of others. Specifically we expect employees to;

- Ensure that safety policies, procedures and operating instructions are read, understood and followed at all times.

- Ensure that isolation and lockout procedures are followed at all times.
- Follow booking on and off site procedures at all sites.
- Take reasonable care for their health and safety and the safety of others whilst at work.
- Not intentionally or recklessly interfere with or misuse anything required by law or provided by the company in the interests of health and safety.
- Visually inspect tools, RPE, PPE and equipment prior to use.
- Ensure that RPE, PPE, tools and equipment are maintained, used and stored as advised by the maker.
- Follow all safety instructions and guidance when using equipment.
- Report any Good Catches, incidents, accidents and non-conformances to the H&S manager.
- Contribute to the promotion of health and safety in the workplace.
- Follow all written Safe Operating Procedures (SOPs) including method statements, risk assessments, for chemical safety, permits to work etc. and their requirements.
- Follow the safety instructions of senior management.
- Ensure that they do not use tools and equipment unless they have been formally trained and are competent to do so.
- Comply with legislation, Approved Codes of Practice and guidance notes.
- Ensure that our vehicles are driven in a safe and suitable manner, and that the vehicle is left safe and secure when not in use.
- Consult on health and safety matters and investigations to ensure a safe working environment is established.
- Seek advice from management on any issues relating to health and safety at work.
- Obey all site safety signs, general site rules and arrangements.

## Monitoring

The operation of this policy and arrangements is actively monitored through the periodic review of our completed safety record forms and also by using periodic workplace checklists. The Managing Directors have overall responsibility for this, but some of the routine tasks may be delegated.

We also use an Annual Health and Safety Review to determine whether our existing health and safety procedures and arrangements are adequate.

People who have delegated responsibilities under this policy will also complete Periodic Checklists of compliance arranging for remedial actions to be taken where necessary. The outcomes of these periodic reviews will also be taken into account during the annual review.

The monitoring and review process helps us to check the effectiveness of our Safety Management System.

# Responsibility Table

This Responsibility Table shows the allocated responsibilities for the management of particular health and safety issues to people in specific management roles.

## Key

MDs - Managing Directors

| Safety arrangements | MDs |
|---|---|
| Managing Safety And Health At Work | ✓ |
| Accident, Incident, Ill-Health Reporting And Investigation | ✓ |
| Workplace Health And Safety Consultation | ✓ |
| Risk Assessment And Hazard Reporting | ✓ |
| Occupational Health And Health Surveillance | ✓ |
| Substance And Alcohol Abuse | ✓ |
| Purchasing | ✓ |
| New And Expectant Mothers | ✓ |
| Employing Children And Young Persons | ✓ |
| Lone Working | ✓ |
| Health And Safety Training | ✓ |
| Health And Safety Of Visitors | ✓ |
| Personal Protective Equipment | ✓ |
| Home Working | ✓ |
| Safe Systems Of Work | ✓ |
| Action On Enforcing Authority Reports | ✓ |
| Equality And Disability Discrimination Compliance | ✓ |
| Health And Safety Information For Workers | ✓ |
| Fire Safety - Arrangements And Procedures | ✓ |
| First Aid | ✓ |
| Welfare, Staff Amenities, Rest Rooms And The Working Environment | ✓ |
| Housekeeping And Cleaning | ✓ |
| Pest Control | ✓ |
| Building Services | ✓ |
| Control Of Hazardous And Non-Hazardous Waste | ✓ |
| Workplace Signs | ✓ |

| | |
|---|---|
| Working In The Open Air, Working In The Sun | ✓ |
| Water Temperature Control | ✓ |
| Electrical Safety | ✓ |
| The Provision, Use And Maintenance Of Work Equipment | ✓ |
| Hand Tools | ✓ |
| Office Equipment | ✓ |
| Storage Of Chemical Substances And Agents | ✓ |
| Slips, Trips And Falls | ✓ |
| Permits To Work | ✓ |
| Hot Work | ✓ |
| Infection Control | ✓ |
| Wruld (Work Related Upper Limb Disorders) | ✓ |
| Leptospirosis | ✓ |
| Manual Handling | ✓ |
| Display Screen Equipment | ✓ |
| Legionella Control | ✓ |
| Asbestos At Work - No Survey, No Off-Site Risk | ✓ |
| Stress In The Workplace | ✓ |
| Aggression And Violence | ✓ |
| Contractor Control And Management | ✓ |
| Construction Design And Management Client | ✓ |
| Public Rights Of Way Across Farms And Estates | ✓ |

**Note:** People with delegated responsibilities for health and safety issues need to ensure that any necessary risk assessments and safety records are completed, and that the required control measures are in place and used.

Where more than one person has been assigned responsibility for a particular subject, each must fulfil their responsibilities in the areas under their control and complete the relevant records. Working together they need to check that between them they have covered all aspects of safety management for the subject.

# Relevant Legislation

This short document lists for the record, details of the main statutes and regulations affecting health and safety at work that are currently in force.

In most cases Health and Safety legislation requires common sense to identify the reasonably practicable precautions necessary to avoid the risk of injury or ill-health at work. The Croner Health and Safety Management System does not quote specific legal references; giving instead the information and detail of what is required in practice to secure compliance. If the guidance and requirements explained in the system are adopted and followed in practice compliance with the legal obligations will be achieved.

Not every piece of the legislation listed will apply to every business on a day to day basis, but businesses need to be aware of them should circumstances change.

Further detail and access to the specific wording of each of these legal requirements is available from the Croner 24 Hour Advice Service on 0844 561 8143.

**Note:** Although the transition period for the UK exit from the EU has expired the European Regulations listed here have been continued in force, until replaced by domestic legislation, by the European Union (Withdrawal) Act 2018 and associated legislation.

- Building Regulations 2010 (as amended)
- Building Safety Act 2022
- European Regulation (EC) No 1272/2008 on classification, labelling and packaging of substances and mixtures
- European Regulation (EC) No 304/2003 concerning the export and import of dangerous chemicals, as amended
- The Chemicals (Health and Safety) and Genetically Modified Organisms (Contained Use) (Amendment etc.) (EU Exit) Regulations 2019
- Classification, Labelling and Packaging of Chemicals (Amendments to Secondary Legislation) Regulations 2015
- Confined Spaces Regulations 1997
- Construction (Design and Management) Regulations 2015
- Control of Artificial Optical Radiation at Work Regulations 2010
- Control of Asbestos Regulations 2012
- Control of Electromagnetic Fields at Work Regulations 2016
- Control of Lead at Work Regulations 2002
- Control of Major Accident Hazard Regulations 2015
- Control of Noise at Work Regulations 2005
- Control of Substances Hazardous to Health Regulations 2002 (as amended)
- Control of Vibration at Work Regulations 2005
- Corporate Manslaughter and Homicide Act 2007
- Dangerous Substances and Explosive Atmospheres Regulations 2002
- Electricity at Work Regulations 1989
- Employers Liability (Compulsory Insurance) Regulations 1998 (as amended)
- Employment of Women, Young Persons and Children Act 1920.
- Equality Act 2010
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2022
- Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended)
- Gas Appliances (Safety) Regulations 1995 (as amended)
- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management) Regulations 1996
- The Gas Safety (Management) (Amendment) Regulations 2023

- Hazardous Waste Regulations 2005 (as amended)
- Health and Safety (Amendment) (EU Exit) Regulations 2018
- Health and Safety Offences Act 2008
- Health and Safety at Work etc. Act 1974
- Health and Safety (Consultation with Employees) Regulations 1996
- Health and Safety (Display Screen Equipment) Regulations 1992
- Health and Safety (First Aid) Regulations 1981 (as amended)
- Health and Safety Information for Employees Regulations 1989 (as amended)
- Health and Safety (Safety Signs and Signals) Regulations 1996 (as amended)
- Health and Safety (Sharp Instruments in Healthcare) Regulations 2013.
- Health and Safety (Training for Employment) Regulations 1990
- Health and Safety at Work etc. Act 1974 (General Duties of Self-Employed Persons) (Prescribed Undertakings) Regulations 2015
- Ionising Radiations Regulations 2017
- Lifting Operations and Lifting Equipment Regulations 1998
- Lifts Regulations 1997
- Management of Health and Safety at Work Regulations 1999 (as amended)
- Manual Handling Operations Regulations 1992 (as amended)
- New Roads and Street Works Act 1991
- Notification of Cooling Towers and Evaporative Condensers Regulations 1992
- Personal Protective Equipment at Work Regulations 2002
- Personal Protective Equipment at Work (Amendment) Regulations 2022
- Regulation (EU) 2016/425 on Personal Protection Equipment
- Pressure Systems Safety Regulations 2000
- Product Safety and Metrology etc. (Amendment) Regulations 2024 Provision and Use of Work Equipment Regulations 1998
- Radiation (Emergency Preparedness and Public Information) Regulations 2001
- The Registration, Evaluation, Authorisation and Restriction of Chemicals Regulations 2007 (REACH)
- Regulatory Reform Fire Safety Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Safety Representatives and Safety Committees Regulations 1977
- Work at Height Regulations 2005 (as amended)
- Workplace (Health, Safety and Welfare) Regulations 1992
- Working Time Regulations 1998 (as amended)

# Safety Arrangements Table

| Ref. number | Title |
|---|---|
| SA1-1 | Managing Safety And Health At Work |
| SA1-3 | Accident, Incident, Ill-Health Reporting And Investigation |
| SA1-5 | Workplace Health And Safety Consultation |
| SA1-6 | Risk Assessment And Hazard Reporting |
| SA1-7 | Occupational Health And Health Surveillance |
| SA1-8 | Substance And Alcohol Abuse |
| SA1-9 | Purchasing |
| SA1-11 | New And Expectant Mothers |
| SA1-12 | Employing Children And Young Persons |
| SA1-13 | Lone Working |
| SA1-14 | Health And Safety Training |
| SA1-15 | Health And Safety Of Visitors |
| SA1-17 | Personal Protective Equipment |
| SA1-18 | Home Working |
| SA1-20 | Safe Systems Of Work |
| SA1-21 | Action On Enforcing Authority Reports |
| SA1-22 | Equality And Disability Discrimination Compliance |
| SA1-23 | Health And Safety Information For Workers |
| SA2-1 | Fire Safety - Arrangements And Procedures |
| SA3-1 | First Aid |
| SA3-2 | Welfare, Staff Amenities, Rest Rooms And The Working Environment |
| SA3-3 | Housekeeping And Cleaning |
| SA3-4 | Pest Control |
| SA3-5 | Building Services |
| SA3-6 | Control Of Hazardous And Non-Hazardous Waste |
| SA3-11 | Workplace Signs |
| SA3-13 | Working In The Open Air, Working In The Sun |
| SA3-14 | Water Temperature Control |
| SA4-1 | Electrical Safety |
| SA4-2 | The Provision, Use And Maintenance Of Work Equipment |
| SA4-3 | Hand Tools |
| SA4-4 | Office Equipment |
| SA4-5 | Storage Of Chemical Substances And Agents |
| SA4-8 | Slips, Trips And Falls |
| SA4-22 | Permits To Work |
| SA4-23 | Hot Work |
| SA5-4 | Infection Control |
| SA5-6 | Wruld (Work Related Upper Limb Disorders) |
| SA5-8 | Leptospirosis |
| SA5-9 | Manual Handling |
| SA5-11 | Display Screen Equipment |

| | |
|---|---|
| SA5-12 | Legionella Control |
| SA5-16H | Asbestos At Work - No Survey, No Off-Site Risk |
| SA5-18 | Stress In The Workplace |
| SA5-19 | Aggression And Violence |
| SA7-2 | Contractor Control And Management |
| SA7-4A | Construction Design And Management Client |
| SA9-2 | Public Rights Of Way Across Farms And Estates |

Safety Arrangement 1-1

# MANAGING SAFETY AND HEALTH AT WORK

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

We have done this by;

- Nominating an individual member of senior management to take responsibility for managing safety and health at work.
- Providing adequate resources.
- Providing such health and safety information, instruction and training for all workers as is necessary for them to be able to work without risk to their health or safety so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near-miss incidents and dangerous occurrences.
- Reporting reportable accidents within the statutory timescales
- Providing and recording relevant training.
- Routinely reviewing the operation of our reporting system.
- Having access to 24/7 competent health and safety advice.
- Use of our online health and safety portal with access to information, risk assessments, forms, online training and work scheduler.

