

H-SQUARED HEALTH AND SAFETY MANUAL

INTRODUCTION

The legal framework and the specific requirements relating to health and safety policies are contained in section 2(3) of the Health and Safety at Work Act 1974 which states that “it shall be the duty of every employer to prepare and as often as may be appropriate revise a written statement of his **general policy** with respect to health and safety at work of his employees and the **organisation and arrangements** for the time being in force for carrying out that policy, and to bring the statement and any revision of it to the notice of all his employees.”

The **general policy** should demonstrate that a company accepts concern for health and safety is an integral part of its organisation at all levels and that the highest management within the company means to ensure that this concern will be translated into effective action. The Health and Safety Executive believes that a practical test of the safety policy is that a manager or supervisor can recognise that he will be supported by the company if he reasonably chooses the safety of his subordinates before the demands of production. The test is particularly important in devolved organisations where activities are a long way from head office where local supervision must frequently make decisions crucial to safety.

The law requires that the ultimate responsibility for health and safety in each workplace lies with the highest management, but in practice duties have to be delegated. It is this delegation that forms the **organisation** within a company and must be capable of demonstrating the following:

- the logical delegation of duties.
- the identification of key personnel.
- the definition of the roles of line and functional management.
- arrangements for adequate support and advice.
- the nomination of persons with authority and competence to monitor safety performance.

Section 2 of the Act provides a useful check list of the **arrangements** that must be implemented, so far as is reasonably practicable, if the general policy and organisation are to be effective. These are the provision and maintenance of a safe place of work, and safe access thereto; arrangements for the use, handling and storage of substances; the provision of information, instruction, training and supervision; consultation with the workforce and most of all, because it takes into account all these other factors, the provision and maintenance of safe systems of work.

Sections 3 and 4 of the Act places similar duties, so far as is reasonably practicable, on employers, the self-employed and persons in control of premises to have effective systems and protective measures in place for persons other than their employees.

This Health and Safety Manual contains the **general policy, organisation and arrangements** and consists of this volume, and various additional volumes dealing with specific issues, and is structured to assist management meet the requirements of relevant legislation.

Additional information and guidance may be required when new processes or activities are introduced, or as a result of risk assessments undertaken by the company. In such circumstances the company should contact Lloyds Employment Law Consultancy for advice and support.

MANAGEMENT MONITORING PROCEDURES

Organisations need to measure what they are doing to implement their health and safety policy, to assess how effectively they are controlling risks, and how well they are developing a positive health and safety culture. A low accident rate, even over a period of years, is no guarantee that risks are being effectively controlled and will not lead to injuries, ill health or loss in the future. This is particularly true in organisations where there is a low probability of accidents but where major hazards are present. Here the historical record can be an unreliable or even deceptive indicator of safety performance.

Like planning, monitoring health and safety performance against pre-determined plans and standards should be a line management responsibility. Monitoring also reinforces management's commitment to health and safety objectives in general and helps in developing a positive health and safety culture by rewarding positive work done to control risk. Two types of system are required:

- active systems which monitor the design, development, installation and operation of management arrangements, workplace precautions, controls, etc; and
- reactive systems which monitor accidents, ill health, incidents and other evidence of deficient health and safety performance.

The information provides a basis for decisions about improvements in risk control and the health and safety management system.

Organisations may need to decide how to allocate responsibilities for monitoring at different levels of the management chain and what level of detail is appropriate. The various forms and levels of active monitoring include:

- routine procedures to monitor specific objectives, e.g. quarterly or monthly reports or returns.
- periodic examination of documents to check that systems relating to the promotion of the health and safety culture are complied with.
- assessment and recording of training needs and delivery of suitable training.
- the systematic inspection of premises, plant and equipment by supervisors, maintenance staff, management, safety representatives or other employees to ensure the continued effective operation of workplace precautions.
- environmental monitoring and health surveillance to check on the effectiveness of health control measures and to detect early signs of harm to health.
- systematic direct observation of work and behaviour by supervisors to assess compliance with risk control systems and associated procedures and rules.
- the operation of audit systems.
- consideration of regular reports on health and safety performance by the board of directors.

The degree of active monitoring should be proportional to the hazard profile and should concentrate on areas where it is likely to produce the greatest benefit and lead to the greatest control of risk. Key risk control systems and related workplace precautions should, therefore, be monitored in more detail and more often than low-risk situations.

Reactive systems are instigated after an event and include identifying and reporting:

- injuries and cases of ill health (including monitoring of sickness absence records).
- other losses, such as damage to property.
- incidents, including those with the potential to cause injury, ill health or loss.
- hazards.
- weakness or omissions in performance standards.

Each of the above provides opportunities for an organisation to learn from mistakes, and improve the health and safety management system and risk control.

This Health and Safety Manual has been structured to assist the company manage and monitor health and safety within its area of responsibility.

Additional information, guidance or procedures may be required when new processes or activities are introduced, or as a result of risk assessments undertaken by the company. In such circumstances the company should contact Lloyds Employment Law Consultancy for further advice and support.

Lloyds Employment Law Consultancy may be contacted on:

Tel: 0844 7700 656

Fax: 0844 7700 657

Email: healthandsafetylaw@lelc.co.uk

COMMENTS AND COMPLAINTS

If you have any questions about what is covered in your service, or comments or concerns about it, please contact the Health and Safety Director. Please do tell us - we cannot do anything about your concerns if we do not know about them.

It should be noted that if the procedures and guidance contained in this manual are not implemented it may invalidate any guarantee provided by Lloyds Employment Law Consultancy. Also there may be employment law implications to be considered when implementing any changes.

