

**1 CALL BUILDING  
MAINTENANCE SOLUTIONS**

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**CORPORATE  
HEALTH & SAFETY**

**POLICY & PROCEDURES  
MANUAL**

*Approved for issue by;  
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Managing Director*

*Review Date:  
Jan 2012*

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# **CORPORATE HEALTH & SAFETY POLICY & PROCEDURES MANUAL**

## **RECORD OF AMENDMENTS**

<b>Date</b>	<b>Issue</b>	<b>Amended By</b>	<b>Comments/Details</b>
30 <sup>th</sup> January 2011	1	Phil Taylor	New Issue

Employees are encouraged to bring to the attention of their Manager, any aspect of this policy which in their opinion is inadequate or unworkable. All such comments will be considered and evaluated prior to the policy being updated. The Policy and Arrangements will be reviewed on at least an annual basis, provision will also be made to undertake a review in the event of the introduction of new, or the amendment of existing legislation, codes of practice or guidance notes.

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# **Section One**

## *Policy & Organisation*

**1.0 STATEMENT OF POLICY**

**GENERAL STATEMENT OF HEALTH & SAFETY POLICY**

1 Call Building Maintenance Solutions is a professional and safety conscious organisation and the Director believes that health & safety is a responsibility at least equal in importance to that of any other business function and will promote the effective management of health, safety and welfare throughout all stages of its work. The clear objective is to minimise harm to persons and property by adopting a proactive approach to effective risk and safety management. All work will be carried out in accordance with Best Management Practices (BMP's), to the relevant statutory provisions with all reasonably practicable measures being taken to avoid risk to employees and others who may be affected by our work.

Employees have responsibilities for the implementation of the policy and must ensure that health and safety is given adequate consideration in the planning and day-to-day activities of all work.

1 Call Building Maintenance Solutions will fully comply with the duties placed upon it within the requirements of Statutory Legislation, whilst at all times complying with, as a matter of best practice, the requirements and duties set out within Approved Codes of Practice and Guidance as issued by the Health and Safety Executive.

All employees and sub-contractors are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own works, so far as is reasonably practicable, are carried out without risk to themselves, others or the environment. This includes co-operating with management on any health, safety, welfare or environment related matter.

Employee consultation and participation is a vital part of our policy. Individuals also have duties and are encouraged and expected to co-operate, contribute ideas, suggest improvements, report shortcomings and generally look after the health, safety and welfare of themselves and others.

1 Call Building Maintenance Solutions will take all reasonably practicable steps to ensure that potential hazards and risks are identified and that suitable and effective preventative and control measures are implemented. The correct safety equipment and personnel protective equipment will be provided to all employees. All employees will be provided with the necessary information, instruction and training in safe methods of work, and the safe and efficient operation and maintenance of tools and equipment.

The Director will have overall responsibility for all Health, Safety, Welfare and Environmental matters. The operation of this policy and the associated procedures will be monitored and reviewed on a regular basis to ensure that they remain current and applicable to the company's activities. This policy has been endorsed by the Director who gives full support to the implementation of the policy.

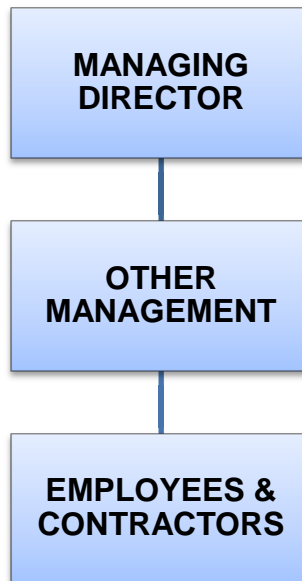
Signed:

Date: 21 January 2011

**MANAGING DIRECTOR  
1 CALL BUILDING MAINTINANCE SOLUTIONS**

### 2.0 ORGANISATION

The following organisation chart outlines the structure for the management of Health and Safety within 1 Call Building Maintenance Solutions



The effectiveness of the Health and Safety Policy is dependant on the persons who are responsible for ensuring that all aspects of work are carried out with due consideration for safety and with minimum risk to health.

Ultimate responsibility lies with the Director, but specific duties are delegated to others according to their experience and training.

The Director and any other nominated management, both individually and collectively, will ensure that this policy is applied throughout the company and that those employed by the company are kept fully informed of its content.

The Director will ensure that this policy is adopted by all employees, sub-contractors and visitors.

Furthermore every individual person has a duty of care towards themselves and others that they come into contact with, or who may be affected by their actions or omissions, during any part of the working day.

To assist the company in fulfilling its duties and obligations, the Director may appoint external expertise to provide competent health and safety advice and assistance, in accordance with Regulation 7 of the Management of Health and Safety at Work Regulations 1999, to the management and employees of 1 Call Building Maintenance Solutions.

### **HEALTH AND SAFETY OBJECTIVES**

The Health and Safety objectives of 1 Call Building Maintenance Solutions Health and Safety policy are to:

- **fulfil its responsibilities in terms of Health and Safety legislation**
- **provide a safe and healthy place of work for its employees**
- **highlight hazardous activities which must be managed**
- **ensure the implementation of good practice which minimises risk, and provides measurable feedback on the operation of the policy in order to provide for continuous improvement.**



### 3.0 IMPLEMENTATION OF THE POLICY

Responsibility for the implementation of the Health and Safety Policy is vested with the company Director along with any assistance requested from the contracted Health and Safety Consultant.

To clarify the roles and responsibilities for health and safety, the following duties have been allocated to nominated employees and must be carried out.

Induction Training	Director / Office Manager
COSHH Assessments	Health and Safety Consultant
Risk Assessments	Director / Health and Safety Consultant / Competent Personnel
DSE Assessments	DSE Users / Office Manager
PAT Testing	Director
Manual Handling Awareness	Director / Health and Safety Consultant
Fire Risk Assessments	Health and Safety Consultant
First Aid Provisions	Office Manager
PPE Inspections / Assessments	PPE Users

All individuals are however expected to:

- take reasonable care for the health, safety and welfare of themselves, fellow personnel and anyone else who may be affected by their acts or omissions
- co-operate with others in the discharge of their duties
- work in accordance with all safety procedures

At the planning stage, full account is to be taken of those factors that help to eliminate injury, damage and waste, and decisions about other priorities (e.g. programme and profit) are to take proper account of health and safety requirements.

Specific and precise arrangements will be developed and implemented, as the case may be, to enable this Policy and Procedures to be implemented. Safe systems of work, incorporating where applicable, safety reviews and hazard identification/risk assessments, are to be established, implemented and monitored so as to ensure appropriate standards of safety at all times.

High standards are to be applied in complying with legislation regarding the health and safety of members of staff and others affected by our acts and omissions. Proper attention will also be paid to environmental issues and best practices.

High standards of cleanliness, hygiene and housekeeping are to be maintained at all times, while safe, adequate and clear means of access and egress to places of work will be provided and maintained.

All members of staff will be provided with appropriate and suitable personnel protective clothing and equipment, appropriate to the work that is to be undertaken. Full training and instruction in the use, maintenance and storage of such equipment will be provided to all members of staff by means of toolbox talks and other methods of instruction and/or training.

All accidents are to be reported and recorded in the company's accident book. All accidents will be promptly investigated to ensure that the appropriate preventative measures are implemented to prevent a recurrence as appropriate. In the event of more serious accidents, the Health and Safety Consultant must be informed at the earliest opportunity.

The accident book is located in the following location:

- **Main Office**

All accidents and incidents should be reported to:

- **The Office Manager (RIDDOR reportable to Health and Safety Consultant)**

Safety training programmes are to be promoted with the object of achieving personal awareness of risks, hazards and knowledge of personal responsibility.

Responsibility and accountability in relation to the prevention of accidents, ill health, injuries and damage is to be specified clearly and in writing to all employees.

All employees are to be encouraged to discuss any matters relating to Health and Safety with the Director. Any matter that are of high importance will be given immediate attention by the Director.

Arrangements for the implementation of the Policy are the responsibility of the Director.

The Policy is to be explained to all new staff as part of their induction training, before they start work, and a copy of the policy will be made available for reference by any member of staff.

An annual review of the Health and Safety Policy and Procedures Manual will be carried out in conjunction with the Health and Safety Consultant to ensure that the procedures and controls remain valid and relevant to our work activities. Further reviews may be carried out as and when required. All updates and amendments to the documentation will be circulated to all of the Company's personnel.

### 4.0 HEALTH AND SAFETY RESPONSIBILITIES

#### 4.1 DIRECTOR

The Director has responsibility for:

- Having corporate responsibility to ensure there is an effective Health & Safety Policy for the company and that it is continuously appraised for its effectiveness in preventing injuries, losses or damage to property and that risks are minimized so far as is reasonably practicable for those affected by the company's operations
- Ensuring that adequate financial provisions are made available for the implementation of the policy.
- Ensuring company Directors and other Management are aware of their responsibilities and that each administers and promotes with enthusiasm the requirements of this policy throughout the entire company.
- Providing sufficient resources to fulfil the company's safety training programme, including the provision of induction training for all new employees.
- Ensuring that all staff are competent and suitably trained to carry out their duties in a safe and controlled manner.
- Ensuring that safety directives (new legislation, etc.) are conveyed through all levels.
- Setting a personal example by wearing the appropriate protective clothing and equipment when applicable.
- Encouraging good safety practice on contracts and to discourage indifferent management by such means as are deemed necessary.
- Showing a clear understanding of their personal responsibilities and duties under the relevant regulations, and to treat the health, safety and welfare of persons under their control as a matter of importance equal to the other functions of the Company Director.
- Appointing a Competent Safety Consultant with experience and knowledge of the type of work undertaken by the company.
- Ensuring that first-aiders or appointed persons and adequate first-aid facilities, as required by Health and Safety (First Aid) Regulations 1981, are provided and that all persons are aware of their location and the procedures for receiving treatment for injuries.
- Reviewing the company's safety performance and health and safety policy documents to meet with changes in legislation and Company circumstances, and ensuring that it is communicated to all personnel.
- Promoting good working relations with Safety Enforcement Authorities and to strive at all times to achieve standards, beyond compliance, with current legislation and best practice.
- Liaising with Health and Safety Executive and other enforcement agencies regarding the company's activities.
- Ensuring that adequate fire precautions are provided at the company's premises and that any flammable liquids or liquefied gases are stored and used safely in accordance with current legislation
- Liaising when necessary with the relevant Fire Service Authority on all matters relating to fire prevention.
- Cooperating and liaising with the Health and Safety Consultant and seek advice before commencing new methods of work or potentially hazardous operations.