The managers responsible for overseeing our arrangements for managing safety and health at work are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-1

# MANAGING SAFETY AND HEALTH AT WORK

## Action Plan

To meet our legal obligations to manage safety and health at work we have;

1. Identified managers to take responsibility for managing health and safety in all aspects of our business activities.
2. Ensured that they understand their duties and responsibilities.
3. Provided them with adequate training.
4. Given them the authority required and the resource necessary for them to fulfil their role.
5. Planned our management of health and safety at work, set up and maintain systems that will deliver a satisfactory health and safety performance.
6. Explained to our workers, supervisors and managers the nature of our arrangements for managing health and safety at work.
7. Ensured that all our workers are aware of the need to make concerns about health and safety at work known and report accidents, incidents and cases of work-related ill health to their managers.
8. Provided for review of our arrangements from time to time to ensure that they are fully understood and are operating correctly.

Advice and guidance on the management of health and safety is in our safety management system at Guidance Note 1-1 – Managing Safety and Health at Work.


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Safety Arrangement 1-3

# ACCIDENT, INCIDENT, ILL-HEALTH REPORTING AND INVESTIGATION

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

We do this by:

- Nominating an individual member of staff to manage the investigation, recording and reporting accidents, dangerous occurrences and occupational ill-health.
- Having accident, incident and ill-health reporting procedures.
- Recording and analysing all reportable accidents, minor accidents, near-miss incidents (dangerous occurrences) and occupational ill-health.
- Reporting reportable accidents, ill-health and dangerous occurrences within the statutory timescales (see Guidance Note 1-3).
- Developing and implementing investigation protocols and policies.
- Providing and recording relevant training.
- Ensuring that those carrying out investigations are competent.
- Routinely reviewing the outcome of investigations and the operation of our reporting system.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-3

# ACCIDENT, INCIDENT, ILL-HEALTH REPORTING AND INVESTIGATION

## Action Plan

To meet our legal obligations to effectively manage the health and safety at work and report accidents, dangerous occurrences and occupational ill-health to the Enforcing Authority we need to-

1. Identify people to be responsible for investigating the cause of injuries, incidents, dangerous occurrences and occupational ill-health and to manage our reporting arrangements.
2. Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to carry out investigations and operate the system effectively.
3. Provide suitable training for those who don't.
4. Create the systems and make sure all members of our workforce, including managers and supervisors are aware of and understand them.
5. Provide an accident book, implement the procedures, and ensure that they are followed in practice.
6. When investigating consider-
    1. The time and date of the event, the prevailing weather conditions and local lighting.
    2. What was happening or what the injured person and any witnesses were doing.
    3. Risk assessments or safe systems of work for the task being carried out and details of relevant training given to the injured party and others involved.
    4. Obtaining witness statements, where possible.
    5. Making a sketch of the accident area, include accurate measurements, if appropriate. Taking photographs of the site; record any unusual or causal features present. Making observational notes on the potential causation, noting features, equipment defects or work practice that may have contributed to the eventual outcome.
    6. The underlying, as well as the immediate, causes of the event.
7. Keep a written record of investigations.
8. Review the causes of the events that have occurred to consider whether similar events could be prevented by the introduction of reasonably practicable control measures.
9. Monitor and review the operation of this procedure from time to time to check that the investigation and reporting procedures are understood, are being followed in practice and that lessons learned are being put into practice.

For information and advice see Guidance Notes 1-3 Accident, Incident and Ill-Health Reporting and 1-4 Accident Investigation.


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Safety Arrangement 1-5

# WORKPLACE HEALTH AND SAFETY CONSULTATION

We have a duty to consult with our workforce on matters affecting their health, safety and welfare whilst at work. We have, therefore, set up a process for managers to consult with employees or their elected safety representatives about work-related health, safety and welfare issues. This system is also used to deliver simple safety messages and rules at short toolbox talks.

We do this by:

- Nominating a manager to organise and make arrangements for consultation meetings and toolbox talks.
- Recognising any representatives elected by the work force or appointed by trade union members and their statutory role.
- Arranging scheduled formal consultation meetings or toolbox talks between managers, elected representatives and employees as appropriate.
- Developing and implementing consultation procedures.
- Providing or allocating time for employees, employee elected safety representatives and trade union appointed safety representatives to undertake safety-related training.
- Taking and keeping minutes of consultation meetings and making them available to all staff.
- Being seen to listen and act on issues and concerns raised during consultation meetings.

The personnel responsible for implementing and operating this consultation process are set out in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-5

# WORKPLACE HEALTH AND SAFETY CONSULTATION

## Action Plan

To have effective consultation with our workforce on health and safety at work matters we need to-

1. Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to operate the system effectively.
2. Provide suitable training for those who don't.
3. Create a formal system and make sure it is known to all members of our workforce.
4. Consider as part of the system-
    1. Recognising and involving representatives of the workforce from all levels.
    2. Recognising trade union safety representatives and those elected by non-union workers.
    3. Where there are no nominated representatives, appointing a worker(s) to act as spokesman for the others.
    4. Permitting employee representatives to have time off to attend relevant health and safety training.
    5. Providing training for employee representatives if necessary or beneficial to the process.
    6. Scheduling health and safety as an agenda item for staff meetings.
    7. Arranging to discuss safety concerns with Trade Union Safety Representatives where they have been appointed.
    8. Formally recording the outcomes of all consultation meetings and keeping these records.
    9. Making the outcomes of consultation meetings available to all those employees affected by them.
5. Explain these arrangements to our workforce. Ensure they are understood.
6. Implement the procedure and ensure that it is followed in practice.
7. Review the operation of this procedure from time to time to check that our workforce is consulted about health and safety matters that affect them whilst at work.

Advice and guidance on consultation arrangements and procedures is in Guidance Note 1-5 Workplace Health and Safety Consultation.


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Safety Arrangement 1-6

# RISK ASSESSMENT AND HAZARD REPORTING

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

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

We will do this by:

- Nominating senior managers to oversee our risk assessment process and hazard reporting procedure.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Developing risk assessments, safe systems of work, method statements and measures to effectively control those risks.
- Explaining the results of risk assessments to our workforce.
- Implementing the findings of the risk assessments, procedures, strategies, safe systems of work and control measures.
- Implementing hazard reporting procedures and explaining them to our workforce.
- Recording and analysing hazards when they occur and investigating corrective and preventive measures.
- Employees and others following our procedures, control measures and safe systems of work.
- Regular review of existing risk assessments and identifying the need for additional assessments.
- Providing and recording relevant training.
- Routinely reviewing the operation of our systems.
- Using experience to improve our safety, health and welfare management system.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-6

# RISK ASSESSMENT AND HAZARD REPORTING

## Action Plan

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

1. Assess our activities to identify where and when workers or others may be exposed to significant levels of risk.
2. Involve managers and employees in identifying hazards and managing and co-ordinating risk assessment.
3. Appoint and train sufficient numbers of staff carry out risk assessments.
4. Systematically identify the hazards to which our workforce and others are exposed.
5. Provide a means for the workforce to identify and report hazards or potential hazards to their managers.
6. Consider the risks from those hazards, however recognised, identifying people at risk.
7. Evaluate the risks and decide if further precautions are required, record our findings and implement those findings.
8. Involve all persons involved in the activity in identifying hazards and carrying out risk assessments.
9. Explain the results of risk assessments to any affected staff and detail any new precautions or systems of work they need to follow.
10. Review risk assessments on a regular basis, at intervals appropriate to the risk.
11. Review our arrangements from time to time to ensure that they are fully understood and operating correctly.

For information and advice see Guidance Notes 1-6 Hazard Reporting and 1-10 Risk Assessment in our safety management system.


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Safety Arrangement 1-7

# OCCUPATIONAL HEALTH AND HEALTH SURVEILLANCE

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

We do this by:

- Nominating senior managers to coordinate and manage health surveillance screening programmes.
- Implementing strategies and procedures for health effects such as hand arm vibration syndrome, dermatitis, occupational asthma, musculoskeletal and other health effects caused by work activities.
- Ensuring that the strategies and procedures for health surveillance are undertaken by competent, trained personnel after consultation with occupational health professionals.
- Ensuring that managers, employees and others follow our procedures and rules.
- Providing and recording relevant training.
- Recording health surveillance by completion of initial health questionnaires.
- Completing equipment and other risk assessments associated with activities which may harm health.
- Monitoring and reviewing our systems; using experience we aim to improve the way we coordinate health surveillance.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-7

# OCCUPATIONAL HEALTH AND HEALTH SURVEILLANCE

## Action Plan

To complete and set up our health surveillance system we will-

1. Identify where and when workers may be exposed to health risks.
2. Assess that work, identifying if any exposure is above the workplace exposure limit or the action value set by law and whether it could be further reduced.
3. Where exposure is above the exposure limit take immediate steps to reduce exposure to below the limit value.
4. Health surveillance is normally required for-
    1. Chemical hazards - dusts, fumes, solvents, liquids or gases.
    2. Biological hazards - bacteria, viruses, livestock, plants.
    3. Physical hazards - musculoskeletal injuries, noise, vibration.
    4. Stress - excessive workloads.
5. Take advice from an occupational health professional.
6. Identify the level of surveillance required.
    1. A 'responsible person' looking for a clear reaction where someone is working with something that could harm their health, e.g. checking for skin damage on hands where solvents are being used.
    2. A 'qualified' person asking employees about symptoms of ill health or inspecting or examining individuals for signs of ill health, e.g. conducting a hearing test, or a lung function test.
    3. Medical surveillance by a doctor, which can include clinical examinations to look for a reaction from exposure to some chemicals.
7. Keep confidential individual health records where required.
8. Make baseline health assessments when a person starts work or changes job?