AMENDMENTS RECORD SHEET

DATE	VERSION	REASON FOR AMENDMENT	DESCRIPTION OF AMENDMENT	ACCEPTED BY
11.07	V7.0	Updated Arrangements	Smoking at Work	
11.07	V7.0	Updated Guidance	Office Safety	
11.07	V7.0	Updated Guidance	Rules and Special Conditions for Contractors	
11.07	V7.0	Updated Guidance	Upper Limb Disorders	
11.07	V7.0	Updated Guidance	Use of Forklift Trucks	
11.07	V7.0	Updated Guidance	Work at Height Regulations 2005 (Amended)	
11.07	V7.0	Updated Guidance	Workplace Transport	
11.07	V7.0	Additional Guidance	Corporate Manslaughter and Corporate Homicide Act 2007	
11.07	V7.0	Additional Guidance	First-aid	
11.07	V7.0	Additional Guidance	Smoke-free Premises and Vehicles	
11.07	V7.0	Guidance Removed	Prohibition of Smoking in Certain Premises (Scotland) Regulations 2006	
11.07	V7.0	Updated Monitoring form	Appraisal of Contractors	
11.08	V8.0	Version 8 updates	Pages 1-38 replaced	
11.08	V8.0	Version 8 updates	Introduction	
11.08	V8.0	Version 8 updates	Statement on Health and Safety at Work	
11.08	V8.0	Additional Arrangements	Noise	
11.08	V8.0	Additional Arrangements	Personal Protective Equipment	
11.08	V8.0	Additional Arrangements	Slips and Trips	
11.08	V8.0	Additional Arrangements	Work at Height	
11.08	V8.0	Revised Arrangements	Contractors	

11.08	V8.0	Revised Arrangements	Employee Health, Safety and Welfare Concerns Procedure	
11.08	V8.0	Revised Arrangements	Fire	
11.08	V8.0	Revised Arrangements	First Aid and Accident Reporting	
11.08	V8.0	Revised Arrangements	Risk Assessment	
11.08	V8.0	Revised Arrangements	Violence at Work	
11.08	V8.0	Guidance removed	Control of Asbestos at Work Regulations 2006	
11.08	V8.0	Guidance removed	Use of Forklift Trucks	
11.08	V8.0	Additional Guidance	Control of Noise at Work Regulations 2005	
11.08	V8.0	Additional Guidance	Forklift Trucks	
11.08	V8.0	Additional Guidance	Safe Use of Knives	
11.08	V8.0	Revised Guidance	Young Persons	
11.08	V8.0	Additional Monitoring	Hazard Report Form	
04.09	V8.0	Names of Persons Having Specific Responsibilities	Updated Fire Risk Assessment Manual	
05.10	V8.0a	Updated Guidance	First-aid replaced by First-aid at Work	
05.10	V8.0a	Updated Guidance	Forklift Trucks	
05.10	V8.0a	Updated Guidance	New and Expectant Mothers	
05.10	V8.0a	Additional Guidance	Portable Electrical Equipment	
05.10	V8.0a	Additional Guidance	Storage Systems – Adjustable Pallet Racking	
05.10	V8.0a	Updated Guidance	Young Persons	
05.10	V8.0a	Additional Monitoring	Authorisation to Operate Work Equipment Record	
05.10	V8.0a	Additional Monitoring	Manual Handling Risk Assessment Record	

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HEALTH AND SAFETY GUIDANCE

Control of Noise at Work Regulations 2005 (0206)

Corporate Manslaughter and Corporate Homicide Act 2007 (0907)

Driving at Work (1105)

Electrical Safety (0305)

First-aid at Work (1109)

Forklift Trucks (0509)

Lifting Operations and Lifting Equipment Regulations 1998 (1202)

Lone Working (0904)

New and Expectant Mothers (0110)

Office Safety (0607)

Personal Protective Equipment (0710)

Portable Electrical Equipment (1109)

Provision and Use of Work Equipment Regulations 1998 (1106)

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (0902)

Rules and Special Conditions for Contractors (0607)

Safe Operation and Maintenance of Pallet Trucks (0706)

Safe Use of Knives (0504)

Smoke-free Premises and Vehicles (0507)

Storage Systems – Adjustable Pallet Racking (0509)

Upper Limb Disorders (0607)

Work at Height Regulations 2005 (Amended) (0407)

Working Time Regulations 1998 (0706C)

Workplace Transport (0607)

Work Related Stress (0806C)

Young Persons (1109)

MANAGEMENT MONITORING PROCEDURES

Access Equipment Inspection Form (0306)

Accident/Incident Report (0502)

Accident Summary (0302)

Appraisal of Contractors (0307)

Authorisation to Operate Work Equipment Record (0609)

Basic Safety Induction (0906)

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Hazard Report Form (1008)

Internal Health and Safety Audit (0302)

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Operator Machine Checks (0502)

Permit to Work (Contractors) (1205)

Portable Electrical Equipment Inspection & Test Record (1109)

Supervisor Machine Checks (0502)

Training Attendance Log (1105)

Training Record (0207)

Vehicle Inspection Record (0609)

HEALTH AND SAFETY UPDATES

H-SQUARED ELECTRONICS LIMITED

STATEMENT ON HEALTH AND SAFETY AT WORK

The Health and Safety at Work Act requires the employer to prepare and, as often as may be appropriate, revise a written statement of the general policy with respect to the health and safety at work of employees. This statement has been prepared in accordance with the requirements of the legislation and includes details of the organisation and arrangements, for the time being in force, for carrying out the policy.

THE POLICY

Health, safety and welfare at work are matters of vital importance to the company, who shall:

- carry out suitable and sufficient assessments of the risks to the health and safety of employees to which they are exposed at work, and to persons not in our employment in so far as they may be affected by the work activities.
- initiate and operate healthy and safe working practices by planning, organising, controlling, monitoring and periodically reviewing, working areas, processes, practices and methods in order to improve standards of health, safety and welfare.
- train employees to work efficiently and safely with an understanding both of the nature of known hazards and the reasons for preventive and protective measures.
- investigate any accidents, dangerous occurrences or near-misses and decide what measures should be implemented to mitigate the effects of such incidents.
- provide procedures whereby a prompt and positive response is made to queries on health, safety or welfare matters raised by employees.
- provide adequate arrangements for communication and consultation between management and employees on health and safety matters; and
- provide the resources necessary to implement this policy.

Not all responsibility for health and safety rests with management. Each employee has a duty to co-operate with the employer on the carrying out of the employer's statutory duties and must:

- take reasonable care for the health and safety of himself and other persons who may be affected by his acts or omissions.
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare; and
- report immediately any injury sustained at work and any practice or situation regarded as unsafe.

THE ORGANISATION

Certain people within the company have positions that require them to be especially concerned with health, safety and welfare. This manual contains details of the specific health and safety responsibilities allocated to identifiable individuals along with the responsibilities of various groups of employees and other persons not employed by the company.

THE ARRANGEMENTS

The arrangements for the time being in force for ensuring, so far as is reasonably practicable, that the policy is implemented are set out in remaining sections of this manual and various other supporting volumes.

This statement and manual will be brought to the attention of all employees and formally reviewed at least once every twelve months.