### 4.2 NOMINATED HEALTH AND SAFETY CONSULTANT

The Health and Safety Consultant will be available to offer advice and guidance on legislation and best practices:

- Achieve and maintain an appropriate recognized standard of competence and undertake continuous professional development to ensure the Company is best positioned to fulfill its statutory obligations.
- Provide advice and support to the Director by setting and implementing an appropriate Health & Safety and Fire Risk Strategy.
- Develop Corporate Health & Safety Policies and Procedures and monitor their effectiveness.
- Monitor and review progress of objectives, targets and recommendations following internal and external audits.
- Actively promoting measures to reduce accidents and incidents and investigating and reporting to the Director.
- Ensure that there is a suitable audit program in place and that timely reports are submitted to Director regarding any recommendations.
- Be the Company's representative in all dealings with the Health & Safety Enforcement agencies.
- Coach and mentor employees to help them fulfil their legal obligations.

### 4.3 EMPLOYEES

All employees have responsibility for:

- Cooperating with other team members and client personnel.
- Observing all safety regulations at all times.
- Taking reasonable care for the safety and health of themselves, fellow personnel and anyone else who may be affected by their acts or omissions and co-operate with others in the discharge of their duties.
- Reporting any hazards encountered to the Director.
- Reporting any shortcomings in the control measures, to the Director.
- Reporting all accidents and incidents, whether persons are injured or not, and any damage, to the Director.
- Requesting further information about health and safety, where required, by consulting the Director.
- Reading and understanding the company's Safety Policy and Procedures, and for carrying out all work in accordance with its requirements.
- Not trying to use, repair or maintain any equipment or machinery for which they have not received full instructions or training. Any defects should be reported immediately to the Director.
- Identifying the position of the First Aid Box, fire-fighting equipment and emergency exits. Knowing the emergency evacuation procedure in the event of a fire.
- Ensuring that corridors, office floors, doorways, etc. are kept clear and free from obstruction at all times.
- Not attempting to lift or move, without assistance, articles or materials so heavy as they are likely to cause injury. Not attempting to reach items on high shelves unless using steps or a properly designed hop-up, they should not improvise or climb.
- Cooperating with the employer on all safety matters.
- Suggesting ways of eliminating hazards and improving working methods.
- Warning new employees, particularly young people, of known hazards and workplace procedures.

The attention of all employees is drawn to their responsibilities under the Health and Safety at Work Act 1974, including in particular the following:

- It shall be the duty of every employee, while at work, to take reasonable care of the health and safety for himself and of other persons who may be affected by his acts or omissions whilst at work.
- As regards to any duty or requirement imposed on his employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as it is necessary to enable that duty or requirement to be performed or complied with.
- No person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any of the relevant statutory provisions.

Employees are reminded that a breach of safety procedures could possibly result in disciplinary action being taken by the company, and that provision is made in the Health and Safety at Work Act 1974 for certain breaches to be actioned by the Health and Safety Executive. In simple terms this means all employees shall:

- Read and understand the company Health and Safety Policy and Procedures and carry out their work in accordance with its requirements
- Use the correct tools and equipment for the job
- Keep tools and equipment in good condition
- Where necessary, wear the appropriate safety footwear, protective clothing and safety equipment, e.g. safety helmets, respirators, overalls etc.
- Work in a safe manner at all times without taking unnecessary risks which could endanger themselves or others
- Warn other employees, particularly new employees and young people, of particular known hazards
- Not use any plant or equipment at work for a task for which it was not intended, or if they are not trained or experienced to use it
- Report to the Director any damage to plant or equipment
- Not play dangerous practical jokes or “horseplay” whilst at work
- Report to the Director any person seen abusing welfare facilities provided
- Report any injury resulting from an accident at work, even if the injury does not stop them working
- Suggest safer methods of working where practical and cooperate with the company regarding the management of health and safety

In addition to any disciplinary action which may be taken by the Company for breaches of Health & Safety, where breaches of statutory requirements are made, individuals may be held personally liable under law

### **4.4 CONTRACTORS AND THIRD PARTY WORKERS**

All Contractors and Third Party Workers must:

- Comply in full with all policy arrangements detailed within this document.
- Comply with all relevant safety instructions issued by 1 Call Building Maintenance Solutions.
- Taking reasonable care for the safety and health of themselves, fellow personnel and anyone else who may be affected by their acts or omissions and co-operate with others in the discharge of their duties.
- Familiarise themselves with fire safety instructions while on either property owned / managed by 1 Call Building Solutions or property owned by 1 Call Building Maintenance Solutions clients / customers.
- Contractors must ensure any work equipment / PPE / tooling and mechanical equipment etc., is fit for purpose, in good repair, carries relevant safety inspections certification (where applicable) and users are fully trained and competent operators of such equipment. This list is not exhausted and no liability will be held by 1 Call Building Maintenance Solutions for any failure to comply.

## **Section Two**

### *Health and Safety Arrangements*

#### **HEALTH & SAFETY ARRANGEMENTS**

This section details the arrangements and procedures that we will use to help implement our Health and Safety Policy and ensure compliance with current Health and Safety Legislation.

### **THE WORKPLACE (HEALTH SAFETY & WELFARE) REGULATIONS 1992**

The Workplace (Health, Safety and Welfare) Regulations 1992 replace the main requirements of the Factories Act 1961 and the Offices, Shops and Railways Act 1963.

Further information is contained in the appropriate Approved Code of Practice.

The regulations cover the working environment, general safety, facilities for washing, eating, changing and good housekeeping.

The company's Health & Safety Consultant will provide advice on the requirements as required.

All work will take into account the requirements of the above regulations.

The Director will ensure that the welfare and first-aid requirements are provided and that all the facilities and equipment are maintained to the required standards through regular inspections.

The company will provide working conditions in accordance with the regulations, in particular:

#### **Office Temperature**

The office will be maintained at a minimum temperature of 16°C.

#### **Workshop Ventilation**

Working areas will be effectively and suitably ventilated with sufficient fresh air, or purified air if natural ventilation is not available.

#### **Lighting**

Suitable and sufficient lighting will be provided and, where possible, this will be natural light. In situations where the failure of artificial lighting creates a danger, suitable and sufficient emergency lighting will be provided.

#### **Working Areas**

Sufficient space will be provided in the workplace taking into account furniture, fittings, equipment and machinery.

Suitable workstations will be provided for each employee according to the nature of the work involved.

Floors and traffic routes will be kept free from obstructions at all times.

Effective measures will be taken to prevent persons being struck by falling objects etc.

Wherever possible, regularly used and heavy files, boxes etc., will not be stored at a high level.

All windows and transparent areas in doors, gates, walls and partitions will be made of safety material and be suitably protected.

### **MANAGEMENT OF HEALTH AND SAFETY AT WORK**

The management of health and safety is covered by the Management of Health and Safety at Work Regulations 1999.

Further information is contained in the appropriate Approved Code of Practice.

1 Call Building Maintenance Solutions will, in accordance with the above regulations, carry out the following activities to provide health and safety for their employees.

- Assess the risks to the health and safety of each employee and of anyone else who may be affected by the work activity. The identification of all foreseeable hazards and risks will enable the necessary preventive and protective control measures to be implemented.
- Each assessment will outline the hazards and risks associated with each working activity and highlight the controls to be instigated to minimise the risks and hazards identified.
- This risk assessment will be recorded and copies be available to all those affected.
- Appoint a competent person(s) to assist in health and safety matters.



- Ensuring that effective arrangements are put in place for the planning, organisation, control and monitoring & review of health and safety.
- Develop plans and procedures for dealing with emergencies and for work in dangerous areas.
- Provide adequate information and training on health and safety matters

The company will bring to the attention of the workforce all the necessary precautions detailed within the risk assessment and will monitor the operations to ensure that each operative is acting in accordance with the details outlined in the written assessment.

The company will make arrangements and/or liaise with contractors for putting into practice all the control measures which have been identified as being necessary in the risk assessment and any associated method statements.

Emergency procedures will be set up to provide employees with information they can understand concerning health and safety matters.

The company will co-operate with other sub-contractors sharing the workplace and will ensure that operatives have adequate health and safety training and are capable enough at their jobs to avoid risks.

Temporary, new and young workers will be given particular health and safety information to meet their special requirements. All operatives have a duty to follow health and safety instructions and report any dangerous aspects.

### **RISK ASSESSMENTS**

Suitable and sufficient risk assessments are to be conducted for the range of work activities undertaken by the company, in compliance with the Management of Health and Safety at Work Regulations 1999. All identified risks are then to be controlled by as stringent means as are reasonably practicable.

The range of work activities to be assessed, but not limited to include:

- I. Assessments for carry out off site work of any kind.
- II. COSHH assessments.
- III. Manual handling assessments.
- IV. Assessments for work at height.
- V. Use of display screen equipment.
- VI. Lone working.

