

Report Statement

Report Purpose:

Health & Safety Management System update- October 2022

Author:

Admin and Governance Manager

Background

We have had a new Health & Safety Management System policy/system issued from Wirehouse Employer Services.

Changes include new legislation (highlighted in red), the Health and Safety management structure to include individuals responsibilities (page 20-24), additions to Chapter 3- Arrangements and forms have been moved to the online Guardian System, where they can be printed off and completed.

The whole document has also been reformatted for ease of use.



Health and Safety Management System

Prepared by





Introduction

The main purpose of health and safety law is to prevent unsafe acts or situations which may arise, thus reducing the likelihood of accidents occurring and preventing injury or loss of life. Safety legislation provides clear information and guidance for us, it has been formulated to assist and protect us all. Risk occurs, it is an inevitable factor, but it must be managed to create a safe working environment.

We take health and safety seriously and we understand our duties as an employer. It is our intention to fully embrace all aspects of health and safety law applicable to us.

We intend to manage and conduct our activities safely to avoid any harm to persons who may be affected either directly or indirectly by our activities.

Our Health and Safety Management System and documentation has been prepared following the Health and Safety Executive defined guidelines as set out in the guidance note 'HSG65' and utilises agreed principles to achieve our intentions: a safe place of work. It follows the Plan, Do, Check, Act, concept of risk management.



Health and Safety Management System

Our Health and Safety Management System consists of the following elements:

Our Health and Safety Management System is provided to state our intentions and set a clear direction for people to follow. We expect all our employees to understand and comply with our arrangements.

We have ongoing commitments to achieve our intentions and maintain high standards. To help us meet these commitments employees will be empowered to assist with certain tasks. Information is provided to employees describing responsibilities and duties of key people. We will provide training where it is required.

To ensure our workplace is safe and risk is managed effectively we have devised safety arrangements. It is important that we fulfil our duties with respect to legislation and guidance that applies to us. We recognise that continuous improvement is vital to help us maintain our standards and achieve compliance.

An amendment status record is included at the end of this section. This information helps us to manage and control our documentation ensuring it remains current.

The Health and Safety Management System will be reviewed at least annually. The date of review will be indicated on the Health and Safety Statement of Intent.

Overview

There is a moral obligation on us to take care of everyone at work and those who might be affected by the work we undertake. This is reflected in Common law, in Statute law and enforced by the regulatory authorities. Health and safety legislation goes further than just 'common sense' or 'reasonable care' and places duties of absolute, practicable or reasonably practicable care.

We have a clear understanding of the duties placed on us and ensure that we have 'suitable and sufficient' assessments, systems and control measures in place.

This Health and Safety Management System and guidance written form the basis of our intentions. This will be supported with training for employees at the appropriate level and detail.

Identifying the relevant legislation and implementing safety systems is the first step to our compliance – maintaining standards with regular checks and audits is also required. The enforcement agencies expect compliance and this is the best way to avoid accidents and incidents occurring.

Regardless of whether there has been an accident or incident it can result in enforcement action and fines, especially following the implementation of Fee for Intervention (FFI) which allowed the Health and Safety Executive to charge for their visits when a breach is noted.

Copies of the key pieces of legislation (acts and regulations) are freely available online and this is supported with more user-friendly publications in the form of 'approved codes of practice' and 'guidance notes' from the website www.hse.gov.uk. We will obtain copies in the first instance of the legislation of most relevance to us. These documents provide information on the fundamentals for establishing a sound Health and Safety Management System.

A summary of the key legislation is provided below – for our information. We have identified legislation that we consider is applicable to us. The following list has been compiled to help draw our attention to this information and to our duties.

- The Health and Safety at Work etc. Act 1974
- Corporate Manslaughter and Corporate Homicide Act 2007
- Employers' Liability (Compulsory Insurance) Act 1969
- Management of Health and Safety at Work Regulations 1999 (as amended)
- The Regulatory Reform (Fire Safety) Order 2005
- Workplace (Health, Safety and Welfare) Regulations 1992
- The Control of Substances Hazardous to Health Regulations 2002 (as amended).
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- The Manual Handling Operations Regulations 1992 (as amended)
- Health and Safety (First Aid) Regulations 1981 (as amended)
- The Personal Protective Equipment Regulations 2002
- Health and Safety (Display Screen Equipment) Regulations 1992 (as amended)

- Health and Safety (Safety Signs and Signals) Regulations 1996 (as amended)
- Electricity at Work Regulations 1989
- Health and Safety (Consultation with Employees) Regulations 1996 (as amended) and Safety Representatives and Safety Committees Regulations 1977 (as amended)
- Construction (Design & Management) Regulations 2015
- Control of Vibration at Work Regulations 2005
- Control of Noise at Work Regulations 2005
- Health and Safety Information for Employees Regulations 1989 (as amended)
- Provision and Use of Work Equipment Regulations 1998
- Employment of Women, Young Persons and Children Act 1920
- Equality Act 2010
- Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended)
- Coronavirus Act 2020
- The Health Protection (Coronavirus, Restrictions) (Self-Isolation) (England) Regulations 2020
- Public Health (Control of Disease) Act 1984
- The Health Protection (Coronavirus, Wearing of Face Coverings in a Relevant Place) (England) Regulations 2020

Management of Documentation

We will ensure that all amendments are incorporated and that each revision or re-issue is recorded.

Issue Details

Issue Number	Reason for Issue / Amendments	Name	Date
1.	Initial	Wirehouse ES Ltd	December 2015
2.	Reviewed and Updated	Wirehouse ES Ltd	November 2017
3.	Reviewed and Updated	Wirehouse ES Ltd	March 2020
4.	Reviewed and Updated	Wirehouse ES Ltd	June 2021
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Implementation Guide and Record

Our Safety Management System is a key tool for us to use to help educate employees on their responsibilities and safe ways of working and to manage risk effectively and proactively. We will use the record below to record the key stages of the implementation of our Health and Safety Management System and to track progress towards compliance. We will amend this as required.

Date Reviewed	Key Activity	Evidence - Location of the Records, Documents
	Annual Audit and Action Plan	
	Statement of Intent Reviewed	
	Employee Handbooks Issued for any New Starter and Acknowledgement Form Returned	
	Fire Risk Assessment Reviewed	
	Sufficient Number of Fire Marshals	
	Fire Log Book and Evacuation Drills Recorded	
	Legionella Risk Assessment Reviewed (where applicable)	
	Legionella Controls Documented	
	Risk Assessment Index Reviewed	
	Risk Assessments Reviewed	
	Specific Risk Assessment Completed for: Home Working Lone Working	
	Training Matrix Needs Analysis Reviewed	
	Workplace Inspections	
	Health Surveillance	



Chapter 1. Statement of Intent



Health and Safety Statement of Intent

It is Macclesfield Town Council policy to ensure, so far as is reasonable, the health and safety of all persons affected by our work activities. The minimum standard we will adopt will be compliance with legal requirements and the associated appropriate codes of practice. However, our aim is not to only fulfil the spirit of the law and comply with technical requirements, it is to uphold the highest of health and safety standards. We will assess the risks from our activities and will operate according to the procedures that best promote health and safety at work.

We accept our responsibilities for health and safety and are committed to giving health and safety equal importance with other business matters. We will ensure that the resources necessary to achieve the objectives of this Health and Safety Management System are made available to all. We require cooperation from all employees to enable us to fulfil our legal duties and the objectives of this Safety Management System. To promote co-operation, procedures for consulting employees are built into this Health and Safety Management System. They have a duty to follow the standards and procedures laid down by us.

Equipment that enables tasks to be carried out safely will be provided and maintained to ensure their safe operation. Employees will be provided with appropriate training and instruction considered necessary to ensure that they know how to work safely. Risk assessments will be documented for significant tasks and where exposure to hazards cannot be prevented by any other means, appropriate personal protective equipment will be provided and instruction in its use and maintenance given.

We will maintain our premises in a safe manner and suitable facilities for welfare will be provided and maintained, as will arrangements to ensure access to first aid.

The Town Council have ultimate responsibility for health and safety and will nominate a competent person to manage operations day to day. Other responsibilities for health and safety matters have been assigned as appropriate and are described in our 'Responsibilities' section of the Health and Safety Management System.

The Town Clerk will oversee an annual review of this Health and Safety Management System and associated procedures to ensure their continued effectiveness. Where necessary to ensure legal compliance and promote continuous improvement, the Health and Safety Management System and associated guidance will be amended and communicated.

Signed Town Clerk

Date



Environmental Policy Statement

Macclesfield Town Council will help to sustain natural resources and protect the environment. We are committed to ensuring the health, safety and welfare of any person who may be affected by the waste materials that result from our work.

Whilst the environmental obligations and responsibilities fall to all of us, management are primarily responsible for ensuring our environmental implications are inherent considerations in all our business decisions. Management are ultimately responsible for the implementation and promotion of this policy.

We will arrange for the disposal of our waste products regularly, safely and in accordance with the statutory requirements. We will actively re-use packaging materials wherever possible, including folders and documentation.

Our waste disposal arrangements will be regularly reviewed and will ensure that our paper and cardboard waste is recycled wherever possible and disposed of responsibly where not. Recycling initiatives will be taken where possible to help protect the environment and make better use of our resources. Our employees are asked to consider the environment when printing.

Where possible the most environmentally friendly equipment will be provided with due consideration to those employees who work from home, ensuring that the consumption and energy required is considered prior to purchases.

We recognise that the empowerment of our employees is our strongest weapon in the battle for environmental protection and will therefore arrange for suitable training and awareness where possible on environmental implications of our work activities and the controls that are within our control. We will encourage our employee's involvement in developing environmental improvements.

We seek excellence in every area of our work and are committed to continuing to improve our environmental performance by minimising our environmental impact and making resource efficiency the focal point and requirement of all our operations.

We aim to foster an understanding of environmental issues appropriate to and in the context of our business and those who work with us. Our intention is to ensure that we continually improve the environmental impact of our activities.

To achieve this commitment, we will:

- Strive to continuously improve our environmental performance, regularly reviewing our activities and policy and setting new targets to reduce any environmental impacts caused by our activities. This will include the consumption of energy within our premises, the reduction of waste materials including paper and cardboard through unnecessary printing.
- Comply with the requirements of environmental legislation and integrate approved codes of practice into our business operations.
- Reduce our consumption of resources and improve efficiency in the use of these resources.
- Ensure energy and water is used efficiently in all activities to minimise the consumption of natural resources and energy.

- Manage our operations and activities ensuring we reduce emissions, pollution and waste.
- Promote the reduction, reuse and recycling of waste materials in all working activities to conserve resources and reduce waste disposal.
- Ensure all waste is disposed of in a safe and responsible manner through monitoring and taking necessary action where deemed appropriate,
- Procure goods and supplies which take environmental specifications into account, limiting the amount of waste products; we recognise that prevention is better than the cure.
- Raise awareness and encourage participation in environmental matters through discussions and training sessions for employees upon induction and at appropriate intervals.

We recognise our responsibility towards the protection of the environment and issue this statement as a commitment of both management and employees to minimising the environmental impact of our operations.

Signature:

Town Clerk

Date:



Chapter 2. Responsibilities



Duties and Responsibilities

We will ensure that employees are aware of their legal responsibilities whilst at work, the appointments forming our management structure and the duties and responsibilities allocated to respective employees.

We take seriously the health, safety and welfare of our employees and anyone else who may be affected by our work activities. We expect full cooperation from our employees to help us maintain safe working environments. It is our aim to create a positive safety culture and sustain high standards.

Employees empowered to organise, manage and supervise work activities are instructed to ensure that our safety policies and procedures are followed always. Activities will be completed without significant risk of harm or loss and risks will be assessed and measures introduced to enable this.

Where employees have limited experience of activities involving risk, supervision will be afforded until such a time when satisfactory competence is deemed sufficient. Training needs will be assessed for all employees and the necessary training to enable them to work safely will be arranged.

Employees are instructed to refrain from using equipment likely to cause harm. If they notice any unsafe equipment, acts or situations they must act and report this.

We have in place a system for periodic monitoring. The purpose of this task is to continually assess our performance with respect to health and safety. People have been nominated with specific monitoring responsibilities, from time to time they may be requested to aid.

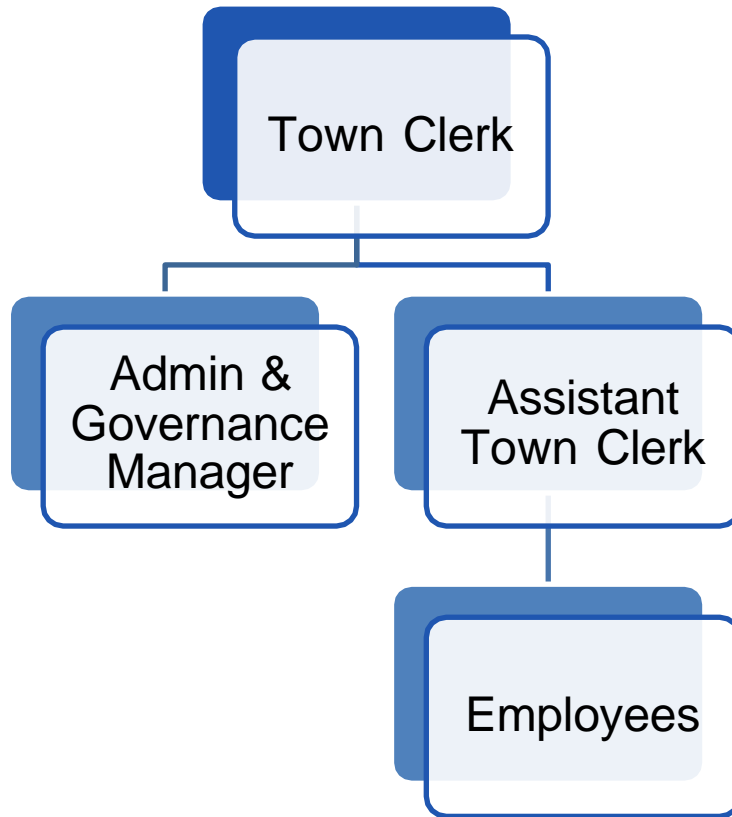
The Health and Safety at Work Act places duties on employees to:

- Take reasonable care of their own health and safety and that of anyone else effected by what they do.
- Cooperate with us, enabling us to comply with our statutory duties.
- Refrain from intentionally or recklessly interfering with or misusing anything provided in the interest of health, safety and welfare.

Employees are instructed to understand that failure to act and comply with legal duties may result with disciplinary action being taken against them, possibly by an enforcing authority.

Health and Safety Management Structure

This diagram is a representation of our management structure and strategy for health and safety responsibilities.



The Town Council have ultimate responsibility for health & safety. At any time when an employee assigned with responsibilities is absent from work employees are instructed to consult the Town Clerk and raise any concerns regarding health and safety.

The Town Clerk

The Town Clerk has the overall and final responsibility for safety, health, fire and welfare. Contribution however is needed by all employees in order to achieve a safe working environment.

Responsibilities include, but are not limited to:

- Understanding the Health and safety at Work Act and any other Acts, legislation or Approved Codes of Practice that apply to us and ensuring these are observed.
- Initiating our Health and Safety Management System for the prevention of injury, damage and waste.
- Carrying out an annual review of the Health and Safety Management System.
- Ensure that we are supported and suitably advised on matters relating to health and safety.
- Setting objectives in relation to health and safety matters.
- Arranging adequate funds and facilities to meet requirements of our Health and Safety Management System.
- Ensuring that any inspection, testing and certification is carried out.
- Ensuring that appropriate insurance cover is in place and maintained.
- Ensuring that suitable risk assessments are carried out by competent personnel and suitable records are maintained.
- Ensuring that risk assessments are reviewed regularly.
- Ensuring that all employees receive adequate and appropriate training.
- Ensuring that necessary health and safety inspections are undertaken within those areas and that prompt remedial action is taken when any unsafe practice or condition is apparent.
- Ensuring that suitable written records are kept and maintained of such inspections.
- Making reasonable enquiries to ensure that subcontractors engaged to work on our behalf and contractors engaged to work on our premises are competent to do so.
- Ensuring that disciplinary procedures are adequate to act against those who breach the Health and Safety Management System, rules or safe practices.
- Setting a personal example.

The Assistant Town Clerk

Responsibilities include, but are not limited to:

- Understanding the requirements of relevant legislation and guidance.
- Ensuring that any item is so designed and constructed as to be safe and without risk to health.
- Ensuring that any testing or examination is carried out on any article to comply with all safety regulations.
- Co-ordinating the efforts of all parties on matters of health, safety and welfare.
- Carrying out risk assessments.
- Ensuring that risk assessments are reviewed regularly.
- Ensuring that risk assessments are undertaken on any new or proposed activities or processes.
- Bringing to the attention in writing of those concerned the significant risks identified because of any such assessments.
- Stipulating safe systems of work, so that all work is carried out in accordance with statutory requirements, codes of practice and our rules.
- Ensuring that employees are effectively instructed in safe systems of work and that records are kept.
- Ensuring that employees are adequately trained in proper and safe working methods and are fully aware of any hazards/risks.
- Ensuring that necessary health and safety inspections are undertaken within those areas and that prompt remedial action is taken when any unsafe practice or condition is apparent.
- Ensuring that suitable written records are kept and maintained of such inspections.
- Ensuring that all persons are aware of the fire procedures and first aid facilities.
- Ensuring that new employees learn to take safety precautions.
- Identifying training requirements of individuals and reporting this.
- Ensuring that all safety rules are observed.
- Ensuring that all safety devices are fitted, properly adjusted and maintained.
- Ensuring that all hazardous defects are reported and subsequently rectified.
- Completing accident reports for all accidents involving injury, damage or lost time incidents. Reports are to be completed as soon as possible.
- Ensuring all accidents and incidents are properly recorded and investigated with a view to prevent re-occurrence.
- Maintaining good housekeeping standards.
- Ensuring that all visitors are made aware of and comply with all aspects of health and safety legislation.
- Setting a personal example.