Signature

A handwritten signature in black ink, appearing to read 'R Marriott', written over a faint, illegible stamp or background.

Mr Richard Marriott
Managing Director

**ORGANISATION FOR ENSURING
THE POLICY IS IMPLEMENTED**

NAMES OF PERSONS HAVING SPECIFIC RESPONSIBILITIES

TITLE/FUNCTION	NAME
Managing Director	Mr R Marriott
Commercial Director	Mr T Champion
Health and Safety Manual issued on	
Received	
General Risk Assessment Co-ordinator	Mr T Champion
Manual (V4.0) issued on Received	
Fire Responsible Person	Mr T Champion
Manual (V5.0) issued on Received	
COSHH Assessment Co-ordinator	Mr T Champion
Manual (V4.0) issued on Received	
Manual Handling Operations Assessment Co-ordinator	Mr T Champion
Manual (V4.0) issued on Received	
Display Screen Equipment Assessment Co-ordinator	Mr T Champion
Manual (V6.0) issued on Received	
All sections issued on 20 April 2011.... Received 	
Health and Safety Assistance	Lloyds Employment Law Consultancy Ltd

MANAGING DIRECTOR

The Managing Director accepts that health, safety and welfare at work are matters of vital concern to management and employees. He is ultimately responsible for ensuring that all reasonably practicable steps are taken to:

- provide a healthy and safe working environment.
- operate healthy and safe working practices, monitor working areas, processes and methods in order to identify risks and improve, wherever possible, standards of health, safety and welfare.
- train employees to work efficiently and safely with an understanding both of the nature of known hazards and the reasons for preventive measures.
- provide procedures whereby a prompt and positive response is made to queries on health, safety or welfare matters raised by employees.
- provide adequate arrangements for communication and consultation between management and employees on health and safety matters.

The Managing Director is assisted in achieving these aims by various identified staff, managers and employees whose responsibilities are detailed in this section. He will ensure that managers:

- understand and implement the company's Health and Safety Manual.
- are aware of their safety responsibilities and follow recognised procedures where these are laid down.
- undertake periodic checks to ensure that procedures are being followed.

COMMERCIAL DIRECTOR

The Commercial Director has, in addition to any duties set out in this document or elsewhere, been appointed to be directly responsible for the establishment, implementation and maintenance of an effective manual for ensuring, as far as is reasonably practicable, the health, safety and welfare of employees and other persons who may be affected by the work activity. He will fulfil his responsibility by:

- taking a direct interest in the Health and Safety Manual and positively supporting all persons whose function it is to carry it out.
- assisting the Managing Director to ensure that responsibility is properly assigned and understood at all levels.
- providing, in conjunction with Lloyds Employment Law Consultancy Limited advice on health, safety and welfare matters.
- arranging and/or undertaking regular inspections, audits, surveys and tests to assess the standards achieved.
- ensuring risk assessments are undertaken and safe working practices developed to ensure the health and safety of employees.
- consulting with the Managing Director to ensure that competent staff and adequate funds are available to meet the requirements of health and safety.
- periodically appraising the performance of line managers and others in the fulfilment of their responsibilities.
- ensuring that effective channels of communication are provided so that information concerning health and safety is communicated to employees and any matter concerning health and safety raised by an employee is recorded and appropriate action taken.
- bringing to the attention of the Managing Director any information or new legislation affecting health and safety which cannot be effectively dealt with at a lower level.
- checking that appropriate records are maintained in respect of specific plant, machinery and processes.
- liaising with managers and technical personnel to ensure that health and safety aspects of all new plant, equipment and processes are fully assessed.
- ensuring the cause of significant accidents and dangerous occurrences are investigated and appropriate remedial action is taken.

- reporting notifiable incidents to the appropriate authority.
- ensuring that the need for protective clothing and equipment is assessed and that correct advice on the provision, introduction and use of such items is available.
- appraising the effectiveness of health and safety documentation.
- preparing a statement of the company's health and safety performance for inclusion in the annual report.
- ensuring that potential new employees or employees involved in departmental transfers are suitable for the work to be undertaken and are informed of any inherent health or safety risks likely to be encountered in the work before accepting the position.
- ensuring that managers are aware of any special needs of potential new employees, or of employees requiring special adjustments in the workplace or requiring additional safeguards to be taken, in order to ensure at least the same level of safety as accorded to other employees in the workplace.
- ensuring that new employees and employees involved in departmental transfers receive adequate training in accordance with the company's Health and Safety Manual.
- obtaining details of suitable courses to fulfil specific needs when requested to do so by directors or managers.
- ensuring appropriate disciplinary procedures are available for dealing with misconduct or any action of an employee which could endanger his own health and safety or that of others.

SALES DIRECTOR

The Sales Director is, in addition to any duties set out in this document or elsewhere, responsible for:

- ensuring that subordinates are aware of their responsibilities when working away from the premises and to conduct themselves in a manner unlikely to risk their health and safety or that of other persons.
- ensuring that subordinates have a thorough knowledge of the company's products and are able to discuss or advise customers and potential customers of any associated risks during use, handling, processing, storage, transportation or disposal.
- ensuring appropriate information about any risks to health and safety related to any of the company's products is prepared and supplied to customers in accordance with legal requirements.

LOGISTICS MANAGER

The Logistics Manager is, in addition to any duties set out in this document or elsewhere, responsible for:

- being familiar with the company's Health and Safety Manual.
- demonstrating personal involvement and support to ensure the company's Health and Safety Manual is effective and maintained.
- ensuring that subordinates understand and implement the company's Health and Safety Manual.
- ensuring that adequate supervision is available at all times, particularly where young or inexperienced workers are involved or new processes are being introduced.
- ensuring that suitable and sufficient assessments are made of the risks to the health and safety of employees and other persons who may be affected by the company's activities.
- ensuring that safe systems of work are operated within his area of responsibility and that systems of work dealing with complex or hazardous operations are recorded and readily available.
- ensuring that health and safety issues are always considered at the planning stage of all projects to minimise risks during the project, commissioning, and operating of the completed project.
- ensuring that periodic departmental audits are undertaken for the purpose of checking compliance with agreed standards.
- ensuring that subordinates comply with relevant health and safety legislation and follow approved procedures and systems of work.
- assisting subordinates in resolving any health, safety or welfare problems referred to them and seeking advice and guidance for those which they cannot achieve a satisfactory solution with the resources available.
- ensuring that details of all accidents resulting in injury are properly recorded, investigated and, if necessary, reported to the appropriate authority.
- ensuring that subordinates receive appropriate training or instruction for the tasks they are expected to undertake.
- ensuring that information regarding health and safety matters is communicated to employees under their control.

