



# Health & Safety Policy

# HEALTH & SAFETY POLICY

1. This policy has been written in accordance with the Health and Safety at Work Act 1974
2. It is the policy of JRH Support to manage Health & Safety effectively and to give prime importance to the Health, Safety and Welfare of its employees and service users. JRH Support recognises that in order to achieve and maintain the high standard required, all employees must be aware of, and accept their respective responsibilities. Therefore this collective document will be brought to the notice of all employees.
3. JRH Support has a commitment to comply with the Health and Safety at Work Act 1974, current major legislation and Codes of Practice that will affect its operations. JRH Support will take all reasonable, practicable steps to ensure the Health and Safety at work of all its employees, service users and all persons likely to be affected by its operations, including, visitors and the public where appropriate, and in particular will provide:
  - A safe and healthy working environment and a safe system of work.
  - Safe equipment.
  - Adequate information, instruction, training and supervision.
  - Safe storage for all inherently dangerous materials and substances.
  - Facilities for the treatment of any injuries that occur at work.
  - Effective notices and procedures for the evacuation of the building in the event of fire, explosion or any other emergency.
  - A system to record all accidents and dangerous occurrences.
  - A system to monitor accidents and ill health in order to reduce accidents and dangerous occurrences.
  - Effective means to revise as often as necessary this document in its entirety. This document will be reviewed on at least an annual basis.
4. JRH Support will ensure that adequate facilities exist for effective consultation between management and employees on matters of Health Safety and Welfare.
5. The General Manager has overall responsibility for Health, Safety and Welfare in this Company.

## **ORGANISATIONAL RESPONSIBILITIES FOR HEALTH, SAFETY AND WELFARE**

### **1. The General Manager will have overall responsibility:**

- To ensure that there is an effective policy for Health and Safety within the Company.
- To periodically review (annually) the effectiveness of the policy and to ensure that any necessary changes are made.
- To periodically review the organisation, responsibilities and arrangements.
- To ensure that all members of staff are aware of the Health and Safety Policy. They must also be aware of their implication to their working environment and responsibilities towards their fellow workers. Service users also need to be aware of their responsibilities within the policy and how the policy affects them.
- To create and maintain a safe and healthy working environment.
- To ensure that Risk Assessments are carried out and complied with.
- To ensure that all members of staff are suitably trained in safety matters, fire precautions, evacuation procedures, safe systems of work and the correct use of equipment.
- To ensure that any protective equipment and clothing supplied by JRH Support is used and maintained correctly.
- To ensure that any unsafe or unhealthy condition is reported immediately for remedial action.
- To ensure that all accidents are reported immediately and the Accident Form is completed so that it can be recorded and fully investigated in order to prevent a recurrence.

### **2. All employees**

All employees are expected to recognise and accept the general duties which are imposed upon them under the Health and Safety at Work Act 1974 and current associated Health, Safety and Welfare legislation, and whilst at work all employees will be expected to:

- Take reasonable care of the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work.
- To read understand and comply with the requirements of Risk Assessments associated with the work.

- Co-operate with their employer or with any other person so far as is necessary to enable JRH Support, or any other person, to perform or comply with any duty or requirement which is imposed upon them by or under any of the relevant statutory provisions.
- Not intentionally or recklessly to interfere with or misuse anything provided in the interests of Health, Safety or Welfare in pursuance of any of the relevant statutory provisions.
- Work in a safe and proper manner at all times and in accordance with JRH Supports Health, Safety and Welfare Arrangements and Rules
- Inform their line manager immediately of any work situation which is of a serious or immediate danger.
- Report all accidents and dangerous occurrences.
- Observe all warning and restrictive notices.
- Bring to the attention of their line manager any problem or deficiency in the Health, Safety and Welfare Arrangements or Rules.

### 3. **Service Users**

Service users will be involved as much as possible in the Health and Safety aspects of their properties. They will be informed of how they can report any health and safety issues they see. They will also be informed of their responsibilities e.g. using equipment in a safe manner. Service users will also be informed of any of the risk assessments which affect them.

### 4. **JRH Support**

JRH Support will carry out the training of employees as appropriate at all levels in order to ensure that they are conversant with matters concerning Health, Safety and Welfare.

Will consult with all employees and where appropriate service users on matters of Health & safety & before any significant changes are made.

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

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

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

The company will, in accordance with the above regulations, carry out the following activities to provide health and safety for their employees.

- Assess the risks to the health and safety of each employee and of anyone else who may be affected by the work activity. The identification of all foreseeable hazards and risks will enable the necessary preventive and protective control measures to be implemented.
- Each assessment will outline the hazards and risks associated with each working activity and highlight the controls to be instigated to minimise the risks and hazards identified.
- This risk assessment will be recorded and copies issued to all those affected.
- Appoint a competent person(s) to assist in health and safety matters.
- Ensuring that effective arrangements are put in place for the planning, organisation, control and monitoring & review of health and safety.
- Develop plans and procedures for dealing with emergencies and for work in dangerous areas.
- Provide adequate information and training, and consultation with employees on health and safety matters

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

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

A health surveillance programme for employees will be provided where the risk assessment shows it to be necessary.

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

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

## **RISK ASSESSMENTS**

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

The range of work activities to be assessed include:

- I. Use of Hazardous Substances and Chemicals.
- II. Manual handling operations.
- III. Working at height
- IV. Working environment
- V. Use of display screen equipment.
- VI. Lone working.

The identified risks shall be recorded on risk assessment forms in reference to standard checklists and HSE Guidance to help ensure all the hazards are identified and the risk have been assessed effectively.

