

Health & Safety Policy

Section 1 - Arrangements

Contents

1. Health and safety documentation
2. Welfare facilities
3. Fire and other emergencies
4. First aid facilities
5. Information, instruction, training and supervision
6. Employee consultation
7. Accidents and incidents of work related ill health (RIDDOR)
8. Personal Protective Equipment (PPE)
9. Workplace inspections
10. Risk Assessment
11. Use of substances (CoSHH)
12. Asbestos
13. Tools, plant and equipment
14. Work at height
15. Manual handling
16. Order pickers / Mobile elevated work platforms
17. Warehousing
18. Vehicles
19. Occupied premises
20. Construction work / CDM
21. Violence at work
22. Waste collection and disposal
23. Display Screen Equipment (DSE)
24. Young persons / New and expectant mothers
25. Drugs and alcohol
26. Lone working
27. Sub contractors
28. Visitors
29. Suggestions for improvement

Section 1

1. Health and safety documentation

The Directors and the Health and Safety Officer will conduct a formal review of the company's health and safety policy and procedures annually or more frequently if required.

The company will provide the following documentation:

- Risk assessments.
- COSHH assessments.
- Method statements.
- Accident report and investigation forms.
- Plant and equipment inspection forms.
- Training records.

Health and safety documents will be brought to the attention of all employees who require appropriate knowledge of them.

Copies of the Act, Regulations and Approved Codes of Practice may be held, and made available, by the company.

2. Welfare facilities

Suitable and adequate welfare facilities will be provided for employees.

These facilities will extend to:

- Provision, maintenance and cleaning of toilet and washing facilities including hot and cold water, soap and towels or other means of hand drying.
- Suitable rest room for eating meals.
- Adequate supply of drinking water.
- Clean and tidy offices and workspaces.
- Provision of suitable seating for those employees whose work involves being seated.
- Provision of sufficient heating, lighting and ventilation.

Employees carrying out work activities away from the company's premises, will have arrangements made for the use of client or public facilities, where this is reasonably practicable. Temporary facilities will be provided at remote locations.

Housekeeping

Welfare facilities will be kept clean, orderly, well ventilated and lit.

- Clothing, tools, equipment and materials will be correctly stored.

- Articles and substances not in use will be correctly stored.
- Waste materials will be placed in the receptacles provided.
- Escape routes and aisles will be kept clear and unobstructed.
- Sources of heat or ignition will be effectively controlled.
- Waste food will be properly disposed of.

Smoking

The company's activities may involve the use of flammable substances.

Smoking will therefore **not** be permitted in nominated restricted areas, on sites or adjacent to flammable or combustible materials and substances.

Employees wishing to smoke will only do so in the permitted areas and make use of ashtrays provided.

3. Fire and other emergencies

The company will conduct fire risk assessments and inspections at regular intervals to ensure premise and work activity hazards do not give rise to any fire risks.

Fire action notices, fire point and emergency exit signs will be clearly displayed and employees must familiarise themselves with these.

The company will provide suitable fire fighting equipment in the form of fire extinguishers, blankets or hoses. Only those employees who have received fire-fighting training will attempt to extinguish fires. Fire alarms and fighting equipment will be subject to statutory and regular drills and inspections, with maintenance contracts implemented where required.

Discovering a fire.

Employees discovering a fire, will raise the alarm immediately using a fire alarm break glass (where installed) or by another method such as blowing a whistle or shouting 'fire' to warn others.

All employees will evacuate the premises.

A nominated person will call the Emergency Services.

Hearing the alarm.

Employees hearing the alarm being raised, will evacuate the premises by the nearest and safest exit route.

Employees will remain calm and proceed to the assembly point.

Employees will:

- NOT stop to collect personal belongings.

- NOT run.
- NOT use lifts, where installed.
- NOT open any doors if they suspect there may be a fire on the other side.
- NOT re-enter the building until advised it is safe to do so by a Fire Officer.

Nominated persons will be responsible for:

- Calling the Emergency Services
- Escorting visitors and members of the public from the premises
- Assisting disabled employees from the premises

In the event of any other emergency, such as telephone threats or suspect packages, employees will inform their line manager immediately. No attempt will be made to open suspicious packages or letters. As in the case of fire, employees will evacuate the premises and go to the assembly point.

4. First aid facilities

The company will provide suitable and adequate First Aid facilities for employees in the workplace and on site.

First Aid facilities will include:

- First Aid box(es) containing approved items
- Emergency eye wash
- Vehicle First Aid kits

First Aid boxes will **not** contain:

- Pills
- Creams
- Lotions

The company will provide training for a sufficient number of employees to administer First Aid to any injured person in the workplace.

Trained First Aid employees will **not** administer any form of medication to employees, visitors or members of the public. This includes headache pills, burn creams and other such medicines.

Employees using the First Aid facilities will inform their line manager and record the accident or injury in the accident report book.

Where First Aid boxes require replenishment, employees will inform their line manager. Additional First Aid supplies will be held in the company office.