- ensuring that daily walk-round checks are undertaken by a responsible person before a vehicle is used.
- ensuring first-use inspections are undertaken when vehicles and trailers are leased, hired or borrowed from other people or after vehicles or trailers have been off the road for some time.
- ensuring drivers are able to report promptly any defects or symptoms of defects that could adversely affect the safe operation of vehicles and keeping records of any rectification work done.
- ensuring drivers' defect reports are kept for at least 15 months.
- ensuring that checks are made regularly of items which affect roadworthiness.
- ensuring that unroadworthy vehicles are removed from service.
- ensuring drivers are given clear written instructions about their responsibilities.
- establishing an effective planned maintenance programme for plant, equipment, machinery and buildings for which the company has a responsibility.
- ensuring all statutory maintenance, including examinations and inspections, is carried out and appropriate records kept.
- immediately notifying the appropriate manager of any items of plant, equipment or machinery regarded as being unsafe, and agreeing an effective course of action for rectifying the matter or making safe by isolation or withdrawal until remedial action can be taken.
- ensuring maintenance personnel are competent to carry out the work required.
- ensuring maintenance personnel are fully aware of any hazards to themselves and other persons and observe the health and safety requirements in force at the work location.
- ensuring that all work necessary for compliance with health and safety requirements is undertaken without delay.
- ensuring that when work is undertaken on any plant the following basic procedures are followed:
 - supervisors are informed before any work is undertaken.

- plant is effectively isolated and locked off.
- warning notices are properly displayed.
- on completion of work all guards are securely fixed in position, notices and locks removed.
- all surplus materials and equipment are removed from the site and properly disposed of.
- supervisors are notified the plant is ready for use.

COMMERCIAL MANAGER

The Commercial Manager is, in addition to any duties set out in this document or elsewhere, responsible for:

- being familiar with the company's Health and Safety Manual.
- demonstrating personal involvement and support to ensure the company's Health and Safety Manual is effective and maintained.
- ensuring that subordinates understand and implement the company's Health and Safety Manual.
- ensuring that adequate supervision is available at all times, particularly where young or inexperienced workers are involved or new processes are being introduced.
- ensuring that suitable and sufficient assessments are made of the risks to the health and safety of employees and other persons who may be affected by the company's activities.
- ensuring that safe systems of work are operated within her area of responsibility.
- ensuring that periodic departmental audits are undertaken for the purpose of checking compliance with agreed standards.
- ensuring that subordinates comply with relevant health and safety legislation and follow approved procedures and systems of work.
- assisting subordinates in resolving any health, safety or welfare problems referred to them and seeking advice and guidance for those which they cannot achieve a satisfactory solution with the resources available.
- ensuring that details of all accidents resulting in injury are properly recorded, investigated and, if necessary, reported to the appropriate authority.
- ensuring that subordinates receive appropriate training or instruction for the tasks they are expected to undertake.
- ensuring that information regarding health and safety matters is communicated to employees under her control.
- ensuring that for any materials, substances or articles supplied to the company there will be available appropriate information relating to health and safety aspects during use, handling, processing, storage, transportation or disposal.

- ensuring any information provided in accordance with the above paragraph is brought to the attention of the appropriate manager.
- ensuring purchases conform to relevant British or European standards.
- arranging for the proper disposal of waste, surplus or rejected materials, substances or articles and notifying the disposal contractor of any special precautions or requirements necessary during transport, storage or disposal.

FIRST AIDERS

The First Aiders are, in addition to any duties set out in this document or elsewhere, responsible for:

- keeping abreast of first-aid practices relevant to the work and maintaining a valid first aid certificate.
- checking that appropriate and sufficient first-aid boxes are sited about the premises and they are properly stocked and maintained.
- checking that appropriate and sufficient eye wash facilities are sited about the premises and maintained in a proper state of readiness.
- being aware of the various hazards likely to be the cause of injury and the appropriate first-aid treatment necessary.
- providing treatment or advice within the limits of their training and experience and referring any cases of doubt to a hospital or doctor.
- recording details of all accidents and treatments in the appropriate registers.
- being aware of the emergency procedures and ensuring suitable and sufficient notices are displayed.

FIRE WARDENS

Fire Wardens are, in addition to any duties set out in this document or elsewhere, responsible for:

- being aware of the emergency procedures.
- checking suitable and sufficient notices are displayed.
- checking fire escape routes and doors are kept clear.
- checking fire check/smoke doors are kept closed.
- checking appropriate extinguishers are in place and are subject to regular maintenance.

Upon hearing the fire alarm they will:

- collect roll call registers.
- help employees and other persons to evacuate the building using the nearest safe exit.
- as far as possible ensure that their section is fully evacuated, including nearby toilets and meeting rooms.
- go to the designated assembly point.
- conduct a roll call.
- ensure all persons have been accounted for and remain in the roll call area until instructed otherwise.
- report to the senior manager to confirm all persons are accounted for.
- report any persons missing to the senior manager.

FIRE WARDENS MUST NEVER PUT THEMSELVES AT RISK WHILE UNDERTAKING THEIR ROLE

EMPLOYEES

Employees are, in addition to any duties set out in this document or elsewhere, responsible for:

- taking reasonable care for the health and safety of themselves and for that of other persons who may be affected by their acts or omissions.
- co-operating with management to enable them to fulfil their statutory duty.
- observing all relevant company rules and instructions relating to health, safety and welfare in order to ensure not only their personal safety but also that of others.
- not intentionally or recklessly interfering with or misusing anything provided in the interests of health, safety or welfare at work including not adjusting, interfering with or disconnecting any electrical or gas installation without prior authorisation.
- using the personal protective equipment, clothing or safeguards provided.
- ensuring that personal protective equipment is stored correctly and kept in good condition.
- reporting immediately to their line manager any conditions or practices appearing likely to jeopardise health or safety.
- ensuring that any damaged equipment is reported immediately to the supervisor and removed from service until it is repaired.
- not bringing any equipment, tools, radios, etc. onto company premises without first obtaining permission from their supervisor.
- conducting themselves in an orderly manner while on company business and being alert for obstacles and other hazards, and refraining from any form of horseplay.
- ensuring that should they need to use a mobile phone while driving they do so only when it is safe and the device is in hands-free mode.
- reporting all accidents to their line manager, whether or not any injury was sustained, and any case of ill health which may be related to the work activity or any medical condition which might affect the health of themselves, fellow workers or others.
- being aware of the fire evacuation procedure, location of any break glass alarm points and fire extinguishers.