Further information and advice on health surveillance can be found in Guidance Note 1-7.


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Safety Arrangement 1-8

# SUBSTANCE AND ALCOHOL ABUSE

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

We do this by:

- Nominating senior staff members to coordinate and manage our substance and alcohol abuse policy and provision.
- Implementing strategies, policies and procedures.
- Explaining our policies and procedures to employees.
- Employees and others following our procedures and policies.
- Providing and recording relevant information and training.
- Providing competent accredited trained personnel to provide support and counselling services.
- Ensuring managers and supervisors know what to look for when employees or contractors arrive on site.
- Monitoring and reviewing our systems; using experience to improve the way we manage the risks from substance abuse.

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


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Safety Arrangement 1-8

# SUBSTANCE AND ALCOHOL ABUSE

## Action Plan

To protect workers and others from the risks of working with people who abuse substances and alcohol we will-

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

Information and advice on this subject can be found in Guidance Note 1-8 Substance and Alcohol Abuse.


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Safety Arrangement 1-9

# PURCHASING

We have a duty to ensure the safety, health and welfare of our workers and others who come onto our premises.

We have systems in place to protect these people from any adverse effects because of the plant, equipment, supplies and substances that we purchase to use in our business.

Our systems consist of:

- Nominating senior staff members to identify and manage the safe purchasing of equipment and machinery.
- Implementing our purchasing policy and identifying the safest available options.
- Ensuring that this policy is managed by trained and competent staff.
- Ensuring that the equipment purchased is safe, adequate, suitable for its purpose, and that safety devices and other control measures are fitted.
- Providing adequate and sufficient personal protective equipment to workers.
- Providing relevant training for use of equipment and machinery.
- Ensure relevant qualifications are up to date and suitable.
- Monitoring and reviewing our systems; using experience to improve our purchasing policy.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-9

# PURCHASING

## Action Plan

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To ensure that we purchase work equipment and substances that, so far as is reasonably practicable, will be safe when used by our workers and others we will:

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

Information and advice about health and safety on this subject can be found in Guidance Note 1-9 Purchasing.


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Safety Arrangement 1-11

# NEW AND EXPECTANT MOTHERS

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

We do this by:

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

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-11

# NEW AND EXPECTANT MOTHERS

## Action Plan

To protect the health of pregnant employees and women of child-bearing age we should;

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

For further information see Guidance Note 1-11 New and Expectant Mothers.

Safety Arrangement 1-12

# EMPLOYING CHILDREN AND YOUNG PERSONS

When we employ children and young persons or give them work experience we have particular duties to protect their safety, health and welfare whilst at work

We do this by:

- Nominating senior staff members to be responsible for the young people and to identify the hazards which pose risk to young persons.
- Developing and implementing young person risk assessments, procedures, Safe Systems of Work and control measures.
- Ensuring that any young person assessments are particularly thorough and undertaken by competent, trained personnel.
- Explaining these assessments to the young people and their Supervisors.
- Ensuring that young persons are closely managed and supervised.
- Regularly inspecting the premises and any additional buildings associated with it to identify any new processes, personnel or changes to the building's structure which would trigger the need for re-assessment.
- Workers and others adhering to the contents of procedures, control measures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks to young people whilst they are working for us.

The personnel responsible are identified in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-12

# EMPLOYING CHILDREN AND YOUNG PERSONS

## Action Plan

To protect children and young people who are employed by us or on work experience and apprenticeship schemes we need to;

1. Appoint a manager to oversee the employment of children and young persons.
2. Assess the risks to children and young persons from our activities and the work we give them to do.
3. Consider;
    1. The jobs they do.
    2. The substances that they might come into contact with.
    3. Machinery and equipment they might be asked to use.
    4. Their lack of experience.
    5. Their lack of appreciation of industrial risks.
    6. Their attention span.
    7. Their immaturity.
    8. Exposure to harmful substances.
    9. Physical and environmental hazards.
    10. Close supervision is required.
    11. Are their hours of work within the legal limits?
    12. Is health surveillance required? If yes at what level?
4. Develop arrangements and procedures based on these considerations – involve the workforce.
5. Explain these arrangements and procedures to the young workers and their parents.
6. Explain the arrangements to our workforce. Ensure they are understood, especially by those who will be working alongside the young workers and provide further training where necessary.
7. Keep a written record of the risk assessment, the control measures and systems of work adopted. Record details of training given.
8. Make sure that the managers and senior staff understand the procedures and arrangements. Consider whether they need any training.
9. Implement the arrangements and procedures and ensure they are followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any incident causing injury or with the potential to cause injury to a young worker.
11. Make any changes to our procedures and arrangements identified as necessary.

Guidance on the employment of children and young workers, including a template for young worker risk assessments, can be found in Guidance Note 1-12.


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Safety Arrangement 1-13

# LONE WORKING

We have a duty to ensure the safety, health and welfare of our workforce whilst at work. That duty extends to workers who work by themselves without close or direct supervision.

We do this by:

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

The personnel responsible are identified in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-13

# LONE WORKING

## Action Plan

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

1. Identify who among our workforce is or is potentially a lone worker.
2. Assess the risks to those identified as lone workers.
3. Identify the control measures already in place and any additional measures that may be required.
4. Consider, as part of our assessment, issues such as;
    1. Where they work.
    2. Are they at risk because they are work at remote locations?
    3. Are they at greater risk in the winter months?
    4. Are they likely to cut corners because they are not under direct supervision?
    5. Are they at risk from a violent client?
    6. Are they at risk because of health issues?
    7. Are they at risk because they work exceptional hours?
    8. Are they at risk because they do not have access to welfare or first aid facilities?
    9. Are they at risk because a significant part of their day is spent driving?
    10. Mobile phone signals.
5. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and whenever an employee reports an accident or case of ill health attributable to working alone, make changes to the procedure identified as necessary or beneficial.

Advice on managing the risks from lone working can be found in Guidance Note 1-13.


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Safety Arrangement 1-14

# HEALTH AND SAFETY TRAINING

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

We do this by:

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

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-14

# HEALTH AND SAFETY TRAINING

## Action Plan

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

1. Assess our work activity to identify where and when workers or the public may be exposed to hazards and risks.
2. Where we identify hazards we need to consider the associated risks and the ability of staff to control them and then to identify whether their knowledge of and training about control measures is adequate.
3. Identify any jobs that require workers to have received specific health and safety training.
4. Identify the systems already in place to provide training and any additional measures that may be required.
5. Consider procedures and practices including-
    1. Infection Control
    2. Chemicals used to clean and disinfect.
    3. Works transport.
    4. Working at height.
    5. Lifting equipment
    6. Use of plant and equipment.
    7. Manual handling.
    8. Electrical safety.
    9. Mundane work.
    10. Occasional work activities.
    11. Training needs analyses for individuals.
6. Involve our workforce in making these assessments of our needs.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Explain these arrangements to the workforce, their managers and supervisors. Ensure they are understood and provide further training where necessary.
9. Implement the procedures and ensure that they are followed in practice.
10. Monitor and review this procedure from time to time making changes identified as necessary or beneficial.

Information, advice and guidance on the provision of Health and Safety Training can be found in Guidance Note 1-14.


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Safety Arrangement 1-15

# HEALTH AND SAFETY OF VISITORS

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

We do this by:

- Nominating senior staff members to identify and manage the workplace hazards of risk to clients and visitors.
- Assessing the risks to visitors and clients.
- Providing a visitors' book to track visitors present in our premises.
- Developing and implementing visitor and client procedures and control measures.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Regularly inspecting the premises to identify any new processes, personnel or changes to the building's structure that could be an additional hazard to visitors and clients.
- Ensuring employees and others adhere to the contents of procedures, control measures and safe systems of work.
- Providing relevant information and training.
- Monitoring and reviewing our systems; using experience to improve the way we manage the risks to visitors and clients.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-15

# HEALTH AND SAFETY OF VISITORS

## Action Plan

To protect visitors and clients to our workplace we need to:

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

Further advice and guidance on the Health and Safety of visitors is in Guidance Note 1-15.


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Safety Arrangement 1-17

# PERSONAL PROTECTIVE EQUIPMENT

Where the protection of the health, safety and welfare of our workforce and others who may be affected by our business activity can only be achieved by the issue of personal protective equipment we have a duty to provide such equipment as is necessary without charge.

We do this by:

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

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-17

# PERSONAL PROTECTIVE EQUIPMENT

## Action Plan

To protect the health, safety and welfare of our workforce and others who may need to use personal protective equipment we will-

1. Assess our activities to identify where and they may be exposed to risks to health that are not adequately controlled at source.
2. Where such risks are identified - carry out a comprehensive risk of the risks to their health.
3. Involve our workforce in these assessments.
4. Identify the control measures already in place and any additional measures that may be required before the use of PPE is adopted. Refer to official guidance, manufacturer and trade guidance and British Standards.
5. Remember that the issue of PPE should only be considered when we are unable to control the hazard and risk by other reasonably practicable means.
6. Consider among other issues-
    1. Elimination of the hazard.
    2. Control of the hazard, extraction, dilution, dampening etc.
    3. Adequacy of PPE.
    4. Fitting of PPE to the individual user.
    5. Face fit testing where Respiratory Protective Equipment is used.
    6. Storage facilities.
    7. Arrangements for cleaning, repair and replacement.
    8. Training supervisors and users for correct use, cleaning etc.
    9. Supervising use.
    10. Signs for areas where the use of PPE is required.
    11. Records of training, issue and replacement.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health caused by inadequate or failure to use PPE, making changes to the procedure identified as necessary or beneficial.

Information and advice on the issue and use of PPE can be found in Guidance Note 1-17.


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Safety Arrangement 1-18

# HOME WORKING

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

We do this by:

- Nominating senior managers to manage and reduce the risks posed from home working.
- Assessing the risks arising to individual workers and others from home working.
- Developing and implementing control measures, policies and safe systems of work.
- Ensuring that the policy, procedures, safe systems of work and control measures relating to home working are managed by competent, trained personnel.
- Managing our business to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will make improvements to the way we manage the risks posed from home working.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-18

# HOME WORKING

## Action Plan

To protect workers from the risks associated with home working we will:

1. Assess the suitability of their work and home environment for ‘home working’ using a suitable form (eg ‘Form HWVC’) whenever home working is being considered.
2. We will consider-
    1. Is the designated home working area clear from obstructions and tripping hazards.
    2. Is the equipment (chair, desk, keyboard) suitable for the user while they are at work.
    3. In each case, is the equipment ergonomically sound.
    4. Are sufficient storage facilities available.
    5. Is lighting of the working area adequate.
    6. Is the temperature in the work area comfortable?
    7. Is the area well ventilated?
    8. Are all cables and plugs in use in good repair and visually acceptable?
    9. Are all items of electrical equipment in good repair and working correctly?
    10. Whether the home worker needs and has had basic manual handling and ergonomics training?
    11. Fire safety.
    12. First Aid arrangements
3. Ensure workers have an area in the home designated strictly to their work to help them separate their working area from their leisure activities and home life.
4. Provide suitable IT equipment. Some laptop and portable computers may not be suitable for home use.
5. Make sure homeworkers are properly managed.
6. Encourage home workers to report all accidents and incidents whilst working from home to their supervisor as soon as practicable. Supervisors should ensure that the accident and incident report form is completed.