Medical assistance will be sought for all major injuries or where any doubt exists as to the nature of the injury.

5. Information, instruction, training and supervision

Information will be provided to all employees to ensure they are competent and safe in carrying out their duties in the workplace and on site.

Instruction, on the safe and correct use of tools, plant and equipment, will be provided by a competent person, in accordance with the company's health and safety policy.

All new employees will receive induction training on their first day, which will include health and safety, and highlight the nature of the hazards and risks associated with their tasks and duties.

New employees will be made aware of the welfare facilities provided in the workplace, emergency procedures and their duties and responsibilities under the company's health and safety policy.

Employees will be properly supervised to ensure their understanding of the tasks and duties required of them. Once the employee has satisfied their line manager of their competence they will be permitted to carry out their tasks and duties with the minimal supervision.

Where there are any significant method or process changes, further training will be provided. Regular refresher training will also be conducted to ensure employees do not work in an unsafe manner.

Temporary or casual employees will be supervised at all times when working with tools, plant, equipment, materials or substances.

6. Employee consultation

The company will consult with employees on all matters relating to their health and safety through the implemented Health and Safety Committee.

The company will consult with employees to ensure the effective implementation of the company's health and safety policy and safe working practices. Other information, such as new legislation, will be communicated to employees as and when it becomes available.

The intention of the employee consultations will be to enable the provision of appropriate information relating to workplace hazards and risks, and to promote a safe working environment.

To this end, employees will be encouraged to provide feedback, criticism and suggestions on all matters relating to health and safety in their workplace.

7. Accidents and incidents of work related ill health (RIDDOR)

The company is required to report all accidents or incidents of work related ill health under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

The company will provide an accident report book for all accidents and incidents to be recorded. Employees will report all accidents and incidents to their line manager.

Entries in the accident report book will include:

- Accidents and injuries

- Near miss incidents
- Dangerous occurrences

Certain accidents and incidents will be reported to the Health and Safety Executive either immediately or after an employee has been absent from work for over 3 days.

The types of accidents and incidents, to be reported immediately, include:

- Death
- Any fracture other than a finger, thumb or toe
- Any amputation
- Dislocation of the shoulder, hip, knee or spine
- Loss of sight either temporary or permanent
- Chemical or hot metal burn to the eye
- Any penetrating injury to the eye
- Any injury resulting from an electric shock or burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours
- Any other injury leading to hypothermia, heat induced illness or unconsciousness, requiring resuscitation or admittance to hospital for more than 24 hours
- Loss of consciousness caused by asphyxia or exposure to a harmful substance or biological agent
- Any acute illness requiring medical treatment or loss of consciousness caused by the absorption of a substance by inhalation, ingestion or through the skin
- Acute illness requiring medical treatment where believed the cause is from exposure to a biological agent, its toxins or infected material.

These reports will be made, by contacting the HSE national call centre by:

- Telephone - 0300 003 1647
- Online - <https://www.hse.gov.uk/riddor/report.htm>

8. Personal Protective Equipment (PPE)

The company will provide employees with suitable personal protective equipment to enable them to carry out their duties and responsibilities safely.

Personal protective equipment will only be used as a last resort, after attempting to reduce or eliminate the risks to employees from any work activity.

Personal protective equipment provided to employees will conform to the current European Conformity (CE), European (EN) and British (BS) Standards.

The company will provide the following PPE, where required:

- Safety helmet
- Safety goggles or glasses
- Ear protection
- Respiratory face mask
- Safety gloves
- Protective clothing
- Safety boots
- High visibility clothing

Employees will receive training and instruction on the safe and proper use of the equipment provided. Employees will ensure that the equipment has not been misused or damaged prior to each use. Any damage will be reported, the item taken out of service and a replacement obtained prior to commencing work.

Employees will be required to make proper and full use of the equipment provided in carrying out their duties and responsibilities.

Employees will be responsible for the PPE issued to them and will not discard, misuse or damage any item provided to ensure their personal safety.

Regular PPE inspections will be conducted, with damaged or worn items replaced immediately.

9. Workplace inspections

The company will conduct regular planned and random workplace safety inspections to ensure all facilities and work activities comply with current legislation.

Safety inspections will identify any hazards or risks to employees and the company. Immediate remedial action will be taken to resolve any serious or dangerous issues, which may include stopping a particular work activity until it is made safe.

Employees will be required to co-operate with the inspections and to permit access to all areas of the workplace. Information requested by the inspector will be freely given.

Safety inspections of tools, plant and equipment will be carried out with reference to the manufacturer's recommendations.

Workplace safety inspections may give rise to further risk assessments of work activities. These assessments will be conducted prior to any further work commencing.

10. Risk assessment

The company will conduct, and make available, risk assessments of the work activities carried out.

Risk assessments will identify the actual or potential hazards involved in each activity and evaluate the risks to employees carrying out the activity. The assessment will indicate what measures are to be taken, to either control, reduce or eliminate the risks, with the use of PPE as a last resort.