The Admin & Governance Manager

Responsibilities include, but are not limited to:

- Familiarising themselves with our Health and Safety Management System.
- Ensuring that employees are adequately trained in proper and safe working methods and are fully aware of any hazards.
- Identifying training requirements of individuals and reporting this.
- Co-operation in releasing employees for training courses.
- Ensuring that all employees are aware of the fire procedures and first aid facilities.
- Seeking to develop safe practices and encourage suggestions from employees.
- Carrying out safety inspections in those areas under their control.
- Ensuring that necessary health and safety inspections are undertaken within those areas and that prompt remedial action is taken when any unsafe practice or condition is apparent.
- Ensuring that suitable written records are kept and maintained of such inspections.
- Ensuring that all safety rules are observed, and protective equipment is worn or used when appropriate.
- Ensuring that all safety devices are fitted, properly adjusted and maintained.
- Ensuring that all hazardous defects in the workplace are reported and subsequently rectified.
- Completing accident reports for all accidents involving injury, damage or lost time. Reports are to be completed as soon as possible.
- Ensuring that good housekeeping standards are maintained.
- Carrying out risk assessments to identify all hazardous activities and the risks associated with such activities.
- Bringing to the attention in writing of those concerned, the significant risks identified because of any such assessments.
- Stipulating safe systems of work, so that all work is carried out in accordance with Statutory and in-house regulations and Codes of Practice.
- Ensuring that all employees are effectively instructed in safe systems of work and that records of instructions are kept.
- Ensuring that risk assessments are reviewed regularly, particularly in respect to any new or proposed activities or processes.
- Ensuring that all visitors are made aware and comply with all aspects of health and safety legislation.
- Setting a personal example.

The Employees

Responsibilities include the following, but are not limited to:

- Understanding and complying with any rules, policies and procedures introduced for health and safety and to comply with legislative requirements.
- Co-operate with the Management Team and other employees to create and maintain a safe working environment.
- Assisting us with the preparation of risk assessments or safety checks – after suitable training.
- Co-operating with any risk assessments and control measures introduced.
- Not intentionally interfering with or misusing any safety devices or arrangements introduced in the interest of health and safety.
- Refraining from actions which are likely to cause harm to themselves or others.
- Keeping any work equipment in good condition.
- Assisting with workplace assessment activities upon request.
- Reporting any accident, unsafe act or condition.
- Ensuring that they understand our first aid arrangements and know where to seek assistance.
- Complying with our fire safety arrangements and participating with any evacuation drills.
- Informing us of any complaint, injury, illness or disease that they believe has been caused at work.
- Informing us of any personal circumstances, illnesses that may affect their safety or the safety and health of others whilst at work.
- Co-operating with us where an accident or incident is being investigated.
- Operating only items of equipment for which they have been trained, deemed competent and authorised to use.
- Helping us achieve and maintain good housekeeping standards.
- Setting a good example for others to follow.

Communication and Consultation

Health and safety arrangements, rules and procedures have been introduced to prevent accidents occurring thus protecting people against harm, however effective communication is vital to ensure these measures achieve their desired intentions.

We aim to consult with employees and others and will involve them in the decision-making process and development of our safety arrangements.

This Health and Safety Management System is made available to all employees, all employees will be made familiar with the contents.

The Employee Safety Handbook provides general safety information and refers to where further information can be obtained. It also provides details of our rules, procedures and arrangements. Employees will be made familiar with the handbook content.

We have devised our policies and guidance to ensure safe working practices are documented. Information relevant to each job or employee role will be communicated.

We have appointed various levels of management to implement, manage and assist with safety arrangements and procedures daily. Their duties include the communication of safety information to employees and others to ensure our policies, procedures and rules are being followed and standards are being maintained.

We will arrange the necessary training to ensure work is carried out without risk of harm. The management team are responsible for identifying any shortfalls with competence and consequent training needs. We will use credible and competent training providers for delivery of any external training.

It is inevitable that visitors and contractors will spend time at our premises. It is our intention to communicate any rules or procedures relevant to their safety to these persons. This we will do either whilst deciding for their visit or upon arrival.





Chapter 3. Arrangements



Arrangements

Arrangements are the systems we have introduced to deal with our fundamental health, safety, fire and welfare needs. We have reviewed our work and considered what arrangements are necessary. Our arrangements have been introduced for the good and benefit of employees and others and to comply with legislative requirements.

We have considered the activities we expect employees to participate with and the environments where work takes place.

We ask that you speak to the Town Clerk if there is anything you do not understand or believe could be improved.

Summary of responsibilities for key arrangements:

Subject Area	Persons Responsible	Date Accepted
Instruction in safe working practices	Town Clerk	
Training	All Departments	
Health and Safety Inspections	All Departments	
Office Safety	Town Clerk	
Accident Investigation	Town Clerk	
In house equipment	Town Clerk	
Services (gas, electric etc)	Landlord	
First Aid Provision	Landlord	
Fire Equipment	Landlord	
Fire Evacuations	Landlord	
Housekeeping	All Departments	
Risk Assessments	All Departments	
Contractor Management	Town Clerk	
Welfare	Town Clerk	

Accident Investigation

It is our intention to prevent all accidents occurring however we have systems in place to manage any such events. The Town Clerk is nominated as the person responsible for ensuring accident investigation is completed.

It is imperative that the scene of the accident is isolated to facilitate investigation. It is important that information relating to any accident or incident is collected as soon as possible following the event. The following is a list of evidence that will be considered. This list is by no means exhaustive.

- Witness statements.
- Photographs.
- Sketches.
- CCTV data.
- Damaged equipment.
- Maintenance records.
- Previous accident reports.
- Training records.

The main purpose of accident investigation is to establish events leading up to the accident and/or any underlying circumstances that may have contributed to the occurrence. Ultimately the evidence will be used and information evaluated to prevent reoccurrence.

The depth of the investigation will depend on the nature and severity of the accident. Where necessary other parties will become involved with the investigation.

If we require advice or assistance with this task we will liaise with our health and safety service provider Wirehouse Employer Services Limited.

Accident Reporting

We acknowledge our duty as stipulated by the Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR). We have suitable arrangements in place for all accidents and incidents to be reported. The Town Clerk is to ensure that all employees understand the basic requirements for accident and incident reporting and know how to report such an event and are encouraged and monitored to ensure this is done.

Any employee injured whilst at work are instructed to report and record the event. An accident book is kept and managed by the Town Clerk. Information referring to what needs reporting can be found at the start of the accident book. If an employee is in any doubt they are to seek advice.

Each page is perforated enabling the record to be removed once completed. The person completing the report is to enter all relevant details in the required boxes then remove the page and return it to the Town Clerk.

The Town Clerk is responsible for complying with RIDDOR and reporting any relevant incidents, within 10 days of a specified or major incident occurring, 15 for over 7 days incidents. The list of reportable injuries, dangerous occurrences and diseases is lengthy and if any doubt exists regarding these procedures we will contact our health and safety service provider for advice.

All reports will be treated with strict confidence and their security managed accordingly. If disclosure is necessary to authorised parties, this we will monitor and control.

All incidents can be reported online but a telephone service is also provided for reporting fatal and specified injuries only - call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

The Health and Safety Executive and the Local Authority Enforcement officers are not an emergency service.

More information on when, and how, to report very serious or dangerous incidents, can be found by visiting the HSE at www.hse.gov.uk/riddor/report.htm. If we want to report less serious incidents out of normal working hours, we can always complete an online form.

There is no longer a paper form for RIDDOR reporting, since the online system is the preferred reporting mechanism.

Aggressive Behaviour

It is possible that our employees will experience aggressive or violent behaviour. Such behaviour can result with injuries if not dealt with correctly. We have a duty for the safety and health of employees. Where necessary, we will provide employees with the necessary training to manage aggressive or violent situations.

Training will involve teaching employees to understand simple warning signs or “triggers” to help avoid aggressive behaviour. The term “trigger” is used to describe a situation that causes aggression such as making a person wait for an excessive time for something.

The key is to avoid aggressive or violent behaviour however we will ensure that employees have the competence to manage such situations.

If an employee has been harmed because of aggressive behaviour this is to be reported to the Town Clerk and recorded in the accident book.

Alcohol and Drug Abuse

Alcohol and drug abuse have serious implications for users and for their work. Employees who are under the influence of alcohol and drugs can seriously affect their judgement and abilities whilst driving or carrying out their work activities.

Employees are encouraged to seek assistance in complete confidence from the Town Clerk if they believe that they have a problem with alcohol, drugs or other substances.

The Town Clerk is required to make a note of employees who show symptoms of alcohol or other intoxication when at work. These symptoms include:

- Smell of alcohol.
- Slurred speech.
- Unusual lack of co-ordination.
- Changes in behaviour, particularly aggressiveness.

No alcohol/or drugs are to be consumed on the premises unless they are prescription drugs from the employee's doctor. Employees are instructed to check with their doctor or pharmacist that the prescription drugs that they are taking will not impair their driving ability.

Alcohol may only be consumed on our premises when authorised by the Town Clerk.

Anyone found taking non-prescribed drugs on our premises is guilty of gross misconduct and will be disciplined accordingly.

Anyone found taking alcohol on our premises without prior authorisation is guilty of gross misconduct and will be disciplined accordingly.

Anyone found to be intoxicated by alcohol or drugs, appear to have been drinking or smell of alcohol on our premises, will be removed, deemed guilty of gross misconduct and disciplined accordingly.

Asbestos in our Premise

There are no health risks to people working in our premise, so long as any presumed asbestos containing materials (ACMs) remains in good condition and are not disturbed. However, if the materials are abraded, drilled or worked on with power tools the dust generated may contain asbestos fibres and there will be risks to anybody exposed. To ensure that risks from ACMs are reduced to the lowest reasonable level we will operate the following procedures:

- We will not allow work on a known ACM.
- An Asbestos Register listing the locations and conditions of all known and presumed ACMs will be kept.
- The Asbestos Register will be brought to the attention of any person who might disturb or work on or near to a known or presumed ACM.
- Before any work near to a known or presumed ACM can create risk, therefore an assessment will be carried out and a method statement written. We may refer the issue to our safety advisors. The risk assessment and method statement will identify how the work will be carried out without exposing any person to risks from asbestos fibres. Where necessary, arrangements will be made for additional samples to be taken and analysed.
- The persons who will be doing the work will receive suitable training. They will be informed about the hazards and the precautions they need to take to ensure their health and safety.

Any employee observing damage to any suspected Asbestos Containing Materials is instructed to report this to the Town Clerk.

If during work a person encounters a material that may contain asbestos and were not informed about it before work started, they are instructed to immediately stop work and take advice from the Town Clerk. Work will not be allowed to recommence until the material has been identified and a safe system of work agreed.

Assessing Risks

We must deal with risk in every part of our lives; however, the acceptability of risk relates to the standards adopted by each person, the company, our stakeholders and the regulatory authorities. Essentially, risks that are acceptable are ones where no additional control measures may be necessary.

It is important that we identify and deal with 'significant risks' rather than trivial issues and concentrate on those that might cause 'foreseeable' harm or damage. Remember, not everyone will initially appreciate how they can be harmed and everyone will have different opinions as to what constitutes 'safe' behaviour. It is therefore necessary for us to determine what is acceptable and what controls are required to be implemented to ensure a safe working environment and compliance with regulatory standards.

A risk management programme forms the basis of our Health and Safety Management System.

We will ensure that risk assessments are completed for significant activities. Some employees will also have a significant part to play in the writing, communicating and reviewing of assessments and will be given suitable training to do this effectively.

We have identified the key areas where assessments are required and outlined the main controls required to be in place. These can only be written as 'suitable and sufficient' assessments with the input of competent employees involved in the tasks.

We will ensure that:

- Assessments are carried out and records are kept.
- Control measures are introduced because of assessments and that they are implemented and followed – with the most significant hazards having the, greatest priority for action.
- Employees are informed of the relevant results and provided with necessary training.
- Any significant changes, injuries or, change in legislation or guidance leads to a review of relevant assessments.
- Assessments are regularly monitored and reviewed, and a schedule established.
- Suitable information, instruction and training will be provided to all persons involved in the risk assessment process to ensure a suitable level of competence.

Wirehouse Employer Services has provided us with further guidance notes about risk assessment, these can be found within the online portal system - Guardian and they include:

- An explanation of terminology around risk assessments.
- Examples of some common hazards.
- Guidance on how to complete an assessment.
- Forms ready for use.

Some examples of key assessments required include:

- A fire risk assessment.
- Hazardous substances.
- Display screen working assessments.
- Occupational stress.
- Manual handling.

Others will be completed as and when required for example:

- New and expectant mothers.
- Under 18-year olds.
- Lone working.
- Back to work situations.

A risk assessment involves identifying the hazards present in the workplace or arising out of any work activity and evaluating the extent of the risk involved to employees and others, considering the number and type of people exposed along with the duration and frequency of the exposure and the effectiveness of existing precautions.

A hazard is something with a potential to cause harm.

A risk is the combination of the likelihood of a hazardous event occurring and the consequence of the event.

Assessments can involve a quantitative evaluation of risk using numbers, e.g. 1-5 or 1-10, or a qualitative evaluation by using 'high, medium or low'. Some situations simply record a hazard and a control measure. There is no one correct method as to how to document assessments.

The Management of Health and Safety Regulations require that risk assessments be 'suitable and sufficient' in that they should identify all the significant hazards present within the business and its activities and that they should be proportionate to the risk. The assessment should cover all risks that are reasonably foreseeable.

The key to completing an assessment is therefore to be thorough by:

- Ensuring that we are properly trained and experienced to understand the hazards and activity being assessed.
- Involving colleagues and people familiar with the task, we recognise this is the best way of understanding the perception of risk.
- Ensuring employees familiarise themselves with our Health and Safety Management System, legislation and guidance.
- Considering relevant inspections, audits and any historical accidents or incidents.
- Considering different times of the day and environmental conditions.
- Ensuring that we consider all the potential hazards and all the ways that people might be harmed.
- Using the specified forms provided along with the preferred evaluation method for calculating risk.

If we feel that we are out of our depth – we will ask our Consultants for help.

This guidance follows the Health and Safety Executive's own information outlined in the guidance note 'INDG163'. These are the instructions to follow when we complete an assessment:

STEP 1 – Identify the hazards

We will look for hazards by walking around the workplace. List the hazards that could reasonably be expected to cause harm. Ask for the opinion of employees as they may have noticed things that are not immediately obvious to us. Consider all the various tasks undertaken by the business and consider the different locations where they occur. The most significant hazardous activities may not be immediately identified.

STEP 2 – Identify who may be harmed and how

We will list groups of people and individuals who may be affected by the hazards e.g.:

- Employees.
- Contractors on the premises.
- Visitors.
- New and expectant mothers.
- Unauthorised persons.

We will pay attention to vulnerable persons, e.g. those with disabilities, employees who are pregnant or who have recently returned to work after having a baby, inexperienced employees, young persons under 18 years and children.

We will think about how they might be harmed; it is our duty to explain this to those exposed 'in a way they can understand'. We will consider different types of hazards, such as:

- Mechanical.
- Physical.
- Ergonomic.
- Physiological.
- Transport.
- Access.
- Hazardous substances.
- Fire, smoke and explosions.
- Particles, fumes and dust.
- Biological.
- Lifting and handling.
- Environmental factors; – lighting, temperature, etc.
- The individual.
- Organisational factors.
- Electrical.

This list is not exhaustive but indicates the detail required. The individual has a huge impact on the overall risk. We will consider their level of training, attitude, work rate and tendency to work in an unsafe manner.

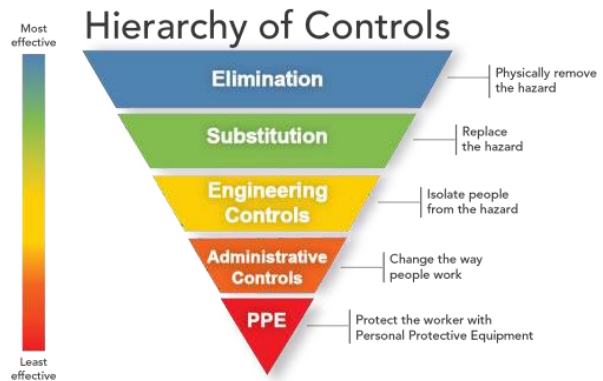
STEP 3 – Evaluate risk and decide on precautions

We will evaluate the risks arising from the hazards and decide whether existing precautions are adequate or if more needs to be done. When evaluating the risk, we will consider the chance of harm occurring (i.e. the likelihood), the severity (or consequence), the number of people affected and if relevant, the frequency.

Even after all precautions have been taken a residual risk is likely to remain. We will ensure the precautions in place meet regulatory requirements and best practice and that we have reduced the risk 'as far as is reasonably practicable'.

Where additional controls or further action are necessary to reduce the risk, we will decide what more could reasonably be done by adopting a hierarchical approach along the following principles:

- Eliminate the hazard.
- Reduce the hazard.
- Prevent contact with the hazard.
- Introduce a safe system of work.
- Increased supervision.
- Provide personal protective equipment.

**STEP 4 – Record findings and implement them**

Once the level of risk has been determined and the controls have been agreed, an action plan will be drawn up with timescales for implementation of the control measures.

The assessment will be documented since these provide evidence that something has been done. We will keep old assessments for future reference. We will communicate the findings to employees involved in activities and record this on a training matrix. We will then observe activities periodically to ensure that the control measures have been implemented and are being followed.

Information on assessments may also be required to be given to contractors, new starters, to employees changing roles or as part of on-going or developmental training. Records will be kept.

STEP 5 – Review the assessment and update it if necessary

A review will be required following:

- The results of monitoring (e.g. ill-health, accidents, audits) where results are adversely not as expected.
- A change of process, work methods or materials.
- A change of personnel.
- Changes in legislation or best practice.
- Introduction of new plant or machinery.
- Passage of time – as set out in the review schedule.

Completion of risk assessments and the information collated because of this process can only be of benefit if communicated to the people who are likely to be affected by the hazards.

We will communicate the findings of risk assessments using the following methods:

- Induction - we will make employees aware of our hazards and control measures during the induction process.
- Availability of information - copies of risk assessments are readily available for all employees to read.
- Training - assessments and control measures to manage risk will be communicated as part of on-going training.
- Contractors and visitors - will be made aware of any hazards they are likely to encounter whilst at our premises prior to commencing work.

Review

All risk assessments will be subject to periodic review with a formal review taking place at least annually. Any changes will be communicated to those affected. Competent persons will be tasked with conducting the review.

Note:

Wirehouse Employer Services have provided us with guidance notes about risk assessment, these include:

- Example copies of risk assessments for common hazards.
- Forms ready for use.

Bomb Threats

We are committed to providing a safe working environment and we recognise that there is the potential for any employee to be contacted about a bomb threat.

If an individual is contacted about a bomb threat we have a procedure in place that employees can follow.