Information and advice on the health and safety of home workers is in Guidance Note 1-18.


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Safety Arrangement 1-20

# SAFE SYSTEMS OF WORK

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

We do this by:

- Nominating senior staff members to oversee and implement safe systems of work.
- Identifying where safe systems of work are required.
- Developing safe systems of work to effectively control the work activities within our work premises or on site.
- Explaining the safe systems of work to applicable employees.
- Ensuring that safe systems of work are created by competent, trained personnel.
- Providing training on the safe system to managers, supervisors and the workforce.
- Regular checks to ensure that the systems are being followed.
- Reviewing our systems.

The personnel responsible are identified in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-20

# SAFE SYSTEMS OF WORK

## Action Plan

To ensure that adequate safe systems of work are in place for employees to follow we will;

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

Advice and guidance on safe systems of work can be found in our Guidance Note 1-20 Safe Systems of Work.


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Safety Arrangement 1-21

# ACTION ON ENFORCING AUTHORITY REPORTS

We recognise that we will need to take early action on receipt of reports from the Enforcement Authority and plan to deal with them as a high priority.

We have done this by-

- Nominating our most senior manager to coordinate the actions required.
- Providing adequate resources, financial and human, to meet these requirements.
- Routinely reviewing progress.
- Having access to competent health and safety advice.
- Using to guide and support us in meeting enforcing authority requirements.

The person responsible is shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-21

# ACTION ON ENFORCING AUTHORITY REPORTS

## Action Plan

To meet our legal obligations and act on enforcing authority reports we will-

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

Advice and guidance on this subject can be found in Guidance Note 1-21 Action on Enforcement Authority Reports.


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Safety Arrangement 1-22

# EQUALITY AND DISABILITY DISCRIMINATION COMPLIANCE

We recognise the benefits that accrue from planned and carefully considered arrangements for the equal treatment of all people with regard to health, safety and welfare issues. To obtain these benefits we have taken steps that will help to avoid discrimination within our business activities.

We have done this by:

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

The person responsible is shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-22

# EQUALITY AND DISABILITY DISCRIMINATION COMPLIANCE

## Action Plan

To meet our legal obligations to avoid discrimination to employees we need to:

1. Have a manager to coordinate the actions required and enable us to treat all people equally.
2. Ensure that they understand their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority and the resource necessary to fulfil their role.
5. Review our arrangements from time to time to ensure that they are fully understood and operating correctly.

Advice and guidance on this subject can be found in Guidance Note 1–22 Equality, Disability Discrimination and Compliance.


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Safety Arrangement 1-23

# HEALTH AND SAFETY INFORMATION FOR WORKERS

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

We have done this by;

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

The person responsible for overseeing these arrangements is identified in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 1-23

# HEALTH AND SAFETY INFORMATION FOR WORKERS

## Action Plan

To meet our legal obligations to provide adequate health and safety information to workers we need to

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

Advice and guidance on this subject can be found in our Guidance Note 1-23 Health and Safety Information for Employees.


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Safety Arrangement 2-1

# FIRE SAFETY - ARRANGEMENTS AND PROCEDURES

We must implement and maintain a fire safety programme, to control the risk of fire, and to provide fire warning systems, firefighting equipment, emergency lighting, emergency signs, adequate means of escape and evacuation procedures. We have made arrangements to meet these responsibilities and to identify and reduce the risks associated with fire and emergency situations.

Our arrangements are:

- Nominating a ‘responsible person’ to coordinate fire and emergency arrangements and take responsibility for maintaining an up-to-date Fire Risk Assessment.
- Identifying fire risks on our premises, potential emergency situations and who may be affected.
- Assessing the level of risk and recording the information in the Fire Risk Assessment and emergency plan.
- Implementing procedures and control measures to mitigate the risks.
- Liaising with the emergency services, informing them of any workplace or process hazards that have the potential to create fire or emergency situations.
- Developing safe systems of work to reduce the potential for fire and emergency situations.
- Adequate provision of tested and inspected firefighting and warning equipment.
- Practicing and recording fire evacuation procedures.
- Delivering training on the emergency plan, the fire risk assessment and on the use of firefighting equipment.
- Reviewing our system. We use experience to improve our fire safety management arrangements.

The person responsible is shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 2-1

# FIRE SAFETY - ARRANGEMENTS AND PROCEDURES

## Action Plan

To protect workers and others from the risk of fire we need to-

1. Nominate and train a senior manager to be our competent and responsible person for fire safety matters.
2. Prepare and maintain an up-to-date fire risk assessment. If we have hazards which make our premises high risk we will need to get assistance from experts.
3. Provide and maintain (keep records) suitable fire alarm systems, means of escape, firefighting equipment, emergency lighting and emergency signs.
4. Develop procedures for the safe and speedy evacuation to a place of relative safety of workers and others in a fire or other emergency.
5. Where appropriate consult with the Fire Service in making these provisions and in developing our site-specific arrangements and procedures.
6. Consider-
    1. Fire prevention. Storage of flammables, waste disposal, open flames etc.
    2. Potential sources of ignition including use of flammable substances and process related fire hazards.
    3. Maintenance of fire alarms, smoke detectors, automatic door closers.
    4. Maintenance of fire doors and escape routes.
    5. Emergency procedures – fire wardens, fire and evacuation drills and safe assembly points.
    6. Maintenance of fire extinguishers and firefighting equipment.
    7. Liaison with fire service and assisting the fire service in the event of a fire.
    8. Providing and maintaining fire safety signs and notices.
    9. Record keeping.
    10. Safe means of shutting down electric, gas and fuel supplies
    11. Always purchase robust equipment suitable for our intended use
7. Explain the fire safety programme, arrangements and procedures to our managers, supervisors, workforce and any other people who need to know, including; landlords and neighbours. Ensure they are understood. Provide training where required and information for staff nominated with responsibilities.
8. Implement the Programme and ensure that it is followed in practice.
9. Carry out fire alarm and evacuation drills to check that the Programme works in practice.
10. Monitor and review the operation of all aspects of the Fire Safety Programme at least twice a year and whenever a fire related incident happens, making changes to the fire risk assessment, arrangements and procedures identified as necessary or beneficial.

Advice and guidance on the development of a Fire Safety Programme can be found in Guidance Note 2-1 Fire Safety - Arrangements and Procedures.

Safety Arrangement 3-1

# FIRST AID

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

We do this by:

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

The person responsible is identified in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 3-1

# FIRST AID

## Action Plan

To ensure that we meet our obligations to provide suitable first aid arrangements for our staff, clients and others who may be affected by our activities we need to take the following action-

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

Information and advice on First Aid provision can be found in Guidance Note 3-1 First Aid.

Safety Arrangement 3-2

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

We have to make and maintain arrangements for welfare and the provision of a safe and healthy working environment. This includes a duty to provide restrooms for the welfare of new and expectant mothers, where work is arduous or conducted in a hostile environment and portable facilities where there is a need.

We do this by-

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

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 3-2

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

## Action Plan

To ensure that we make the proper and necessary arrangements for welfare and to provide a safe working environment we will-

1. Consider the arrangements we have in place to provide for the welfare of our workforce whilst at work and to provide a safe working environment.
2. Assess the specific welfare arrangements, including rest rooms and catering areas that we have provided against both minimum legal requirements and what might reasonably be expected by law; particularly where work may be arduous or in a hostile environment.
3. Consider among other relevant issues-
    1. Our worksite, the condition of the buildings.
    2. Temperature, ventilation and lighting in the workplace.
    3. The use of chemical and biological and substances.
    4. The condition of floors, walls and ceilings.
    5. Traffic routes.
    6. Sanitary and washing facilities.
    7. Clothing accommodation, changing rooms and rest rooms.
    8. Drinking water and the means for making hot drinks and heating food.
    9. Arrangements to support workers away from fixed facilities.
    10. The needs of nursing mothers.
    11. The heating and cleaning of rest rooms and welfare facilities.
4. Involve workers in these considerations and in the development and maintenance of facilities and arrangements based on these considerations.
5. Keep a written record of significant assessments, actions identified and taken.
6. Provide information and any necessary training to employees, managers and any staff nominated with responsibility to ensure that our arrangements and provisions are understood.
7. Monitor welfare arrangements and facilities to ensure that they remain sufficient, are maintained in a good clean condition and are fit for purpose.

For further information and advice see Guidance Notes 3-2 Welfare and the Working Environment, 3-8 Staff Amenities and Rest Rooms and 1-11 New and Expectant Mothers.


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Safety Arrangement 3-3

# HOUSEKEEPING AND CLEANING

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

We do this by:

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

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 3-3

# HOUSEKEEPING AND CLEANING

## Action Plan

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

1. Assess all areas of every workplace and work activities to determine their requirements for cleaning.
2. Devise and implement cleaning plans and schedules for each area, specifying and recording them.
3. In devising these plans consider issues including-
    1. Floors, stairs, toilets, rest and catering areas, outside paths, roadways and storage areas, etc.
    2. The contaminant and the most appropriate method for cleaning. Vacuum cleaning is always better than sweeping.
    3. Dry cleaning or wet cleaning. Wet cleaning may leave slippery floors.
    4. The source of the contaminant - can it be contained other than by cleaning?
    5. The frequency of and best time of day for cleaning.
    6. Waste handling and disposal – offensive, unhygienic, infected, chemical, process etc.
    7. Warning signs.
    8. Hazards associated with chemical cleaners.
    9. Cleaning around potentially hazardous equipment.
    10. Procedures for cleaning hazardous equipment.
4. Involve the workforce in making these assessments of our needs.
5. Explain these arrangements to the cleaning team, the workforce and their supervisors and managers. Ensure they are understood. Provide and record training where necessary.
6. Make sure managers understand the requirements.
7. Monitor the implementation and effectiveness of our procedures to ensure that the workplace is being cleaned properly and adequately.
8. Amend systems and procedures as necessary in the light of operational experience.

For advice and information on Housekeeping refer to Guidance Notes 3-3 Cleaning and 3-12 Housekeeping.