Risk assessments may be generic due to the type of work activities conducted. Where these do not suit the purpose, specific assessments will be conducted prior to commencing work.

The company's Health and Safety Officer or Adviser or an experienced Manager will conduct the risk assessments.

Risk assessments will be provided to include the following subjects:

- Ladders
- Manual handling
- Mobile elevating work platforms
- Portable electrical equipment
- Vehicles
- Work activities

Where control measures will not be sufficient to reduce the risks involved in a particular activity, a method statement or safe working procedure will be compiled and training in its use given to employees.

11. Use of substances (Control of Substances Hazardous to Health)

During the course of conducting work activities, employees may come into contact with various types of substances that are classified as hazardous to the health of people using them.

A substance can be natural or artificial and be in the form of a solid, liquid, gas, vapour or micro-organism.

These substances may have different characteristics and be labelled as:

- Flammable
- Explosive
- Irritant
- Toxic
- Corrosive
- Oxidising
- Harmful to the Environment

To protect employees, and others, from the effects of these substances the company will provide suitable and sufficient COSHH assessments, detailing the nature of the hazard, the risks posed to employees and the controls required to reduce or eliminate the risks.

The substance's assessment will identify the:

- Physical format
- Significant risks
- Persons who may be harmed
- Staff responsible
- Existing controls
- Protective and preventative measures to be taken
- PPE requirements
- First Aid requirements
- Storage, spillage and disposal precautions
- Fire prevention

The company will regularly review the assessments.

Only authorised substances will be used in the workplace.

Substances will be stored according to the manufacturers' recommendations.

Spilled substances will not be washed or flushed down drains but contained, collected and disposed of according to local and national waste regulations in place.

Employees will not use substances that they have not been trained to use. Where any doubt exists, employees will contact their line manager prior to use.

Appropriate First Aid facilities and fire fighting equipment will be provided in accordance with the manufacturer's instructions.

PPE to be worn by employees may include:

- Safety goggles or face shield
- Respiratory face mask
- Safety gloves
- Apron
- Safety boots

Chemicals and vapours

Chemicals handled in the workplace may cause irritation, dermatitis and ulceration of the skin.

Many of the chemicals handled will be known to be toxic, corrosive, harmful or irritant.

Employees will read both the container label and the COSHH assessment sheet prior to working with a chemical.

Certain work activities may give rise to the release of hazardous vapours. Inhalation of vapours may cause wheezing, coughing, breathlessness, bronchitis, nasal and other types of cancer, and other irreversible effects.

Employees will wear a respiratory mask when working with such substances and make use of the extraction units installed.

The company will monitor the concentrations of vapour in the atmosphere and employ a specialist sub contractor to carry out air sampling, where required.

The handling and use of chemicals may give rise to the risk of skin cancer and dermatitis.

Precautionary measures include the provision of latex gloves, barrier cream and skin cleanser, which employees will be encouraged to use, where required.

Dust

Work activities may give rise to nuisance dusts.

Dust can cause irritation, dermatitis and ulceration of the skin. Inhalation of dust may cause wheezing, coughing, breathlessness, bronchitis, nasal and other types of cancer.

Employees will wear a respiratory mask, as necessary, when working with materials or substances.

The company will monitor the concentrations of dust in the atmosphere and employ a specialist sub contractor to carry out air sampling, where necessary

Local Exhaust Ventilation

Extraction equipment fitted to the spray booth in the designer area will be used where the use of substances (i.e. spray adhesives) gives rise to increased fume levels.

Skin disorders

In particular, employees may be exposed to the risk of dermatitis from contact with substances, including adhesives and cleaners, during work activities.

Precautionary measures will include the provision of suitable gloves, barrier cream and skin cleanser, which employees will be encouraged to use.

12. Asbestos

Although the company does not conduct any work with asbestos, employees will be made aware of the health risks from exposure to asbestos, which was widely used in the manufacture of building materials and products and in sprayed coatings in construction work.

Locating and identifying asbestos can be difficult, as its appearance may have been changed through surface coatings or heat. It may also have been enclosed or covered over by other materials.

Asbestos has been used for:

Insulation and sprayed coatings on boilers, plant, pipe work & steelwork

Insulating board – fire protection, wall cladding, partitions, floor & ceiling tiles

Asbestos cement – corrugated roof sheets, roof and land drainage products

Asbestos is difficult to identify by colour since the natural colours are subject to change through ageing or exposure to varying degrees of heat. An approximate indication of colouring is as follows:

Crocidolite	-	Blue (Lavender/grey to blue/green)
Amosite	-	Brown (Grey/brown)
Chrysotile	-	White (White/grey)

Employees will exercise caution as asbestos may be concealed by decorative coatings and finishing cements or by cladding and coverings.

Where an employee suspects the presence of asbestos, a line manager will be informed immediately and any work that may disturb the asbestos stopped.