There are three sources of threats:

1. Telephone Calls

This is one of the most popular ways of being contacted about the risk of a bomb explosion. The clear majority of bomb threats are hoaxes and there are many reasons why someone may make a hoax bomb threat these include:

- Revenge.
- Extortion.
- Causes disruption.
- Inconvenience to the victim.
- Fear.

When an individual receives a telephone bomb threat it is important that they remain calm and obtain as much information from the call including:

- Details about the person.
 - Gender
 - Accent
- Background noises.
- Reason for the call.
- Did they use a code word as this will help the police identify if the call is genuine or a hoax?
- Information about the bomb threat.
 - Location.
 - Time.

Once the call is finished employees are to try and leave the line open, if they have another person nearby they are to ask them to start evacuating the premises as soon as possible and contact the police immediately.

In receipt of a bomb threat the Town Clerk must be informed immediately.

2. Packages

Packages could be left in the building that has been delivered by hand from an unknown source or a package arriving through the post by an unknown source.

If an employee identifies a suspicious package we will evacuate everyone from the premises and call the police immediately. Employees are instructed to not touch or handle the package and ensure that others do not encounter the package.

3. Vehicle Bombs

It is important that we remain vigilant and follow the same procedure as suspicious packages. As vehicle bombs will cause a larger explosion, evacuating persons from our premises will be of a greater distance.

We must always remain calm and report any suspicious activity to the police or to the Anti-Terrorist Hotline 0800 789 321.

We will be prepared for our employees to be temporarily in a state of shock at the threat, which will be the closest that many people ever come to acts of terrorism. We will take account of this when establishing our procedures and base our preparation on enabling any employee to pass on a threat promptly, in as much detail as possible, to those tasked with deciding what action to take. We will remember to distinguish between calls referring to our own building and those warning of a bomb elsewhere.

Even genuine threats are frequently inaccurate regarding where and when a bomb might explode. Also, employees receiving a bomb threat may not always be those trained and prepared for it. Whilst it is not reasonable to expect them authoritatively to assess a threat's accuracy, truth or origin, listen to their impressions of the caller.

“Always remember: It’s probably nothing but... if you see or hear anything that could be terrorist-related trust your instincts and call the Anti-Terrorist Hotline”

0800 789 321

Civil Claims

We acknowledge that employees, visitors and contractors who may be affected by our activities have the right to make claims for compensation, where they consider that an injury is the result of negligence on our part. Such claims will be dealt with on our behalf by our Employers' and Public Liability insurer.

Our insurer requires us to forward them any letters from a solicitor, alleging negligence on our part, within 21 days of receipt and providing evidence in our defence. The insurer then has 90 days to respond to the claimant's solicitor. To enable us and our insurer to comply with the requirements of the 'fast track procedure', the following procedures are to be followed:

- All incidents are to be recorded, investigated and, where necessary, under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, reported to the enforcing authorities.
- Any person receiving a letter from a solicitor must forward this immediately to the Town Clerk.
- The Town Clerk will, unless they instruct someone else to act on their behalf, forward the solicitor's letter to our insurer along with any evidence in our defence.
- Direct correspondence with the claimant and their solicitor is strictly forbidden, as this may prejudice our defence.
- All correspondence relating to the claim must be forwarded to the Town Clerk immediately following receipt.

It is our responsibility to provide evidence in defence. Therefore, the person responsible for investigating incidents is responsible for collating an 'Evidence File' for all reportable injuries and incidents and any other accidents where a claim is foreseeable. We may take a commercial view on minor accidents, balancing the possibility of a claim being brought against the cost of accident investigation.

Evidence may take the form of the following documents; however, this is not an exhaustive list:

- Entry in the accident book.
- Statements from the injured person(s), witnesses and first aider. These should be signed and dated and contain only statements of fact not supposition.
- Copy of the accident/incident investigation report, with any photographs and diagrams.
- Pre- and post-accident risk assessments.
- A copy of any written safety instructions given to the injured person(s).
- A record of any personal protective equipment issued to the injured person(s).
- Copies of any test certificates and/or records of maintenance and inspection of any equipment involved in the incident.
- Any disciplinary evidence relating to the occurrence.
- Copy of any statutory reporting document forwarded to the Enforcing Authority.
- Copy of any correspondence from the enforcing authority relating to the incident.

No evidence may be sent to our insurers without the absolute permission of the Town Clerk.

A claim may be brought by an employee whether the accident has been recorded in the accident book or whether he/she has taken time off work as a result.

Contractors

We are committed to ensuring the health, safety and welfare of any contractor carrying out work. To protect contractors so far as is reasonable it is our responsibility to make known to contractors any hazards that have been identified and may affect such persons. We will ensure that our control measures are communicated, understood and followed to prevent harm.

The person arranging work by contractors is responsible for communicating these rules:

- Fire safety arrangements.
- First aid facilities.
- Welfare arrangements and facilities.
- Details of our policies and procedures relative to any work taking place on our premises.
- Any permit to work system in operation or required.

Before contractors arrive, the Town Clerk is responsible for communicating with contractor's. This includes:

- Personal protective equipment.
- Vehicle movement.
- Site safety rules.

Under the Health and Safety at Work etc Act we have a duty to protect our employees and visitors. We will ensure that by having contractors working that all risks have been assessed. We will produce a risk assessment for the proposed work that the contractors are undertaking and put in place control measures to reduce the risk to a safe and acceptable level.

When appointing contractors, we will confirm their competencies prior to any work commencing. We will select contractors based on their health and safety performance and competence for the required work.

We will obtain from the contractor before works are carried out:

- Their health and safety policy which will include their risk assessments, training and certification.
- A copy of their insurance certificate.
- Evidence of skills, knowledge and experience; (membership of professional bodies and/or continuing professional development).
- Method statements.

We will then review the information that they have supplied us with to determine if they have planned the work carefully and considered all aspects of safety.

When the work is being carried out by the contractors we will ensure that we monitor their work to ensure that they are working to a safe system of work and to the standard as agreed. If necessary, risk assessments will be reviewed if changes occur; accidents or incidents arise and changes to the workplace.

Contractors are responsible for using the controls described in the risk assessment to reduce risk. Any tools and equipment used by contractors are to be suitable for purpose, well maintained and deemed safe for use by a competent person. Tools, equipment and material are to be managed by the contractor always so as not to create a hazard. Dangerous tools and equipment are not to be left unattended.

Disability Compliance

Where we employ persons that are disabled, or where existing employees have become disabled we have a duty to make reasonable adjustments so far as is reasonable, for example layout, to protect the health, safety and welfare of the employee.

To ensure the health, safety and welfare of employees with disabilities we will review our existing risk assessments to make sure that they reflect the disability of the employee. If necessary, we will carry out an individual risk assessment of the employee. We will consider that employees may not be able to assist in emergency situations.

Where it has been identified that employees have problems with their mobility we will develop a personal emergency evacuation plan to cover their escape safely in the event of an evacuation. The personal emergency evacuation plan will be reviewed at frequent levels to reflect any changes in the employee's health condition. Equally, where employees must carry out lone working as part of their work we will review the risk assessment to establish for example if a buddy system can be incorporated.

In cases where employees are temporarily disabled, such as a broken limb, adaptations may not be reasonably practicable. In these circumstances, we will offer the employee alternative work or if there is no alternative work to offer the employee, then we may consider excluding them from the workplace temporarily.

Display Screen Equipment

We will take all reasonable steps to secure the health and safety of those who work with display screen equipment (DSE).

We acknowledge that health and safety hazards may arise from the use of this equipment. It is our intention to ensure that any risks are reduced to a minimum. Whilst it is generally recognised that the use of DSE can be undertaken without undue risks to health, it is appreciated that some employees may have genuine reservations and concerns. We will give information and training to enable a fuller understanding of these issues.

We will:

- Carry out an assessment, or provide information for self-assessment of each workstation, considering the DSE, the furniture, the working environment and the worker.
- Take all necessary measures to remedy any risks found because of the assessment.
- Take steps to incorporate changes of tasks within the working day, to prevent intensive periods of on-screen activity.
- Review software to ensure suitability for the task.
- Arrange for the provision of eye and eyesight tests at regular intervals and where a visual problem is experienced.
- Contribute to any corrective appliances (glasses or contact lenses) where required specifically for working with DSE.
- Advise you, and all persons applying for work with DSE, of the risks to health and how these are to be avoided.

Where a matter related to health and safety in the use of DSE is raised, we will:

- Take all necessary steps to investigate the circumstances.
- Take corrective measures where appropriate.
- Advise employees of actions taken.

We will give sufficient information, instruction and training as is necessary to ensure the health and safety of workers who use DSE. This provision also applies to persons not in direct employment, such as temporary employees and contractors.

The Town Clerk is responsible for users of display screen equipment and will provide appropriate information.

Employees who are classified as a display screen 'user', they are entitled to an eye and eyesight test at intervals recommended by the person who carried out the previous test. All tests are specifically for users of DSE and are to be arranged through us.

Where employees experience visual difficulties and have reason to believe that these may be caused by working with DSE, we will offer an eye and eyesight test.

The costs of eye and eyesight tests will be met by us if testing has been arranged through us. Where employees obtain a test independently and without our knowledge, even if the test is specifically related to display screen use, we shall not be responsible for the costs incurred.

Where corrective lenses are found to be necessary, specifically for the use of DSE, we will pay towards the cost of the corrective lens. If employees prefer enhanced frames they will pay any balance of the cost. Evidence of purchase will be requested.

The purpose of a break from DSE work is to prevent the onset of fatigue. To achieve this objective, we will seek to incorporate changes of activity into the working day. Whilst on a break from DSE employees are recommended to avoid other screens and phones.

Employees are advised to take ten-minute breaks from DSE work every hour. Where possible, users will be given the discretion to decide the timing and extent of off-screen tasks. If employees know that their DSE workload does not permit adequate breaks they are to bring this to the attention of the Town Clerk.

Employees are asked to undertake a self-assessment of their workplace using a simple-to-follow format. Most people do not have any issues using the equipment and so assessments are usually only repeated after two years, after office moves or other significant changes.

If employees require any specific assistance this will be considered in the assessment.

Electrical Safety

Electricity can kill, and the risk is often underestimated as it cannot be seen. It can cause burns, shock, fire and fatalities. We acknowledge our legal duties and will take the necessary precautions to prevent any accidents or incidents occurring.

Fixed electrical installations include the wiring, electrical sockets, switches, isolation boxes, fuses etc. that are installed. Damage to any fixed installation is to be reported and a repair arranged with minimum delay. Remedial action will be required to be taken to restrict access or use of damaged equipment until a repair can be arranged. The completion of any electrical work will only be conducted by a competent electrical engineer.

We will ensure fixed electrical installations are safe and we will accomplish this by ensuring installations, modifications, maintenance, inspection and testing are completed by an approved competent engineer and to demonstrate this we will request a copy of the fixed wiring certificate from the Landlord. We will request for a copy of the fixed wiring certificate at a period of every 5 years or less from the Landlord.

We understand preventative maintenance is the key to help minimise accidents. We have in place an internal periodic monitoring system to identify electrical faults; all faults must be reported and the necessary action arranged for repair.

A portable appliance is generally any electrical equipment that has a plug. These are to be treated with the same respect as fixed installations. Plugs can get damaged, wires and pins can become loose and leads can get split or flattened increasing the risk of a shock, burn or fire. Plugs that get hot, smell or spark are to be put out of use and a repair arranged.

To ensure appliances are safe to use we will ensure:



- A register of all equipment is maintained, this includes any home working equipment, mobile phone chargers, extension leads and any personal items that are permitted to be used at work e.g. radios.
- Periodic internal monitoring checks will be conducted that will include a review of electrical appliances.
- All employees are instructed to visually check equipment before use and report any defects.
- Portable appliance testing will be organised at appropriate intervals, the frequency of inspection and testing will depend on the equipment and the environment in which it is used.
- All inspections, testing, maintenance and repairs will be conducted by a suitably competent person.
- The use of extension leads will be monitored and 'daisy chaining' will be avoided.

Any electrical or general contractor engaged to undertake work will be requested to prove competence and testing arrangements for their own equipment.

Under no circumstances is any employee to undertake any electrical work unless they are authorised and qualified to do so.

The Health and Safety Executive *suggest* a testing frequency for portable appliance in the guidance document HSG107 as follows.

Table 1 Suggested initial maintenance intervals

Type of business		User checks	Formal visual inspection	Combined inspection and test
Equipment hire		N/A	Before issue/after return	Before issue
Battery operated equipment (less than 40 V)		No	No	No
Extra low voltage (less than 50 V ac), telephone equipment, low-voltage desk lights		No	No	No
Construction	110V equipment	Yes, weekly	Yes, monthly	Yes, before first use on site then 3-monthly
	230V equipment	Yes, daily/every shift	Yes, weekly	Yes, before first use on site then monthly
	Fixed RCDs	Yes, daily/every shift	Yes, weekly	Yes, before first use on site, then 3-monthly (portable RCDs – monthly)
	Equipment site offices	Yes, monthly	Yes, 6-monthly	Yes, before first use on site then yearly
Heavy industrial/high risk of equipment damage (not construction)		Yes, daily	Yes, weekly	Yes, 6–12 months
Light industrial		Yes	Yes, before initial use then 6-monthly	Yes, 6–12 months
Office information technology rarely moved, eg desktop computers, photocopiers, fax machines		No	Yes, 2–4 years	No if double insulated, otherwise up to 5 years
Double insulated  (Class II) equipment moved occasionally (not hand-held), eg fans, table lamps		No	2–4 years	No
Hand-held, double insulated  (Class II) equipment, eg some floor cleaners, some kitchen equipment		Yes	Yes, 6 months – 1 year	No
Earthed (Class I) equipment, eg electric kettles, some floor cleaners		Yes	Yes, 6 months – 1 year	Yes, 1–2 years
Cables, leads and plugs connected to Class I equipment, extension leads and battery charging equipment		Yes	Yes, 6 months – 4 years depending on type of equipment it is connected to	Yes, 1–5 years depending on the equipment it is connected to

Fatigue in the Workplace

Fatigue is more than feeling tired and drowsy. In a work context, fatigue is a state of mental and/or physical exhaustion which reduces a person's ability to perform work safely and effectively.

It can occur because of prolonged mental or physical activity, sleep loss and/or disruption of the internal body clock.

Fatigue can be caused by factors which may be work related, non-work related or a combination of both and can accumulate over time.

We have introduced 11 tips to reduce the risk of fatigue in our workplace. We will use the following tips to reduce the likelihood of fatigue becoming a health and safety concern:

- Consult our workers about issues surrounding fatigue hazards and make sure they feel comfortable to share their concerns.
- Design jobs around controlling the mental and physical demands associated with the job, ensuring adequate personnel and resources to do the job without placing excessive demands on workers.
- Placing strong importance on job rotation and task variation.
- Leave enough time between tasks for workers to have the rest time they require to recuperate before their next task.
- Consider our workers' working environment, e.g. extreme temperatures, shelter for those outdoors, facilities, lighting etc.
- Educate our workers on fatigue management.
- Allow our workers sufficient rest periods and breaks during their shifts.
- Take an active role in encouraging our workers to take annual leave rather than accumulate it. Reminding them that leave is an important time to recuperate from stress and fatigue.
- Ensuring adequate amenities are provided, e.g. plenty of water is available.
- Ensuring our workers feel able to take advantage of their sick leave entitlement when they need it. (We will not create a workplace where our workers feel the need to attend work when they are ill. A worker believing the workplace cannot function without them or that their job is at risk if they do not attend can cause this.
- We will design work to reduce/avoid overtime or encouraging extended hours.

Once we have identified high-risk workers and implemented measures to reduce the risk. We will monitor and supervise as appropriate. We will remain vigilant over our workplace and our workers and try to pick up on signs that a worker's performance may not be at its peak.

Fire Safety

Fire causes a significant risk to us and all the persons affected by our activities. We acknowledge our duties as described by the Regulatory Reform Fire Safety Order and intend to fully comply with our duties.

Our fire risk is continually assessed and a formal review arranged and documented at least annually. A Fire Risk Assessment is completed for each work area and fire training will be undertaken by all employees.

We will ensure that fire procedures are documented for each activity location and explained to employees.

Action will be taken to address the outcome and recommendations made because of any formal assessment. We will reduce the level of risk to prevent any likelihood of a fire occurring or harm to anyone because of a fire starting.

All employees have a duty to prevent fire. Information and training will be provided to help employees understand fire safety precautions and our procedures.

Designated employees have been assigned duties to help manage our fire safety arrangements. Our aim is to:

- Maintain good standards of housekeeping to minimise fire risk.
- Provide fire safety training for employees.
- Provide adequate and suitable fire information for visitors.
- Provide and maintain a suitable means of detection.
- Provide and maintain a suitable means of alarm system.
- Establish fire and emergency fire evacuation instructions and communicate these to employees and others and display instructions in suitable locations.
- Designate fire escape routes and exits.
- Identify a suitable location for assembly following evacuation.
- Provide and maintain suitable portable firefighting equipment.
- Keep records of inspections, tests, maintenance, evacuation drills and any other key fire safety issues applicable to us.
- Ensure visitors are informed of our fire safety arrangements.
- Take into consideration the risk from and to other businesses adjacent to our building or place of work and consult with such persons to reduce risk.

Our procedures take into consideration the needs of persons with disabilities, impaired senses or people unfamiliar with the layout of our building.

We have responsibilities for fire safety and are responsible for ensuring any points identified because of completing the fire risk assessment are addressed. Our fire safety policy is prepared to ensure the safety of anyone at our premises.

The Regulatory Reform Fire Safety Order places specific duties on us. In the interest of fire safety, we must comply with our duties.

We will ensure our fire safety information is brought to the attention and observed by employees, contractors and visitors. Every employee is to participate in fire safety training.

We rely on employees to help maintain our fire safety standards. Employees are to report any unsafe condition or damaged/missing equipment.

Our fire safety arrangements are continuously assessed to ensure these are satisfactory. Anything likely to have an adverse effect on our fire safety arrangements are to be reported and/or rectified immediately.

Automatic Fire Detection – (AFD)

The purpose of an audible alarm system is to warn all the occupants of a potential fire emergency. The simplest type of alarm is a shout, whistle or bell which is easy to arrange and low cost. The serious limitations of this are that it only works when someone is there to operate it, the alarm is only heard locally and the bell or whistle can be lost or removed.

The best alarm system that can be designed and installed has:

- An electrical supply, independent of the building.
- A battery back up on a trickle charge from the mains.
- Hard wired cables protected from heat and potential damage.
- Call points to operate the alarm (red break glass boxes).
- An audible and visual signal, distinctive from any other sound in the building.
- A central panel or indicator board.