- ensuring that fire routes, exits and fire fighting equipment are kept clear and unobstructed at all times.
- ensuring that fire fighting equipment is used in accordance with training or instruction received.
- ensuring that any flammable or combustible items are stored and, where appropriate, disposed of correctly and do not create a fire risk.
- complying with the company's no smoking policy and not, by their acts or omissions, creating or increasing the risk of fire.
- maintaining a good standard of housekeeping at the place of work.
- ensuring that manual handling operations are undertaken safely and the control measures set out by the company are complied with.
- ensuring that the appropriate access equipment is used and training or instruction has been received.

CONTRACTORS/VISITORS

Other persons on the company's premises, such as contractors and visitors, are responsible for:

- taking reasonable care for the health and safety of themselves and for that of other persons who may be affected by their conduct.
- co-operating with site management to enable them to fulfil their statutory duty.
- observing all relevant company rules and instructions relating to health, safety and welfare in order to ensure not only their personal safety but also that of others.
- not intentionally or recklessly interfering with or misusing anything provided in the interests of health, safety or welfare at work.
- using the personal protective equipment, clothing or safeguards provided and reporting immediately any equipment, conditions or practices appearing likely to jeopardise health or safety.
- ensuring they do not enter any area unless authorised to do so, are aware of the hazards and the precautions to be taken.
- conducting themselves in an orderly manner and refraining from any form of horseplay.
- reporting any accident whether or not any injury is sustained and any case of ill health which may be related to the work activity.

LLOYDS EMPLOYMENT LAW CONSULTANCY LIMITED

In accordance with the Management of Health and Safety at Work Regulations, Lloyds Employment Law Consultancy has been retained to assist in undertaking the measures necessary to comply with the requirements and prohibitions imposed by relevant statutory provisions.

The service offered by Lloyds Employment Law Consultancy cannot alter responsibilities under statute or common law but is intended as an aid to help fulfil such duties. Lloyds Employment Law Consultancy will meet its responsibilities set out in the agreement by:

- undertaking health and safety audits in order to help identify hazardous operations, breaches of legislation and non-compliance with recognised guidance and standards.
- preparing a Health and Safety Manual to assist the organisation manage health and safety and to recommend amendments when necessary to encompass changes in legislation.
- providing advice and guidance on all aspects of health, safety and welfare.
- providing advice and guidance in the event of a major injury accident or dangerous occurrence and undertaking an investigation if necessary.
- liaising with enforcement authorities on the behalf of the client.
- providing advice and assistance to enable the client to undertake risk assessments.
- recommending training for specific groups of employees to ensure they are familiar with their responsibilities and the standards expected.
- recommending other specialist advice, training, surveys, environmental monitoring, examinations, etc. should aspects of work be identified outside the scope of the service provided by Lloyds Employment Law Consultancy.

**ARRANGEMENTS FOR ENSURING THE POLICY
IS IMPLEMENTED**

CONTRACTORS

When contractors or their sub-contractors are employed to carry out work for the company it is necessary to ensure that they are made aware of hazards likely to be encountered and notified of any areas where there may be specific dangers or which must not be entered unaccompanied.

Equally, it is important to effectively communicate and co-operate with contractors to ensure their activities do not put our employees and other persons on our premises at risk from their activities.

Note: the term 'contractor' not only means construction/building workers, but includes people employed in other areas of contracted out business such as:

- general cleaners.
- window cleaners.
- catering.
- service/maintenance/IT engineers.
- temporary/agency workers, etc.

Therefore, before employing a contractor the following procedure should be implemented as appropriate:

- specify what work is required.
- take up references wherever possible.
- use only approved, qualified and competent contractors.

In practice, this can be achieved by:

- checking the contractor's Health and Safety Policy Statement – is it clear, relevant to the work and is it signed and (recently) dated by a senior director?
- asking for details of previous work carried out, accident history and any enforcement action against them in the past three years.
- obtaining proof of relevant insurances – employers' liability, public and product liability, etc.

- asking for risk assessments and where applicable, method statements.

Note: it is a legal requirement for contractors to carry out risk assessments for their own work that may affect our employees or other persons or contractors on our premises and to specify the appropriate control measures.

- deciding what information and supervision will be provided to ensure the work is carried out safely.

Arrangements must be made to ensure compliance with relevant statutory provisions, such as the Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Construction (Design and Management) Regulations, Work at Height Regulations, etc. Therefore:

- before going out to tender for contract work, the checks outlined above including implications for fire precautions, health, safety or welfare must be fully considered as part of the risk assessment process.
- for construction work, the designer responsible for the work will establish whether the work will come within the scope of the Construction (Design and Management) Regulations and advise the company accordingly.
- before work starts, line managers must discuss with the contractor the agreed controls to eliminate or reduce the risks. The responsibilities, including geographical limits, of all relevant parties must be clearly established.
- contractors must be made aware of emergency procedures including the method of raising the alarm, assembly points, first-aid, etc.
- contractors shall not use any of the company's plant or equipment unless competent and authorised by the company to use it, it is in good condition, properly maintained and, where appropriate, within the current statutory inspection period.
- a system for monitoring the safety aspects of the contract shall be agreed and include action to be taken against those failing to comply with the necessary precautions.
- contractors must keep the company informed of any accidents and provide copies of any notifications to the enforcement authorities.
- details of all hazards identified, preventive measures agreed, areas of responsibility, monitoring systems, etc. shall be adequately documented.

For further information on this subject refer to the Guidance Section.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

The COSHH Regulations lay down the essential requirements and a step-by-step approach for the control of hazardous substances and for protecting people exposed to them. Substances that are “hazardous to health” include substances labelled as dangerous (i.e. very toxic, toxic, harmful, irritant or corrosive) and substances with workplace exposure limits (WELs). They also include harmful micro-organisms and substantial quantities of dust and indeed any material, mixture or compound used at work or arising from work activities which can harm people’s health.

In accordance with the Control of Substances Hazardous to Health Regulations it is the policy of this company to eliminate or reduce and control hazards to health as far as is reasonably practicable.