The identified risks shall be recorded on risk assessments/method statement forms which shall form part of the safe system of work for each job, employees should make reference to standard checklist and HSE Guidance to help ensure all the hazards are identified and the risk have been assessed effectively.

All assessments should be carried out and reviewed by competent persons, the reviewer should, were appropriate, add comments and amend the assessment as necessary prior to the works being carried out.

### **WORK EQUIPMENT**

The following regulation specifically covers the use of work equipment, the Provision and Use of Work Equipment Regulations 1998. These regulations cover the use of all kinds of work equipment from an office stapler or screwdriver to an electronic binding machine or document shredder to a complete manufacturing plant. The use will include starting, stopping, repairing, modifying, installing, dismantling, programming, setting, transporting, maintaining, servicing and cleaning.

Further information is contained in the appropriate Approved Code of Practice.

The specific requirements of this legislation cover the following:

The guarding of dangerous parts of machinery. Protection against specific hazards, i.e. falling or ejected articles and substances, rupture or disintegration of work equipment parts, equipment catching fire or overheating, unintended or premature discharge of articles and substances and protection against explosion.

These requirements also cover work equipment parts and substances at high or very low temperatures, control systems and control devices, isolation of equipment from sources of energy, stability of equipment, lighting, maintenance operations and warnings and markings.

The company will make sure that all equipment is suitable for its intended use whilst taking into account the local environment, working conditions and hazards in the workplace.

The company will provide adequate information, instruction and training for the use of all work equipment and will ensure that all equipment conforms to the EC product safety directive.

The company will ensure that equipment is used only for operations for which, and under conditions for which, it is suitable, and that the equipment is maintained in an efficient state, in efficient working order and in a good state of repair.

### **PLANT & EQUIPMENT**

All categories of plant and equipment (whether static or mobile) that are powered by either electricity, batteries, internal combustion engine, hydraulic or compressed air, require that employees are appropriately trained and competent to use the plant/equipment.

All work equipment must be suitable for the purpose for which it is to be used.

- I. All plant and equipment will meet all relevant British/European Standards. A CE type mark should be clearly visible on all Plant and Equipment.
- II. Electrical and mechanical safety standards of the equipment provided will be checked periodically and any necessary maintenance or repairs to damaged equipment will be carried out immediately.
- III. Employees must not use any equipment belonging to any client unless written authorisation has been obtained first.
- IV. Access equipment such as mobile scaffold towers and mobile elevated working platforms (MEWPS) are to be used only by persons suitably trained for this purpose. Employees are prohibited from using such equipment unless they have been trained and are competent to do so.

All plant and equipment is to be serviced, maintained and tested in accordance with current legislative requirements with accurate records of all such maintenance being kept.

### **PERSONAL PROTECTIVE EQUIPMENT**

All necessary equipment required for the protection of employees and those who may be affected by certain activities will be provided. All such equipment will comply with the relevant British and European Standards.

Suitable clothing, overalls, footwear and other personal protective equipment will be worn by employees as dictated by risk assessments or other safe systems of work.

Any damage, loss or defect to Personal Protective Equipment must be reported to the appropriate Manager/Supervisor as soon as possible.

### **FIRE SAFETY**

Fire precautions will be provided and maintained to the requirements of the Regulatory Reform (Fire Safety) Order 2005, the Health and Safety at Work Act 1974, the Workplace (Health, Safety and Welfare) Regulations 1992 and the Management of Health and Safety at Work Regulations 1999.

A fire risk assessment will be completed.

Fire extinguishers will be provided and located at strategic points throughout the workplace. Selected staff will be instructed in the use of extinguishers in order that they may use them safely and effectively.

The company will ensure arrangement with a suitably competent company to ensure that all portable extinguishers and the site fire alarm together with its' associated fittings are inspected and maintained on an annual basis.

All employees must familiarise themselves with the location of fire doors and fire exits, so that they know as many means of escape as possible from the building or any building they may work within. All employees should know the location of their nearest fire alarm call points, and nearest fire extinguishers for their use, if suitably trained and safe to do so.

Emergency exit routes must remain tidy and free from obstacles. Employees must not leave or store flammable materials on emergency exit routes or blocking immediate access to fire alarms, fire equipment or electrical switchgear. The company will carry out a Fire Risk Assessment of its premises (in conjunction with the Landlord, where appropriate) to determine what measures need to be implemented in order to safe guard its employees and premises.

The value of the nightly routine of switching off all unnecessary electrical equipment and closing all doors to rooms and staircase enclosures cannot be overstressed. Employees are reminded that smoking is not permitted on Company premises.

- I. Office, shop floor and site cleanliness and the removal of waste materials is essential. The storage of flammable materials on site will be kept to the minimum required and where possible not less than 10m away from a building
- II. Appropriate fire extinguishers will be provided within the premises. Employees will be instructed in the correct use of the appliances.
- III. All extinguishers will be examined at least once per year and the details recorded.

### **EMERGENCY PROCEDURE:**

In the event of fire the following procedure will apply.

- I. Raise the alarm and operate the nearest fire alarm call point
- II. Leave the building in an orderly fashion
- III. Do not detour to collect personal belongings
- IV. Ensure that all staff, visitors and contractors are escorted from the company's premises in an orderly fashion to the fire assembly point. Specific care is to be taken to ensure those with restricted mobility e.g. pregnant women are provided with all necessary assistance.
- V. Telephone the Fire Brigade by dialling 999.

On hearing the alarm, all employees and visitors to the building are to evacuate the premises by the nearest exit and assemble outside the at their appointed assembly point where a roll call will be taken.

No-one shall re-enter the building until the all clear has been given. This instruction must only be accepted from your Director or appointed representative during his absence.

### **FIRST AID**

- I. A First Aid box is provided in the Office. The contents will be monitored and maintained by a nominated company First Aider.
- II. Arrangements may be made for employees to make use of any site first aid arrangements and in such cases the employee will confirm such arrangements prior to starting their work.
- III. At least one trained first aider (in-date HSE approved course) shall be employed by the company, additional first aiders will be provided in accordance with HSE guidance.

### **WELFARE FACILITIES**

The company shall ensure that adequate welfare facilities (wash rooms, toilets and clean drinking water) are available at all times. Welfare facilities will depend on the location of the work, the nature of the facilities and the duration of the project. Mobile workers should make use of client/public facilities where available and are encouraged to ensure that they maintain a supply of hygiene wipes and drinking water within their vehicles.

### **WORKING ENVIRONMENT**

The company shall ensure a safe and comfortable working environment for all employees. The thermal environment in premises controlled by the company shall be maintained within a comfortable range, windows and heaters being under the direct control of the occupants.

### **CONSTRUCTION SITE SAFETY**

The company understands its relevant duties under the Construction Design and Management (2007) Regulations. The company shall provide relevant risk assessments for its own work where applicable and ensure its employees are appropriately trained and are issued with the necessary PPE. Due to the nature of our business, employees working on other premises may encounter additional risks and hazards. Training will be issued to all employees to ensure they are able make a suitable judgement on the working environment and the levels of risk associated with such work.

### **CONFINED SPACE WORKING**

All employees shall be trained to understand the definition of a 'confined space' as defined under the Confined Space Regulations 1997, and where appropriate the relevant risks and control measures required to ensure safety when accessing such.

It is the company's policy that no employee shall enter a confined space with a high risk of containing flammable/toxic gases, O<sub>2</sub> richness or anoxia such as tanks, tank rooms, vessels, manholes, sewers, pits or pipes due to the high risks and stringent level of training and equipment provision required. Where such areas are encountered they shall be recorded as 'No Access'. However it may be necessary for employees to enter ducts and loft voids, which may be defined as, confined spaces. On such occasions, the issue of appropriate gas detection and emergency breathing apparatus equipment will be considered.

All employees accessing ducts and loft voids etc. shall have received appropriate training prior to undertaking such activities. All confined spaces work must be carefully planned in advance and carried out in strict accordance with a 'confined spaces'.

Under the Confined Spaces Regulations 1997 we must first try to avoid the need to enter a confined space. Where this is not possible, we must:

- carry out an assessment of the risks associated with entering a confined space and draw up a safe system of work;
- limit entry to the confined space to employees who are competent for confined space work and who have received suitable training;
- verify, prior to entry, that the atmosphere in the confined space is safe to breathe;
- provide any necessary ventilation; and

Make sure suitable rescue arrangements are in place before anyone goes in to the confined space. These rescue arrangements should not involve risks to the safety of the people intended to carry out the rescue.

### WORKING AT HEIGHT

This policy and its arrangements cover the use of all types of ladder, for example those used for gaining access to positions above or below ground. In this policy a ladder / step ladder (ladder) should be referred to as a temporary measure which may be used as a working platform for no more than 30 minutes for “Low Risk” work only. When used for this type of work, the body should remain central to the ladder and a “three point” contact should be maintained.

What are the main rules to follow when working at height?

- First, as a part of the planning of the work, carry out a Risk Assessment
- Plan to do as much of the work as possible at low level.
- Do not work at height unless it is absolutely unavoidable
- Provide a secure platform which will:
  - be securely footed on stable ground
  - support the weight of the personnel and equipment to be used
  - provide a stable access and will not overturn
  - be secured to an existing structure, where necessary and wherever possible
- Take account of the gradient of the ground, especially where mobile platforms are used
- Provide guard rails to any platform
- Provide barriers on open edges, holes and openings in the platform floor, the edges of roofs and working areas

What can be done to help prevent falls?

- Plan all instances of working at height
- Think about where and how the work is to be done
- Where possible use an existing structure, which will allow safe access and provide a safe working platform. Where this is not possible, a safe working platform will need to be provided.
- Consider any lifting and handling requirements needed to carry out the work
- Be aware and prevent possible electric shock dangers that may initiate accidents

**Remember to allow adequate clearance when equipment is used, particularly near overhead power lines and around nearby structures when mobile equipment is being used.**

Ensure that only properly CE marked Category III approved Personal Protection Equipment is used for working at height.