To classify the system as an automatic fire detection system it requires smoke or heat detectors that activate the system independently of people using the manual call points, providing the most reliable and earliest warning of a fire emergency to enable safe evacuation and to limit property damage.

The building that we occupy has an AFD system installed and this is maintained and tested by the Landlord.

False Alarms

False alarms influence how people behave and react to alarms and can pose a significant problem for wardens and those managing fire safety arrangements. All false alarms should be investigated and recorded. Common causes can be.

- Insects.
- Steam.
- Cooking.
- Dust.
- Hot work.
- Smoking.

Testing

The testing of all parts of the AFD system is a legal requirement by the Landlord. We will be informed by the Landlord when the alarm will be tested and when maintenance will be carried out.

If employees are in a building that has no automatic fire detection system (smoke alarms, break glass points etc.) and they discover a fire, they are to adopt the following procedure:

Immediately raise the alarm by shouting *FIRE, FIRE, FIRE*. If they feel as though they cannot safely attempt to put the fire out or have not received the appropriate training, they are to leave the building by the nearest exit and continue to shout *FIRE, FIRE, FIRE* whilst ensuring that the Fire and Rescue Service are contacted by dialling 999 and stating the details of the incident, then giving the full address.

They are never to assume that someone else has called the Fire and Rescue Service.

Then, without delay:

- Evacuate to the emergency assembly point.
- If successful extinction of fire, the fire service is to be informed.

First Aid

First aid at work covers the arrangements that need to be made to ensure the initial management of any injury or illness suffered at work. It does not include giving tablets or medicines to treat illness. The regulations do not prevent persons that are specially trained to act beyond the initial management stage from doing so.

We will provide or ensure that they are provided; such equipment and facilities that are adequate and appropriate in the circumstances for enabling first aid to be rendered to our employees if they are injured or become ill at work.

We will also provide, or ensure that there is provided, such number of suitable persons as is adequate and appropriate in the circumstances for rendering first aid to our employees if they are injured or become ill at work. Such persons shall be deemed able to deliver first aid if they have undergone training, including any additional training where deemed appropriate.

Provision will also be made for appointing a person to take charge of any situation should the trained person be absent for any period.

To provide a suitable level of first aid we will:

- Nominate an employee to manage our first aid arrangements.
- Nominate and train appointed persons.
- Nominate and train sufficient persons to ensure employees receive immediate first aid attention: and / or
- Liaise with others to ensure first aid cover is available and provided by suitably qualified persons.
- Identify suitable facilities to administer first aid.
- Provide adequate and appropriate first aid equipment.
- Display notices providing information regarding first aid including where and how to obtain help.

We will assess first aid needs appropriate to the circumstances. The assessments will consider the following factors:

- The hazards and risks associated with the work. This is available from the general and specific assessments required under other health and safety regulations. Different work areas within any undertaking that may require separate assessments if the work activities vary significantly between the areas.
- The size and nature of the workforce. i.e. the number of employees, employment of young persons, disabled employees, etc.
- Accident statistics and trends. This information will be obtained from records, such as the accident book, Accident/incident report forms and records of accidents reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.
- The distribution of the workforce. i.e. the size of the premises; accessibility to external emergency facilities and services; the arrangements between us where work premises are shared between different undertakings.

- Contingency arrangements for covering planned and unplanned absences of trained and/or designated first-aid personnel.
- Any trainees counted as employees under the Health and Safety (Training for Employment) Regulations.

We will ensure that adequate provision is made to cover both planned and unplanned absences of first aiders. We will ensure that any trainees are considered as part of their assessment.

All first aid containers will be clearly marked with a white cross on a green background. They will contain suitable first aid materials, in sufficient quantities and nothing else. For most applications, sufficient quantities may be considered as:

- A general guidance card on first aid.
- Twenty individually wrapped sterile adhesive dressings (assorted sizes) appropriate for the environment.
- Two sterile eye pads, with attachments.
- Four individually wrapped triangular bandages (preferably sterile).
- Six safety pins.
- Six medium sized individually wrapped sterile un-medicated wound dressings (approx. 12cm x 12cm).
- Two large sterile individually wrapped un-medicated wound dressings (approx. 18cm x 18cm).
- One pair of disposable gloves.

Suggested Numbers of First Aiders (HSE Guidance)

Category of Risk	Number of employees at any location	Suggested number of first aid personnel
Lower Risk	Fewer Than 50	At least 1 appointed person
	50 – 100	At least 1 first aider
	More than 100	1 additional first aider for every 100 employed
Medium Risk	Fewer than 20	At least 1 appointed person
	20 - 100	At least 1 first aider for every 50 employed (or part thereof)
	More than 100	1 additional first aider for every 100 employed
Higher Risk	Fewer than 5	At least 1 appointed person
	5 – 50	At least 1 first aider
	More than 50	1 additional first aider for every 50 employed
	Where there are hazards for which additional first aid skills are necessary	In addition, at least 1 first aider trained in the specific emergency action

Appointed Persons

Where our assessment identifies that a first aider is not necessary we will adopt the minimum requirement to appoint a person to take charge of the first aid arrangements, including looking after the equipment, facilities, securing the scene where appropriate and calling the emergency services when required.

The employee(s) nominated for management of our first aid arrangements are to ensure that:

- All facilities are clean.
- Items are well stocked.
- No equipment has passed its “use by” date.
- The accident book is kept up to date and is available.

First Aid – Mental Health

Mental health first aid is a training programme that teaches people, how to help a person developing a mental health problem (including a substance use problem), experiencing a worsening of an existing mental health problem or in a mental health crisis. Like traditional first aid, mental health first aid does not teach people to treat or diagnose mental health or substance use conditions. Instead, the training teaches people how to offer initial support until appropriate professional help is received or until the crisis resolves. While first aid for physical health crises is a familiar notion in developed countries, conventional first aid training has not generally incorporated mental health problems.

Mental health first aid was developed and launched under the Department of Health: National Institute for Mental Health in England as part of a national approach to improving public mental health.

We can play a key role in improving mental health wellbeing in our workplace. Mental health problems affect one in four people at some point in their life. For example, mental health problems account for around 30 percent of sickness absence in the NHS so we need to be aware of the different types of problems and how to deal with them.

While mental health can seem like a difficult topic to tackle, we do not need to be an expert in mental health to help others. We do, however, need to understand how to support our employees and have open constructive conversations with them.

This is where practical training can help.

Like a person's physical health struggles, mental health problems can also fluctuate so what may be minor one day could be a major problem the next day.

Our reaction should first be to listen and give them the information and support they need to plan and manage their work. We will support mental wellbeing in by:

- Encouraging open and honest communication.
- Monitoring workloads.
- Giving control over work, where possible.
- Keeping people informed of upcoming organisational or team changes.
- Knowing reasonable adjustment and phased return options.

Mental Health can be a real off-limits subject as it is sometimes seen as a challenging issue to talk about, but we do not need to be an authority on mental health to support people. However, we do have a key role to play in improving mental wellbeing.

Having open and honest conversations with people about their mental health, providing support and creating a culture of positive mental wellbeing in the team can make a big difference to how people are able to manage stress and other mental health problems.

Mental health can vary along a spectrum in a similar manner that physical health can and there are probably times when it is better than others. Mental health problems are

to be supported in the same honest and consistent way that physical health problems are.

Sometimes, mental health conditions can be regarded as a disability, however it is not always black and white as to what does and does not fall into the definition of “disability”. We will seek further guidance from the relevant bodies depending on the specifics of each individual case. If the mental health condition is likely to be regarded as a disability, then keeping in line with the legal requirements set out in the Equality Act which includes making reasonable adjustments where appropriate.

Reasonable adjustments will be made to enable employees to remain at work, or, if they are off sick, to return to work.

Reasonable adjustments will be made to help an employee to remain at work instead of taking sickness absence or return to work earlier after a period of absence.

We will need to work with the relevant bodies and the employee to discuss possible and practical adjustments, which could include allowing time for medical appointments, reduced or modified duties, extra training or modified equipment. Where applicable, we may also consider phased return, part time working and extra support for the first few weeks our employee is back at work.

We will discuss any adjustments fully with the employee to see if it is suitable and would enable them to do the tasks and functions they have agreed to without exacerbating their health complaint. We will approach all our employees in the same way and discuss adjustments openly.

Other points we will bear in mind may include:

- Carrying out risk assessments for the employees' work areas.
- Altering the job to remove the most physically (or mentally) demanding work until the employee is completely assimilated back into the workplace.
- Providing access to occupational health, counselling or physiotherapy.
- The effect on the employees' pay.
- Arranging extra support in the first few weeks back.

We remember that it is important that we obtain advice from the relevant bodies when determining whether any reasonable adjustments or modifications can be made to our existing workplace and/or duties.

A risk assessment and its subsequent control measures will be carried out as appropriate. Some examples include:

- Allowing an employee time off to attend medical appointments, as we are all probably aware, these appointments can sometimes take up a significant part of the working day and this in itself can be stressful.
- Modifying or adapting a job description to take away tasks that cause difficulty.
- Offering flexibility in working hours/patterns, i.e. reduced hours, working from home or a phased return. Taking away the pressure of “rush hour” traffic could be beneficial.
- Transfer of workplace.

- Acquiring or modifying equipment and ensuring suitable access to premises for people using wheelchairs or crutches, providing travel to and from the workplace or giving access to on-site parking.
- Social or cognitive support.
- Extra training and refresher courses.
- Providing support to overcome barriers to returning to work.

The Health Safety Executive suggests that the following work adjustments can be made to assist an employee's return to work:

- Providing new or modified equipment and tools, including IT, modified keyboards.
- Modifying workstations, furniture, movement patterns.
- Modifying instructions and manuals.
- Modifying work patterns or management systems and style to reduce pressure and giving the employee more control.
- Modifying procedures for testing, assessment and appraisal.
- Providing the employee with a mentor or 'buddy' while they regain confidence in the workplace.
- Providing supervision.
- Reallocating work within the team.
- Providing alternative work.

Mental health problems cover a range of conditions, including depression, anxiety, panic attacks, obsessive compulsive disorder, phobias, bipolar disorder (manic depression), schizophrenia, personality disorders and psychosis.

Gas

We acknowledge our duties as explained by the Gas Safety (Installation and Use) Regulations and the Provision and Use of Work Equipment Regulations and intend to satisfy all statutory duties placed on us to ensure the health and safety of our employees and others when gas is used. Faulty gas appliances, pipes or fittings have potential to cause fire or explosion. Poorly maintained equipment can cause harmful fumes with the potential to kill.

We aim to comply with these regulations by adopting the following procedures:

- Any gas fittings, pipework, appliances etc. will be installed or modified by a Gas Safe Registered engineer only.
- We will periodically monitor our workplace to ensure there is no visible damage to gas pipework, fitting or appliances.
- If any employee smells gas or detects a leaking pipe they are to report this to enable us to contact the Landlord to rectify any fault and eliminate any risk.
- We will ensure that the Landlord has all gas pipework, appliances and fittings inspected and tested at a frequency of no greater than every 12 months by a Gas Safe Registered Engineer.
- We will ensure that appliances are fitted are well ventilated.

ACTION IN THE EVENT OF AN EMERGENCY

If an employee thinks they smell gas:

- Do not panic.
- Do not turn electric appliances or switches on or off.
- Do not smoke.
- Do not use naked flames.
- Do turn off the gas supply to the meter.
- Do open doors and windows to get rid of the gas.

CALL THE GAS EMERGENCY NUMBER 0800 111 999

IF IN DOUBT, EVACUATE

Home Working

Working from home has many benefits, particularly in reducing overheads, eliminating the need for commuting, offering flexibility in working hours and allowing employees to work when otherwise they might not be able. Home working can be everything from computer-based work (commonly referred to as 'teleworking') to assembling and packaging goods.

Home workers are subject to the same health and safety requirements as workers based on company premises and will be managed accordingly.

We will:

- Ensure that appropriate risk assessments are completed.
- Ensure that risk assessments are reviewed annually.
- Ensure home workers are provided with suitable induction training on commencement of employment.
- Ensure appropriate equipment is provided for the home worker's health safety and welfare.
- Ensure all equipment that is provided for use in the employee's home is properly installed and tested.
- Arrange for the maintenance of all electrical equipment supplied for use in the employee's home. The hard-wired electrical sockets and ring mains supplies are the employee's own responsibility.
- Provide, where practicable, scope for varying work patterns and to allow employee input in how the work is carried out to ensure home workers take periodic breaks during the working day.
- Ensure that home workers are kept informed of what is going on. Recognising and satisfying the need for social interaction will reduce stress.
- Encourage home workers to 'network' with colleagues.
- Issue all home workers are provided with health and safety guidance, such as 'INDG226' The Home Working Guide for Employees.
- Make the home worker aware of their duty to report any incidents or accidents that occur because of work related activities using the accident procedure.
- Ensure home workers are aware of the need to monitor their own working conditions and report any problems accordingly.

An assessment will be carried out in 2 stages:

- The first is to complete the General Assessment Pro-forma which is available from Wirehouse Employer Services.
- The second is to complete detailed assessments of each workstation using the services of a Health and Safety Consultant should this be necessary.
- All home workers are fully trained in the tasks that they are employed to do and the equipment they will be using.
- Home workers are trained in emergency procedures in case of an accident in the home.
- We are trained in how to deal with employees working off site e.g. pre-arranged regular contact, how to recognise signs of stress in home workers.

Infection Control - COVID-19 with Offices

We are responsible for implementing effective infection control procedures in the office and general workplace. This includes controls around COVID-19 which have been set out in line with Government guidance.

As and when guidance changes, then adjustments to the arrangements will be considered and all employees must be made aware of how this could affect the way they work.

Employees must cooperate with management and help maintain standards to ensure effective infection control measures remain in place. They must inform a member of management of any issues or concerns that they may have or any matters beyond their control which need to be addressed.

All employees should report to management any infection-related sickness.

Infectious agents of many kinds are carried by everyone and are present in the environment around us. Most are benign, dormant or harmless but a few can represent a health and safety concern in the workplace – e.g. Flu, Impetigo and most recently COVID-19.

The risk of infection amongst employees can be reduced by ensuring good standards of basic personal hygiene, maintaining cleaning regimes in the work area – cleaning surfaces, welfare facilities, emptying bins regularly, handwashing - - and ensuring all employees receive appropriate awareness training on ill health, recording and cleaning equipment.

We will draw up local procedures as necessary when infections are reported. This may include increased cleaning regimes during the flu season, regular cleaning of keyboards, phones and door handles. Where there is a known infection or high-level risk that represents a hazard, a risk-based approach will be adopted.

The assessment will consider sources of infection such as bacteria, viruses, fungi and parasites. The natural environment contains enormous numbers of these micro-organisms, most of which are harmless and in some cases are beneficial. The main sources of infectious (pathogenic) agents include:

- Blood and other body fluids such as saliva.
- Human or animal waste products such as faeces, urine and vomit.
- Respiratory discharges such as coughs and sneezes.
- Skin contact with contaminated surfaces.
- Contaminated food or water.

We will remove the source of an infection in an effective way to break the chain of infection, so it is important that all employees speak to management (from home) if you suspect you have an infection that would give raise to concern and only return to work when you are clear of symptoms.

The Town Clerk must ensure risks assessments have been completed and include appropriate control measures to address infection control needs specific to their office or working environment if on a client's site.

Covid-19

The Government's guidance sets out how we as a company can support the test and trace system to help 'slow the spread of the virus, protect the health and care system and save lives', and highlights how it should be used in conjunction with its 'working safely during coronavirus (COVID-19)' guidance.

We are responsible for the health and safety of our employees and others who may be affected in the company such as contract workers, agency workers, customers, and suppliers.

The policy emphasises that we must make the workplace as safe as possible and encourage employees to follow any notifications to self-isolate – supporting them whilst in isolation.

The NHS test and trace system will be supporting us in this by providing tests for anyone with symptoms of COVID-19 and alerting anyone who has been in contact with someone who has tested positive. To facilitate this, anyone who receives a positive test result will be asked to share information about people have recently been in contact with.

Five Steps for Working Safely

We will be following the Government's 'Five steps for working safely' advice.

The five steps include:

- Carry out a COVID-19 risk assessment.
- Develop cleaning, handwashing, and hygiene procedures.
- Help people to work from home.
- Maintain 2m social distancing, where possible.
- Where people cannot be 2m apart, manage transmission risk.

We have put measures in place to maintain social distancing, which take into account including our working environment, the size of the premises and the number of employees.

Legionella Management

The Landlord is responsible for the implemented arrangements to prevent the growth of legionella bacteria in water systems in accordance with the HSE's 'Approved Code of Practice (L8) – Legionnaires Disease: The Control of Legionella Bacteria in Water Systems' and 'HSG274 Legionnaire's disease: Technical guidance' and Health Technical Memorandum 04-01: The Control of Legionella, Hygiene, "Safe" Hot Water, Cold Water and Drinking Water Systems.

These arrangements include:

- The assessment of Legionnaires' disease risk and preparation of a scheme for preventing or controlling the risk, conducted by a competent contractor.
- The appointment of a designated individual as the 'responsible person' with authority and responsibility for day to day implementation of the universal precautions and testing specified in the HSE's ACoP and any precautions specified in the risk assessment.
- The maintenance of records of all applicable maintenance and testing together with a copy of the risk assessment and details of the competent person who conducted it.
- Monitoring by a designated employee to check the records and confirm that the precautions have been implemented.

All plumbing alterations organised by the Landlord will be carried out by trained plumbers to ensure compliance with water regulations and byelaws.

Lone Working

Since we cannot be with them in an emergency, (they would not be lone workers if we were) we must go as far as we can in helping employees to help themselves.

We will consider protection, consisting of two components: prevention and response. Prevention is achieved by embedding ways in which employees avoid difficult situations in the first place. Response is there when protection fails. While prevention may reduce the number of occasions where a lone worker will get into a situation which will result in their harm, 'reduce' is not the same as 'eliminate', so there will always be a need for response services.

Response with prevention in isolation are still insufficient; adding training and management will result in a culture of safe working, in other words – protection.

Prevention starts with a well thought out policy leading to sensible procedures which are developed in consultation with the lone working employees and the Town Clerk.

Sooner or later prevention will fail and an employee will need a response; and it must be fast and effective.

Training binds prevention and response together. Training will cover:

- The application of policies and procedures.
- How to make best use of lone worker response devices.
- Awareness and how to avoid potentially dangerous situations.
- How to manage dangerous situations.
- The role of personal responsibility for personal safety.