The following course of action will be followed for all substances either currently in use or under consideration for use:

The line managers will undertake detailed assessments of all substances used to identify possible harmful effects, how they are handled or used, who could be affected and what precautions need be taken.

The line managers will ensure employees are aware of the risks to health identified in the assessments and are aware of the precautions necessary to eliminate or reduce any potential risks to health.

The COSHH Assessment Co-ordinator will maintain an inventory of all hazardous substances used, copies of up-to-date Material Safety Data Sheets (where applicable) and of assessments undertaken.

New substances or activities will not be introduced into a department without first checking the inventory to ascertain whether the substance is already in use elsewhere or has been previously assessed.

If not previously assessed or the previous assessment was not relevant to the new work activity, a detailed assessment will be undertaken as required above.

The COSHH Assessment Co-ordinator will update the inventory and ensure all assessments are reviewed at least once every five years.

Whenever possible hazardous substances shall be eliminated from the process, or replaced by substances of a less hazardous nature by considering the hierarchy of control measures set out in the regulations to ensure that exposure to substances hazardous to health is adequately controlled.

For further information on this subject refer to the COSHH Manual.

DISPLAY SCREEN EQUIPMENT

The Health and Safety (Display Screen Equipment) Regulations set out minimum safety and health requirements for all workstations and also additional provisions where workers habitually use display screen equipment as a significant part of their normal work, or are about to be employed in such work. This policy document sets out what the company is doing to ensure the use of such equipment is not a source of significant risk for those using it.

Adequate health and safety training and information will be provided, not only for those already using the equipment, but also those about to start using such equipment, but users of display screen equipment are expected to report any concerns they may have about equipment, desks, chairs, work methods, environment, etc. or any health problems believed to be related to the work.

The Display Screen Equipment Assessment Co-ordinator will ensure assessments are undertaken and reviewed as necessary.

Where eye tests/eye examinations and special corrective appliances are identified, these will be provided by the company. Employees who habitually use display screen equipment as a significant part of their normal work, or are about to be employed in such work, and wish to request eye tests should contact their supervisor or manager.

Assessments will establish whether workstations comply with the Regulations and any identified issues of concern such as postural, visual, fatigue or stress problems will be resolved through company procedures.

In addition to the above, the assessments will consider the suitability of:

- display screen and keyboard.
- desk, work surface and chair.
- work space.
- lighting, reflections and glare.
- noise, heat, radiation and humidity.
- software.

For further information on this subject refer to the DSE Manual.

EMPLOYEE HEALTH, SAFETY AND WELFARE CONCERNS PROCEDURE

This procedure sets out the framework for employees to raise issues of concern and is designed to lead to prompt and positive action by line managers.

REPORTING PROCEDURES

Where an individual has concerns regarding his or her own health, safety or welfare they shall, in the first instance, raise the matter with their immediate manager or supervisor.

Where a concern relates to a group of employees within a single work area, a nominated representative for that group shall raise the matter with the manager or supervisor directly responsible for the day to day operations within that area.

Where a concern relates to more than one site, workplace or work group, a nominated representative shall raise the matter with the individual holding direct responsibility for the sites, workplaces or groups to which the concerns relate.

It is understood that whilst line managers will deal with any issues raised as soon as is reasonably practicable, it may be necessary for further investigation and/or consultation to be carried out.

In circumstances where an immediate action or decision can not be taken, all interested parties will be kept informed of progress being made.

Where appropriate the Hazard Report Form system (see Monitoring Section) may be used to confirm the concerns or action to be taken. Adherence to this system does not, in the event of a failure to reach a mutually agreeable conclusion, preclude an employee seeking remedy through the company's standard grievance procedure.

FIRE

Fire safety is an integral part of the day-to-day functioning of the company, with the main emphasis being on fire prevention. Legislation, in the form of The Regulatory Reform (Fire Safety) Order places the duty to comply with the Order on the company Responsible Person. The Responsible Person may appoint one or more Competent Persons to assist with the fire arrangements, but the overall duty to comply rests with the Responsible Person for the premises.

The Health and Safety Manual and this policy statement requires the Responsible Person to ensure a suitable and sufficient fire risk assessment is carried out and that consideration is given to include all persons who might be on the premises, whether they are employees, visitors, contractors, cleaners, members of the public, etc. Furthermore, special arrangements may be needed for anyone who has a disability or who may need special help.

This policy statement sets out what management and employees must do to ensure, so far as reasonably practicable, that satisfactory fire precautions are achieved and maintained.

Specifically, the Responsible Person is to:

- undertake fire risk assessments in order to acquire knowledge of the risks of fire and explosion from the processes and substances used and inform employees about those risks and the necessary precautions.
- promote safe working practices to reduce the likelihood of fire or explosion and encourage fellow employees to be vigilant in fire prevention matters.
- be aware of the local emergency procedures in the event of fire, the means of summoning the Fire and Rescue Service, available emergency routes, location of fire extinguishers/hydrants and assembly points.
- ensure appropriate notices are clearly displayed providing information about emergency procedures, fire exits, fire points, etc.
- be aware of the different types of fire extinguisher available, their suitability for different classes of fire and the correct methods of use.
- ensure fire extinguishers are properly maintained, readily available, correctly mounted and not obstructed by plant or equipment.
- ensure fire exits are kept clear and available for use in an emergency.
- ensure smoke/fire doors are kept closed and not wedged or held open except for brief periods for the movement of equipment or materials.

- provide and maintain adequate fire warning systems and train staff in the procedures to be followed in the event of fire.
- maintain records of fire drills or other fire training.

Employees are required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions and to co-operate with line managers in implementing the precautions outlined above.

Employees are expected to assist line managers by bringing to their attention any fire hazards or training needs which may have been overlooked.

The Fire Responsible Person will ensure assessments are undertaken and reviewed as necessary.

IN THE EVENT OF FIRE

Employees will follow instructions displayed in the department.

The senior person present will:

- ascertain where the fire is, the type of fire and extent.
- ensure the emergency services are telephoned to request the Fire and Rescue Service, stating the company, address, department and apparent nature of the fire.
- organise an attempt to extinguish or control the fire if it is possible to do so without danger.
- check the designated fire assembly points to establish whether there are any persons unaccounted for.
- liaise with the Fire and Rescue Service to provide them with information concerning the fire and details of any unaccounted persons.
- ensure persons do not return to the building until authorised to do so by the Fire and Rescue Service.

Further information on this subject is contained in the Fire Risk Assessment Manual.