The company will ensure that any asbestos used in the construction of the company premises is identified and either suitably marked and left in position or removed, where it is in poor condition.

Contractors carrying out repairs or alterations to the premises will be alerted to the presence of any asbestos, to avoid any disturbance.

At all times employees will be protected from coming into contact with any asbestos present.

13. Tools, plant and equipment

Tools, plant and equipment utilised in work activities will be subject to regular inspections. Any defects identified during inspection, will result in the item being removed from service until satisfactory remedial action has been taken to resolve the defect(s).

Tools will only be used for the purpose they were intended for and not, for example, as makeshift levers or hammers.

Manufacturer's operating instructions will be made available for each item of plant and equipment and training given to operators in the correct methods of use, maintenance, adjustment, lubrication and cleaning.

Battery charging

Batteries give off hydrogen gas when being charged. The gas is easily ignited and an explosion may occur during connecting or disconnecting if the charger is switched on.

Prior to removing the connections, the charger will be switched off.

Employees will not smoke when charging batteries.

Electrical

Portable electrical appliances, i.e. those fitted with 3 pin or specialist plugs, will be subject to regular safety testing (PAT) by a competent person. Visual inspections of cables and plugs will be carried out prior to each use.

Fixed installations, i.e. lighting and socket circuits, will be tested in line with the current Electricity at Work Regulations and IEE Wiring Regulations by a competent electrician.

Employees will not bring electrical appliances into the workplace, which have not been subject to safety testing.

Minor electrical repairs will also be conducted to the company's range of electrical goods for rental.

Hand-arm vibration (HAV)

Where work activities and items of plant will result in employees being exposed to vibration, suitable work methods and reduced-vibration tools will be provided.

Employees will not conduct activities, where a high level of vibration is experienced, for prolonged periods. PPE provided will be worn.

Machinery safety

The company will conduct risk assessments on all machinery used in the workplace.

Machinery operating control switches will be correctly shrouded and clearly marked, with emergency stop buttons provided where necessary.

Only trained and authorised employees will be permitted to operate machinery unless under the supervision of an experienced trainer. Employees may require a formal qualification to operate certain machinery and the company will provide the necessary training course.

Machinery will not be operated without the safety guards in position and no attempt will be made by employees to overcome a safety device provided for their safety. Disciplinary action will be taken against employees found to have tampered, misused or not used a safety guard or device.

Employees will wear personal protective equipment, suitable for the task being conducted.

Employees will not attempt to clean or clear jammed material in a machine unless it has been switched off and made safe.

All machinery will be subject to regular maintenance and employees will comply with the safe system, warning notices and lock-off procedures when implemented.

Noise

The company will conduct noise assessments on those work activities giving rise to high levels of noise.

Alternative work methods or plant will be implemented where possible to reduce noise levels to an acceptable level.

Where noise remains at a high level, suitable hearing protection will be provided to employees.

14. Work at height

Work activities may involve employees working at height.

Employees will exercise extreme caution when using access equipment to reach heights, due to the increased risk of falls from height.

Ladders and steps

Ladders and steps will be subject to regular inspection and, where found to be defective, will be repaired or destroyed and replaced immediately.

Ladders will be erected at the correct angle (75° – 1m out for every 4m up) on firm level ground. Care will be taken to avoid contact with obstructions or overhead power lines.

Steps will be erected on firm level surfaces and be fully opened to prevent collapse.

Employees will ensure they wear safety footwear to avoid injury or fatigue to the feet when working on a ladder or steps. Footwear and rungs will be free from mud or grease.

Employees will not reach further than an arm's length from a ladder or steps, whether it is secured or not.

Trestles and staging.

Trestles and staging will only be used for activities where the duration will be short and the work is light.

Employees will ensure the ground is firm and level prior to erecting the trestles and staging.

Trestles and staging will be inspected for defects or damage prior to being erected to form a 600mm wide work platform.

Where an employee may fall a significant distance from the work platform, guardrails and toe boards will be required.

The staging, or scaffold boards where used, will be of an equal length and thickness and will be correctly positioned on the trestles to prevent overhangs and the risk of tipping.

The work platform will not be placed higher than two thirds of the height of the supporting trestles.

Tower Scaffolds.

Tower scaffolds will be subject to regular inspections and, where found to be defective, will be removed from service until repaired or replaced. Tower scaffolds remaining erected in the same position for more than 7 days will be inspected at least every 7 days.

Towers will be erected by a competent person using the base:height ratio of 1:3, where the tower is untied. Where the height exceeds a given base dimension, or may be subject to high winds, it will be tied to the structure.

Care will be taken to avoid contact with obstructions or overhead power lines.

The tower will be on firm level ground with a safe means of access and egress, such as an internal ladder, to the work platform. Employees will not climb the outside of the tower.

Where wheels are fitted they will be securely locked prior to use and the tower's outriggers extended and adjusted correctly.