Domestic grade ladders and step ladders should **NOT** be used. All ladders used are of the correct type for the specific task, which should be inspected before use, subject to regular checks and maintenance, and meet appropriate legislative and equipment standards.

These are summarised below:

- Keeping wooden ladders free of paint or any other coating which could hide cracks or splits
- Marking of ladders with a unique number to aid recognition
- Securing and footing of ladders as soon as possible after erection
- Use of ladders at the correct angle (75 degree from horizontal)
- Provision of ladder attachments as necessary
- Marking of safe zones around ladders where persons are working above or below ground, plus use of barriers and warning notices

### STEP-LADDERS

All step-ladders will be provided and used in accordance with the Construction (Design and Management) Regulations 2007. Only British/European Standard approved and equipment design for the required usage will be used.

The information and recommendations in INDG 402 "Safe Use of Ladders, Step-ladders" and INDG 405 "Top tips on ladder and stepladder safety" will be applied to the work on site. All step ladders are classed as 'work equipment' for the purposes of the Provision and Use of Work Equipment Regulations (PUWER) 1998. Where necessary, a risk assessment should be carried out in accordance with the requirements of the Management of Health and Safety at Work Regulations 1999.

All work will be planned to take the above standards into account.

Training provided to employees will include the hazards and precautions relating to this equipment, its use and working at height in general.

All equipment will be checked by a competent person before use to ensure that there are no defects and will then be checked, at least weekly, while on site.

Where a defect is noted, or the equipment is damaged, it will be taken out of use immediately and replaced or where possible repaired by a competent person. If repair is not possible, the equipment should be condemned and disposed of.

The main hazards associated with step-ladders are:

- Unsuitable base, e.g. unlevelled, packing pieces, loose material etc.
- Unsafe use of equipment (i.e.: placed onto on scaffold platforms, roofs etc., where special precautions are not taken)
- Overloading
- Use of equipment where safer method should be provided
- Using defective equipment

Step ladders should only be used for short term work (<30 minutes).

### LADDERS

All ladders must be provided and used in accordance with the Construction (Design and Management) Regulations 2007.

Only ladders constructed in accordance with current British/European Standards and have been designed specifically for the intended use will be used.

All ladders are classed as 'work equipment' for the purposes of the Provision and Use of Work Equipment Regulations 1998. Where necessary a risk assessment should be carried out in accordance with the requirements of the Management of Health and Safety at Work Regulations 1999.

The information and recommendations in INDG 402 "Safe use of Ladders, Step-ladders" and INDG 405 "Top tips on ladder and stepladder safety" will be applied to all ladder work.

All work will be planned to take the above standards into account.

The means of securing ladders will be planned as far as possible and sufficient materials made available.

Training provided to employees will include the hazards and precautions relating to ladders and their use, as well as the hazards of working at height in general.

Ladders must be checked before use to ensure that there are no defects, and will be checked at least monthly while in use. Where a defect is noted, or a ladder is damaged, it will be taken out of use immediately. The company will ensure that proper storage is provided for ladders, under cover where possible, and with the ladder properly supported throughout its length.

Employees will check that ladders in use are secured, have a solid, level base and are being used correctly. Ladders will not be used to provide access, or a working position, if the type of work cannot be carried out safely from a ladder, (e.g. carrying large items, work requiring both hands etc.).

Methods of use, which will result in damage to the ladder, will not be permitted, e.g. securing ladder with

scaffold clip, placing board on rungs to form working platform, or ramp etc.

The main hazards associated with ladders are:

- Not securing the ladder properly
- Unsafe use of ladder (over-reaching, sliding down, etc.)
- Using a ladder where alternative working method should have been adopted
- Using a ladder with defects
- Unsuitable base to ladder
- Insufficient handhold at top of ladder, or at stepping off position
- Insufficient foothold at each rung
- Using ladder near overhead electrical cables, crane contacts etc.
- Ladder at unsuitable angle, swaying, springing etc. (recommended angle one in four or 75°)
- Insufficient overlap of extension ladders
- Failure of the ladder causing persons or equipment to fall
- Items falling from the ladder
- The ladder touching / earthing an electrical supply
- Slipping of the ladder due to not being correctly secured
- Overloading of the ladder

Any person using a ladder is especially at risk, when working on the ladder, when ascending or descending, or when positioning or removing it. Other persons working near to, or passing by, a person working on a ladder could be in danger from tools, equipment or the person falling from a height.

### **MOBILE ACCESS EQUIPMENT**

All mobile access equipment (including Mobile Elevating Work Platforms (MEWP's), Telescopic and Articulated Boom Platforms and Mast Platforms) will be used in accordance with:

- Lifting Operations and Lifting Equipment Regulations 1998
- Provision and Use of Work Equipment Regulations 1998
- The Manual Handling Operations Regulations 1992
- The Management of Health and Safety at Work Regulations 1999
- The Construction (Design & Management) Regulations 2007

All work will be planned to take the above standards into account.

Mobile access equipment shall be operated only by persons trained, certificated and competent to do so. Emergency procedures to deal with power failure, fire, injury to or collapse of the operator should be established and personnel made familiar with them.

Equipment must be suitable for its intended use, be soundly constructed and regularly maintained with records of the maintenance kept.

The safe working load (SWL) shall be clearly displayed and must not be exceeded.

The condition of the surface on which equipment is to operate shall be checked for its suitability and stability and equipment shall not be permitted to be operated on excessively uneven or sloping ground in accordance with the manufacturers recommendations.

Equipment shall be installed, modified and dismantled only by competent persons.

Adequate barriers shall be installed to prevent persons, property or vehicles being struck by the moving platform, or from falling tools/materials.

No part of the equipment shall be allowed closer than 15m to an overhead electricity cable carried on a steel tower, or 9m to a cable on a wooden pole, except by arrangement with the electricity company. Suitable precautions shall be taken to prevent any part of the equipment from touching any overhead electricity cable or from approaching close enough to allow arcing.

Base units and outriggers (where fitted) shall be protected from damage or disturbance. Due consideration shall be given to the effects of inclement weather, including high winds in siting and using the equipment.

At the end of each day, platforms should be cleared of all tools and materials, isolated from power and secured against unauthorised use.

All persons operating or riding on mobile access equipment shall wear suitable harnesses, the lanyards of

which shall be securely clipped to a suitable part of the platform.

Care must be taken when traveling with the platform elevated to avoid overturning, collision, or displacement of the occupants or anything carried on the platform. Only platforms that have been designed to travel whilst elevated shall be used in such a manner.

Mobile access equipment must not be used as a jack, prop, tie or other support, as a crane or lifting appliance.

### **LONE WORKING**

In the event of employees being required to work alone, the following is mandatory:

- I. Access to contacting assistance (mobile phone or radio device in areas without signal)
- II. The employee is required to inform his Director of where he is going and for how long. **A tried and tested method of communication shall be made between both parties from which regular checks shall be made to ensure the continued safety of the lone worker**
- III. No employee shall enter a void site alone if there is a significant risk of the site being occupied by unauthorised persons liable to commit acts of violence if disturbed.
- IV. No employee shall enter a void site alone if the state of the premises is unknown and a risk of falling due to unsound structural materials exists.
- V. Employees are required to call the office on a regular basis to confirm their whereabouts.

### **VIOLENCE AND HARASSMENT**

By the nature of the business, employees are required to work in a range of different environments, some of which may pose a risk of verbal abuse and in extreme cases, physical assault. The company is aware of its obligations under the HSWA 1974 to ensure both the mental and physical health of employees as affected by systems of work. The risk of such instances is to be controlled by arrangements including:

- I. Appropriate staff training.
- II. Limiting the value of cash and other valuables kept on the premises or by individuals.
- III. Employees are instructed to diffuse potential hostile attacks by remaining calm, summoning assistance and/or leaving the area when safe to do so.
- IV. Incentives to violent attacks should be reduced by avoiding exposure of valuable items (mobile phones, equipment etc.) in public areas as far as possible.
- V. Any hostile act towards employees, whether verbal or physical, shall be taken seriously and immediately reported to the appropriate member of the management team and recorded as an incident in the accident/incident book. These occurrences shall be monitored by the Director Responsible for Safety. Physical assaults shall be notified to the HSE as a 'dangerous occurrence' under RIDDOR 1995.



### COSHH AND HAZARDOUS SUBSTANCES

The company is aware of its duties to control employees and non-employees exposure to substances hazardous to health, as outlined in the Control of Substances Hazardous to Health Regulations 2002.

No substance shall be used unless it has been assessed and the risks identified. Factors when determining risks include:

Type, nature and form of substances being used.

- I. Quantities involved.
- II. Potential mechanism of harm (ingestion, skin contact, inhalation etc.).
- III. Individual susceptibility.
- IV. Degree of exposure (duration x concentration).
- V. Individuals at risk.

Risk shall be reduced via the COSHH control hierarchy of: elimination/substitution; dilution; engineering controls such as LEV and environmental management; training; hygiene procedures and PPE.

All chemical substances (solvents, fluxes, oils etc.) will be assessed for possible health effects or safety requirements by consulting the relevant suppliers/manufacturers hazard information and Material Safety Data Sheets (MSDS's). All containers used for transporting substances will carry the appropriate warning labels as required by the HSE's Chemicals (Hazard Information and Packaging for Supply) (CHIP) Regulations 2002. Storage of chemicals substances, flammable materials, liquids and gases will follow current good practice and will comply with any relevant legal requirements.

The impact of the COSHH Regulations on the company's activities and operation is significant.