FIRST AID AND ACCIDENT REPORTING

FIRST AID

The company recognises that by providing suitable first aid facilities and assessing the number, location and risks affecting our staff, we may reduce the immediate impact of injuries that occur in the workplace and it is our policy to:

- appoint and train suitable numbers of first aid personnel, either as fully qualified First Aiders or Appointed Persons, commensurate with our risk-based needs.
- provide and maintain suitable and sufficient first aid facilities and signage.
- keep a company accident record that is compliant with the Data Protection Act.

Line managers will ensure that personnel, equipment and facilities are provided for enabling first-aid to be rendered to employees who are injured or become ill at work.

The location and name of the nearest First Aider/Appointed Person must be clearly displayed, along with appropriate and clear procedures for reporting accidents, obtaining treatment, summoning an ambulance, etc.

REPORTING OF ACCIDENTS

The company recognises that there are legal duties to report specified injuries, diseases and dangerous occurrences and it is our policy to:

- keep records of all accidents detailing those that were reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and how they were reported to the Incident Contact Centre (ICC).
- maintain records of occupational ill-health where appropriate.
- investigate accidents, including serious 'near-miss' incidents to prevent a recurrence and learn lessons where relevant.
- revise risk assessments where necessary via feedback from the investigation process.

For further information on this subject refer to the Guidance Section.

MANUAL HANDLING OPERATIONS

The Manual Handling Operations Regulations replaced old fashioned and largely ineffective legislation with a modern, ergonomic approach to the problem. The Regulations apply to any manual handling operation which the general risk assessment, carried out in accordance with the Management of Health and Safety at Work Regulations, indicate there is a possibility of injury at work from manual handling operations.

This policy document sets out what the company is doing to ensure that any risk to employees is reduced to the lowest level reasonably practicable.

Employees are expected to report any concerns they may have about manual handling operations and make suggestions for improvements to their work activities.

Where reasonably practicable the assessments will:

- identify hazardous manual handling operations and consider working practices that avoid the need to undertake manual handling operations.
- consider in broad terms the problems likely to occur during the work taking account of the task, load, working environment and capacity of the individual.
- establish measures necessary to deal with problems identified and recommend action to reduce the risk of injury to the lowest level reasonably practicable. This may take the form of changes to working practices, provision of lifting aids, information, training, etc.
- consider proposals for new operations, or modifications to existing methods of work, to ensure the implications of the manual handling content of the tasks are taken into account at the design stage.

The Manual Handling Operations Assessment Co-ordinator will ensure assessments are undertaken and reviewed as necessary.

Further information on this subject is contained in the Manual Handling Operations Risk Assessment Manual.

NOISE

The company recognises that occupational deafness can have a profound and permanent effect on the lives of its employees both at work and at home and it is our policy to:

- identify where there is likely to be a noise hazard.
- identify all workers likely to be exposed to the hazard.
- evaluate the risks arising from the hazard and establish the noise exposure.
- implement the appropriate reduction control measures, signage, ear protection (where required) and employee training.
- carry out health surveillance where necessary.
- record the findings.
- review the assessments and revise as necessary.

Where it is not reasonably practicable to reduce noise levels at source, by engineering or other means, employees will be required to use ear protection.

The First Action Level, Second Action Level and Limit Value noise exposure requirements will be met as appropriate, and where necessary, demarcated ear protection zones will be established.

For further information on this subject refer to the Guidance Section.

PERSONAL PROTECTIVE EQUIPMENT

The Personal Protective Equipment at Work Regulations require personal protective equipment (PPE) to be provided for employees only as a last resort when other methods of protection against hazards are not reasonably practicable.

Therefore, PPE will be provided where risk assessment shows it to be necessary and the company will ensure:

- PPE is provided free of charge.
- only PPE showing the CE mark identifying it as satisfying specific safety, testing and certification requirements will be selected.
- PPE is provided for personal issue and the provision of it is recorded (see Monitoring Section for record form).
- PPE is replaced if damaged or worn.
- suitable storage is provided for PPE when not in use.
- PPE is fit for the purpose and suitable for the person using it (fit testing will be carried out where appropriate).
- information, instruction and training is provided to the person/s using the PPE.

RISK ASSESSMENT

Legislation specifies that risk assessments be undertaken to identify hazards arising from the work activity, assess the risks to the health and safety of employees or other persons who may be affected, and establish control measures to eliminate or reduce the risks to levels as low as is reasonably practicable and to enable the employer to fulfil statutory obligations.

This policy document sets out what the company is doing to ensure suitable and sufficient assessments are carried out, appropriate remedial action is taken and employees are informed of the findings of the assessments.

Line management are responsible for undertaking suitable and sufficient risk assessments of activities within their control and recording the significant findings of the assessments. The General Risk Assessment Co-ordinator will ensure assessments are undertaken and reviewed as necessary.

The assessments will:

- ensure the significant risks and hazards are addressed.
- ensure all aspects of the work are reviewed, including routine and non-routine activities.
- identify any group of employees or persons as being especially at risk.
- identify and prioritise the measures that need to be taken to comply with relevant statutory provisions.
- be appropriate to the nature of the work and that they remain valid for a reasonable period of time.
- be reviewed if there is reason to suspect they are no longer valid or there has been a significant change in the matters to which they relate.

The records of the significant findings will include:

- the hazards identified in the assessments which pose significant risks to workers or others who may be affected by the activity if not properly controlled.
- the existing control measures in place and the extent to which they control the risk.
- the population which may be affected by these significant risks or hazards, including any groups of employees who are especially at risk.

- what further action, if any, needs to be taken to reduce the risk sufficiently.
- who will take action, when it is reasonably expected to be achieved and the date it is actually achieved.
- when the assessments will be reviewed.

The following principles will be applied in deciding upon preventive and protective measures:

- if possible the risks will be avoided altogether by not using the dangerous article, substance, process, etc.
- the risks will be combated at source rather than by palliative measures.
- wherever possible the work will be adapted to the individual, especially as regards the design of workplaces, the choice of work equipment and choice of working and production methods.
- any advantages presented by technological or technical progress which offers opportunities for improving working methods and making them safer will be considered.
- priority will be given to those measures which protect the whole workplace and all those who work there.

Line management will ensure that employees are provided with comprehensible and relevant information on:

- the risks to their health and safety identified by the assessments.
- the preventive and protective measures.

Where necessary the preventative and protective measures will be defined in safe systems of work. The development and implementation of safe systems of work may apply not only to routine and frequent activities but also to non-routine and infrequent activities.