Good management will balance the needs of the organisation against the needs of the individual. Management will protect the organisation in law with its reputation and effectiveness intact, while protecting the individual employees out on their own in the community, other workplaces or in transit between them.

We have a responsibility for protecting lone workers and the needs to consider many factors; among them:

- How best to achieve protection for both the organisation and lone workers without jeopardising the work they are employed to do.
- What can be done in-house and what can be outsourced?
- How initial and follow-up training will be delivered, whether in-house or outsourced.
- How lone workers will be motivated to always follow the procedures laid down for them, including use of lone worker response services.
- What reports will help manage the contract and how will they be delivered.
- Regular reviews with lone workers.

Prevention and response without training and management is not an effective policy because when it is most required to work it will not keep people safe.

Prevention + Response + Training + Management = Protection

When putting the policy and risk assessment together we will pay consideration to:

- The remoteness or isolation of workplace areas.
- Any problems of communication.
- The possibility of interference, such as violence or criminal activity from other persons.
- The nature of injury or damage to health and anticipated "worst case" scenario.
- Personal protective equipment required.
- Supervision and welfare.
- Portable first aid kits.
- Availability of a first aider.
- Means of summoning help.
- Means of raising an alarm.
- Firefighting equipment.
- Training and supervision.

Manual Handling

Statistics show that manual handling is one of the most common causes of absence through injury in the workplace. More than one third of lost time accidents are caused in this way. These injuries may often have long-term effects. We intend to reduce the risk of manual handling injuries and to provide guidance on the measures that are to be taken to ensure safe lifting and carrying in our workplace.

We will ensure that operations which involve manual handling are eliminated, so far as is reasonable. Measures to achieve this include ergonomic design of our workplace and activities and the provision of automated or mechanical aids such as trolleys, chutes and conveyors.

An assessment of manual handling activities will be carried out by competent persons. Risks which are identified will be reduced to the lowest level reasonable. The following factors will be considered during the assessment.

Bending and stooping to lift a load significantly increases the risk of back injury. Items will ideally be lifted from no lower than knee height to no higher than shoulder height. Outside this range, lifting capacity is reduced and the risk of injury is increased. Where items are required to be lifted from above shoulder height, a stand or suitable means of access will be provided. Items which are pushed or pulled should be as near to waist level as possible. Pushing is preferable particularly where the back can rest against a fixed object to give leverage.

Carrying distances will be minimised, especially if the task is regularly repeated. Repetitive tasks will be avoided wherever possible. Tasks which involve lifting and carrying will be designed in such a way as to allow for sufficient rest breaks to avoid fatigue. We will avoid tasks which require twisting the body wherever possible.

The load is to be kept as near as possible to the body trunk to reduce strain and should not be of such size as to obscure vision. An indication of the weight of the load and the centre of gravity will be provided where appropriate.

Unstable loads are to be handled with caution. The change in centre of gravity is likely to result in overbalancing. We will ensure that there is a secure handhold, using gloves where necessary to protect against sharp edges or splinters.

Consideration will be given to age, body weight and physical fitness. Regard will be given to personal limitation; employees must not attempt to handle loads that are beyond their individual capability. Assistance is to be sought where this is necessary.

Persons with genuine physical or clinical reasons for avoiding lifting will be made allowance for, as will pregnant women, who will not be required to undertake hazardous lifting or carrying tasks.

Sufficient knowledge and understanding of the work is an important factor in reducing the risk of injury. Individuals undertaking lifting or carrying will be given suitable instruction, training and information to undertake the task with minimum risk.

There will be adequate space to enable the activity to be conducted in safety and the transportation route will be free from obstruction. Lighting, heating and weather

conditions will be considered. Floors and other working surfaces will be in a safe condition and adequate ventilation will be provided, particularly where there is no natural ventilation.

Use of personal protective equipment may be necessary whilst carrying out manual handling activities. If the use of equipment restricts safe and easy movement, this is to be reported. Constant interruptions from other employees is to be avoided, as this can reduce the concentration of an individual.

We will ensure that:

- Manual handling assessments are carried out where relevant and records are kept.
- Employees are properly supervised.
- Adequate information and training is provided to persons carrying out manual handling activities.
- Any injuries or incidents relating to manual handling are investigated, with remedial action taken.
- Employees adhere to safe systems of work.
- Safety arrangements for manual handling operations are regularly monitored and reviewed.
- Employees undertaking manual handling activities are suitably screened for reasons of health and safety, before undertaking the work.
- Special arrangements are made, where necessary, for individuals with health conditions which could be adversely affected by manual handling operations.

Employees are to ensure that:

- They report (in confidence) any personal conditions which may be detrimentally affected by the manual handling activity.
- They comply with instruction and training which is provided in safe manual handling activities.
- Their own health and safety is not put at risk when carrying out manual handling activities.
- They use equipment which has been provided to minimise manual handling activities.
- Any problems relating to the activity are reported to a responsible person.

Suitable information and training is provided to persons who are required to carry out manual handling activities. Training needs will be identified and reviewed by a responsible person. Refresher training will also be given at reasonable intervals.

Employees will be informed of approximate weights of loads that are handled and objects which have eccentric weight distribution.

Poor lifting and carrying techniques can result in discomfort and increase the risk of injury. In extreme circumstances, these injuries can have permanent effects. These risks can be reduced by adopting the following simple precautions:

- Ensuring that formalised systems of work which have been designed for the work activity are complied with.
- Making full and proper use of aids to lifting and carrying, such as trolleys, chutes and access equipment.
- Storing heavy items between shoulder and hip height. Where possible only storing small, light items above shoulder or below knee height.
- Using the legs and knees to bend and lift, not stooping or bending the back.
- Avoiding tasks which require stretching or twisting.
- Ensuring that regular rest breaks are taken where manual handling activities are repetitive or to prevent the onset of fatigue.
- Ensuring that there are no sharp, hot or cold edges which could cause injury.
- Ensuring that walkways are free from obstructions.
- Making full and proper use of personal protective equipment.

Employees are to report any problems or concerns associated with manual handling operations to the Town Clerk.

Monitoring

We have in place active monitoring systems to ensure any statutory duties applicable to us are complied with and to ensure our standards are being achieved. Monitoring activities will help us identify any issues that need attention.

It is important that any monitoring activity reports accurately reflect the conditions apparent at the time of the review. Completed monitoring documentation assists us with our intentions for continuous improvement. Documented findings and consequent follow-up action help us prove to any visiting authority that we take safety seriously.

Monitoring Events

We will also utilise the monitoring checks sheets to confirm we are achieving our intended standards and that employees are adhering to our rules, policies and procedures.

Any action raised because of completing monitoring will be addressed within a reasonable period. We will amend this list as required.

Activity	Frequency
• Business Review and Health Check	Annually
• Review - • Fire Risk Assessment • Office Assessments • Key Risk Assessments • Method Statement • Equipment Assessments • Training Matrix	Annually
• Display Screen Equipment Assessment	Every Two Years
• General Inspection – All Areas	Quarterly
• Recorded Vehicle Checks	Monthly
• Driving Licences	Six-monthly
• Upkeep of Fire Log	Weekly

Near Miss

We have a procedure in place to provide a method for reporting 'near miss' incidents. The investigation of such incidents can help to implement procedures or control measures which will prevent a recurrence of the incident and therefore prevent potential accidents.

Often the difference between a 'near miss' and an accident resulting in injury is minimal a slight difference in timing, location or personnel.

A 'near miss' is an unplanned event that did not result in injury, illness, damage or product loss but had the potential to do so.

An 'accident' is an unplanned uncontrolled event that has led to injury, illness, damage or some other loss.

All employees are to report 'near miss' incidents as soon as possible following the incident.

The near-miss form is to be used to report the incident. As much detail as possible is to be provided to ensure a thorough investigation can be carried out. When completed the form is to be returned to the Town Clerk.

We will collate the forms and carry out any required investigations. Completed forms will be retained for a minimum period of three years.

New and Expectant Mothers

We have a duty to protect new and expectant mothers from hazards that may be present. We will carry out risk assessments for each employee who is either pregnant or has recently become a new mother. We will continually review the risk assessments after 3 months or sooner if necessary to manage new risks that may be present.

To protect the health, safety and welfare of our employees, we will assess the risks that we pose on the employee and decide on the reasonable control measures.

We will:

- Consider any substances that they may be exposed to.
- Assess the set-up of their work area.
- Assess their manual handling.
- Look at their welfare arrangements.
- Look at their work activities.

Regular reviews are required. If it has been identified from a risk assessment that work activities could adversely affect a person's health, we will offer alternative work for them to do and if this is not possible we will suspend them from work on paid leave.

Non-Hazardous Waste

We have a duty of care to ensure that any waste which we produce is handled, stored and managed safely in accordance with specific legislation. We will ensure that any waste which we produce other than hazardous is removed from our premises by a licensed waste carrier. To ensure that we are compliant with legislation we will ask from the waste carrier for an annual note as the waste will be regularly removed and it also shows the enforcement officer from either the Local Authority or the Environment Agency that our waste is being removed legally; these will be kept for two years minimum.

We will ensure that the waste we produce is not placed in domestic bins, litter bins and at household waste recycling centres unless we have a waste carrier's licence and pay a charge for the removal of our waste and we will request for a waste transfer note to prove that our waste disposal is compliant.

We will monitor and assess our waste and ensure that we are not overfilling bins. We will train all employees and inform them on where the waste goes and how to manage it.

Under no circumstances is an employee climb into a bin or a skip to flatten the waste. If an employee identifies that the bin is full they are to report this.

Non-English-Speaking Individuals

We recognise that there will be on occasion times when we employ workers or contractors who do not have English as their first language, this may adversely affect their health and safety.

Where we employ non-English-speaking workers to undertake works, we will complete an assessment to determine their level of understanding of the English language and their ability to follow written/spoken instructions.

In many cases the understanding will be no different from the other employee/contractors and no further action will be required.

In cases where there is a limited level of understanding of the English language, management will ensure suitable additional controls are put into place to ensure contractors/employees can undertake duties without exposing themselves and others to undue risk.

Management are to consider the following:

Does the individual understand the information, instruction and training they have received? The responsible person is to ask additional questions to satisfy themselves that they can undertake their duties in a safe manor, it maybe that additional supervision is required to ensure that they carried out their duties as intended.

Not understanding written or verbal instruction. The responsible person is to be clear about the increased level of risk when assessing works to be undertaken by non-English speaking individuals.

Where other employees share a common language, it may be practicable to Buddy the non-English speaking English worker with another worker who has a good understanding of English.

The Buddy will be competent to undertake the task and be fully conversant with the risks so that they can pass on accurate information to non-English speaker.

When selecting an individual to be a Buddy, care will be taken to select a person with a positive attitude towards health and safety to ensure the correct information is passed on in a positive manner.

The Health and Safety Executive have produced numerous guidance notes in various core languages, these being in English as well it is possible for us to ensure its relevance before training and instruction begin.

These documents can be found on the HSE website:
www.hse.gov.uk/languages/index.htm

In the absence if suitably translated guidance, other formats such as clear diagrams and pictograms will be used to provide safety critical and emergency information.

Inductions are a key means of passing on information before anyone starts work. Providing a welcome sheet/handbook and inductions in a variety of languages (where numbers of employees dictate) can help non-English speakers understand the hazards present and the controls in place to minimise risks.

Increased supervision and training time will be required where employees are known to have difficulty understanding instruction, information and training provided.

Where large numbers of workers whose first language is not English are employed the use of bilingual supervisors may be a practicable solution.

It is important that all training completed is recorded this includes inductions, toolbox talks, handbooks and any other training for non-English speaking persons. There will additionally be made notes where additional language information sheets of an interpreter have been used to ensure that information passed has been understood.

Occupational Road Safety

Health and safety law applies to work activities on the road in the same way as it does to all work activities and employers need to manage the risks to drivers as part of their health and safety arrangements. We follow a 'Plan, Do, Check, Act' approach to achieving work-related road safety.

Plan - This is how we manage health and safety in our organisation and plan to make it happen in practice by:

- Assess the risks from work-related road safety.
- Produce a health and safety policy.
- Make sure there is top-level commitment to work-related road safety.
- Clearly set out everyone's roles and responsibilities for work-related road safety. Those responsible will have enough authority to exert influence and be able to communicate effectively to drivers and others.

Do - Prioritise and control the risks we will consult with our employees and provide training and information.

- Make sure departments with different responsibilities for work-related road safety co-operate with each other.
- Make sure we have adequate systems to allow us to manage work-related road safety effectively.
- Make sure we involve our workers or their representatives in decisions. This is a good way of communicating with everyone about health and safety issues.
- We will provide training and instruction where necessary.

Check – Measure how we are doing.

- Monitor performance to ensure our work-related road safety policy is effective and has been implemented.
- Encourage our employees to report all work-related road incidents or near misses.

Act – Review our performance and learn from our experience.

- We will collect enough information to allow us to make informed decisions about the effectiveness of our existing policy and the need for changes, for example targeting those more exposed to risk.
- Regularly revisit our health and safety policy to see if it needs updating.

The nature of our work requires selected employees to use their vehicles for work purposes. Before we authorise an employee, employees must provide us with their driving licence to help confirm driver competence and copies of a current valid insurance certificate covering business use and a current MOT certificate (if relevant). Employees are only to drive the category of vehicle for which they hold a current valid licence.

In the interest of safety, employees are requested to keep us informed of any road traffic offences for which they have been convicted. Driving licences will be reviewed at least, on a six-monthly basis.

Drivers are responsible for conducting a pre-use check of the vehicle and for identification and reporting of faults. Where necessary training will be provided for conducting vehicle pre-use checks.

Drivers must:

- Only use the vehicle if they have our authorisation to do so.
- Read our risk assessment for driving activities and comply with any control measures we have introduced in the interest of safety.
- Have a current valid insurance certificate covering business use (own vehicle).
- Have a current valid MOT certificate (own vehicle – if relevant).
- Check the vehicle before use.
- Act responsibly and abide by the Highway Code.
- Only use our vehicles for authorised journeys.
- Use the vehicle for its intended purpose only.
- Ensure all loads are safely secured.
- Take additional care in inclement weather conditions.
- Inform us if they are ill or taking prescription drugs that may have a detrimental effect on their driving ability, i.e. causing drowsiness.
- Focus their attention whilst driving.

Drivers must not:

- Use a vehicle if faults deem it unsafe for use.
- Under any circumstances drive vehicles if they are suffering the effects of alcohol or drugs.
- Overload any vehicle.
- Smoke in our vehicles.
- Carry unauthorised passengers in our vehicles.
- Adjust a satellite navigation aid whilst driving; or
- Partake in an activity distracting their attention from driving.

It is illegal to drive if either:

- They are unfit to do so because they are on legal or illegal drugs.
- They have certain levels of illegal drugs in their blood. (Even if they have not affected their driving).

Obviously, all drugs that are illegal are banned always, not just when driving. Legal drugs are prescription only medicines, or over-the-counter medicines. However, in certain quantities some prescription drugs that are perfectly legal to take can make it against the law to drive. Taking these drugs without a prescription is prohibited and would be treated the same way as taking illegal drugs. If drivers are taking them and are not sure if they should drive, they are instructed to talk to their doctor, pharmacist or healthcare professional or refer to the patient information leaflet, regarding the effects on driving.

The government's website (GOV.UK) advises drivers to consult their doctor about whether they should drive if they have taken any of the following drugs:

- Amphetamine, e.g. dexamphetamine or selegiline.
- Clonazepam.
- Diazepam.
- Flunitrazepam.
- Lorazepam.
- Methadone.
- Morphine or opiate and opioid-based drugs, e.g. codeine, tramadol or fentanyl.
- Oxazepam and temazepam.

If a driver is convicted of drug driving, the punishment includes:

- A minimum 1-year driving ban.
- An unlimited fine.
- Up to six months in prison.
- A criminal record.

Driving licenses will also show that they have been convicted for drug driving. This will last for 11 years whilst the penalty for causing death by dangerous driving under the influence of drugs is a prison sentence of up to 14 years.

A conviction for drug driving also means:

- Car insurance costs will increase significantly.
- Persons will see the conviction on the driver's license.
- Trouble travelling to countries like the USA.

N.B. Cyclists are not exempt! Cyclists are not to:

- Carry a passenger unless their cycle has been built or adapted to carry one.
- Hold onto a moving vehicle or trailer.
- Ride in a dangerous, careless or inconsiderate manner.
- Ride when under the influence of drink or drugs, including medicine.

Satellite navigation aids may be used in vehicles but are not to be adjusted whilst moving or in traffic. The device is to be programmed before starting a journey, alternatively pulled over to a safe place to adjust.

Drivers are instructed to concentrate on driving and avoid distractions. Answering and sending telephone calls, sending text messages, accessing the internet, etc. are all distractions and in certain circumstances could amount to an offence of driving without care and attention or even dangerous driving.

It is a criminal offence to use a hand-held mobile telephone or similar device while driving. The relevant regulations permit the use of hand-held mobile telephones while driving only in an emergency.

Any mobile telephone that is or is to be held at any time while in use is a hand-held telephone. The use of an earpiece does not make a telephone hands free. To be hands

free the telephone must be fixed or in a cradle. (Two-way radios are not hand-held instruments and are exempt from the regulations.)

If the telephone or equipment is hands free it is permitted to press buttons to send and receive messages. However, even the use of hands-free telephones can be dangerous. Whenever possible drivers are to wait until the vehicle is stationary and in a safe place before using a hands-free telephone.

Driver fatigue is a major cause of accidents and can cause fatalities. If drivers are tired, they must park up, rest and recuperate. On long journeys they must take at least a 15-minute break for every two hours of driving.

It is our policy that all employees are to drive within speed limits and road restrictions. Therefore, we will not compensate employees for any speeding fines. Employees that are convicted of speeding fines whilst driving on company business may be subject to discipline.

In the event of a breakdown or an accident; drivers must act promptly to avoid further harm especially if they are on a fast-moving road, i.e. a dual carriageway or motorway. They are to:

- Assess the situation and decide what action is required.
- If the vehicle is at the roadside not to stay in the vehicle.
- Wear high visibility vests and move away from the vehicle and other traffic.
- Call the insurance/breakdown service helpline for assistance and be prepared to give them details such as:
 - Vehicle registration.
 - Location.
 - Nature of the incident.
- If anyone is injured, then the emergency services are to be called.
- Wait in a safe place until help arrives; only help others if it is safe to do so.