Employees, tools and materials will not remain on a tower while it is being moved. Where slopes will be encountered during the movement of a tower, a sufficient number of employees will assist to avoid it becoming uncontrollable.

Guardrails and toe boards will be provided to platforms where an employee may fall a significant distance. An intermediate guardrail will be required if the unprotected gap exceeds 470mm.

The tower will not be overloaded or subjected to pressures, which may cause it to overturn.

General access scaffolds.

The company will employ the services of a specialist scaffolding company to erect, dismantle, adjust and alter scaffolds used on site.

Only suitably trained and certificated competent persons will be permitted to erect, dismantle, adjust or alter a scaffold. Unauthorised employees will be subject to disciplinary action for tampering with scaffolds.

The scaffold will be erected on a firm level foundation, with vertical supports (stanchions) no more than 2.5 metres apart, correctly tied to the building at 4 metre vertical intervals and 6 metre horizontal intervals.

Scaffolds will be provided with fully boarded work platforms, at least 600mm wide, and be fitted with guardrails and toe boards where an employee may fall a significant distance. An intermediate guardrail will be required if the unprotected gap exceeds 470mm.

A safe means of access and egress will be provided onto the scaffold and between each level. Access ladders will extend 1 metre above the landing platform to provide a handhold.

The erectors completion hand-over certificate will be obtained prior to use.

Scaffolding will not be overloaded with equipment and materials.

A competent person will inspect the scaffold at regular intervals, at least once every 7 days, or when it is altered or subjected to bad weather. Suitable written records will be maintained of the inspections.

The public and other workers will be protected at all times. Brick guards, netting, scaffold fans or covered walkways will be installed where required.

The scaffold area will be secured during erection, dismantling or alteration.

Waste and other materials will not be thrown from scaffolds. Hoists or chutes will be used to safely remove articles.

Mobile Elevated Work Platforms (MEWP)

The company uses MEWP's (Go-For's, Scissor Lifts, etc.) to conduct certain work activities within the warehouse area and also on sites.

Company employees operating the MEWP will be given full training in its correct operating procedures and hold an operator's certificate.

Employees working in or beneath the MEWP will wear the necessary PPE, such as hard hats and safety boots.

Employees will operate the MEWP within its safe working load (SWL) at all times.

Prior to use, employees will inspect the operating controls, floor/ground conditions and travel routes for any obstructions, changes in levels or overhead obstructions.

15. Manual handling

The company will conduct risk assessments on all manual handling activities and, where required, will introduce manual handling aids, such as a trolley, order picker truck, etc.

As a guide, loads in excess of 20Kg, will be handled by two persons, whenever practicable.

Two people will handle loads that are too bulky for one person to grasp, irrespective of weight, unless suitable mechanical handling methods are provided.

Employees manually handling loads will follow the general principles of:

- Assess the weight and size of a load prior to lifting.
- Ensure there are no sharp edges or protrusions, which may cause injury.
- Use the safe kinetic principles when lifting, carrying or setting down a load.
- Ensure there is sufficient space to lift or set down the load.
- Ensure the carrying route is clear of all obstructions.
- Where team lifting is involved, one person will take charge and issue instructions to lift, move or set down a load.

Employees will make full and proper use of mechanical handling aids, where provided, to avoid serious injury.

16. Order pickers / Mobile elevated work platforms

Order pickers if used correctly are stable and essential tools in the handling of goods and materials. If used incorrectly by untrained or careless operators they can be lethal.

Only trained and authorised operators will be allowed to operate an order picker. No person under seventeen years of age will be allowed to operate an order picker and then only after a proper course of instruction has been given by a qualified, competent and accredited instructor.

All order pickers will be properly maintained at all times. Should an order picker become defective, in any respect, it will be withdrawn from service until repairs have been carried out by a competent person.

Passengers will not be carried on the order pickers, unless the operator requires assistance with larger or heavier items of furniture. When a passenger is carried, the passenger will stand in a position where the operator can clearly see them. The passenger will not attempt to reach out of the order picker while it is in motion or distract the operator for any reason.

Order picker aisles will be kept clear at all times so as to allow free and safe movement.

Operators selected for training will have normal mobility, agility and be medically fit.

All operators will attend an approved training course either by sending potential operators to an approved training provider and registered instructor or by training in-house using a registered instructor.

Refresher training will be carried out periodically - ideally annually but in any event at periods of not more than three years.

Training records, including the results of competency testing, will be maintained by the company's personnel department.

Training courses will consist of the following elements:

- Basic skills and knowledge - to allow efficient and safe operations
- Specific job training - tailored to picker type and the loads to be handled
- Familiarisation training - including actual picker model, workplace layout and safety rules and procedures

In the event of a new picker type being introduced a short conversion course will be arranged for all intended operators.

The safe working capacity will be clearly marked on all order pickers (normally engraved on a plate in the cockpit area of the order picker) and will under no circumstances be exceeded.