The safe systems of work will be based on the findings of the risk assessment and will systematically set out the safe procedure to be followed, specifying the detailed precautions to be taken at each stage of the activity.

The procedures will be regularly monitored to ensure they remain relevant and are being implemented.

Further information on this subject is contained in the General Risk Assessment Manual.

SAFETY TRAINING

Adequate training and instruction are essential not only to ensure that employees are able to work efficiently and safely but also to comply with statutory requirements and the company's Health and Safety Manual. These impose duties on the company to carry out induction, job specific and refresher training. This document sets out what the company and its employees must do to maintain satisfactory standards of health and safety.

COMPANY'S RESPONSIBILITY

Line management has a responsibility for the health and safety of all persons working within their area of control and have a duty to ensure they are informed of and understand safe working practices. This may be achieved during short briefing sessions before using plant, equipment, materials or substances. Alternatively more formal training may be necessary depending on the complexity of the work and the employee's ability or experience.

All training must be planned and organised to ensure correct standards are attained with the minimum of effort, few mistakes and the most economical use of time and money.

It is unacceptable to adopt a "learn as you go" attitude and employees must not use unfamiliar equipment without some form of instruction. Training needs must always be considered before introducing new machinery or processes. This will ensure that methods of work can be agreed and training undertaken before delivery or during commissioning of the equipment.

Line managers may need to obtain advice and guidance on training available both inside and outside the company and are responsible for formally reviewing the training needs of all employees within their department on a regular basis.

EMPLOYEES' RESPONSIBILITY

Employees are expected to assist line managers by bringing to their attention any training needs which may have been overlooked and to participate in training provided for their benefit.

SLIPS AND TRIPS

Slips and trips are the most common cause of major injuries at work and can result not only in broken bones but also other debilitating injuries with permanent effects.

In reality, no workplace is entirely free of a slip or trip. However, the company recognises it has a legal duty to reduce the risk of slips and trips as far as reasonably practicable and that effective solutions are often simple, cheap and can form part of the overall system to manage preventative measures in the workplace. We will:

- suitably maintain floors and floor coverings and provide non-slip surfaces where possible, particularly when planning renovations or upgrades.
- encourage employees to report and/or clear up any spills or leaks of liquids, packaging and general waste as a 'tidy-as-you-go' culture.
- ensure employees who are at risk of slipping wear suitable footwear.
- provide adequate internal and external environmental arrangements such as good lighting levels, unobstructed walkways.
- implement measures to ensure weather factors, such as snow/ice, or rain water that is trodden in by people are identified and adequately controlled.
- train employees in safe behaviour and monitor them to ensure bad habits do not return, such as poor control of trailing cables, or running when they should be walking, etc.
- identify priorities and decide what more should be done, how and when.

SMOKING AT WORK

Passive smoking, breathing other people's tobacco smoke, has been shown to cause lung cancer in non-smokers, as well as many other serious illnesses such as heart disease.

In view of this evidence and the requirements of legislation the company has adopted the following policy concerning smoking:

- smoking is not permitted in any enclosed or substantially enclosed premises in the workplace or in company vehicles. Appropriate smoking prohibited signage is displayed at entrances to the premises and inside company vehicles.
- anyone wishing to smoke must do so in the designated areas and only during specified breaks.
- persons responsible for visitors must ensure they are aware of, and comply with, this policy.
- employees working away from the premises are expected to comply with any restrictions on smoking they encounter either at the place of work or while travelling to or from the place of work.

Any breach of this policy will lead to the normal disciplinary procedures being applied but may also result in fixed penalty fines and possible criminal prosecution against not only those smoking but also those allowing smoking within their area of control.

For further information on this subject refer to the Guidance Section.

STRESS

Stress may be defined as the adverse reaction people have to excessive pressures or other types of demand placed on them. This may be due to work or factors outside work. While there may be beneficial effects of reasonable pressure and challenge, there can sometimes be a distressing reaction to demands or pressures. If stress is intense, or continues for prolonged periods of time, it can have adverse affects on both physical and mental health, and employers have a responsibility to consider the impact stress may have on employees.

This Company will:

- provide relevant training or information for managers on the issues.
- provide adequate resources to enable managers to implement this policy.
- implement the policy in line with the principles of good employment law practice.

The following procedure will apply:

Any employee who considers they may be suffering from stress for reasons connected with their working conditions or workload should approach their manager, who should deal with the issue promptly and in the strictest confidence while making all reasonable efforts to reduce any work-related stress.

Any employee noting symptoms of stress in a colleague should approach their own manager, who should act in strict confidence in accordance with the paragraph above.

Where appropriate, formal stress counseling should, if reasonably practicable, be arranged by the company.

On return to work from any period of stress-related illness, the company will take account of medical advice (if appropriate and available) and the needs of the employee and the business when determining which duties are most appropriate.

For further information on this subject refer to the Guidance Section.

WORK AT HEIGHT

The Work at Height Regulations (WAH) set a hierarchy of controls that must be followed by all industries when working at height, whether it is something as complicated as undertaking building work or as straight forward as changing a light bulb.

The company recognises that it has a duty under the WAH Regulations to do all that is reasonably practicable to prevent someone (or objects) from falling, where there is a risk of a fall liable to cause personal injury. We acknowledge that where we control the work of any third party (such as contractors) we also have duties under the regulations.

The specific hierarchy of control measures we will follow for work at height, giving priority of action in the following order, are:

- avoid work at height where possible.
- where work at height cannot be avoided, take measures to prevent falls by using an existing safe place of work or by choosing the most suitable work equipment; and
- where the risk of people or objects falling remains, take measures to mitigate the distance and consequences of a fall should one occur – for example, by the use of safety nets or fall-arrest equipment.

At all stages of the hierarchy, we will select collective protective measures – such as guard rails and working platforms – as opposed to personal protective measures which only protect the actual user, such as a fall-arrest harness.

When planning to undertake work at height, we will:

- carry out a suitable and sufficient risk assessment.
- decide how the work can be carried out safely and what measures need to be taken in an emergency.
- provide adequate staff training and supervision.
- ensure all work equipment is suitable, serviceable, maintained and subject to a statutory inspection regime where appropriate.

Where ladders and steps have been assessed as the most appropriate equipment, they will only be used for short duration work and light loads/carriage of tools, etc.

For further information on this subject refer to the Guidance Section.