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Safety Arrangement 3-4

# PEST CONTROL

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

We do this by:

- Nominating senior managers to control the incidence of pests within our work premises and site, to minimise the risk posed by pests.
- Identifying and implementing control measures, developing procedures and safe systems of work.
- Ensuring that pest control work is undertaken by competent, trained personnel, using the correct personal protective equipment.
- Ensuring that the safest option or substance is used to control pests.
- Ensuring that inspections carried out by competent accredited persons to determine the levels of pests affecting our premises and pest control work is subject to safe systems of work and suitable control measures.
- Requiring workers and others to follow procedures, control measures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we improve the way we manage risk from pest control.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 3-4

# PEST CONTROL

## Action Plan

To protect the health, safety and welfare of people using our premises from the risks that arise because of pest infestations and pest control measures we will-

1. Assess the specific hazards and risks to the health, safety and welfare of those at work.
2. Consider the arrangements we have made to protect the health, safety and welfare of workers exposed to pest infestations and involved in pest control measures.
3. Consider among other relevant issues-
    1. The nature of the pest problem.
    2. Hazards from the pest.
    3. Why there is a problem.
    4. Potential food sources.
    5. Potential sources of bedding and nesting material.
    6. Physical controls.
    7. Use of d-i-y pesticides.
    8. Pesticide contractors.
    9. Placement of pesticides.
4. Involve workers in developing a procedure based on these considerations.
5. Explain these arrangements to our workforce and ensure they are understood.
6. Provide training where required.
7. Provide information and any necessary training for workers nominated with responsibility.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review, from time-to-time, the operation of this procedure and after any report of an incident, injury or ill health due to pest infestations or pest control, making changes identified as necessary or beneficial.

Advice and guidance on pest control can be found in Guidance Note 3-4.


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Safety Arrangement 3-5

# BUILDING SERVICES

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

We do this by:

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

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 3-5

# BUILDING SERVICES

## Action Plan

To protect building users from risks created by building services we should have-

1. Identified where and when workers, service users or the public may be exposed to the risks from building services.
2. Identified the control measures already in place and any additional measures that may be required.
3. Consider issues including-
    1. The identification of all major services.
    2. A suitable and sufficient safe system of isolation.
    3. The presentation of this information (a simple plan located alongside any emergency alarm evacuation control zone panel etc.).
    4. Ensuring the emergency services can be made aware of this information.
    5. Is all gas equipment routinely maintained and serviced by a Gas Safe registered engineer?
    6. Is all electrical equipment and the fixed electrical system routinely condition checked, serviced and maintained by a competent person, with membership of a recognised electrical trades association?
    7. Do all fittings comply with local Water Supply Regulations and Byelaws?
4. Develop systems to manage these services and ensure their safety.
5. Made sure managers and supervisors understand the procedures and arrangements.
6. Considered whether they need any training.
7. Explained our system and arrangements to the workforce. Ensured they are understood and provide further training where necessary.
8. Implemented the procedure and ensure that it is followed in practice.
9. Monitored and reviewed the operation of this procedure from time to time and made changes to the procedure identified as necessary or beneficial.

Information and advice can be found in Guidance Note 3-5 Building Services.


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Safety Arrangement 3-6

# CONTROL OF HAZARDOUS AND NON-HAZARDOUS WASTE

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

We do this by:

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

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 3-6

# CONTROL OF HAZARDOUS AND NON-HAZARDOUS WASTE

## Action Plan

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

1. Identify where we create waste and rubbish.
2. Assess the hazards from the waste materials and the risks created.
3. Identify hazardous and controlled wastes.
4. Consider issues relevant to our workplace including-
    1. Is the waste particularly hazardous because it is a classified chemical substance?
    2. Is the waste hazardous because it is or contains biological agents?
    3. Whether the waste is hazardous because it is sharp, heavy or flammable.
    4. How is it stored on our premises or land?
    5. How is it moved around?
    6. If stored outside, is it secure? Can the public gain access?
    7. Is the way we store waste an invitation to an arsonist?
    8. How can we make the process easier and safer for our workers?
    9. Consider how environmental legislation and requirements might impact on procedures and the way waste is disposed of.
5. Involve workers in developing a procedure based on these considerations.
6. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.

Advice and guidance on the control of hazardous and non-hazardous waste can be found in Guidance Note 3-6.

Safety Arrangement 3-11

# WORKPLACE SIGNS

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

We do this by:

- Nominating a senior manager to identify where safety signs are needed.
- Creating a procedure for the purchase and installation of signs.
- Ensuring that signs are adequate for their purpose and maintained.
- Ensuring that assessments are made by competent, trained personnel.
- Ensuring that workplace signs are observed.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will improve the way we manage and use of safety signs.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 3-11

# WORKPLACE SIGNS

## Action Plan

To protect the health, safety and welfare of our workers and others we need to use safety signs as a way of warning people where there are hazards. We need to-

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

Advice on safety signs can be found in Guidance Note 3-11.


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Safety Arrangement 3-13

# WORKING IN THE OPEN AIR, WORKING IN THE SUN

We have a duty to protect our workers from the health hazard and risks of working in the open air and in the sun.

We do this by:

- Nominating senior managers to manage the risks from working in the open air and in the sun.
- Assessing the risks to our workers from working outside
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the policy, procedures, Safe Systems of Work and control measures for working outside are overseen by competent, trained personnel.
- Providing and using personal protective equipment.
- Managing activities to ensure that employees use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will improve the way we manage the risks facing our workforce.

The personnel responsible are identified in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 3-13

# WORKING IN THE OPEN AIR, WORKING IN THE SUN

## Action Plan

To protect workers from the risks of working in the open air and in the sun we need to-:

1. Assess our work to identify where and when workers may be exposed to harm from working in the open air and in the sun.
2. Identify any workers with health issues that make them particularly susceptible to injury from working outdoors.
3. Identify the control measures already in place and any additional measures that may be required.
4. Consider-
    1. Excessive exposure to sunlight – provide sunscreen, sun block, water supply, regular breaks, covering exposed parts of the body.
    2. Watercourse hazards – fall arrest equipment, inflatable life jackets, two-man working.
    3. Lack of available light to work safely (e.g. during the winter months or at night) – provide appropriate artificial lighting and spare bulbs.
    4. Exposure to dust and micro-organisms (resulting in sensitization or asthma) – is health surveillance or respiratory protective equipment required?
    5. Life-threatening reactions from bites and stings - availability of antidotes, first aid provision, medical assistance, individual specific risk assessments.
    6. Adverse weather conditions (hypothermia, heat exhaustion) - length of time of exposure, appropriate clothing, periodic rest breaks.
5. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain our system and arrangements to the workers. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Report any incidence of a reportable injury or disease to the Enforcing Authorities.
10. Monitor and review the operation of this procedure from time to time and whenever a worker is harmed as a result of working in the open air, making changes to the procedure identified as necessary or beneficial.

Information and advice on health and safety whilst working out of doors is in Guidance Note 3-13.


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Safety Arrangement 3-14

# WATER TEMPERATURE CONTROL

We have a duty to protect our workforce and others who may be affected by our activities from the risk of contact with high water temperatures which could give rise to burns.

We do this by:

- Nominating senior staff members to risk manage, identify and minimise the risks created by hot water.
- Assessing the risk of burns from hot water systems.
- Developing and implementing control measures, procedures and safe systems of work.
- Ensuring that water temperatures are maintained and checked at appropriate intervals.
- Providing thermostatic mixing valves, where appropriate, to control water temperature.
- Ensuring that our actions are carried out by competent and trained personnel.
- Following our procedures, control measures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to continuously improve to the way we manage health and safety risks associated with our business.

The personnel responsible are identified in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 3-14

# WATER TEMPERATURE CONTROL

## Action Plan

To ensure the safety of our employees and others from the risk of being burnt or scalded by high temperature hot water we need to;

1. Assess our work activity to identify where and when workers or others may be exposed to the hazard.
2. Where hazards are identified carry out an assessment of the risks to our workers and others.
3. Involve the workforce in these assessments and in the identification of appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British, European or other standards etc.
5. Consider among other issues-
    1. Who has access to the outlet?
    2. Can a thermostatic reducing valve be used at that location to reduce the temperature of the water supplied?
    3. Use of warning signs.
    4. Maintenance of temperature reducing valves.
    5. Insulation of high temperature pipes.
6. Develop procedures, programmes and practices tailored to our workplace and sites.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident, or injury caused by high water temperatures, making changes to the procedure identified as necessary or beneficial.

Information and advice about water temperature control is in Guidance Note 3-14.


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Safety Arrangement 4-1

# ELECTRICAL SAFETY

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

We do this by:

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

The personnel responsible are identified in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 4-1

# ELECTRICAL SAFETY

## Action Plan

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

1. Consider our activities and identify where and when workers may be exposed to risks to their health and safety from fixed or portable electrical equipment.
2. Assess the risks from that exposure to fixed and portable electrical equipment, identifying control measures in place and any additional measure that may be required to avoid risk such as testing service users' electrical equipment.
3. Consider relevant issues including:
    1. The competence of employees or contractors who install or maintain electrical equipment.
    2. Inspection of fixed electrical installations as prescribed by the IET Wiring Regulations (18th edition) BS 7671.
    3. The maintenance of electrical installations between inspections.
    4. The maintenance and inspection of portable electrical equipment.
    5. Using battery powered hand tools.
    6. Residual current devices.
    7. Equipment used where flammables are being used; use in wet and adverse conditions.
    8. Equipment used by mobile workers.
    9. Use of trailing cables.
4. Purchase robust equipment suitable for the environment in which it is to be used.
5. Arrange for the routine testing and inspection of portable electrical equipment.
6. Develop a procedure based on these considerations.
7. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
8. Make sure that our managers and senior staff understand the procedures and arrangements. Consider whether they need any training.
9. Explain our procedures and arrangements to our workforce. Ensure they are understood and provide training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and after any electrical incident, making changes identified as beneficial or necessary.

Information and advice on the use of fixed and portable electrical equipment is in Guidance Note 4-1 Electrical Safety


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Safety Arrangement 4-2

# THE PROVISION, USE AND MAINTENANCE OF WORK EQUIPMENT

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

We do this by:

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

The personnel responsible are identified in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 4-2

# THE PROVISION, USE AND MAINTENANCE OF WORK EQUIPMENT

## Action Plan

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

1. Consider our activities and identify where and when they might be exposed to risks to their health and safety from our use of existing equipment.
2. Consider the implications for the health and safety of our staff when purchasing or looking to purchase new equipment.
3. Assess the risks from any such exposure to work equipment, identifying control measures in place and any additional measure that may be required to avoid risk.
4. Consider relevant issues including:
    1. What risks to health and safety might be created?
    2. Do any parts look dangerous?
    3. Do the guards adequately protect against the risk? Do they conform to the current BS or EN standard and any official guidance?
    4. Is it excessively noisy?
    5. Is there excessive vibration?
    6. Are there any special maintenance requirements?
    7. Are parts that need maintenance easily accessible?
    8. Does any part get very hot or cold?
    9. Are there any live electrical parts exposed?
    10. Are the manufacturer’s operating and maintenance instructions clear and comprehensive?
5. Arrange for work equipment to be routinely serviced and maintained and for statutory inspections where required.
6. Keep a written record of significant risk assessments and the control measures and any systems of work or procedures adopted.
7. Implement the procedures and arrangements making sure that the senior management team and line managers understand them. Consider whether they need any training.
8. Explain our procedures and arrangements to our staff. Ensure they are understood and followed in practice. Provide training where necessary.
9. Monitor and review the operation of this procedure from time to time and after any incident, making changes identified as beneficial or necessary.