In the event of an accident drivers must take details of other vehicles/drivers involved and record what happened. This should be done as soon as possible.

Any breaches of our driver safety rules will be considered as gross misconduct which may lead to summary dismissal.

Office Safety

The office areas do not contain the same hazards as the external areas but there are issues to address to ensure everyone's safety working in the office. Generally, office areas are a lower risk compared to other areas. Nevertheless, they still pose a risk of injury or ill-health to persons using and accessing the office space. An office risk assessment has been completed and it will be communicated to employees.

The assessment addresses issues such as:

- Manual handling.
- Display screen equipment.
- Fire and electrical safety.
- Chemicals.
- Temperature, lighting and ventilation.
- Welfare facilities.
- Stress.
- Trips and falls.

Employees are responsible for ensuring that walkways are free from obstructions and that trailing cables are not creating trip hazards.

The office space has been designed to enable employees to work comfortably. People who have concerns over the office area are to report it accordingly.

Outdoor Activities

Health may be affected by working outdoors; appropriate measures are put in place to protect from the cold, the sun and other adverse weather conditions. Where rules are established for this purpose, they are there to protect the people affected.

Our key points to consider are:

- Working in intense cold can slow a person down physically and mentally. Reactions are slower and decision making even about simple things becomes harder. Hence accidents are more likely.
- In extreme weather conditions, if possible arrange a work rota system so that regular periods are spent out of the cold and wind.
- Hypothermia usually occurs when a person can no longer maintain their body temperature at about 37°C. Shivering is usually the first sign, but some people do not seem to shiver. If a person begins to feel cold, they are to report this and take a short break in a warm place. Have a warm drink and a snack during breaks.
- Be aware of their colleagues and others around them as they may not notice the onset themselves.
- Chill Factor is the added effect of wind on the body, which makes it seem colder than the thermometer reads. At 0°C and 10mph wind, the chill factor may make it seem like minus 10°C, so extra protection is called for.
- Chilblains, Frostbite and Skin Damage are not confined to Arctic explorers. They are extremely painful and disabling so prevention is better than cure. Warm gloves and socks are essential but if a person can feel their extremities getting cold, they are to change into a warm dry pair. Protective creams are available for face and wrists etc., to replace the natural oils dried up by the cold and prevent cracking and peeling.
- Long sleeved vests, long johns, thermal underwear etc., may be the butt of jokes, but if they keep a person warm it is better to be laughed at for a few minutes than unhealthy for the rest of their life.
- Cold weather may also bring about other hazards such as:
 - Frozen ground leading to ice and slip and trip incidents.
- Sunburn is very common, very painful but easily avoided. Glare from an overcast sky can also cause burns on sensitive skins. Ultraviolet light causes premature ageing (wrinkling) of skin and increases chances of skin cancer. (Malignant Melanoma).
- Sun blocking lotion is recommended but takes account of how long a person will be in the sun, a high protective index is probably required, we will ensure that it is applied often and after all breaks; The phrase 'Slip, Slop, Slap' is a good reminder. Slip on a t-shirt, Slop on some sun cream and Slap on a hat.
- Prickly heat is brought on by working in hot conditions. It causes groups of small itchy spots on the skin. Frequent washing to remove sweat, wearing loose cotton clothes and if possible. We advise our employees that periods of work out of the hot location area is recommended.
- Heat exhaustion is the combination of high temperature, exertion and loss of fluid and salt through sweating. It can be dangerous if not recognised and can lead to hypothermia. Fainting, cramp and nausea can overcome the unwary.

Frequent rest and plenty of cool, but not iced drinks are necessary as this can result in cooling of the core of the body too quickly.

- Weather extremes may also exacerbate existing health conditions such as:
 - Rheumatism.
 - Bronchitis and other chest conditions.
- Prolonged exposure to conditions such as working in water can lead to conditions such as:
 - Trench foot.
- If an employee has an existing health condition that may be affected by working outdoors they are to report it.

Refusal to Work on the Grounds of Health and Safety

We have a commitment to health and safety, advising people of hazards, providing safety training and keeping the lines of communication open to encourage an atmosphere where people feel free to raise health and safety concerns at any time and provide the right to refuse work for health and safety reasons.

An employee may refuse to work or do work if he/she has reason to believe that:

- Any equipment, machine, device or thing they use or operate is likely to endanger themselves or another person.
- The physical condition of the workplace or environment in which they work or where work is likely to endanger them.
- Any equipment, machine, device or thing they operate or the physical condition of our workplace in which they work is in contravention and such contravention is likely to endanger themselves or another employee.

First Stage Refusal

- Upon refusing to do unsafe work, the employee is to immediately report the circumstances of the refusal to their Line Manager. The Line Manager is to inform the person in charge of health and safety.
- We will immediately investigate the report in the presence of the worker.
- During the investigation we will record as many details as possible regarding the refusal.
- The most senior person will only actively become involved if the refusal progresses to the second stage.

Second Stage Refusal

- If the employee is dissatisfied with the results of the investigation and has reasonable grounds to believe that the circumstances are still such that the work is dangerous, then they may continue to refuse to work.
- Upon the continuance of the employee's refusal to work, we will request the involvement of the Town Clerk.
- The Town Clerk will investigate the work refusal in the presence of the Line Manager and the employee.
- Pending the investigation and the decision of the Town Clerk, the employee is to continue to remain at our workplace during their normal working hours unless the Town Clerk assigns the employee reasonable alternative work during those hours, or, if such an option is not practicable, the Town Clerk may give the employee other directions (which may include being sent home).
- No other employee is to be assigned to work that is being investigated unless that employee has been advised of the other employee's refusal and reasons for it and has signed a statement of being advised of the refusal.
- After the investigation, we will decide whether the machine, device, item or workplace is likely to endanger the employee or another person. This decision will be given in writing, as soon as practical.
- If we do not consider the refusal to be based on reasonable grounds, the employee is expected to return to work. If, however, the employee maintains

that they have reasonable grounds for refusing such work, we may seek further advice from our Health & Safety Advisors. If, however, no reasonable grounds exist for such further refusal, the employee may be subject to disciplinary action.

If an employee has acted in compliance with the refusal to work procedure, its regulations or an order made under them, they (or any person acting on their behalf) may not, because the employee so acted:

- Dismiss or threaten to dismiss the employee.
- Discipline or threaten to discipline the employee.
- Impose any penalty on the employee.
- Intimidate or coerce an employee.

Safeguarding Children and Young People

We have a duty of care to safeguard children and young people. A child or young person is anyone under the age of 18.

It is our policy to:

- Protect children and young people visiting; and
- Ensure that employees understand the overarching principles that guide our approach to safeguarding.

We aim to ensure that children and young people have a positive experience with us and that they do not experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe whilst in our care.

We recognise that the welfare of the child is paramount. We understand that there are four major types of abuse, these being:

- Physical.
- Sexual.
- Emotional and:
- Neglect.

Some children and young people may be particularly vulnerable because of past experiences.

We will put in place extra measures to safeguard children and young people who are disabled or from minority ethnic groups.

Everyone has the right to equal protection regardless of age, gender, disability, racial heritage, religious beliefs, sexual orientation, or identity.

To keep children safe whilst visiting we will:

- Recruit employees that have been vetted and have in place a valid up to date DBS certificate, which will be checked annually.
- Ensure that employees are informed about safeguarding arrangements and procedures.
- Ensure that we have whistleblowing procedures in place.
- Ensure that, where possible, no employee is left alone with a child or young person.
- Provide a safe physical environment for children and young people to be in.
- We will listen to and respect children and young people always.

Safeguarding is everyone's responsibility if an employee is worried about a child or young person they are instructed to report their concerns. Doing nothing is NOT an option. If they believe that someone is in immediate danger, they are instructed to call the police (999).

NSPCC types of Child Abuse

- Domestic
- Sexual
- Neglect
- Online
- Physical
- Emotional
- Child Sexual Exploitation
- Female genital mutilation (FGM)
- Bullying and Cyberbullying
- Child trafficking
- Grooming
- Harmful sexual behaviour

Child abuse is any action by another person, whether adult or child, that causes significant harm to a child. It can be physical, sexual or emotional, but can just as often be about a lack of love, care and attention. We know that neglect, whatever form it takes, can be just as damaging to a child as physical abuse.

Safety Signs, Signals and Notices







Safety signs are a useful way of communicating health and safety information. The Health and Safety (Safety Signs & Signals) Regulations covers various means of communicating health and safety information including acoustic signals (e.g. fire alarms), hand signals and the marking of pipework containing dangerous substances.

The regulations apply to all places and activities where people are employed. They require us to provide specific safety signs whenever there is a risk that has not been avoided or controlled by other means (e.g. by engineering controls and safe systems of work). Where a safety sign would not help to reduce a risk, or where the risk is not significant, there is no need to provide a sign.

The regulations also require us to:

- The use of road traffic signs to regulate road traffic.
- Use signboards (except fire safety signs, see below) to comply with BS 5378: Parts 1 and 3:1980.
- Use fire safety signs to contain symbols and comply with BS 5499: Part 1:1990
- The marking of dangerous locations and obstacles (e.g. where people may fall from a height or where there is low headroom) with stripes in built-up zones. The stripes will be yellow and black or red and white and will be at an angle of approximately 45°.
- Stores and areas containing significant quantities of dangerous substances will be identified by the appropriate warning signs, except where the labels on the containers can be seen clearly from outside the store and except where areas are marked in accordance with the Dangerous Substances (Notification and Marking of Sites) Regulations.
- Signboards will be illuminated, where necessary.
- Maintain the safety signs that are provided by them.
- Explain unfamiliar signs to our employees and tell them what they need to do when they see a safety sign.

The Health and Safety (Safety Signs and Signals) Regulations, although they use similar symbols, do not apply to labels used in connection with the supply of substances, products and equipment or the transport of dangerous goods, which is covered by other legislation.

SIGNBOARDS COMPLYING WITH THE HEALTH & SAFETY (SAFETY SIGNS & SIGNALS) REGULATIONS 1996		
Purpose	Shape & Colour	Example
Prohibition Must not do	Round Black pictogram on white background with red edging and diagonal line	
Warning	Triangular Black pictogram on a yellow background with black edging	
Mandatory Must do	Round White pictogram on a blue background	
Safe Condition Emergency escape or First aid	Rectangular or square White pictogram on a green background	 
Fire fighting	Rectangular or square White pictogram on a red background	

Shared Premises Responsibilities

As the building is shared with other occupiers we have a duty to cooperate and coordinate with one another including other occupiers, contractors to ensure that the safety of our building is maintained and that our health and safety obligations are met. We will assess which areas we are responsible for and which areas we are responsible for and what they are responsible for to reduce the likelihood of injuries and ill-health arising.

We will consider:

- Controlling access to ensure that visitors or contractors do not interfere with other occupiers of our building.
- Who is visiting our building to reduce the risk of unauthorised persons accessing our company and other businesses within the building?
- That other occupiers are not affected by our activities when appointing contractors to carry out maintenance work.
- Deliveries to our premises.
- Management of key holders to prevent persons being locked in the building.
- Parking arrangements.

The Landlord is responsible for the maintenance of the common areas and the building facilities including the fixed electrical wiring. We rely on and cooperate with each other to ensure that other areas of the building are maintained and that occupiers of other spaces are carrying out their own risk assessments and managing hazards within their own workspace.

We will request from the Landlord a copy of their fire risk assessment for the whole of the building and using this we will produce a fire risk assessment for our own workspace considering the details which have been addressed in the Landlord's fire risk assessment.

Slips, Trips and Falls

Slips, trips and falls are the most common cause of injuries in a workplace. We have a duty to protect persons visiting our premises from the risk of slips and trips. We have assessed the risks for slips and trips and falls. To prevent the occurrence of slips, trips and falls all employees have a responsibility to maintain a safe working environment.

To fulfil our duties, we will:

- Instruct all employees to maintain good housekeeping standards, keeping walkways free from obstructions and trailing cables.
- Instruct all employees to report any hazards that would result in a slip, trip or fall.
- Instruct cleaning employees to remove any waste daily to prevent the accumulation of waste.
- Carry out daily checks to ensure that the flooring is in good condition and free from any trip hazards.
- Instruct all employees that when spillages occur employees are to clean up promptly and any wet floors, floor signage is to be displayed clearly, however, where floors which people are required to use are to be dried so far as is reasonable.
- Encourage employees to wear appropriate footwear.
- Review accidents or incidents that have been caused by a slip or trip.
- Provide sufficient lighting to allow employees and others to move around our premises safely.
- Fix leaks promptly that are causing floors to become wet.
- Complete the appropriate risk assessments.

Falls are often discussed along with slips and trips, but they are very often much more serious and potentially fatal. Falling from height is a common workplace accident that can be avoided by proper planning, assessments, training and supervision. Employees are to remember that what they might fall onto is also an important consideration when considering the potential risk of completing a task at height.

Before any work at height is undertaken it will be suitably assessed to either avoid doing it at all or to work out the best and safest way to complete it. This includes the use of ladders through to scaffolds and access equipment. You are encouraged to speak to our safety advisors when planning any height work or before engaging contractors to complete this work for us.

Smoking

We will:

- Protect everyone against the effects of second-hand tobacco smoke.
- Promote health in our workforce.
- Support those people who would like to quit smoking; and,
- Comply with the Health Act.

Research has shown that exposure to tobacco smoke either directly, as a smoker, or indirectly due to passive smoking can cause cancer, heart disease and respiratory problems as well as many other illnesses and minor conditions. Ventilation or merely separating smokers and non-smokers within the same airspace does not prevent harmful exposure effectively.

We are required to ensure that smoking is prohibited in virtually all enclosed or substantially enclosed workplaces and public places.

We have a duty to ensure that people have the right to a smoke-free environment, and so are protected from the dangerous effects of tobacco smoke.

All areas of our premises are designated as non-smoking. Any employee wanting to smoke must use the designated area. Smokers are requested not to smoke immediately outside the premises. This applies to employees, visitors and contractors.

The management of us controlling smoking on our premises is intended to benefit all persons, whether employed by us or not. As part of our overall responsibility for ensuring that we protect people from the effects of tobacco smoke, we will inform them of the controls. We will monitor the no smoking policy and review when required.

Appropriate 'No Smoking' signs are clearly displayed. There will be no ashtrays or cigarette litter inside the building.

Any employee found smoking on the premises may be liable to our disciplinary procedures. Any visitor or contractor found smoking in a no smoking area will be asked to stop or leave the premises. Those failing to protect others in this smoke-free environment may also face on-the-spot fines and/or possible criminal prosecution.

Training

Training is essential to help achieve competence. We intend to identify all training needs within and manage this accordingly. It is vital that employees receive suitable and sufficient training enabling them to work safely and avoid unnecessary risk.

At the time of induction and at periodic intervals thereafter we will consider the training needs of employees and organise appropriate training. We will provide the necessary time, funding and resources to accomplish any training needs that are deemed necessary.

All new starters will be subject to our induction process prior to starting work. The induction process is designed to help new employees understand our fundamental safety arrangements. This will involve welfare, fire and general safety awareness training. Additional training sessions on the key mandatory disciplines will be completed and recorded. Toolbox talks and specific job training for equipment and tasks will be assessed and completed. Shadowing and monitoring techniques will be used.

Following completion of initial induction training, a training needs evaluation will be conducted appropriate to the job and activities each person is likely to participate in. Training, instruction and supervision will then be organised to help safely integrate the employee into our workplace and activities.

To help us manage training, we will maintain records of training competencies. The records will be periodically reviewed to ensure competencies are achieved and maintained; this may involve refresher training for certain disciplines.

We will complete the training needs analysis and review this periodically.

Anyone undertaking training must themselves be 'competent' as defined in law, this means they are both experienced and qualified and aware of the legal requirements and best practice standards associated with the equipment or tasks being undertaken.

External certification from an accredited body is therefore going to provide the best training and defence in law, should we need to defend the training or competence of employees following an incident or accident.

Where training has been given by an employee with no qualifications but some experience, we are far less likely to be able to demonstrate competence to insurers or enforcement authorities.

We will decide what training can be undertaken 'in-house' and what requires external delivery.

Employee Rules

The following set of rules applies to all employees that work with us.

In the interests of health and safety it is important that employees cooperate with us and follow these rules.

Employees are responsible for the safety of themselves and that of others. We will ensure that rules have been communicated and are enforced.

Ignorance or breach of any safety arrangements we have introduced may lead to disciplinary action up to and including summary dismissal for gross misconduct.

General work procedures and rules - employees are to:

- Understand their responsibilities as an employee and comply with any rules and procedures that apply to them.
- Not use equipment until they have been provided with the necessary training and authority for use.
- Make full use of any guards and safety devices.
- Not operate any equipment if under the influence of drugs or alcohol.
- Not willingly cause damage to any work equipment.
- Use any personal protective equipment we provide and deem necessary for specific tasks.
- Use suitable footwear.
- Not endanger their own safety or the safety of others.
- Help achieve and maintain high standards of housekeeping.
- Not interfere with any safety arrangements or equipment we provide.
- Observe the total no smoking policy.
- Only use a mobile phone when it is safe to do so, employees are not permitted to use mobile phones when operating machinery.
- Not bring any personal electrical devices into work without permission.
- Report any faults or unsafe conditions.

Personal health - employees are to:

- Inform us of an injury, condition or illness that may affect their ability to conduct work safely or affect the safety of others.
- Inform us if they are taking prescribed drugs or medicines that may affect their performance at work.
- Report any incident, injury or ill health they believe has been caused at work.
- Inform us of any illness or condition that they believe could be affected further because of our work.
- Ensure any injuries or wounds receive appropriate attention.

Fire safety - employees are to:

- Be familiar with and follow our fire safety procedures.
- Co-operate with us and participate with fire safety drills.
- Not misuse or interfere with any portable firefighting equipment or any other fire safety devices.
- Not obstruct any escape routes or exits.

Drugs and alcohol - employees are to:

- Inform us if they have personal issues with drugs or alcohol.
- Not under any circumstances attend work if you are experiencing the effects of alcohol or illegal drugs.
- Not under any circumstances consume alcohol or use illegal drugs whilst at work.

Gross misconduct:

We expect employees to act responsibly at work and comply with our safety policies, rules and procedures. Failure to act responsibly may result with disciplinary action procedures being enforced ultimately leading to dismissal for acts of gross misconduct.