The COSHH Regulations are designed to protect people against risks to their health at work, whether immediate or delayed, arising from exposure to substances hazardous to health.

A '**substance hazardous to health**' means any substance (including any preparation) which is:

- (a) a substance listed in Part I of the approved supply list as dangerous for supply within the meaning of the CHIP Regulations and for which an indication of danger specified for the substance is **very toxic, toxic, harmful, corrosive or irritant**;
- (b) a substance for which the Health and Safety Commission has approved as a **Workplace Exposure Limit**
- (c) A **biological agent** such as a zoonotic diseases, legionella, Streptococcus Suis, sewage, used syringes and Aspergillus mould.
- (d) **dust** of any kind, (except substances in (a) or (b) above), when present at a substantial concentration in air equal to greater than i) 10mg/m<sup>3</sup>, 8-hour TWA inhalable dust, or ii) 4mg/m<sup>3</sup>, 8-hour TWA respirable dust.
- (e) A substance, not mentioned in (a) to (d) above, which because of its chemical or toxicological properties and the way it is used or is present at the workplace creates a risk to health.

**Note:** (a) includes substances that have chronic or delayed effects, e.g. substances that are carcinogenic, mutagenic or teratogenic, and allergenic.

The Regulations impose duties on employers for the protection of non-employees, i.e. members of the public and visitors, who may be affected by work activities. Duties are also placed on the self-employed and indeed on employees themselves. The COSHH Regulations do not apply to certain substances where other specific Regulations are in force, i.e. asbestos, lead, ionising radiation etc.

**Regulation 6** states: an employer shall not carry out any work which is liable to expose any employees to any substance hazardous to health unless the employer has made suitable and sufficient assessment of risks created by that work to the health of those employees and of the steps that need to be taken to meet the requirements of the Regulations. The assessment shall be reviewed regularly (at least every five years) and without delay if there is reason to suspect that the assessment is no longer valid, or there has been a significant change in the work.

All COSHH assessments are to be carried out by a competent person and the findings of the assessment shall be communicated to those affected.

### **BIOHAZARDS**

The company is aware of the range of biohazards faced by employees during some cleaning works. Examples of such hazards but not limited to may include:

- I. Pigeon fouling (Psittacosis risk).
- II. Rat droppings and waste/canal/stagnant water (Leptospirosis/Weils disease risk).
- III. Used syringes (AIDS and hepatitis risk).
- IV. Hazardous waste, such as that encountered in First Aid rooms (e.g. Soiled dressings.)
- V. Spores and moulds such as Aspergillus encountered in un-maintained premises and agricultural storage areas.

Control of such risks requires the use of control measures including:

- I. Avoiding entering bins and receptacles used for storing hazardous wastes.
- II. Use of PPE (overalls, gloves, overshoes and P3 respirator) when entering pigeon/rat fouled areas such as lift motor rooms or empty premises.
- III. Mandatory use of gloves when entering empty premises to reduce the incidence and severity of needle stick injuries.
- IV. Training for employees at risk of such agents including types of biological risk, health effects and relevant control measures.
- V. High levels of personal hygiene

### **UNLABELLED SUBSTANCES**

Such substances when encountered on company premises (including drums, bags, loose debris) shall be presumed to contain hazardous material and are not to be disturbed. Where work around such materials is required, caution should be applied in order to avoid disturbance and the overturning of receptacles. The presence of drums, bags of waste etc. (whether labelled with hazard warnings or not) should be reported to the site H&S Coordinator so that the appropriate action may be taken.

### **ASBESTOS**

The company is fully aware of its responsibilities and duties to control and manage asbestos containing materials within the workplace. The company will ensure that any potential asbestos containing materials within its premises are identified by a competent person; the risk to health is assessed and that the appropriate control measures are put in place.

The company aims to prevent any asbestos exposure to all employees and third parties affected by its undertaking and where this cannot be achieved, reduced to as low as is reasonably practicable, in compliance with the Control of Asbestos Regulations.

No employees of the company will be permitted to carry out any works on asbestos containing materials. A specialist-licensed contractor shall carry out all such work.

### **CONTRACTORS**

All contractors working in or on the premises shall be responsible for themselves, their employees and any sub-contractor employed by them for:

- Carrying out an adequate risk assessment relating to the planned activities with particular reference being made to the interface with 1 Call Building Maintenance Solutions
- Complying with all Statute and Common Law requirements

- Comply with the 1 Call Building Maintenance Solutions Health & Safety Policy together with, all health, safety, environmental, fire, security and site requirements
- Ensure that all equipment brought onto site is safe and only used in accordance with the manufacturer's instructions
- Indemnify 1 Call Building Maintenance Solutions against any and all loss, injury, damage or claim, which may arise directly or indirectly as a result of any act or omission by themselves or sub-contractor. The contractor will effect and show evidence of adequate insurance covering his liability under Employers and Public Liability
- Reporting to the Director or his deputy, any unsafe act or condition likely to affect their ability to fulfil the contract

### **PLANT MAINTENANCE**

All necessary plant and equipment will be provided by the Company. Such equipment will meet all relevant EC, British Standards and legal requirements. Electrical and mechanical safety will be maintained to the highest possible standards. Wherever possible, requests for repair, especially those directly affecting the safety of the staff will be carried immediately or as soon as is reasonably practicable.

Employees must not use defective equipment. All defects observed with plant or machinery must be reported immediately to the Director.

### **PRESSURE SYSTEMS**

Where pressure systems are installed, arrangement will be made to identify each item which will be subject to statutory thorough inspection, tests and maintenance which will be carried out by accredited and competent persons against a "Written Scheme of Works"

### **LIFTING EQUIPMENT**

All lifting equipment and lifting accessories used will be identified and arrangements made to ensure that they are subject to statutory inspection, testing and maintenance by an accredited and competent person

### **ELECTRICAL RISKS**

In accordance with the Electricity at Work Regulations 1989 electrical risks must be assessed and controlled by the use of:

- I. Inspections and testing of portable electrical appliances by a competent person whether used on sites or within the company's premises.
- II. 5 yearly statutory inspections and testing of fixed installations, the company having a duty to ensure that the landlord (if applicable) of the premises complies with his duty regarding this matter in order to protect the safety of employees.
- III. Any power tools used, including drills etc. are to be of low voltage type and must be stringently inspected and maintained on a regular basis.
- IV. Restricting employee's access to live electrical installations unless fully trained.

### **VISUAL INSPECTIONS BY THE USER**

All users must look critically at the electrical equipment they use from time to time. This needs to be daily in the case of hand held and hand operated appliances to check that the equipment is in sound condition (remember to unplug and switch off first!!). **Checks must be made for:**

- i) damage, e.g. cuts, abrasion (apart from light scuffing) to the cable covering;
- ii) damage to plug, e.g. the casing is cracked or the pins are bent;
- iii) non-standard joints including taped joints in the cable;
- iv) the outer covering (sheath) of the cable not being gripped where it enters the plug or the equipment. (Look to see if the coloured insulation of the internal wires is showing);

- v) equipment that has been used in conditions where it is not suitable, e.g. a wet or dusty workplace;
- vi) damage to the outer cover of the equipment or obvious loose parts or screws;
- vii) signs of overheating (burn marks or staining).

The checks also apply to extension leads, associated plugs and sockets. Any faults must be reported to 'the appropriate manager and the equipment taken out of use immediately and labelled as faulty (and why). It must not be used again until repaired.

**Note:** Equipment which exhibits intermittent faults e.g. sometimes it works, next time it doesn't, must be taken out of service and not used again until thoroughly checked out by a competent person and the source of the fault identified and rectified.

### **TESTING OF PORTABLE ELECTRICAL EQUIPMENT**

Electrical testing of portable electrical equipment for earth/insulation integrity using a portable appliance tester will be carried out by a competent person in addition to the user visual inspections

- a) whenever there is a reason to suppose the equipment may be defective, (but this cannot be confirmed by visual inspection);
- b) after any repair, modification or similar work;
- c) at regular intervals.

A visual inspection must also be carried out in conjunction with the electrical testing. Combined inspection and testing should be carried out by someone with a wider degree of competence than that required for visual inspection alone. This is because the results of the tests may require interpretation and appropriate electrical knowledge.

### **NORMAL AND EMERGENCY LIGHTING**

It is recognised that many areas within sites have no natural lighting. Therefore, procedures will be in place to ensure that adequate and appropriate lighting is installed and maintained for normal and any foreseeable emergency situation

### **EXPLOSIVE ATMOSPHERES**

Such hazardous environments may occur on sites, within sewers, near gas/HFL storage installations or within some factory/industrial environments where potentially explosive chemicals are in use. Employees are prohibited from working in such areas unless:

- I. The employee has been inducted by the site controller and has received suitable and sufficient training to allow the safe performance of the task.
- II. The work is directly supervised by a competent person
- III. The Director has been contacted and made aware of the need to enter such an area.
- IV. No equipment, which could pose an ignition risk such as non-spark, proof tools, sampling pumps and metal capped safety shoes shall be taken into higher hazard areas.

### **MANUAL HANDLING**

Under the Manual Handling Operations Regulations 1992, employees must not handle loads liable to cause injury. The company shall assess the risks posed by assessing relevant risk factors. Elements affecting the risk of injury include:

- I. Load factors such as size, weight, rigidity, movement, centre of gravity, shape and surface factors.
- II. Task factors such as: duration, repetition and the requirement to make awkward bending or twisting movements.

- III. Environmental factors such as route length, lighting, obstruction, weather effects, floor surfaces and distractions.
- IV. Individual factors such as health, level of training, mobility and pre-existing injuries.