Daily inspections, comprising the following items, will be carried out on all order pickers:

- All fluid levels - battery, hydraulic, brake and coolant where applicable
- All operating controls - hoist / lower, horn, steering and brakes.
- Battery lids and leads for damage
- Tyres for cuts, damage and tyre pressures if applicable
- Cockpit area for damaged controls, access, etc.
- Overhead guard for security and damage

The results of the inspection will be entered into the order picker inspection record, which will be maintained at the premise. Battery condition will be verified monthly - more frequently in hot weather - by taking electrolyte density readings from each cell - using a battery hydrometer - prior to normal charging and after normal charging is completed and the order picker battery log completed.

17. Warehousing

Activities carried out within the warehouse and yard area include:

- Loading and unloading vehicles
- Use of order pickers
- Use of pallet trucks

- Stacking and de-stacking of materials at ground floor level, mezzanine level and on racking.

Only authorised employees will be permitted in the warehouse area. Non-authorised employees and visitors, requiring access, will be accompanied at all times while in the warehouse area.

The company will ensure that vehicles and pedestrians are segregated, wherever possible, by the use of information signs, physical barriers and clearly defined traffic routes.

A banksman will be used to assist vehicles in manoeuvring and reversing into the warehouse area.

Only suitably trained and authorised employees will be permitted to operate the order pickers and pallet trucks.

Employees will exercise extreme caution while operating order pickers in the warehouse and make use of lights, horns and flashing beacons.

Employees will comply with any traffic control measures, routes and parking in place within the warehouse.

Pallets and materials will be safely stacked to avoid the risk of collapse. Employees will ensure that materials are not stacked higher than the manufacturer's recommendations.

18. Vehicles

Authorised company drivers will carry out daily checks of their vehicles prior to use. In particular, attention will be paid to:

- Tyre pressures and all fluid levels
- Operation of clutch, foot and hand brakes, horn, windscreen wipers, indicators and hazard warning lights.
- Emergency equipment.

Employees will not drive any vehicle for which they do not hold a licence and for which they have not been authorised to drive.

Employees will not carry unauthorised loads or passengers in company vehicles or use company vehicles for unauthorised purposes.

Vehicles will not be loaded beyond their stated load carrying capacity and the load will be evenly distributed over the load carrying area and properly secured prior to the vehicle being driven.

Employees will not drive or operate vehicles whilst suffering from any medical condition or illness or whilst taking any prescribed medication that may adversely affect their driving or operating ability or be under the influence of alcohol or other substances.

Any employee found to have consumed alcohol or illegal substances before or whilst driving or operating company vehicles or other transport will be liable to summary dismissal.

Any accident involving a company vehicle will be immediately reported to a line manager and full particulars of other drivers and vehicles involved will be obtained at the time of the accident.

Vehicles will be parked in accordance with any restrictions on public roads and on client premises.

Mobile phone and other devices use

Drivers will not use hand held mobile phones while driving. The phone will be placed in a fixed cradle with a hands-free kit used to make or receive calls. Drivers will keep conversations to a minimum or, where a lengthy conversation is necessary, find a safe place to pull over and stop.

Other devices, such as satellite navigation systems, will only be used when safe to do so. Again, drivers will pull over and stop to input destinations, etc.

Reversing vehicles

The reversing of vehicles can be hazardous, particularly on public roads, in depots or client premises. Employees will avoid having to reverse vehicles where possible. Vehicles will not be reversed for excessive distances.

19. Occupied premises

Work activities may require employees to enter occupied premises.

Employees will ensure that the work being conducted does not endanger, interfere with, or cause nuisance to, occupiers with particular attention given to the safety of children. Where this will be unavoidable, employees will liaise with the occupier to eliminate or reduce any hazards to a minimum.

If necessary, employees will request occupiers to vacate certain areas of a premise to enable work activities to be conducted in a safe manner.

Hazardous working areas will be identified using barriers, tape and signs. Where necessary, a banksman will be stationed to prevent access and to re-direct occupiers.

Work activities will be conducted in the immediate vicinity of the work area, maintaining all access and egress routes.

Tools, plant, equipment, materials and waste will be kept neat and tidy, away from occupiers' activities. All items will be made safe when not in use and cleared away on completion of the work.

Employees will conduct themselves in a fit and proper manner at all times and refrain from smoking and the use of abusive or foul language. Radios and CD/tape players will not be played whilst on sites or in occupied premises.

Employees will be subject to disciplinary action where their actions or conduct has caused endangerment, nuisance or interference towards the occupier's premises, personnel or activities. (See Section 2, item 6, Misconduct)

20. Construction work / CDM

The company will ensure that all construction work activities are carried out in accordance with construction regulations.

Construction works, subject to the Construction (Design and Management) Regulations will be notified to the Health & Safety Executive prior to commencement.

A site-specific risk assessment will be carried out to identify any hazards and to put in place control measures prior to commencing work.

The company will ensure that all construction works are properly conducted to protect the safety of employees, other workers and members of the public.