Further information and advice is in Guidance Note 4-2 The Provision, Use and Maintenance of Work Equipment.


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Safety Arrangement 4-3

# HAND TOOLS

We have a duty to protect our workforce and other people from the risks associated with the use of hand tools.

We do this by:

- Nominating a senior manager to consider the safety implications of our use of hand tools.
- Assessing the risks from our use of hand tools.
- Developing and implementing procedures, control measures, policies and safe systems of work.
- Ensuring that hand tools are maintained.
- Providing and using personal protective equipment where appropriate.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and safe systems of work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the safety of hand tool use.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 4-3

# HAND TOOLS

## Action Plan

To protect workers and others from the risks of using hand tools we need to:

1. Consider our activities and identify where and when workers may be exposed to risks to their health
2. Assess the risks from that use of hand tools, identifying control measures already in place and any additional measure required to avoid risk.
3. Consider relevant issues including:
    1. The competence and training of workers who use hand tools.
    2. The maintenance of hand tools particularly powered hand tools.
    3. Use of hand tools in wet and adverse conditions.
4. Purchase robust equipment suitable for the work and environment in which it will be used.
5. Develop a procedure based on these considerations.
6. Keep a written record of any significant risk assessments and the control measures and systems of work adopted.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain our procedures and arrangements to our workforce. Ensure they are understood and provide training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any accident or incident, making changes identified as beneficial or necessary.

Information and advice on the safe use of hand tools is in Guidance Note 4-3 Hand Tools.


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Safety Arrangement 4-4

# OFFICE EQUIPMENT

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

We do this by:

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

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 4-4

# OFFICE EQUIPMENT

## Action Plan

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

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

Information and advice can be found in Guidance Note 4-4 Office Equipment.


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Safety Arrangement 4-5

# STORAGE OF CHEMICAL SUBSTANCES AND AGENTS

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

We do this by:

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

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


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Safety Arrangement 4-5

# STORAGE OF CHEMICAL SUBSTANCES AND AGENTS

## Action Plan

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

1. Make an inventory of every chemical substance, including its location and the maximum quantities expected, stored on our premises.
2. Assess the potential risks from the storage of each of those substances and identify those which are hazardous and those which are not.
3. Assess the hazardous chemical substances for the risks that they pose to health and safety because of the quantities that we store and or the way that they are stored.
4. Identify the control measures that we should adopt.
5. Consider matters including;
    1. What hazardous chemical substances do we store?
    2. In what quantity?
    3. Where?
    4. Are they stored in accordance with Safety Data Sheet (SDS) recommendations and published guidance?
    5. Are the storage arrangements suitable?
    6. Have we identified and separated incompatible chemical agents? How can we improve our storage arrangements?
    7. Is our workforce aware of hazards and risks?
6. Record details of our assessments, the results and any controls subsequently introduced.
7. Prepare a detailed statement of how we control the risks.
8. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and whenever hazardous substances give rise to incident, injury or ill health, making changes to the procedure identified as necessary or beneficial.

Advice on storing chemical substances is available in Guidance Note 4-5.


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Safety Arrangement 4-8

# SLIPS, TRIPS AND FALLS

We have a duty to protect our workforce and other visitors to our premises from the risks of slipping, tripping and falling.

We do this by:

- Nominating a senior manager to monitor, improve and reduce the risk of slips, trips and falls.
- Identifying all the potential causes of slips, trips and falls and assessing the risk.
- Developing and implementing procedures and control measures.
- Ensuring that pedestrian routes are fit for purpose, that they are routinely maintained and checked.
- Ensuring that competent and trained personnel complete risk assessments and safety inspections.
- Providing wherever possible segregated traffic routes and adequate signage.
- Providing and recording relevant training.
- Regular monitoring and review of compliance with our arrangements to ensure that they are followed in practice and continue to control potential risks.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 4-8

# SLIPS, TRIPS AND FALLS

## Action Plan

To protect our workforce and others from the risk of accidents caused by slips, trips and falls we will:

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

Advice and guidance on slips, trips and falls can be found in Guidance Note 4-8.


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Safety Arrangement 4-22

# PERMITS TO WORK

To protect our workforce and others from risks to their health and safety we have developed and implemented permit to work systems for all high-risk work activities.

Our systems consist of:

- Nominating senior staff members to be responsible for the development and management of permit to work systems.
- Assessing work activities and identifying where permit to work systems should be used.
- Developing and implementing permit to work procedures and safe systems of work.
- Implementing these procedures and safe systems of work.
- Ensuring that permit to work systems are correctly issued, followed and completed.
- Ensuring that permit to work systems are developed and managed by competent and trained personnel.
- Following our permit to work procedures, control measures and safe systems of work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will improve our management of permit to work systems.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 4-22

# PERMITS TO WORK

## Action Plan

To ensure the safety of our employees and others whilst working in areas where they could be exposed to very high levels of risk to their health and safety we will-

1. Identify where and when workers or others may be exposed to particularly high levels of risk.
2. Assess those risks to identify the action that is required and develop permit to work systems.
3. Identify control measures already in place and any additional measures required. Refer to manufacturer's guidance, trade guidance and British and European Standards etc.
4. Consider among other issues-
    1. Entry into closed vessels, confined spaces and trenches.
    2. Breaking into pipelines for flammable or hazardous substances.
    3. Hot work on machinery and plant that has contained or contains flammable or hazardous substances.
    4. Work on electrical distribution systems and high voltage installations.
    5. Complex automated machinery where action or adjustment of one part of the machine may produce an action some distance away or where there may be stored hydraulic, pneumatic or mechanical energy.
5. Develop procedures, programmes and practices tailored to our premises.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and whenever anyone is injured in any relevant task, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on health and safety in the use of permit to work systems can be found in Guidance Note 4-22.


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Safety Arrangement 4-23

# HOT WORK

We have a duty to protect our workforce and others from the hazards and risks to their health, safety and welfare from hot work (the application of heat or energy to plant or equipment that may contain or has contained flammable materials).

We do this by:

- Nominating a senior manager to identify and be responsible for the management of hot work.
- Assessing the risks to our workforce and others from hot work.
- Developing and implementing control measures, hot working procedures and safe systems of work.
- Using hot work permit systems where appropriate.
- Ensuring that permit to work and hot work systems are developed and managed by competent and trained personnel.
- Ensuring that ‘hot work’ permits are correctly completed and issued.
- Following hot or permit to work procedures, control measures and safe systems of work in practice.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience we will improve our management of the risks associated with hot work.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 4-23

# HOT WORK

## Action Plan

To ensure the safety of our workforce and others whilst working in areas where they could be affected by the hazards and risks of ‘hot work’ we need to:

1. Identify where and when workers or others are exposed to the hazards and risks of ‘hot work’.
2. Assess the exposure of our workers and others to the risks whenever and wherever they need to carry out hot work.
3. Involve the workforce in these assessments and in the identification of appropriate control measures.
4. Identify the control measures already in place and additional measures that may be required. Refer to manufacturers’ guidance, official and trade guidance, British and European Standards etc.
5. Consider among other issues:
    1. Elimination of the work.
    2. Does it have to be done ‘hot’?
    3. Draining tanks, vessels, pipes etc.
    4. Purging tanks, vessels, pipes etc. of flammable vapours.
    5. Fire watching after hot works.
    6. Fire safety arrangements.
    7. Permits to work.
    8. Training of supervisors and workers.
    9. Maintenance of plant.
    10. Longer term redesign of plant to avoid need for hot work.
    11. Personal protective equipment.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on health and safety when carrying out hot work can be found in Guidance Note 4-23.


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Safety Arrangement 5-4

# INFECTION CONTROL

We have a duty to protect the safety, health and welfare of our workforce and others who enter our premises from the risk of acquired infections, societal and work related.

We do this by-

- Nominating senior managers to manage the spread of infection and to reduce the risks posed.
- Assessing the risks to our workforce and visitors to our premises of acquiring a work-related infection.
- Developing and implementing control measures, procedures, policies and Safe Systems of Work.
- Ensuring that the management of the control measures, procedures and Safe Systems of Work relating to the control of work-related infection is carried out by competent, trained personnel.
- Providing and using personal protective equipment.
- Managing our activities to ensure that employees and others use the control measures provided and follow our procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Undertaking Health Surveillance where this is necessary.
- Monitoring and reviewing our systems; using our experience of these arrangements we aim to make improvements to the way we manage the risks of work-related infection.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 5-4

# INFECTION CONTROL

## Action Plan

To protect workers and others from the risk of work acquired infection we need to-

1. Consider where and when people may be exposed to infectious agents.
2. Assess those tasks and identifying who is at risk of a work-related infection.
3. Consider whether exposure can be eliminated or reduced by restricting access to certain areas to a limited number of people.
4. Identify any control measures already in place and any additional measures that may be required to avoid or reduce risk.
5. Consider issues including-
    1. Direct physical contact with infectious agents.
    2. Direct contact with people in ill-health.
    3. Contact with waste materials - direct, indirect and accidental contact.
    4. Activities involving skin piercing - intentional and unintentional.
    5. Contact with contaminated sharp objects.
    6. Work in areas contaminated with waste.
    7. Work in cleaning contaminated materials and equipment.
    8. Are any groups or individual workers at particular risk?
    9. Is health surveillance required? If yes, at what level?
    10. Could personal protective equipment give additional protection?
6. Keep a written record of our risk assessments and the control measures and systems of work we adopt.
7. Explain these arrangements to our workforce. Ensure they are understood.
8. Provide training where required and information for staff nominated with responsibility.
9. Implement the procedure and ensure that it is followed in practice.
10. Report cases of work-related infection which result in a worker being unfit for work and which are confirmed by a medical practitioner to the Enforcing Authority.
11. Monitor and review the operation of this procedure from time to time and after any identified case of infection or repeated pattern of absence from work, make changes identified as necessary or beneficial.

Advice on the control of Infection can be found in Guidance Note 5-4 Infection Control.


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Safety Arrangement 5-6

# WRULD (WORK RELATED UPPER LIMB DISORDERS)

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

We do this by:

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

The personnel responsible for these measures are shown in the Responsibility Table of our Health and Safety Pollcy.