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

1 Call Building Maintenance Solutions recognises that WRULD's can have a detrimental effect on the lives of its workforce and its failure to control the risks associated with the disorders, impose a heavy cost directly on the business and ultimately on society. We will therefore endeavour to effectively control the risks of WRULD's by promoting effective communication and high levels of competence throughout our workforce

### **NOISE AT WORK**

The Noise at Work Regulations 2005 requires noise exposure to be reduced to as low as reasonably practicable. There are two levels of sound energy at which employers are required to take certain action:

- I. Lower Exposure Action Value, 80 dB(A) LEP'd
- II. Upper Exposure Action Value , 85 dB(A) LEP'd

Due to the nature of the company's activities and the type of work equipment used, it is deemed that noise exposure and subsequent hearing damage is a potential hazard and therefore the company policy is for:

- I. Employees must wear suitable hearing protection when working within noisy environments.

### **CONTROL OF VIBRATION AT WORK**

1 Call Building Maintenance Solutions will comply with its duties under the Control of Vibration at Work Regulations 2005. As part of its risk assessment procedures, all activities which may place operatives at risk of exposure to vibration will be thoroughly assessed by a competent person and alternative methods of work will always be considered.

There are 2 main forms of vibration hazard, they are:

**Hand-arm Vibration (HAV)** – Hand transmitted vibration from tools, equipment and certain processes that produce vibration.

**Whole Body Vibration (WBV)** – Vibration that is transmitted to the body through the seat of the plant or the feet of the operative.

### **Controlling the Risk**

The risk of permanent damage depends on a number of factors including:

For HAV:

- How high the vibration levels are.
- How long the equipment is used for.
- How awkward the equipment is to use.
- How tightly the equipment is gripped.
- How cold or wet the operative gets using the equipment.

For WBV consideration should also be given to:

- Operative's posture.
- The design of the controls.
- The driver visibility.
- Handling and lifting operations associated with machine's operation.
- Personal factors i.e. level of fitness, etc.

The risk assessment should consider the following hierarchy:

**Elimination** – Seeking alternative ways of carrying out the task **without** using high vibration tools.

**Reduction** – several methods should be employed, including:

- making sure that all new tools have vibration control built in;
- modifying existing tools to reduce vibration levels or the grip force needed;
- use of the right tools for the job;
- limiting the usage time to those recommended by the manufacturer or supplier;
- keeping all tools and machines in good working order;
- not using more force than necessary when using tools and machines;
- personal factors like cutting down on smoking (smoking affects blood flow);
- exercising hands and fingers to improve blood flow.

**Isolation** – Job rotation.

**Control** – methods include:

- information, instruction and training in the correct use of tools and equipment;
- method statement and safe systems of work briefings;
- recognition of early symptoms of injury;
- arranging advice and routine health checks if the use of high vibration tools is unavoidable;
- assessing exposure levels; keeping warm and dry; use of anti-vibration PPE.

### **GUARDING**

As part of the risk assessment process, significant hazards will be controlled through guarding and particular emphasis will be placed on guarding arrangements to ensure the type of guarding is appropriate and effectively controls the hazard by:

- ensuring that all guarding arrangements are subject to the approval and advice of the competent person
- considering the installation, servicing, maintenance, cleaning and use of the equipment and associated guarding
- consideration of further controls, including the careful selection and training of operators for moveable guards
- keeping appropriate records relating to guarding arrangements

### **DISPLAY SCREEN EQUIPMENT (DSE)**

The risk posed to office staff using DSE shall be assessed and controlled in accordance with the Health & Safety (DSE) Regulations 1992 and the Management of Health & Safety at Work Regulations 1999. The aim of such assessments is to prevent work related upper limb disorders (WRULD), lower back problems, eyestrain, stress and repetitive strain injury (RSI).

Assessment factors considered include:

- I. The identity of persons at risk.
- II. The duration of exposure to DSE risks.
- III. Provision of breaks, task rotation and requirement for constant information transfer.
- IV. Ability of the 'user' to dictate the pace of the work.

- V. The physical environment such as: temperature; level of desk clutter; adjustability of furniture/monitors and glare factors.
- VI. Software features such as: ability to recover from errors; colour contrast; size of fonts
- VII. Individual factors such as health, level of training/experience and pre-existing health conditions.

The company does not underestimate the impact of such factors (if adverse) on the health of employees and shall endeavour to control such risks by means as stringent as is reasonably practicable.

All workstations should be subject to a DSE assessment, this should be carried out by a competent person and the findings of the assessment shall be communicated to those affected.

### **SLIPS TRIPS AND FALLS**

Due to the nature of our business activities, the Company is aware of the potentially high incidence of injuries caused by slips, trips and falls and the legal requirement to prevent such. Where possible, these incidences shall be reduced by:

- Ensuring that floors, corridors and walkways are kept clean, tidy and free from obstructions, clutter and trailing leads.
- Ensuring that all employees are aware of the serious risks posed by unsafe surfaces and that safety footwear is worn at all times.

### **WORK IN OCCUPIED AREAS**

The Health & Safety At Work Act 1974 together with the Management of Health & Safety at Work Regulations 1999, place a duty on employers to ensure the safety and health of persons not in their employment but who may be affected by the company's undertakings. The company's activities may create certain risks to third parties that must be controlled. This shall be achieved by ensuring that:

- I. Signs and barriers are placed around any area where ladder access is required in busy occupied areas and creating an exclusion zone.
- II. Step ladders are to be accessed and used safely. Employees are to use the ladders in the A-frame position when alone. Materials held during ladder access are to be reduced to only those required to reduce the risk of articles being dropped onto third parties and colleagues. The use of tool belts or similar should be considered so that the hands may be kept free.
- III. Work equipment is to be kept with employees at all times when working in a public areas. This is to reduce the risk of trips and falls due to obstructions created by the tools; and to prevent unauthorised persons using the tools and becoming injured in the process.
- IV. Cooperation and coordination between all users of premises and the site controller is essential to ensure a safe site.

### **COMMUNAL AREAS**

Where work has to be undertaken in communal areas such as hallways, passageways and staircases, or occupied premises, provision will be made to ensure the safety, including access and egress, of all users.

The Director and Client will ensure that all work in communal areas is planned in advance so as to cause the least disruption. Where passageways or staircases cannot safely be used while work is in progress, the Director and Client will make arrangements for alternative access routes, or for such work to be undertaken outside of normal working hours.

Employees/contractors will ensure that all work areas are cordoned off or identified by warning signs and/or barriers where practical at all times.

Where work in communal areas is other than of a short duration, operatives will ensure that cordons and barriers are positioned and maintained so as to prevent accidental access to the work area.

### **WORK RELATED STRESS**

The company is a large enterprise and often experiences pressure to complete contract deadlines, which may be transmitted to individuals. However, the company is aware of its obligations under the Health & Safety at Work Act 1974 and Management of Health & Safety at Work 1999 to assess and ensure both the mental and physical health of employees as affected by systems of work.

If any employee feels unable to cope with the demands of their work activities (whether aggravated by non-work related factors or not), they should report this to the Director.