Examples of reasons for dismissal are as follows:

- Failure to comply with risk assessments and safe systems of work.
- Wilfully causing damage to work equipment.
- Wilfully interfering with safety devices or equipment including (but not limited to):
 - Fire safety equipment.
 - Removal of safety guards.
 - Using company equipment without due care and attention, including driving at excessive speeds.
 - Safety signs and instructions.
- Smoking in no smoking areas.
- Misuse of hazardous substances.
- Act of abuse or violence.

Key Holders:

When routinely unlocking and securing the building, or accessing the building out of hours, key holders are to consider their safety from the risk of violence, either from persons within the premises or following a break in, or where there could be a risk from live services, fire or damaged property.

Key holders are instructed not to attempt to enter the building alone if:

- There are signs of a break in – i.e. forced entry, broken locks or glass.
- The alarm is sounding – fire or intruder.
- They otherwise suspect there may be someone else in the premises.

The key holder is to delay entry until escorted by the police, service contractor or other employees. In all cases employees are to proceed with caution.

Visitors

The control of visitors and contractors is essential. We have in place a reliable system to prevent unauthorised persons entering.

It is vital that we know who is on our premises at any time for the safety of everyone, enabling us to confirm to the fire and rescue service that all persons have evacuated in an emergency such as a fire. Therefore, visitors will be asked to sign a register upon their arrival.

All accidents are to be reported and details recorded. Investigations will be arranged where necessary to help prevent a repeat similar occurrence.

It is important that visitors and contractors park their vehicles responsibly. Vehicles are not to be parked making access difficult for emergency vehicles or others. No vehicle is to be left obstructing pedestrian routes, emergency exits, or other facilities designed to facilitate health, safety or fire arrangements.

We have a contracting vetting system in place and this is to be followed. Inductions will cover topics such as:

- Fire safety arrangements.
- First aid facilities.
- Welfare arrangements and facilities.
- Details of our policies and procedures relative to any work taking place.
- Any permit to work system in operation or required.
- Hazards.

Safety standards are to be reviewed regularly as and where contractors fail to maintain standards, suitable action will be taken to redress this.

Welfare and Working Environment

We aim to provide a safe working environment and to meet the welfare needs of all employees. To help us maintain the standards we strive to achieve, we expect employees to cooperate with us and follow our rules, policies and procedures.

Lighting is periodically assessed in our work areas to ensure the correct amount of natural light or illumination is available for working activities or moving around. Insufficient or too much lighting can have a detrimental effect on work, safety and health.

Emergency lighting is provided to facilitate the safe evacuation in the event of an incident occurring.

We understand it is important to maintain a reasonable working temperature and circulation of air. There are no set legal temperatures; however, guidance is available which sets out 'acceptable' lower limits of 16°C and 13°C, respectively. We will establish reasonable conditions and monitor as and when issues arise with thermometers.

We have considered the needs of employees and others and have provided a suitable quantity of toilets and washing facilities. Hot and cold running water is provided in sanitary conveniences along with suitable hand drying means.

It is important that employees take breaks, particularly if they are undertaking detailed and high concentration working periods. There are facilities to make hot and cold drinks. We request employees, in the interests of hygiene that this area is kept clean and tidy.

Sources for obtaining safe drinking water are provided. These will be identified at the time of induction for new employees.

Work Equipment

The term work equipment is used to describe machines, tools, installations or equipment used for completing work whether owned or on loan/hire. The term is broad and applies to any work equipment we use.

We acknowledge our duties as stipulated in law and will satisfy these duties by adopting the following procedures:

A needs analysis will be conducted before acquiring any work equipment taking into consideration many aspects including the task the equipment is required to perform, where it is to be used, anticipated volume of work, operators training needs, safety etc.

Equipment will only be sourced from reputable dealers. Safety devices fitted such as emergency stop buttons, guards etc. will comply with current standards for like machinery.

A risk assessment will be conducted before use of any new work equipment commences. The outcome of the assessment will help determine if the equipment is safe for use or if additional control measures are required for user safety and for the safety of others.

Training will be provided for employees and anyone else authorised to use our work equipment. Training and supervision will continue until such a time when a user is deemed competent and supervision is no longer needed.

All training will be overseen and training records maintained.

All work equipment is subject to wear and the possible occurrence of faults, it is therefore necessary that we monitor and maintain equipment regularly. Manufacturer's recommendations will be followed for maintenance and inspection frequencies unless the scope of our work dictates these need to be changed, we will if necessary introduce our own maintenance and inspection program and regime.

We will ensure any statutory inspections or examinations are completed on time.

We appreciate that preventative maintenance is better than equipment failure; consequently, we rely on users of our work equipment to follow the adopted maintenance and inspection regime we decide upon.

Some maintenance tasks will be beyond the capability of employees, this we understand and it is our responsibility to identify such tasks and to appoint suitable contractors to conduct or assist with tasks.

Contractors engaged by us to undertake work will also be vetted for training, competency and maintenance of their own work equipment.

We expect all work equipment users to conduct a before use check to confirm equipment is safe for use. If problems are identified these are to be reported to ensure a repair is arranged. All faulty or damaged equipment must not be used until a suitable repair has been completed.

To help manage maintenance, inspection and repair of our equipment we will record all events and maintain documentation to support this. Any work conducted by contractors will be included.

Employees are not to use work equipment if:

- They have not received appropriate training.
- They are unfamiliar with the operation.
- The equipment is faulty, or they identify a fault.
- There is insufficient room around the equipment to work safely.
- Safety devices such as guards are not in place or are damaged.
- They require personal protective equipment and none is available.

Work Related Stress

We have a responsibility for the health, safety and welfare of our employees and recognise that their well-being is important to its success. The prevention and effective management of stress is our responsibility.

We believe that all employees have the right to expect that their working conditions and relationships will be such that they do not result in prolonged stress symptoms.

We are committed to:

- Preventing, in so far as is reasonable, employee stress resulting from work practices, excessive workloads or interpersonal relationships.
- Where work-related stress does occur, taking steps to minimise the impact of this stress on individuals.
- Providing training and support to help employees understand and recognise the nature, causes and management of work-related stress and to prevent or minimise work-related stress.

We will continuously assess and monitor the work-related stress levels of our employees through:

- Formal and informal supervision of employees.
- Formal performance appraisal of employees.
- Formal and informal meetings and discussions with employees.
- Formal and informal performance conduct and absence management.
- Meetings and discussions with employees.
- Investigation of comments and complaints from employees.
- Investigation of accidents, injuries, diseases, dangerous occurrences and other incidents.

If the work-related stress levels of one or more employees appear to be rising, we will take appropriate action.

We will provide reasonable support to all employees who are absent from work due to work-related stress, to assist their return to work.

Employees have a responsibility for their own work-related stress levels and are instructed to try to help themselves and their colleagues wherever possible. Employees are encouraged to make suggestions for reducing work-related stress.

Employees should discuss any problems if it is a cause of stress.

Normally, employees are to try to resolve problems informally. If the result of an informal approach is unsatisfactory, employees can raise the issue formally. Employees are to accept opportunities for counselling etc. when this is recommended.

Recognising the symptoms of stress in others:

- Increases in overall sickness absence, particularly frequent short-term sickness absence.
- Poor work performance: less output, lower quality, poor decision-making.
- Changes in relationships at work: conflict between colleagues.
- Changes in employee attitude and behaviour: loss of motivation or commitment, poor timekeeping, working longer hours but with diminishing effectiveness.
- Lack of enthusiasm.
- High accident rates.

In themselves

:

- Tiredness, aching muscles, disturbed sleep.
- Loss of appetite, indigestion, stomach problems.
- Loss of sexual drive.
- Dependence on alcohol or drugs, excessive smoking.
- Headaches.
- Inability to relax.
- A sense of being out of control.
- Difficulty retaining information.
- Poor concentration and indecisiveness.
- Worrying.
- Increased irritability.
- Increased incidence of frequent short-term sickness absence.
- Change in attitudes to work and colleagues.
- Feeling anxious or depressed.

Some of these symptoms may not be stress related but could indicate a more serious underlying condition.

Work Related Violence

A violent incident is any incident in which a person is abused, threatened or assaulted in circumstances relating to work.

We consider that work-related violence is unacceptable. Our aim is to reduce it to the lowest reasonable level, the likelihood of a person being exposed to violence and aggression while at work.

We will identify all activities where there is the potential for work-related violence and will ensure that the risk assessments for these activities consider the hazards of violence and aggression. This will include activities involving direct contact with members of the public.

Where employees are exposed to risks of work-related violence, we will inform them of the findings of the relevant risk assessments and we will seek to reduce these risks to the lowest reasonable levels by implementing engineered and procedural control measures. Where we identify that training and instruction will help to reduce risks, employees will be provided with such training. This will include, but will not be limited to:

- How to identify potential incidents of violence before they happen.
- How to prevent incidents from developing.
- Appropriate behaviour for providing non-confrontational services.
- Actions to take in the event of a violent incident.

If employees feel that they are losing control of a situation or that the other person is becoming aggressive, they are instructed to try to withdraw and obtain assistance. The type of assistance provided will depend on the situation. If we consider that it is the best way to calm a situation, an aggressive person will be asked to leave the premises.

If it is believed that an aggressor is in possession of an offensive weapon, then the police will be called immediately (preferably unknown to the aggressor). Employees are instructed not to attempt to disarm an assailant unless personal injury is imminent. They are not to pick up an object to use as a weapon except in self-defence.

Safety is paramount and entirely outweighs the value of any money or property that could be stolen. Employees are not expected to foil a raid or to try to prevent theft, if doing so would put any person's life in danger.

Violence or the fear of violence from can seriously impact on working and home life and can cause depression and stress. Where the risk of violence has been identified employees are to follow the advice and instructions as required. Violence 'triggers' can very often be avoided with good training and preparation. If employees experience a violent incident, they are instructed to report it so other employees are made aware and changes can be made in the support offered.

All incidents involving work-related violence or aggression will be recorded. This applies to incidents where there are no injuries as well as to those where injuries occur.

Workplace Housekeeping

We will consider housekeeping issues on a day to day basis and all employees have a general responsibility to keep the work areas tidy and report hazards.

Effective housekeeping can eliminate some hazards and help get a job done safely and properly. Poor housekeeping can frequently contribute to accidents by hiding hazards that cause injuries. If the sight of paper, debris, clutter and spills is accepted as normal, then other more serious health and safety hazards may be taken for granted.

Housekeeping is not just cleanliness. It includes keeping work areas neat and orderly, maintaining corridors and floors free of slip and trip hazards and removing waste materials and other fire hazards. It also requires paying attention to important details such as the layout of the whole workplace, aisle marking, the adequacy of storage facilities and maintenance. Good housekeeping is also a basic part of accident and fire prevention.

Effective housekeeping is an on-going operation: it is not a hit-and-miss clean up done occasionally. Periodic "panic" clean ups are costly and ineffective in reducing accidents.

We will adopt a "clean as you go" policy. Poor housekeeping can be a cause of accidents, such as:

- Tripping over loose objects.
- Being hit by falling objects.
- Slipping on greasy, wet or dirty surfaces.
- Striking against projecting, poorly stacked items or misplaced material.
- Cutting, puncturing, or slashing the skin of hands or other parts of the body on projecting nails, wire or steel strapping.

To avoid these hazards, we will maintain order throughout a workday. Although this effort requires a great deal of management and planning, the benefits are many.

Effective housekeeping results in:

- Reduced handling to ease the flow of materials.
- Fewer tripping and slipping accidents in clutter-free and spill-free areas.
- Decreased fire hazards.
- Lower worker exposures to hazardous substances.
- Better control of tools and materials, including inventory and supplies.
- More efficient equipment clean-up and maintenance.
- Better hygienic conditions leading to improved health.
- More effective use of space.
- Reduced property damage by improving preventive maintenance.
- Less caretaker cleaning work.
- Improved morale.
- Improved productivity.

A good housekeeping program plans and manages the orderly storage and movement of materials from point of entry to exit. It includes a material flow plan to ensure minimal handling. The plan also ensures that areas are not used as storage areas by having employees move materials to and from areas as needed. Part of the plan includes investing in extra bins and more frequent disposal.

The costs of this investment will be offset by the elimination of repeated handling of the same material and more effective use of employees' time. Often, ineffective or insufficient storage planning results in materials being handled and stored in hazardous ways. Knowing the layout and the movement of materials throughout will help to plan procedures.

Worker training is an essential part of any good housekeeping program. Employees will be informed of how to work safely with the products they use. They also will be informed of how to protect other employees such as by posting signs (e.g., "Wet - Slippery Floor") and reporting any unusual conditions.

Housekeeping order is "maintained" not "achieved." Cleaning and organisation will be done regularly, not just at the end of the shift. Integrating housekeeping into jobs will help ensure this is done. A good housekeeping program identifies and assigns responsibilities for the following:

- Day-to-day clean up.
- Waste disposal.
- Removal of unused materials.
- Inspection to ensure clean-up is complete.

Employees are instructed to not forget out-of-the-way places that would otherwise be overlooked. The orderly arrangement of operations, tools, equipment and supplies is an important part of a good housekeeping program.

The final addition to any housekeeping program is inspection. It is the only way to check for deficiencies in the program so that changes can be made.

Young Persons

We recognise our responsibilities and we will carry out a specific risk assessment for young persons (those under 18), considering:

- Inexperience, lack of awareness of risks and immaturity of young people.
- The workplace and equipment.
- The nature and degree of exposure to harm.
- The organisation of processes and activities.
- Training and competence.

When employing a young person or accepting a work placement, we will:

- Decide to make an offer of employment to a person under the age of 18; we will contact our insurance company to ensure that our Employers' Liability Insurance policy covers us for this type of employment.
- Complete a risk assessment considering specific factors such as immaturity, inexperience and lack of awareness, medical conditions and physical and learning disabilities of the young person or child.
- Look back at our accident and ill health records as these often help to identify the less obvious hazards.
- Contact the local authority to apply for a work permit if the child is under compulsory school leaving age.
- Think about long-term health hazards, such as high noise levels or exposure to harmful substances, as well as more common site hazards.

We will consider whether:

- A young person or child should be undertaking the task.
- The work is beyond their physical or psychological capacity.
- The work involves exposure to harmful substances which may be toxic, carcinogenic, potentially causing heritable genetic damage or harm to an unborn child, or which in any other way might chronically affect human health.
- There is a risk from extreme cold or heat, noise or vibration.

When controlling risks, we will apply the principles below, if possible in the following order:

- Prevent access to the hazard, for example, by prohibiting access by the young person or child.
- Organise work to reduce exposure to the hazard, consider task rotation.
- Provide increased or full-time supervision for the young person or child.
- Issue personal protective equipment that is intended specifically for young people or children as adult equipment may not be a true fit and consequently be ineffective at controlling the risk.
- Explain welfare facilities, for example, first aid and washing facilities for the removal of contamination.

We will remember to prioritise and tackle the most important things first.

We will share the findings of the risk assessments with guardians where appropriate.

Where a person is under the minimum school leaving age, the findings of risk assessments will be brought to the attention of the child's parents or guardians and explained in full.

Training will include the basic induction training offered to all employees. In addition, we will identify and make the young person or child aware of the specific issues that might affect them. Emphasis will also be required on issues such as horseplay and practical jokes.

An introduction is required to the employee who will be supervising the young person or child. We will ensure that good communication is maintained with any young person or child and that, where necessary, any conversation about health matters are held in private and with a parent, guardian or other responsible adult.



Chapter 4. Advice and Information



Health and Safety Advice

It is important that we can obtain advice, guidance and information regarding safety; a firm understanding of our duties and responsibilities will help us act accordingly and fulfil any statutory requirements we need to comply with.

Wirehouse Employer Services Limited provides us with competent health and safety advice and support. They are our nominated health and safety service provider. They are not responsible for the day to day management of health and safety that applies to us, employees have been nominated and duties assigned to ensure we meet any statutory requirements imposed on us.

Services available to authorised employees include the following:

- Wirehouse Employer Services online – Employees with authorisation and access can logon to the Wirehouse webpages. Information available includes documentation and guidance on key safety issues such as risk assessment. In addition, we can also gain access to an electronic copy of our Health and Safety Management System.
- 24-Hour Advice Line – We have arranged for 24-hour support using the Wirehouse Employer Services Health & Safety Advice Line. A safety consultant will handle your call and respond to your query.

Please note this service is restricted to authorised employees only.

The Health and Safety Executive offers advice, information and guidance. A variety of safety regulations are available and can be downloaded from their website.

Internet access:

General Guidance	
http://www.hse.gov.uk/	Use the search engine to locate guidance.
http://www.hse.gov.uk/pubns/priced/hsg65.pdf	General guidance on safety management systems.
http://www.hse.gov.uk/work-at-height/index.htm	Pages of guidance on issues around working at height.
http://www.hse.gov.uk/work-at-height/using-ladders-safely.htm	Links to safe use of ladders and steps.
http://www.hse.gov.uk/toolbox/electrical.htm	Information on electrical safety.
http://www.hse.gov.uk/pubns/indg368.pdf	A brief guide on how to engage and manage contractors.
http://www.hse.gov.uk/pubns/manlift.htm	Industry specific guidance on manual handling.
http://www.hse.gov.uk/legionnaires/workplace-risks.htm	Legionella (water safety) issues explained.
http://www.hse.gov.uk/pubns/indg214.pdf	First aid requirements explained.
http://www.hse.gov.uk/risk/controlling-risks.htm	Risk assessment explained – links to HSE examples.
http://www.hse.gov.uk/work-equipment-machinery/puwer.htm	Guide to managing work equipment – including machinery and guarding issues.

<http://www.hse.gov.uk/office/>

Office safety issues (slips trips, display screen home working).



Chapter 5. Forms



A variety of forms are available to view, print and modify from Guardian. We have listed the forms that we suggest you implement as part of this Health and Safety Management System below. Some of these forms are also attached.

Expert Guides

- A variety of expert guides are available to view, print within Guardian, located in the reference library.

General Safety Templates

- Accident / Incident Investigation Form
- Approved Contractors Register
- Electrical Equipment Register
- Hazard Identification Form
- Hazard Reporting Form
- Health & Safety Agenda and Minutes
- Health and Safety Information for Contractors
- Incident Log
- Interpreter Declaration
- Near Miss Reporting Form
- Non-Electrical Work Equipment Register
- Notice of Health & Safety Work Refusal Form
- Portable Appliance Register
- Room Temperature Log
- Subcontractors Pre-Qualification Questionnaire
- Supplement for Vehicle Related Accidents
- Vehicle Checklist
- Vehicle Inspection
- Violent Incident Report Form
- Visitors Record
- Work Equipment Register
- Yearly Planner

Guidance Notes

- A variety of guidance notes are available to view, print within Guardian, located in the reference library.