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Safety Arrangement 5-6

# WRULD (WORK RELATED UPPER LIMB DISORDERS)

## Action Plan

To protect the health, safety and welfare of our workforce from the risk of work-related upper limb disorders we need to:

1. Consider the arrangements we have in place to protect the health, safety and welfare of workers who perform repetitive tasks.
2. Assess the specific hazards and risks to the health, safety and welfare of workers performing repetitive tasks.
3. Identify any workers with health issues that make them particularly susceptible to WRULD.
4. Identify any control measures in place and any other measures that may be needed.
5. Consider among other relevant issues:
    1. The job
    2. Mechanical aids that are readily available
    3. Repetitive bending, twisting, reaching movements, repetitive hand and wrist movements.
    4. Postural matters
    5. Temperature and draughts
    6. Workstation layout, tools and jigs, ergonomic design
    7. Physical attributes of the worker
    8. Seating
    9. Job rotation
    10. Rest breaks away from the workstation.
6. Involve workers in developing procedures based on these considerations.
7. Keep a written record of significant risk assessments, the control measures and systems of work adopted.
8. Make sure that managers and supervisors understand the procedures. Consider whether they need any training.
9. Explain these arrangements to our workforce. Ensure they are understood and provide training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Report any incidence of medically diagnosed work related upper limb disorder to the Enforcing Authority.
12. Monitor and review the operation of this procedure from time to time and after any report of a worker developing or suffering from a WRULD, making changes identified as necessary or beneficial.

Information and advice on the control of Work-Related Upper Limb Disorder can be found in Guidance Note 5-6.


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Safety Arrangement 5-8

# LEPTOSPIROSIS

We have a duty to protect the safety, health and welfare of our workforce and others who may be affected by our work activities from the risk of leptospirosis. Infection may occur as a result of working with animals and where they might be exposed to material contaminated with urine from rats and small mammals.

We do this by-

- Nominating senior staff members to identify and manage our control measures.
- Making an assessment of the risks of leptospirosis to our workforce.
- Developing and implementing policies, safe systems of work and control measures.
- Ensuring that the development of the policy, procedures, safe systems of work and control measures relating to leptospirosis are made by informed and competent staff.
- Adopting thorough cleaning regimes with arrangements to clear spillages and vermin control.
- Providing personal protective equipment and suitable welfare facilities.
- Employees and others adhering to policies, procedures, safe systems of work and control measures.
- Providing and recording relevant training.
- Monitoring and reviewing our systems, using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from leptospirosis.

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


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Safety Arrangement 5-8

# LEPTOSPIROSIS

## Action Plan

To protect the health, safety and welfare of our workers and others from the risk of work-related leptospirosis we need to:

1. Assess the risk of leptospirosis to our staff.
2. Consider the arrangements we have in place to protect the health, safety and welfare of employees and others from the risk of leptospirosis.
3. Identify any workers who may be at particular risk.
4. Consider whether additional control measures are required.
5. Consider among other relevant issues-
    1. The job to be done.
    2. Contact and potential for contact with infected materials.
    3. Elimination of the risk – pest control measures if appropriate.
    4. Work instructions.
    5. Personal protective equipment.
    6. Welfare arrangements – access to good washing facilities.
    7. Welfare arrangements – rest and meal breaks;
    8. First aid arrangements.
    9. The provision of written information to workers.
6. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
7. Involve workers in developing a procedure based on these considerations.
8. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain these arrangements to our workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and after any report of a worker suffering or suspected of suffering from leptospirosis, making changes identified as necessary or beneficial.
12. Report medically confirmed cases of leptospirosis to the Enforcing Authority.

Information and advice about managing the risks can be found in Guidance Note 5-8 Leptospirosis.


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Safety Arrangement 5-9

# MANUAL HANDLING

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

We do this by-

- Nominating a senior manager to identify and manage heavy loads or lifting hazards.
- Assessing the risks from manual handing to our workforce.
- Developing and implementing procedures and systems of work to reduce the risks from manual handling operations.
- Ensuring that manual handling risk assessments are carried out by competent, trained personnel.
- Nominating senior staff members to manage and identify load or lifting hazards.
- Assessing the risks from manual handing to our workforce.
- Developing and implementing procedures and systems of work to reduce the risks from manual handling operations at work.
- Ensuring that any manual handling risk assessments are completed by competent, trained personnel.
- Eliminating the need for manual handling through the introduction of mechanical handling equipment or other alternatives where this is reasonably practicable.
- Regularly inspecting the premises to identify any new processes, personnel or changes to building structures which would trigger the need for reassessment.
- Providing and recording job-based training for workers with manual handling tasks.
- Employees and others adhering to the contents of procedures, control measures and safe systems of work.
- Providing and recording job-based training for employees with manual handling tasks.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from manual handling.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 5-9

# MANUAL HANDLING

## Action Plan

To protect our workers and others from the risk of injury while manual handling loads we need to:

1. Assess the risks to our workforce from handling loads. This includes lifting and carrying as well as pushing and pulling loaded containers.
2. Have a nominated manager to lead the process.
3. Consider:
    1. What we need to move - its size and shape.
    2. The weight.
    3. The frequency.
    4. Who is involved? Do some handle loads more frequently than others?
    5. Can we reduce the need for movement? Are there mechanical aids we could use? Can we use them?
    6. Can we adapt our processes to reduce the risk?
    7. Has our workforce been trained in manual handling techniques for the products and goods that they handle in the course of their work?
    8. Where team lifting is employed have the workers been trained in the same system?
    9. Are the floors suitable and maintained for the work that goes on?
    10. Are there extremes of temperature?
    11. Are any groups or individual workers at particular risk?
    12. Is health surveillance required? If yes at what level?
4. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
5. Involve workers in developing a procedure based on these considerations.
6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain and implement these arrangements to our workforce. Ensure they are understood and provide further training where necessary.
8. Monitor and review the operation of this procedure from time to time and after any ill health or back injury, making changes identified as necessary.
9. Report to the enforcing authorities when employees are injured in an accident involving manual handling or are diagnosed with ill-health due to manual handling at work .

Information and advice, including a template for Manual Handling Risk Assessments, can be found in Guidance Note 5-9 Manual Handling.

Safety Arrangement 5-11

# DISPLAY SCREEN EQUIPMENT

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

We do this by:

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

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 5-11

# DISPLAY SCREEN EQUIPMENT

## Action Plan

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

1. Appoint a member or members of staff and train them to become a competent assessor for display screen equipment.
2. Assess our work activity to identify where and when workers use display screen equipment.
3. Ensure all display screen users complete a self-assessment questionnaire.
4. Identify any workers with health issues that make them particularly susceptible to problems in using display screen equipment.
5. Identify the control measures already in place and any additional measures that may be required.
6. Consider the issues, including-
    1. Furniture.
    2. Screen size.
    3. Lighting; reflections and glare.
    4. Rest breaks; rotating work activity.
    5. Eye-sight tests.
    6. Home and off-site users of display screen equipment.
    7. Self-assessments and follow-up.
7. Keep a written record of all risk assessments, whether self-assessments or assessments by trained assessors and the control measures and systems of work adopted.
8. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Report any incidents of reportable ill health caused by display screen equipment to the Enforcing Authorities.
12. Monitor and review this procedure from time to time and whenever an employee develops a display screen equipment related illness. Make changes identified as necessary.

Advice and guidance on health, safety and welfare in the use of display screen equipment can be found in Guidance Note 5-11 Display Screen Equipment.


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Safety Arrangement 5-12

# LEGIONELLA CONTROL

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

We do this by:

- Nominating a senior manager to oversee water systems and prevent a legionella outbreak.
- Assessing the risks from legionella to our workforce and others.
- Developing and implementing control measures, policies and safe systems of work.
- Ensuring that the management of the policy, procedures, safe systems of work and control measures relating to legionella are undertaken by competent, trained personnel.
- Ensuring that the correct testing and treatment plans are implemented and recorded.
- Providing and using personal protective equipment.
- Managing our activities to ensure that the control measures are adopted and met in practice.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using experience to improve our management of legionella risks.

The personnel responsible are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 5-12

# LEGIONELLA CONTROL

## Action Plan

To protect our workforce, service users and others from the risks to their health from Legionella Pneumophilia in our hot water and cooling systems we need to-

1. Appoint a responsible person to coordinate our approach and take day-to-day responsibility for the control and identification of risks from legionella.
2. Ensure that they have sufficient information, training and competence for the task.
3. Identify where and when workers and others may be exposed to the risk of legionella infection.
4. Assess our hot water and cooling systems for risks to health.
5. Consider-
    1. Could exposure be eliminated?
    2. How to control and manage continuing risks.
    3. Identify control measures already in place and the additional measures needed to avoid or reduce risk.
    4. How extensive are our hot water systems?
    5. Do we store hot water above or below 60C?
    6. Does the hot water system have any ‘dead legs’ or rarely used outlets?
    7. Have we tested for the presence of legionella? Who makes the tests, how often?
    8. Are the testers competent and the results valid?
    9. Do we treat the water systems to control legionella?
    10. Is cold water always stored at less than 20C?
6. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
7. Develop a procedure based on these considerations.
8. Make sure managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Report any incidence of legionella to the Enforcing Authorities.
12. Monitor and review the operation of this procedure from time to time and whenever an employee develops legionella, making changes to the procedure as necessary or beneficial.

Advice and guidance on the control of legionella can be found in Guidance Note 5-12.


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Safety Arrangement 5-16H

# ASBESTOS AT WORK - NO SURVEY, NO OFF-SITE RISK

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

In the course of our business our workforce is unlikely to come into contact with any asbestos or asbestos containing materials at our customers' premises. We have therefore made no specific arrangements to manage exposure to asbestos and ACMs at other worksites.

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

- Developing an Asbestos Management Plan which sets out our assessment procedure whenever building or maintenance work is planned.
- Making sure that our workers are trained and informed about the potential hazard and risks and know how to respond if they discover suspect ACMs.
- Nominating senior staff members to manage this process and to develop and implement procedures, safe systems of work and control measures.
- Employees and observing procedures, control measures and safe systems of work.
- Employing competent trained contractors to aid in the assessments and subsequent activities where the presence of asbestos is identified.
- Monitoring and reviewing our systems to improve the way we manage the risks from asbestos.

The personnel responsible for the asbestos register and these measures are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 5-16H

# ASBESTOS AT WORK - NO SURVEY, NO OFF-SITE RISK

## Action Plan

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

1. Make sure that all of our workforce is trained in asbestos awareness, the hazards and risks associated with exposure to ACMs.
2. Develop an Asbestos Management Plan which sets out the procedures for assessing the presence of ACMs whenever work that will disturb the building fabric is planned. We need to be able to take the advice of someone who is competent – able to advise on or analyse for the presence of asbestos and advise on how to deal with it.
3. The Plan needs to consider how to quickly deal with the material following the legal requirements where the work needs to be done in a short timescale.
4. Explain these arrangements to our workforce.
5. Make any contractors coming onto our premises aware of our policy and that there has been no asbestos survey. They must treat all suspect material as containing asbestos until it is proved otherwise.
6. Explain our arrangements to supervisors and workers. Ensure they are understood.
7. Provide training and information for staff nominated with responsibility.
8. Implement the procedure and ensure that it is followed in practice.
9. Review the operation of this procedure at least annually.