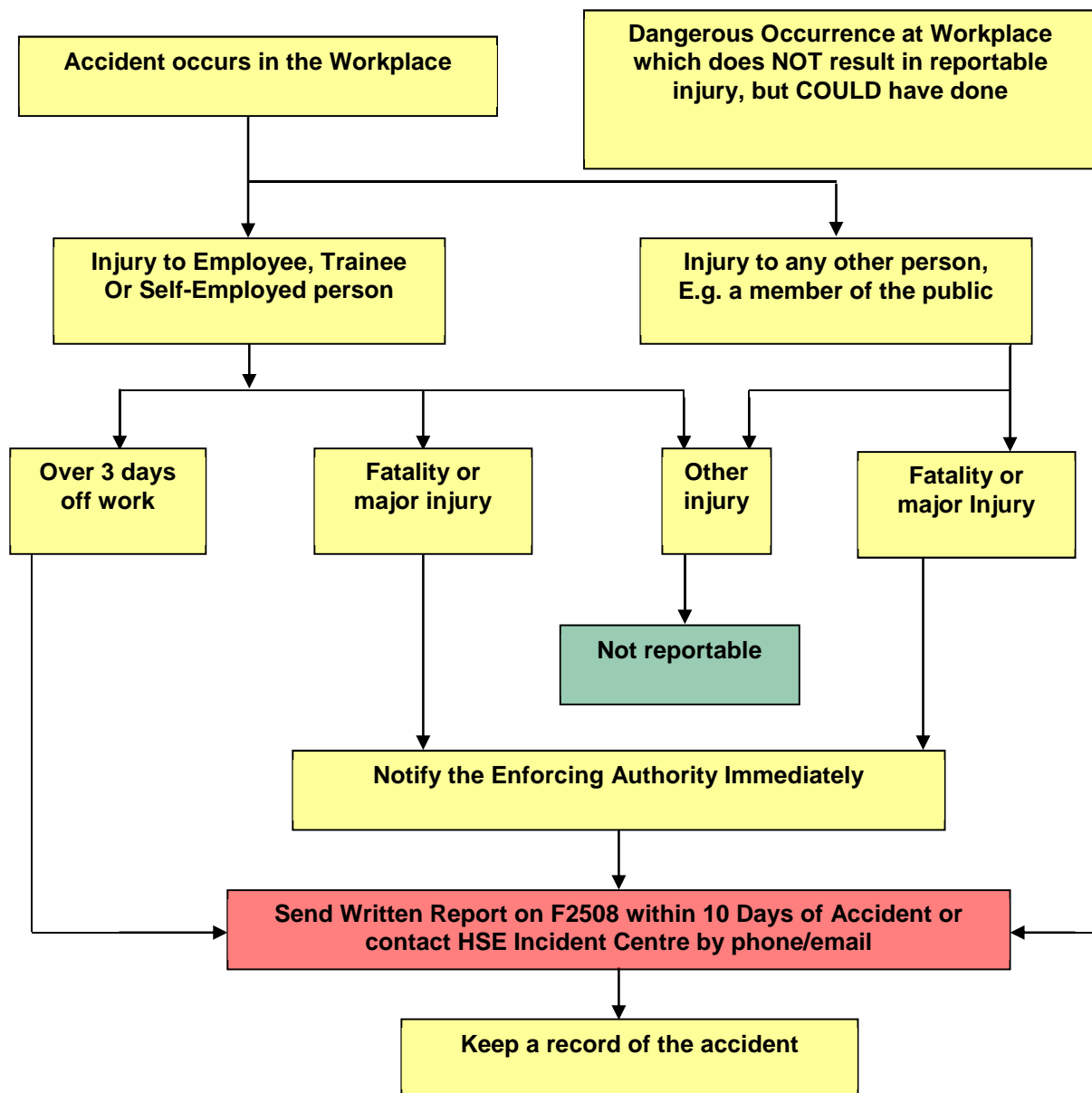
### **ACCIDENT REPORTING**

- I. All accidents and near-miss occurrences no matter how apparently trivial they appear, are to be reported and recorded in the accident book
- II. All serious accidents must be reported immediately to the Director and Health and Safety Consultant. Where the accident occurs on the client's premises notification should also be given to the client.
- III. Details of all injuries will be detailed in the Accident Book.
- IV. Details of injuries resulting in time lost from work will be entered into the F2508 Register.
- V. Details of reportable ill-health conditions, fatal or major injuries and dangerous occurrences will be notified immediately to the HSE. Report F2508 will be sent by post within 10 days.
- VI. All accidents resulting in damage to plant or equipment must be reported to the Director.
- VII. Where equipment belonging to a client is involved the client must be notified also.
- VIII. All accidents, which could have caused injury or damage, must be reported to the Director.

In addition to the accident book entry, employees are required to prepare an accident report form. The purpose of the accident report is to aid in the investigation of the cause of accidents and any contributory factors, so that additional control measures may be developed to prevent a re-occurrence. The accident report should contain full details about the person injured, any witnesses, what happened, what first aid/medical treatments were required and any other contributory factors. All employees must carry copies of this form at all times and without exception.



**ACCIDENT REPORTING PROCEDURES**



**DEFECTS**

Any defects in plant, equipment, buildings, temporary access structures or vehicles must be reported to the Director immediately.

**HEALTH AND SAFETY SIGNS**

The Health and Safety (Safety Signs and Signals) Regulations 1996 require employers to provide and maintain **safety signs** where there is significant risk to health and safety that has not been avoided or controlled by other means (e.g. safe systems of work) provided that the use of a sign can help reduce the risk. They also require, where necessary, the use of **road traffic signs** in workplaces to regulate road traffic and pipework markings where **pipework** contains dangerous substances.

### **SAFE SYSTEMS OF WORK**

Safe Systems of Work will be introduced to cover all foreseeable activities and will be included in the risk assessment process to ensure that all tasks are effectively planned and carried out safely. Consideration will be made for the safety of all personnel, property and the environment.

### **COMPANY VEHICLES AND MOBILE PHONES**

All company vehicles will be maintained in a good roadworthy condition and regularly inspected and serviced in accordance with the manufacturer's recommendations. All employees are to drive vehicles in full accordance with current road safety legislation. Drivers of work vehicles are to inspect the vehicle on a regular basis and report any concerns to the Director.

Employees are reminded that at no time whilst driving should they attempt to answer or make any phone calls using their mobile phones unless a "hands free" device has been fitted to the vehicle. If such a device has not been installed and employees need to make a call whilst on company business, they are to pull off the road and park the vehicle in a safe and secure location where it does not cause an obstruction or hazard for other road users and pedestrians. The same procedure should be followed when answering a call or checking your messages.

### **TRAINING**

- I. All employees will be fully trained for the activities in which they are involved. This shall involve a probationary period where suitability and capability are assessed.
- II. No employee shall use any equipment, work in any area or undertake any task unless he has been assessed as competent to do so.
- III. All employees will be given instructions in the safe use of equipment, emergency procedures and individual responsibilities for safe working procedures.
- IV. Where necessary work procedures may be varied to comply with client safety requirements.

### **HEALTH AND SAFETY INDUCTION**

All staff with a permanent or temporary contract will be issued general safety induction information; this will be recorded within their personnel files.

### **DISCIPLINE**

Employees will be disciplined in accordance with the procedures laid down in their contract of employment for any breach of safety rules or of policy requirements. Employees are expected to act professionally and with due regard for the health, safety and welfare of their colleagues and those affected by their actions.

### **ALCOHOL & DRUGS**

In line with the company's health and safety policy, all employees are expected to be fit to perform their duties at all times while at work. Any employee under the influence of alcohol or drugs is considered to be an intolerable risk to other employees and third parties. This also applies to persons suffering ill-effects due to indulging on the previous night/day.

To this end, the company operates a zero tolerance policy towards alcohol and drugs. Consequently, any employee found under the influence of any substance may face instant dismissal for gross misconduct.

Employees taking any medication that may affect their judgment or ability to work safely must report this to Director prior to commencing work.

### **SMOKING**

In accordance with the Health Act 2006 the company operates a 'no-smoking' policy to be applied inside all premises controlled by the company and also, all vehicles used by its employees.

### LEGIONNAIRES DISEASE

This condition is caused by a bacterium, *Legionella pneumophila*, which can create infection when it is breathed in as a fine spray of airborne water. The disease begins with high fever, chills and headache with pneumonia developing. Infection can be fatal. Infection can result from poorly maintained hot and cold water systems particularly where aerosols are frequently formed such as air conditioning plant, cooling towers, industrial sprays and showers.

Certain simple precautions can remove any risk and should be followed in all premises. Precautions should centre upon preventative measures e.g. maintenance, cleaning and disinfection, design of systems, alteration of operating conditions and replacement of fixtures. The Notification of Cooling Towers and evaporative Condenser Regulations 1992 require the person in control of any premises containing cooling tower condenser equipment to notify the Local Authority for registration purposes.

An Approved Code of Practice 'Legionnaires disease – the control of legionella bacteria in water systems' applies to premises involving a work activity where water is used or stored and where there is a reasonably foreseeable risk of Legionellosis. When this is the case it will be necessary to undertake a risk assessment to identify and assess the risks and any necessary precautionary measures for minimising the risk.

All reasonable steps will be taken to identify potential legionellosis hazards within the premises and to prevent or minimise the risk of exposure to such hazards. Where concerns are raised about the risk of an outbreak of legionellosis, they should be reported to the Director so that the necessary investigations can be undertaken and take appropriate measures to eliminate or reduce the risk if required.

### PALLET TRUCK USE

Pallet trucks are very versatile, but can be dangerous if not used properly. This equipment is designed to transport loads, unload, lift, pick, stage, and store materials or products. Workers operating this type of truck may be injured by the pallet jack rolling over feet, hands caught between the operating handle and a fixed object, and heavy loads falling onto the operators.

To safely operate this equipment, the basic safety principles below must be rigorously followed. By following these guidelines, you will help to ensure your safety and the safety of others.

- Only trained operators are to use pallet trucks.
- Do not exceed the manufacturer's load capacity rate and read the lift capacity plate on the pallet truck if you're unsure.
- Start and stop the pallet truck gradually to prevent the load from slipping.
- Pull manual pallet trucks and push them when going down an incline or passing close to walls or obstacles.
- If your view is obstructed, ask a spotter to assist in guiding the load.
- Stop the pallet truck if anyone gets in your way.
- Never place your feet under the pallet truck.
- Never use a second piece of equipment to push, pull, or, lift the unit.
- Move slowly when transporting an empty unit that could tip while negotiating a sharp turn.
- Always wear the required personal protective equipment.
- Keep hands, feet, and other body parts confined to the running lines of the pallet truck.
- Never ride on pallet trucks.

### MATERIAL HANDLING & STORAGE

Products must be stored safely to prevent them from falling on employees or visitors and to reduce product damage. The storage of products involves the safe use of powered industrial trucks (forklifts), as well as secure and safe racking to support loads.

When moving materials from storage, the following safety tips should be observed:

- When stocking shelves by hand, position the materials to be shelved slightly in front of you, to avoid twisting your body when lifting and stacking.
- Visually inspect for sharp objects or other hazards before reaching into containers, such as rubbish, cans, boxes and bags.
- Remove or bend nails and staples from crates before unpacking the crates.
- When cutting, always cut away from you and your co-workers.

- Do not try to kick objects out of pathways. Objects should be pushed or carried from walkways.
- Do not let items overhang from shelves into walkways.
- Move slowly when approaching blind corners.
- Place heavier loads on the lower or middle shelves.
- Remove one object at a time from shelves.
- Place items flat on shelves, so that they do not wobble.

### **FORK LIFT TRUCKS**

Forklifts are an essential piece of material handling equipment in the warehouse. Forklifts are involved in numerous injuries and deaths each year throughout the industry. It is vital that all forklift operators are competent and properly trained. Only competent and certified forklift operators may use forklifts.

#### **Pre-Use Inspection**

Always follow the pre-use instructions in the manufacturer's manual and do not use the forklift if any of the following conditions exist:

- Mast has broken or cracked weld-points.
- Roller tracks are not greased or the chains are not free to travel.
- Forks are unequally spaced or cracks exist along the blade or at the heels.
- Hydraulic fluid levels are low.
- Hydraulic lines and fittings have excessive wear or are crimped.
- Fluid is leaking from the lift or the tilt cylinders.
- The hardware on the cylinder is loose.
- The tyres are excessively worn or split, or have missing tyre material.
- Inflatable tyres are not filled to the operating pressure indicated on the tyre.
- The batteries have cracks or holes, uncapped cells, frayed cables, broken cable insulation, loose connections or clogged vent caps.