This will include:

- Adequate site security to prevent unauthorised persons, including children, from entering.
- Suitable and sufficient barriers and clearly displayed signs.
- Safe and suitable storage of tools, plant, equipment, materials and substances.
- Removal, or rendering inoperable, of access equipment such as ladders, mobile tower scaffolds and elevating work platforms at the end of the day.
- Conducting and maintaining records of inspections of plant, equipment and scaffolding as required.
- Maintaining suitable and sufficient fire, first aid and other emergency provisions and procedures.
- Maintaining adequate and suitable welfare provisions for employees on site.

21. Violence at work

The Health and Safety Executive's definition of violence at work is;

'Any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his or her employment.'

The Company will conduct risk assessments to identify hazards and risks to the safety of employees.

Employees will report all incidents of violence to their line manager.

Acts of violence can erupt at any given time and be in the form of a physical attack or verbal abuse or threats. Persons threatening or committing acts of violence may be under the influence of drink or drugs. It is not possible to predict where, or when, incidents of violence will occur and employees will be vigilant and cautious when working in the community.

Should a confrontational situation, or the threat of violence, arise, employees will exercise calm and restraint to defuse the situation. Employees will immediately withdraw from the site and move to a

safe place. Employees will not say or do anything, which may inflame the situation. Employees will contact their line manager, giving full details of the events and await further instructions.

Employees, who are physically attacked, will attempt to get away from the assailant to a safe place to contact the Police and their line manager.

Employees will be aware that they may be liable to prosecution where an assailant is injured during any confrontation.

In remote and extreme cases, employees may be threatened or attacked with a weapon to obtain tools, equipment or even a vehicle. In such circumstances, and where no alternative exists, employees will comply with the assailant's demands. At no point will employees put their own or another person's life at risk to protect company equipment or materials.

22. Waste collection and disposal

Waste items will be cleared up on a regular basis to prevent risks arising from slips, trips and falls or fire.

Floors will be regularly cleared and cleaned to prevent a build up of waste.

All waste items will be placed in suitable containers or bags and kept secure to prevent any risks arising.

The company has a 'duty of care' to take all reasonable precautions to keep waste safe and prevent it from causing pollution.

Waste Transfer Notes (WTN) will be obtained from waste carriers for the waste they collect from the premises.

Copies of all WTN's will be retained in the company office.

23. Display Screen Equipment

All display screen workstations at the company office will be assessed for potential health and safety risks.

Assessments will be reviewed annually and whenever a change is made to the workstation layout.

Users of workstations will ensure that their workstations are adjusted to suit their particular needs and to give optimum comfort whilst at work. In particular, the following matters will be attended to:

- Chair seat height and backrest angle will be adjusted to ensure optimum comfort and correct posture
- Screen height and angle of tilt will be adjusted to ensure that the head, neck and eyes will not be subject to undue stress
- Keyboard position and angle will be adjusted to ensure that hands, wrists and forearms will be comfortably positioned and not subject to undue stress
- Screen's contrast and brightness will be adjusted to ensure the characters will be clearly legible

- Workstation lighting will be sufficient so as to ensure that documents will be easily readable and to ensure that excess light will not make the screen difficult to 'read'
- Screen will be free from reflections or glare to avoid making the screen difficult to 'read'

Careful work planning and regular breaks or changes in activity will prevent most potential health and safety problems from arising. However, in the event of health and safety problems being experienced or suspected as a consequence of display screen usage, employees will inform their line manager.

The line manager will compile a report containing details of display screen usage and the symptoms experienced.

The user will be referred immediately to a medical practitioner.

Where the initial investigation reveals that a problem may exist, a more detailed investigation, including medical surveillance, will be undertaken.

In the event of a user suspecting that he or she may need corrective eyesight appliances (spectacles), in order to use a display screen safely at work, the line manager will be informed, who will make the appropriate arrangements for suitable eye tests and examinations with a qualified optician.

All employees, including temporary employees, will be informed of the potential health and safety problems when using display screens and will receive training in the correct use of the workstation.

Training given will include:

- How and why to set up and adjust the workstation correctly
- Importance of comfortable posture and postural change
- Requirements for screen and keyboard cleaning
- Need for and importance of work breaks and/or changes in activity
- Recognising possible health and safety problems and the procedure for reporting them

Display screen users will clean screens and keyboards at least weekly using approved cleaning materials. Computers and display screens will be switched off whilst being cleaned.

24. Young persons / New and expectant mothers

The company will conduct further risk assessments where work activities involve young persons or new and expectant mothers to protect their health.

Young persons

A young person is defined as anyone under the age of 18 years.

During the risk assessment process, the company will take into account that young persons may be:

- Unaware of the health and safety risks posed by work activities and equipment
- Inexperienced in the tasks and duties they are asked to perform
- Mentally or physically immature

Where an assessment identifies a significant risk, young persons will not be permitted to carry out the work activity. This will include activities involving:

- Exposure to toxic or carcinogenic substances
- Extreme heat, noise or vibration

Training will be given to young persons for the duties and tasks they are to perform. Equipment, machinery and plant will not be operated by young persons unless under the direct supervision of an experienced trainer.