Information and advice on the control and management of asbestos in buildings can be found in Guidance Note 5-16.


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Safety Arrangement 5-18

# STRESS IN THE WORKPLACE

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

We do this by-

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

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


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Safety Arrangement 5-18

# STRESS IN THE WORKPLACE

## Action Plan

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

1. Assess our activities to identify where and when workers or others may experience unacceptable levels of work-related stress.
2. Prepare a stress policy and plan of action when a worker is identified as suffering ill health on account of work-related stress.
3. Involve the workforce in developing the policy and plan of action.
4. Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice.
5. Consider among other issues-
    1. The outward signs of stress
    2. Fatigue, anxiety, poor motivation in general.
    3. Making mistakes, having accidents.
    4. Deteriorating relationships with colleagues, irritability, indecisiveness, absenteeism, excessive smoking or drinking, overeating etc.
    5. Physiological, Increased complaints about health - headaches, dizziness etc.
    6. Stress risks assessments.
    7. Support to an employee who is experiencing stress whether work related or not e.g. following a bereavement or separation.
    8. The effect of new or changed roles without adequate training.
    9. The effect of poor communication during times of change
    10. Excessive workloads, long working hours, unsocial hours.
    11. Working alone.
    12. Employees having to cover for the poor performance or attendance of colleagues.
    13. Do employees have developmental opportunities.
    14. Bullying and harassment by managers, supervisors and colleagues.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that managers and supervisors understand the policy and procedure. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the policy and procedure and ensure that it is followed in practice.
10. Monitor and review the operation of the policy and procedure from time to time and following any case of ill health caused by work related stress, making changes to the procedure identified as necessary or beneficial.

Further advice and information on work related stress can be found in Guidance Note 5-18.


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Safety Arrangement 5-19

# AGGRESSION AND VIOLENCE

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

We do this by:

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

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


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Safety Arrangement 5-19

# AGGRESSION AND VIOLENCE

## Action Plan

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

1. Assess our work activities to identify where staff may be subjected to violence or aggression from members of the public or other people when at work.
2. Prepare a policy and plan of action to deal with aggression and violence at work.
3. Involve the workforce in developing the policy and plan of action.
4. Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice. Take advice from the Police.
5. Consider among other issues-
    1. Recognising where and why workers may be at risk.
    2. Systems to allow the reporting of aggression and threats of violence at work.
    3. Handling incidents – calling the police.
    4. Premises security and alarms.
    5. Premises layout – make it difficult for aggressors to reach workers.
    6. Lone working and security for workers off site.
    7. Training workers to identify the early signs of aggressive behaviours and in conflict management techniques.
    8. Counselling
    9. Special arrangements for dealing with clients and people known to be aggressive or a risk to workers.
6. Develop procedures, programmes and practices tailored to our premises.
7. Record details of our assessment, the controls in force and additional measures planned.
8. Make sure that managers and supervisors understand the policy and procedure. Consider whether they need any training.
9. Explain these arrangements to our workforce. Ensure they are understood and provide further training where necessary.
10. Implement the policy and procedures and ensure that they are followed in practice.
11. Monitor and review the operation of the policy and procedure from time to time and following any case of injury or ill health caused by aggression or violence at work, making changes identified as necessary or beneficial.

Further advice and information on work related aggression and violence can be found in Guidance Note 5-19 Aggression and Violence.


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Safety Arrangement 7-2

# CONTRACTOR CONTROL AND MANAGEMENT

We need to ensure the safety of our workforce and others when we employ contractors to come onto our premises to repair buildings or equipment or to complete other work.

We do this by:

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

The personnel responsible for overseeing contractors and subcontractors are shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 7-2

# CONTRACTOR CONTROL AND MANAGEMENT

## Action Plan

To ensure the safety of our employees and others when we have contractors working on our premises, we need to be sure of their ability to work safely and without creating health risks.

We need to-

1. Assess the hazards and risks to our workforce created by contractors working on our premises.
2. Assess the hazards and risks to the contractors from their presence on our premises.
3. Involve our workforce and the contractors and in the identification of appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance, published standards, etc.
5. Consider among other issues-
    1. What will the contractor be doing? Where will they be doing it and when?
    2. Does this put any of our staff at risk? Will our processes put contractors at risk?
    3. Should the contractor work only when our workforce is not present?
    4. What knowledge do we have of the contractor's ability to manage health and safety?
    5. Do we need them to complete a pre-contract questionnaire or method statements?
    6. Will they provide their own equipment - do they expect to use any of ours?
    7. Will any plant they bring on site create risk to our workforce?
    8. Does the place where the contractors will be working need to be fenced off to protect them from our work activities or vice versa?
    9. Are their workers trained and competent? How will they be managed on our site?
    10. Will the contractor's workers understand our rules, instructions and signs?
6. Develop procedures, programmes and practices for when contractors are working on our premises.
7. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health, making changes to the procedure identified as necessary or beneficial.

Advice and guidance on health and safety during contract work can be found in Guidance Note 7-2.


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Safety Arrangement 7-4A

# CONSTRUCTION DESIGN AND MANAGEMENT CLIENT

We recognise that as a ‘client’ for construction work (including building maintenance, refurbishment and demolition to any of our buildings) we have specific responsibilities under the Construction Design and Management Regulations (CDM).

We have made arrangements to comply with our legal responsibilities by:

- Nominating a senior manager to take responsibility for managing each specific CDM project and notifying the enforcing authorities should a project meet the criteria.
- Providing them with sufficient training and resources.
- Ensuring the appointment, in writing, of competent Principal Designers and Principal Contractors where the contract requires it.
- Monitoring and reviewing compliance with the regulations and health and safety standards on site both during and on completion of each project.
- Ensuring that site welfare facilities are in place before construction work commences.
- Ensuring that principal designers and principal contractors develop and follow pre-construction and construction phase plans.
- Maintaining a project health and safety file.

The person nominated to oversee these arrangements is shown in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 7-4A

# CONSTRUCTION DESIGN AND MANAGEMENT CLIENT

## Action Plan

When we are a construction design and management (CDM) client the person we have designated to manage our input needs to ensure that;

1. All relevant personnel are suitably trained and competent.
2. The principal designers, designers, principal contractors and contractors we employ on the work are competent for the work expected of them.
3. We co-operate and coordinate information, and work with other parties involved in the construction design and management process to ensure the health and safety of workers and others.
4. All identifiable hazards and risks are reported accordingly.
5. The general principles of prevention are considered and implemented for all aspects of the work.
6. A check on the competence and resources of all appointees is conducted.
7. There are suitable management arrangements for the project.
8. Suitable and adequate site welfare facilities are provided before work commences.
9. Sufficient time and resources are allocated for all stages of the project.
10. Designers and contractors are provided with pre-construction information.

When a project is notifiable under the regulations, we need to take the following additional measures-;

1. Appoint a principal designer.
2. Appoint a principal contractor.
3. Ensure that the construction phase does not start until a construction plan and welfare facilities are in place.
4. Provide any information we hold relating to the health and safety file to the principal designer and principal contractor.
5. Retain and provide access to the health and safety file.

Advice and guidance on the Construction (Design and Management) Regulations 2015 can be found in Guidance Note 7-4.


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Safety Arrangement 9-2

# PUBLIC RIGHTS OF WAY ACROSS FARMS and ESTATES

Where general public have rights of access to footpaths and other parts of our estate we will do everything reasonably practicable in order to ensure their protection from farm hazards and from livestock.

We will do this by:

- Nominating a senior manager to consider and identify the risks and hazards of keeping livestock in areas to which the public have a right of access.
- Identifying and implementing procedures for keeping and moving livestock to places where there is public access.
- Identifying where the use of machinery may create a hazard to members of the public where there is public access under CROW.
- Ensuring that a suitable risk assessment has been carried out by competent, trained personnel.
- Providing and recording relevant training to staff
- Monitoring and reviewing our systems to improve the way we manage livestock and operate machinery in areas that the public can access.

The person responsible is identified in the Responsibility Table of our Health and Safety Policy.


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Safety Arrangement 9-2

# PUBLIC RIGHTS OF WAY ACROSS FARMS and ESTATES

## Action Plan

To protect the health and safety of members of the public from the hazards and risks created by livestock, particularly bulls and nursing cows, and the use of machinery in fields and spaceswhere the public have access we need to:

1. Wherever possible use other fields or areas to which the public have no right of access.
2. Never keep bulls of recognised dairy breeds or other temperamental beasts where the public have access. Beef bulls should also be excluded from fields with footpaths unless accompanied by cows or heifers.
3. Assess all animals before releasing them to field where the public have rights of access. Those showing any signs of aggression, illness, stress or other unacceptable behaviour should be kept elsewhere.
4. Assess whether calves kept with the herd will affect the behaviour of older cattle.
5. Ensure that signs are used to inform the public when livestock is kept in areas to which they have access. Signs will need to be removed or covered when the livestock is not present.
6. Put arrangements in place to check the following on a daily basis as a minimum:
    1. Livestock – for illness and other signs of aggression.
    2. Fences, hedges and gates – ensure they are in a good stable and well-maintained condition.
7. Consider, as part of our assessment, issues such as:
    1. The behavioural characteristics of cattle and other livestock including maternal instincts and reactions to other animals such as dogs.
    2. The amount and type of public access across the different parts of land.
    3. Planning the location of handling and feeding areas to be away from public rights of way.
    4. Providing signposted paths to draw public access along routes which are best integrated with livestock management.
    5. Land and fields to which the public have no right of access are secured and clearly signposted.
    6. How to safely move herds, parts of herds or individual cattle without putting the public at risk.
    7. Having suitable cattle handling facilities available.
    8. Whether temporary fencing alongside a public right of way to keep livestock and people separated is reasonably practicable.
    9. Checking that new, leased or loaned livestock are of a temperament that will allow them to be kept in areas to which the public have access. Keep them in a separate field or building for a few days and observe on a regular basis.
    10. Check that fences, gates, stiles etc are safe and fit for their purpose.
8. Involve our workforce in developing these arrangements and systems. Keep a written record of assessments and decisions made.
9. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.
10. Explain decisions to the workers. Ensure they are understood and provide further training where necessary.
11. Implement the procedure and ensure that it is followed in practice.
12. Monitor and review the operation of this procedure from time to time.

Further Information and Guidance can be found in our Guidance Note 9-2 Public Rights of Way across Farmland.

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