#### **General Forklift Safety Guidelines**

- Do not use bare forks as a man-lift platform. .
- Steer the forklift wide when making turns.
- Sound the forklift horn when approaching blind corners, doorways or aisles to alert other operators and pedestrians.

#### **Lifting**

- **Do not** exceed the lift capacity of the forklift and read the lift capacity plate on the forklift if you are unsure.
- Follow the manufacturer's guidelines concerning changes in the lift capacity before adding an attachment to a forklift.
- Lift the load an inch or two to test for stability; if the rear wheels are not in firm contact with the floor, take a lighter load or use a forklift that has a higher lift capacity.
- **Do not** raise or lower a load while you are moving. Always wait until you are in the loading area and have stopped before raising or lowering the load.
- After picking up a load, adjust the forks so that the load is tilted slightly backward for added stability.
- Raise the forks an additional two inches to avoid hitting or scraping the ramp surface as you approach the ramp.

#### **Driving a Forklift**

- Always obey all traffic rules and signs.
- Drive with the load at a ground clearance height of 4-6 inches at the tips and 2 inches at the heels in order to clear most uneven surfaces and debris.
- Drive at a walking pace and apply the brakes slowly when driving on slippery surfaces, such as icy or wet floors.
- You should not exceed five miles per hour and slow-down in the congested areas.
- Do not drive into an area with a ceiling height that is lower than the height of the mast or overhead guard.
- Do not drive up to anyone standing or working in front of a fixed object, such as a wall.
- Do not drive along the edge of an unguarded elevated surface, such as a loading dock or staging platform.

- Where possible stay a minimum distance of three truck lengths from other operating mobile equipment.
- Use a signal person when your vision is blocked by the load.
- Look in the direction that you are driving and proceed when you have a clear path.
- Do not drive the forklift while people are on the attached man-lift platform.
- Drive a loaded forklift in a forward gear when going up a ramp and upon approaching the ramp; raise the forks an additional two inches to avoid hitting or scraping the ramp surface.
- Do not attempt to turn the forklift around on a ramp.
- Do not shift into reverse to slow down or stop the forklift.
- Lower the mast completely, turn the engine off and set the parking brake before leaving your forklift.

### STORAGE RACKING

All forms of racking under 10 foot high will be assessed on a six monthly basis. The inspection will be documented and any remedial work identified carried out with immediate effect. Racking over 10 foot in height will be assessed on a monthly basis.

### YOUNG PERSONS

It has been recognised that young people may be more at risk to their health and safety at work due to lack of experience, lack of awareness of existing risk or immaturity.

#### Definitions

- **Young person** – An employee or work placement student who has not attained the age of eighteen.
- **Child** – Person who is not over the compulsory school leaving age (16)

The 'Health and Safety at Work etc. Act 1974' requires employers to secure the health and safety of all employees at work and anyone else who may be adversely affected by the employer's undertaking, so far as is reasonably practicable.

The 'Management of Health and Safety at Work Regulations 1999' require employers to assess work-related risk of all their employees, and require a specific assessment of risks to young persons.

Usually the measures taken to protect the workforce as a whole should be sufficient to protect young persons. However where this is not the case additional measures should be determined and implemented before the young person's commences work. In extreme cases this may mean prohibiting young persons from certain work activities.

The young person has the right to expect that the employer has undertaken a suitable risk assessment. Employers must also provide the young person or the parents or guardians of children in employment with comprehensive and relevant healthy and safety information on the risk assessment and associated preventative and protective measures.

Under the Health and Safety at Work etc. Act 1974 employees have a responsibility for their own health and safety. This needs to be significantly emphasised to young persons as they are potentially more likely to 'mess about' or play practical jokes, etc. without being aware of the possible consequences.

The "Management" Regulations require employers to take the following factors into account when undertaking a young person's risk assessment:-

- their inexperience and immaturity
- the duration of their working day
- their lack of awareness of risks to their health and safety
- the fitting out and layout of their workstation and workplace
- the nature, degree and duration of any exposure to biological, chemical or physical agents
- the form, range, use and handling of work equipment
- the way in which processes and activities are organised
- any health and safety training given or intended to be given
- risks associated with certain specified agents, processes and work activities

### NEW AND EXPECTANT MOTHERS

Pregnancy is a condition, which need not necessarily present specific risks at work, regarding health and safety. It is not an illness or disease and should not be regarded as such.

#### Definitions

- **New or expectant mother** – An employee who is pregnant, who has given birth within the previous six months, or who is breastfeeding.
- **Given birth** – Having delivered a living child or, after 24 weeks of pregnancy, a stillborn child.

The Health and Safety at Work Act 1974 requires employers to secure the health and safety of all employees at work, and anyone else who may be adversely affected by the employer's undertaking, so far as is reasonably practicable.

The Management of Health and Safety at Work Regulations 1999 require employers to assess work-related risks of all their employees, and were amended to require specific assessment of risks to new and expectant mothers.

The Employment Rights Act 1996 provides for pregnant women employees to be allowed reasonable paid time off work to attend an ante-natal clinic if the appointment is made on the advice of a registered doctor, midwife or health visitor. She should provide written evidence of such an appointment. If normal control measures will not protect a new or expectant mother from such risks, it may be necessary to alter the working conditions or hours of work. If these actions are not reasonably options, or they would not sufficiently reduce or avoid the risks, the employer must offer alternative work. If this is not possible the employer must suspend the employee from work, on full pay, for as long as necessary to avoid the risk to her or her child.

Under the Health and Safety at Work Act 1974 employees have a responsibility for their own health and safety. Pregnant women are advised to let their line manager know about their condition as soon as possible, bearing in mind that certain risks to their unborn child may be relatively higher in the earlier stages of pregnancy compared with the later stages.

As soon as you become aware that one of your staff is a new or expectant mother you should undertake a Risk Assessment and take adequate steps to remove any risks to the pregnant or new mother.

### DISABILITY DISCRIMINATION ACT POLICY

1 Call Building Maintenance Solutions opposes all forms of discrimination due to disability.

The purpose of this statement is to ensure that 1 Call Building Maintenance Solutions complies with the requirements of the Disability Discrimination Act 1995, and to ensure that disabled people falling within the Act are treated fairly and equally.

1 Call Building Maintenance Solutions will give training and guidance to all relevant staff on the provisions and requirements of the Act to ensure that discriminatory risks / attitudes are minimised.

1 Call Building Maintenance Solutions is committed to making all reasonable adjustments to its premises as required by the Act, so as to ensure that disabled employees and visitors are able to access all parts of the premises and the services provided by 1 Call Building Maintenance Solutions.

All reasonable and necessary requests for changes or modifications will be investigated and implemented where practicable.

### **HEALTH & SAFETY PERFORMANCE MONITORING AND REVIEW**

The Director together with the company's Health and Safety Consultant shall review the company's health & safety performance and the effective implementation of the health & safety policy. The annual review shall cover:

- I. Accident and ill-health incidence monitoring results.
- II. Comparison with the objectives stated in the previous review.
- III. Effects and requirements of new legislation or changes to Approved Codes of Practice (ACoP's). Irrespective of time periods, a review shall be conducted in the event of:
  - I. Incidence of major accident or serious ill-health to employees or third parties affected by the company's undertaking.
  - II. Incidence of HSE enforcement action.
  - III. Major change to health and safety arrangements or company activities.

## Register of Key Health & Safety Acts and Regulations:

The following list of acts and regulations are the key statutory instruments applicable to the management of occupational health and safety in the UK. As new acts and regulations are introduced on a regular basis, those acts listed below may from time to time be supplemented or superseded by newer regulations.

- Building Regulations 1991
- Confined Spaces Regulations 1997
- Construction (Design and Management) Regulations 2007
- Control of Asbestos Regulations 2006
- Control of Lead at Work Regulations 2002
- Control of Noise at Work. Regulations 2005
- Control of Pesticides Regulations 1986 (COPR) (as amended 1997)
- Control of Substances Hazardous to Health Regulations 2002 (as amended 2004)
- Corporate Manslaughter & Corporate Homicide Act 2007
- Control of Vibration at Work Regulations 2005
- Dangerous Substances (Notification and Marking of Sites) Regulations 1990
- Dangerous Substances and Explosive Atmosphere Regulations 2002 (DSEAR)
- Electricity at Work Regulations 1989 (SI 1989 No. 635)
- Employers Liability(Compulsory Insurance) Act 1998
- Gas Appliances (Safety) Regulations 1992
- Gas Safety (Management) Regulations 1996
- Hazardous Waste (England and Wales) Regulations 2005
- Health Act 2006
- Health and Safety at Work Act 1974
- Health and Safety (First Aid) Regulations 1981
- Health and Safety (Display Screen Equipment) Regulations 1992
- Health and Safety (Information for Employees) Regulations 1989
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Health and Safety (Young Persons) Regulations 1997
- Ionising Radiations Regulations 1999
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER 98)
- Lifting Plant and Equipment (Records of Test and Examination) Regulations 1992
- Management of Health and Safety at Work Regulations 1999
- Manual Handling Operations Regulations 1992
- Notification of New Substances Regulations 1993
- Personal Protective Equipment (PPE) at Work Regulations 1992 & 2002
- Pressure Equipment Regulations 1999
- Pressure Systems Safety Regulations 2000
- Provision and Use of Work Equipment Regulations 1998 (PUWER 98)
- Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) 2007
- Regulatory Reform (Fire Safety) Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)
- Supply of Machinery (Safety) Regulations 1992 (as amended 1994 & 2005)
- Work at Height Regulations 2005
- Working Time Regulations 1998
- Workplace (Health, Safety and Welfare) Regulations 1992