New and expectant mothers

The risk assessment will identify any specific risks to females of childbearing age, who may become pregnant, and to new and expectant mothers. Where identified, the company will inform employees of the actions to be taken to reduce or eliminate the risks.

To allow the correct action to be taken, employees will be required to inform the company as soon as possible of their pregnancy.

Where an employee informs the company of a pregnancy, the company will take action to prevent the employee from:

- Sitting or standing for lengthy periods
- Extended use of display screen equipment and workstations
- Excessive working hours
- Manual handling activities
- Exposure to substances, noise and stress
- Exposure to other employees' smoke

The action taken to protect the employee's, or the unborn baby's, health may require the company to:

- Temporarily adjust the employee's working hours or conditions
- Offer the employee suitable alternative employment
- Suspend the employee from work on full pay

Any adjustments to an employee's working hours or conditions will be agreed by the employee and their line manager, as will the frequency and timing of additional rest breaks, where required.

25. Drugs and alcohol

The company will not permit employees to use, or misuse, drugs and alcohol whilst at work.

Drug abuse is classed as the use of illegal drugs or the misuse, whether deliberate or unintentional, of prescribed drugs and substances, such as glues and solvents.

The operation of machinery, driving of vehicles and performing certain work activities requires employees to be fit and capable of carrying out their duties in a safe manner without any risk to themselves, other employees, contractors or members of the public.

Where an employee is found to be intoxicated through drugs or alcohol, while at work, they will be suspended immediately and an investigation implemented, which may lead to disciplinary action being taken.

The dealing in drugs on company premises will be classed as gross misconduct and employees will be subject to disciplinary action.

Employees, who may have a drug or alcohol dependency, will inform their line manager and all discussions will be kept confidential. Employees will be encouraged to seek professional counselling and treatment.

26. Lone working

Certain work activities will require employees to work alone and the company will conduct risk assessments on these activities.

Safe working procedures will be implemented taking account of the risks involved, machinery or plant used and foreseeable emergency situations such as:

- Accidents.
- Equipment failure.
- Fire.
- Illness.
- Violent acts.

Lone workers will not be placed at any greater a risk than other employees and additional control measures will be introduced, where necessary.

In particular, the risks for lone female or young employees will be considered.

The company will ensure that employees do not suffer from any medical conditions, which may be affected by an increase in mental or physical activity, resulting in them being unsuitable for lone working. Medical advice will be sought where any doubt exists over an employee's capability to work alone.

Additional training will be given to lone workers, which will cover:

- Abusive or aggressive acts towards employees.
- New and unusual situations.
- Permitted lone worker activities.
- Safety measures and precautions.
- When to stop work and seek advice from a line manager.

Although lone workers will not be able to be supervised at all times, the company will ensure that supervisors periodically contact or visit lone workers to ensure their safety is maintained.

Communication devices, i.e. mobile phones, will be provided to lone workers for use in the case of accident, illness, fire or other emergency.

The company will provide lone workers with either personal or vehicle First Aid kits, suitable for treating minor injuries.

27. Sub contractors

Sub contractors may be appointed by the company to carry out specialist work activities.

A sub contractor may be another company or a self-employed person.

The company will evaluate each sub contractor for the duties they are to perform and will request information to be provided for this reason. Sub contractors may be asked to provide the following:

- Health and safety policy
- Public and employers' liability insurance details
- Risk assessment(s)
- Method statement(s)
- COSHH assessment(s)
- Safety statistics
- Training arrangements
- Reference(s)

Sub contractors will adhere to safety rules and instructions, which will be provided prior to commencing work.

The performance of each sub contractor will be monitored to ensure compliance with the company's health and safety requirements. Sub contractors who fail to demonstrate a safe working practice, endangering the lives of other workers, visitors or the public, will be removed from site.

28. Visitors

Visitors, including contractors, to the company's premises will be accompanied at all times.

In the event of a fire or other emergency, the visitor's 'host' will be responsible for escorting the visitor from the premises to the assembly point.

Visitors will be directed to park in designated areas and not block access doors, fire exits and escape routes.

Where necessary, visitors will be provided with, and wear, suitable PPE.

Visitors will be fully briefed on restricted areas, safety hazards, risks and precautions to be taken in relation to their health and safety prior to entering any hazardous areas.

Should a visitor sustain an injury, the 'host' will ensure adequate First Aid is provided and record the accident in the accident report book.

Visitors will observe and comply with all safety notices, including smoking restrictions, at all times.

29. Suggestions for improvement

The company will keep under constant review all policies, procedures and risk assessments in relation to work activities.

Employees will be encouraged to suggest improvements to these documents and procedures where any deficiencies may be noticed.

Suggestions will be notified to the Directors, the company's Health and Safety Officer or the Health and Safety Adviser and, if so wished, may be provided anonymously.