Guardian Policies

- A variety of policies are available to view, print and modify within Guardian, located in the reference library.

Individual Person's Risk Assessment

- Asthmatic Workers
- Diabetic Workers
- Display Screen User Assessment
- Driver Risk Assessment
- Health Screening Questionnaire
- Home Workers Assessment
- Individual Workers
- New and Expectant Mother's Risk Assessment
- New and Expectant Mother's Risk Assessment with COVID-19
- Older Workers

- Stress Audit Questionnaire
- Upper Limb Disorders
- Young Person Risk Assessment

Monitoring Forms

- Access & Egress Workplace Checklist
- Annual Business Review and Health Check
- Display Screen Equipment Management Checklist
- Equality Act Audit Access Checklist
- First Aid Kit Checklist
- Occupational Health & Safety Checklist

Qualitative Risk Assessment

- A variety of qualitative risk assessments are available to view, print and modify within Guardian, located in the reference library. There are also some qualitative risk assessment manuals.

Quantitative Risk Assessment

- A variety of quantitative risk assessments are available to view, print and modify within Guardian, located in the reference library. There are also some quantitative risk assessment manuals.

Toolbox Talk Manuals

- A variety of toolbox talk manuals are available to view, print and modify within Guardian, located in the reference library.

Toolbox Talk Presentations


- A variety of toolbox talk presentations with transcript notes are available to view, print and modify within Guardian, located in the reference library.

Toolbox Talks


- A variety of toolbox talks are available to view, print and modify from Guardian, located in the reference library.

Training Safety Templates

- Health and Safety Acceptance Form
- Health & Safety Induction Form
- Individual Training Log
- Training Matrix


		<h2 style="margin: 0;">Accident, Incident Investigation</h2>			
Name of person completing this form (print name)					
Accident, incident details					
Date of accident, incident:				Time of accident, incident:	
Location:					
A brief description of the activity:					
Injured Persons Details					
Name of employee:					
Employee reference number:					
Home address:					
Contact telephone number:					
Nature of injury/damage:					
Details of witnesses					
1	Print name				
2	Print name				
3	Print name				
RIDDOR					
Is this reportable?		Yes		No	
Has this been reported?		Yes		No	
				N/A	
Details					
Explain how the accident, incident occurred:					
What were the immediate causes?					
What were the underlying causes?					

Training and competence		Yes	No
Were risk assessments prepared for this activity? • They may need to be reviewed.			
Were the risk assessments communicated? • Assess the need for retraining.			
Were safe procedures being followed? • Assess the need for a review.			
Has training or a briefing been previously undertaken for this task, situation?			
Was the person fit and able to perform the task or activity being completed?			
Comments			
Action taken to prevent reoccurrence		Date and initials	
1.			
2.			
3.			
Additional details			
Witness Statements attached?	Yes		No
Are photographs attached?	Yes		No
Have insurers been informed?	Yes		No
Details of the person completing this statement			
Name (please print)			
Signature:			
Date:			
Data protection			
The person completing this form should ensure that they treat any personal data collected during the accident report, witness statements and any other associated documentation containing personal data, particularly health data, in accordance with the organisation's data protection policy / policy on processing special categories of personal data. In addition, they should adhere to how data is used and which third parties it can be shared with, as per the employee privacy notice.			


		Display Screen Equipment Checklist	
		Yes	No
Have assessments been carried out of all workstations/ users?			
Is the prolonged use of laptops without separate keyboard, screen, mouse etc. avoided?			
If the assessments are carried out as 'self-assessments' are these either conducted by users following a training programme, or backed up by on the ground checks by a trained workstation assessor?			
Have Line Managers followed up on actions arising from workstation assessments?			
Is there a schedule to ensure that workstation assessments are reviewed regularly (e.g. annual or biannual) and also if there are changes in the matters to which the assessment relates, e.g. office moves?			
Are workstation assessments reviewed as part of a pregnant worker assessment process?			
Are users provided with appropriate health and safety training regarding DSE use including advice on mobile working where applicable?			
Have the users been trained in use of the software packages they are expected to use?			
Are 'users' informed of how to obtain eye and eyesight tests and are these provided or reimbursed on request?			
Where required, are spectacles provided by the employer to correct vision defects at the viewing distance(s) used for the display screen work?			
Do sickness records reveal absences due to soreness or tenderness of the fingers, wrists, elbows, back, legs or arms associated with DSE use?			
Do staff know who to report to, if they suspect they have ill health symptoms which are work related?			
Do staff take regular breaks away from the screen (this includes carrying out non-DSE tasks)?			
Is the working environment comfortable for users including control over excessive noise distraction, suitable lighting, the avoidance of glare, reasonable temperature and ventilation and sufficient space for the tasks in hand?			

Comments

Managers Name		Signature	
Date		Time	

		Health & Safety Acceptance	
Employee Name:		Date:	
<p>Our Duty and Responsibility We fully accept our health and safety duties and responsibilities. We have in place an effective safety management system to protect employees and others from harm. Any information, training, procedures or equipment needed to enable an employee to work safely is provided.</p> <p>Your Duty as an Employee As an employee you have a duty:</p> <ul style="list-style-type: none"> • To take reasonable care of your own health and safety, and of actions that may affect the safety of others. • To cooperate with us and the provisions we introduce to satisfy and comply with any statutory requirements applicable to us. • To not interfere, misuse or willingly interfere with any equipment we introduce for reasons of health and safety. • Wear personal protective equipment as instructed, look after items issued and report any defects. <p>You are responsible for your own acts and your omissions.</p> <p>Employee Acceptance I have read the health and safety policy statement and safety handbook as provided to me. I fully understand my responsibilities and duties at work. By signing this form, I am confirming acceptance of my duties and responsibilities assigned to me. I acknowledge all rules, safe working procedures and policies and intend to comply with these during my employment.</p>			
Employee Name			
Employee Signature			
Date			

Please ensure this form is completed and returned.

		Health & Safety Induction	
Employee Name:		Date:	

Serial Number	Action	Key Points	Completed		
			Yes	No	
1.	Tour of Workplace	A tour of the building and proposed area of work has been conducted.			
2.	Significant Hazards	During the tour information was passed on regarding significant hazards particular to the workplace.			
		Hand tools, chemicals, fumes, fire, work equipment, knives, waste products, forklift, welding, machinery.			
3.	Fire Safety	Information was provided including: <ul style="list-style-type: none"> The alarm and sounding the alarm. 			
		<ul style="list-style-type: none"> Routes and exits. 			
		<ul style="list-style-type: none"> Firefighting appliances. 			
		<ul style="list-style-type: none"> Assembly location. 			
		<ul style="list-style-type: none"> Role of the Marshals. 			
4.	First Aid and Accident Reporting	Information was provided including: <ul style="list-style-type: none"> Location of first aid box. 			
		<ul style="list-style-type: none"> Where and how to summon help. 			
		<ul style="list-style-type: none"> Accident/incident reporting. 			
5.	Welfare Facilities	Information was provided including: <ul style="list-style-type: none"> Location of toilets and hand wash facilities. 			
		<ul style="list-style-type: none"> Employee rest room and facilities, including tea/coffee making etc. 			
		<ul style="list-style-type: none"> Changing facilities. 			
Managers Name			Signature		
Date			Time		



Health & Safety Information for Contractors

(New contractors or different employees visiting our premises are required to read, agree and sign the attached)

Health and safety regulation requires information to be given to contractors working on our premises. Ensure that the *relevant* information has been communicated to them – either written or verbally and that they sign indicating that this exchange has taken place and has been understood. You may wish to refer to our procedures or risk assessments. Retain this information for our records.

- Explain parking arrangements.
- Explain our emergency and evacuation procedures.
- Enforce no smoking.
- Check that they have complied with our Subcontractor Pre-Qualification Questionnaire.
- Check whether a risk assessment is required.
- Detail welfare facilities.
- Explain key site hazards – e.g. workshop equipment, noise, forklifts, welding, yard vehicle movements.


I confirm that I have received and understood the safety information given to me as part of the contractor information procedure.

I am aware of my own responsibility to work safely and responsibly when undertaking my work and not to expose myself or others to unacceptable risks. I will leave the site in a safe condition.

If I am unsure about undertaking any part of the work on site, I will seek information from the site contact.


Name		Signature	
Date		Time	
Company Name			

This form to be retained for reference in the site records

		Incident Log	
Incident Number		Date & Time	
Employee		Manager	
Brief description of what happened.			
Why did this occur?			
Immediate action taken.			
Follow up action taken.			

What further action is required to ensure this does not happen again?			
Any training – toolbox talks required?- Please Detail			
Risk assessment reviewed?			
Yes	No	Date	
All actions completed?			
Yes	No	Signature:	Date:

Pass this form to the office.

		Young Person's Risk Assessment	
Employee Name		Date	

Job title:	
Description of duties:	
Date of assessment:	
Name of assessor:	

1. Will any aspect of the work:	Yes	No
• Be beyond the person's physical capability?		
• Be beyond the person's psychological capability?		
• Involve harmful exposure to radiation?		
• Involves risks to health from noise, vibration or extreme heat or cold?		
• Involve harmful exposure to any agent that can chronically affect health, including those with toxic or carcinogenic effects or those that could cause genetic damage?		

2. Supervision	Yes	No
Are arrangements in place to ensure that the young person works under proper supervision by a competent person?		

3. Are any additional precautions required to take account of:	Yes	No
• The person's lack of experience, immaturity and lack of awareness of potential risks?		
• Any personal factors that may increase the risk of injury?		
• The nature and layout of the work area?		
• The types of equipment used and work activities to be undertaken?		
• Exposure to harmful substances?		

4. Has information and instruction been provided to the young person on:	Yes	No
• Personal responsibilities.		
• The importance of good housekeeping.		

4. Has information and instruction been provided to the young person on:	Yes	No
• Areas that are out of bounds and the reasons why they are out of bounds.		
• The location of welfare facilities.		
• The arrangements for first aid facilities, the locations of the facilities and how to contact a first aider.		
• The fire evacuation procedure.		
• The dangers of horseplay.		
• Location of health and safety information and key health and safety personnel.		
• Accident reporting procedure.		
• Particular hazards associated with the work area.		
• Safe working practices to be followed at all times.		
• The correct equipment to use for moving and handling loads.		
• Those items of machinery and equipment that must not be operated and explanation as to why.		
• Those items of equipment that may only be used after specific training or under close supervision.		
• The importance of reporting equipment faults and the procedure for doing so.		
• The substances that are in use within the workplace, their storage arrangements and the safety precautions to be followed when handling them.		
• The PPE that is provided, how it is to be worn and the arrangements for changing, cleaning, maintenance and storage.		
• The safety equipment provided, what it is for and how it is used.		

5. Information for Parents	Yes	No
Where a child is employed, have the findings of the risk assessment and details of the protective measures to be taken been communicated to their parents or guardians?		

6. Work Experience Placements	Yes	No
For children and young persons on work experience and other relevant schemes, has this risk assessment been completed in conjunction with a work placement assessment carried out by the school or college.		

For all hazards and issues that are identified as requiring action above (i.e. 'yes' answer given to sections 1 or 3, or 'no' to any other section) then the following table must be completed. Once the remedial action has been put in place, the 'Completed by and date' column should be filled in.

ACTIONS:

Issue / Hazard	Action Required	Responsible Person	Completed by (date)
1.			

2.			
3.			
4.			
Arrangements for Supervision:			

Signature of Assessor		Date:	
Signature of Employee		Date:	

Note: A “young person” is someone who is not yet 18 years old and a “child” is someone who is not over school leaving age (approximately 16 years).

Children under 13 years old are generally prohibited from any form of employment.

Children between 13 and the minimum school leaving age (approximately 16 years) require a permit to work, which is issued by the Education and Welfare Officer of the local authority.

		New and Expectant Mothers Assessment	
Employee Name		Date	
Employee Signature			

Important Notes:

- This assessment should be completed by both the pregnant woman and a supervisor. It should be signed by both to indicate that the answer to each question and the suggested control measures are agreed.
- The assessment may need to be reviewed more than once as the pregnancy or return to work develops. It should always be reviewed at the request of the New and Expectant Mother.
- The assessment should clearly state what control measures are already in place and indicate the new control measures required – confirmation regarding the implementation of new control measures should be given in the comments section.

Assessment prepared by:					
Signature:					
Is this the first NEM assessment for this pregnancy?				Yes	No
Has the NEM named above taken part in this assessment?				Yes	No
1 - Movement and Posture	Yes	No	N/A	Control Measures	
Does the job involve awkward twisting or stretching					
Does the woman have to stand for periods of, for example more than two-three hours without a break?					
Does she have to sit for periods of more than two-three hours?					
Are there space restrictions (for example, working behind a desk)? If yes, will these cause more restricted movement as the pregnancy develops?					
2 - Manual Handling	Yes	No	N/A	Control Measures	
Does the job involve twisting, stooping or stretching to lift objects?					
Does the job involve the lifting, pushing or pulling of heavy loads?					


Does the job involve rapid repetitive lifting (even of lighter objects)?				
Does the job involve lifting objects that are difficult to grasp or awkward to hold?				
3 - Protective equipment and uniforms	Yes	No	N/A	Control Measures
If the woman needs to wear protective aprons/overalls etc. are they provided in suitable sizes?				
If uniforms are obligatory are they provided in maternity sizes?				
Are the materials used comfortable for all pregnant women to wear?				
4 - Hazardous substances – infection risks & chemicals	Yes	No	N/A	Control Measures
Are there any infection risks in the work? For example: Clearing up spilled body fluids/disposing of used syringes.				
Work with raw meats?				
If yes to either of the above, are hygiene precautions adequate?				
Are any chemicals used at work known to be of risk to women of childbearing age? If yes to above, are pregnant workers kept away from work that could increase exposure?				
5 - Working Time	Yes	No	N/A	Control Measures
Is the woman expected to work long hours or overtime?				
Does she have some flexibility or choice over her working hours?				
Does the work involve very early starts or late finishes?				
Does the work involve night work between the hours of, for example, 11pm to 7am?				
6 – Work Related Stress	Yes	No	N/A	Control Measures
Are there tasks which are known to be particularly stressful, for example dealing with irate customers?				
Are colleagues and supervisors supportive toward the pregnant worker?				

Is the woman aware of what to do if she feels she is being bullied or victimised?				
Has the individual risk assessment taken into account any concerns the woman has about her own pregnancy?				
7 - Extreme Cold or Hat	Yes	No	N/A	Control Measures
Does the work involve exposure to temperatures that are uncomfortably cold (below 16°C) or hot (above 27°C)?				
If protective clothing is provided against the cold is it suitable for the pregnant worker?				
Is the worker exposed to cold draughts even when the average temperature is acceptable?				
Are there arrangements for sufficient breaks and access to hot/cold drinks?				
8 - Work at Height	Yes	No	N/A	Control Measures
Does the work involve a lot of climbing up and down steps or ladders?				
Does the work involve carrying items up or down stairs / ladders?				
If a mobile platform is used to access higher levels, is there enough room for a pregnant worker to use it safely?				
9 – Work Related Violence	Yes	No	N/A	Control Measures
Is the job one which is perceived to have a high risk of violence (for example security work, single employees in a petrol station)?				
Is there always support at hand to help any employee who may be threatened or abused by customers?				
Are managers and supervisors aware of the extra risks posed by violence to pregnant women?				
10 - Welfare Issues	Yes	No	N/A	Control Measures
Is there somewhere quiet for pregnant workers to rest or lie down?				
Are new or expectant mothers provided easy access to toilets and allowed sufficient breaks, where needed?				
Is there a clean, private area to express breast milk?				

Is there somewhere safe for them to store expressed milk?				
Comments (please include confirmation regarding new control measures implemented):				

Data Protection

The organisation treats personal data collected during risk assessments in accordance with its data protection policy / policy on processing special categories of personal data. Information about how data is used and the basis for processing the data is provided in the organisation's employee privacy notice.

		Individual Training Record	
Employee Name		Date Record Started	
Employee Number		Department	

Date	Training Completed	Provided By	Supervisor's Confirmation

Training Courses Needed / Desired		
Course	Needed	Desired

Data Protection

The organisation treats personal data collected during risk assessments in accordance with its data protection policy / policy on processing special categories of personal data. Information about how data is used and the basis for processing the data is provided in the organisation's employee privacy notice.

Employee Signature		Date	
Managers Signature		Date	
Review Date (3 months max)			

		Work Equipment Register
Date		Significant Non-electrical – e.g. ladders, podiums, towers, sack trucks, etc.

Description	Location	ID Number	Initials

<div></div>										Training Matrix											
NAME OF EMPLOYEE	HEALTH AND SAFETY INDUCTION	HEALTH AND SAFETY AWARENESS	RISK ASSESSMENT AND METHOD STATEMENT AWARENESS	IOSH MANAGING SAFELY	ACCIDENT INVESTIGATION	FIRE WARDEN	PORTABLE FIREFIGHTING EQUIPMENT	MANUAL HANDLING	LADDERS AND STEPLADDERS	COSHH	WORK EQUIPMENT	ASBESTOS AWARENESS	DISPLAY SCREEN EQUIPMENT	EMERGENCY FIRST AID	FIRST AID						
	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE



Year Planner

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
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November																															
December																															

A	Fire Extinguishers Monthly Check	M	Review of Training Needs and Records	Y	
B	Fire Extinguishers Annual Service	N		Z	
C	Fire Drill (At least every 6-months)	O		AA	
D	Fire Alarm Tests	P		BB	
E	Emergency Lighting Annual Service	Q		CC	
F	Emergency Lighting Monthly Test	R		DD	
G	Portable Appliance Testing	S		EE	
H	Annual Gas Boiler Safety Check	T		FF	
I	Employer's Liability Insurance	U		GG	
J	Monitoring Inspections (as per H and S General Policy)	V		HH	
K	Annual Review of Safety Policy	W		II	
L	Review Risk Assessments, COSHH and Fire	X		JJ	



Hazardous Substance Inventory Sheet

Chemicals, liquids, gases, fumes, dust, viruses and bacteria are all substances that may cause harm. This register will be reviewed at least annually to ensure we are aware of the substances on site and to enable us to identify which may be hazardous and require further assessments and controls to be in place (as per COSHH regulations).

Substance Name	Supplier	Used For	Location Stored	Approx. Amount Held on Site	Date of Safety Data Sheet	Risk Numbers and Phrases	Hazard Classification	Assessment Required Yes/No	Risk Assessment Number