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

## **WORK EQUIPMENT**

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

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

The specific requirements of this legislation cover the following:

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

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

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

The company will provide adequate information, instruction and training for the use of

all work equipment and will ensure that all equipment conforms with the EC product safety directive.

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

## **PERSONAL PROTECTIVE EQUIPMENT**

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

Suitable clothing, footwear and other personal protective equipment such as disposable gloves and aprons, face masks will be worn by employees as dictated by risk assessments or other safe systems of work.

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

## **FIRE SAFETY**

All employees must familiarise themselves with the location of fire doors and fire exits, so that they know as many means of escape as possible from the building. All employees should know the location of their nearest fire extinguishers and fire alarm call points and instructions for their use.

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

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

The following fire safety procedures must also be adhered to at all times by all staff.

- I. Office, kitchen and general workplace cleanliness and the removal of waste materials is essential in order to reduce the risks from fire.**
- II. The storage of flammable materials will not be permitted within the company's premises at any time, unless in a properly designed enclosure away from the main building. In any such instance, a full fire risk assessment will also be required to be undertaken by a competent person.**
- III. Appropriate fire extinguishers will be provided where relevant. Employees will be instructed in the correct use and selection of the appliances.**

- IV. All extinguishers will be examined/serviced at least once per year by a competent person and the details recorded.
- V. Deep fat fryers should never be overfilled or left unattended.
- VI. Ovens and ranges should never be left unattended whilst they are in use.
- VII. The company will ensure that suitable fire fighting, detection and warning systems are put in place to protect staff, customers and others from the risks of fire.
- VIII. Electrical faults in wiring, lights and equipment, burning fat and grease, flare-ups in cooking appliances and smoking are the main causes of fires in hotels.
- IX. All members of staff are required to ensure that all means of escape are properly maintained and kept clear of obstructions and trip hazards, emergency exits must be unlocked and easy to open.

## TYPES AND SUITABILITY OF FIRE EXTINGUISHERS



The most widely used and available fire extinguisher. Used for **SOLIDS** such as paper, wood, plastic etc. NOT suitable for use on electrical or flammable liquids.



More versatile than water extinguishers. Used for **SOLIDS** such as paper, wood, plastic and **FLAMMABLE LIQUIDS** such as paraffin, petrol, oil etc



Multi-purpose extinguisher, can be used on: **SOLIDS**; Paper, wood, plastic, fires. **FLAMMABLE LIQUIDS**: Paraffin, petrol, oil. **FLAMMABLE GASES**; Propane, butane, methane.



Carbon Dioxide Extinguishers are ideal for fires involving **ELECTRICAL APPARATUS**.

Carbon Dioxide will also extinguish **FLAMMABLE LIQUIDS** such as paraffin, petrol and oil.



## **EMERGENCY PROCEDURE:**

In the event of fire the following procedure will apply.

- I. Raise the alarm and operate the nearest fire alarm.
- II. Leave the building in an orderly fashion via the nearest emergency exit.
- III. The fire wardens are to ensure that all staff, service users (if safe to do so) and members of the public etc are escorted from the premises in an orderly fashion to the fire assembly point. Specific care is to be taken to ensure elderly persons, children and those with restricted mobility are provided with all necessary assistance.
- IV. Telephone the Fire Brigade by dialling 999.

On hearing a fire alarm, all employees, service users and visitors to the building are to evacuate and assemble outside at the identified assembly point where a roll call will be taken.

## **FIRST AID**

A First Aid box is provided within each supported living service and at head office. The contents will be monitored and maintained by the company's First Aid Appointed Person. .

At least one trained first aider (in-date HSE approved course) shall be employed by the company, additional first aiders will be provided in accordance with HSE guidance following the completion of a first aid risk assessment.

For those working away from the company premises within the offices and premises of client organisations, line managers will ensure that access to the clients first aid facilities is available, or where this is not possible, remote teams will be supplied with their own first aid kits etc.

## **WORKING ENVIRONMENT**

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

## **WORKING AT HEIGHT**

This policy and its arrangements cover the use of all types of ladder, for example those used for gaining access to positions above or below ground. In this policy a ladder / step ladder (ladder) should be referred to as a temporary measure which may be used as a working platform for no more than 20 minutes.

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

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

What can be done to help prevent falls?

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

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

Ensure that only properly CE marked Category III approved Personal Protection Equipment is used for working at height. Domestic grade ladders and step ladders should NOT be used, all ladders used are of the correct type for the specific task, should be inspected before use, subject to regular checks and maintenance, and meet appropriate legislative and equipment standards. These are summarised below:

- Keeping wooden ladders free of paint or any other coating which could hide cracks or splits
- Marking of ladders with a unique number to aid recognition
- Securing and footing of ladders as soon as possible after erection
- Use of ladders at the correct angle (75 degree from horizontal)
- **Three points of contact** must be maintained on the ladder **AT ALL TIMES**
- Provision of ladder attachments as necessary

- Marking of safe zones around ladders where persons are working above or below ground, plus use of barriers and warning notices

## **STEP-LADDERS**

All step-ladders will be provided and used in accordance with the Construction (Design and Management) Regulations 2007 and the Work at Height Regulations 2005. Only British/European Standard approved and equipment design for the required usage will be used.

The information and recommendations in Health and Safety Executive Guidance Notes GS 31 "Safe Use of Ladders, Step-ladders and Trestles" will be applied to the work.

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

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

Where step ladders are to be used, these must be used in strict accordance with the Work at Height Regulations 2005 and 3 points of contact (ie: 2 feet and 1 hand) must be maintained with the ladder at all times. Step ladders should only be used for short duration, non-repetitive works.

The preferred means of access should be a set of podium steps for low level works and a mobile tower scaffold or Mobile Elevated Working Platform (MEWP) for works at higher levels.

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

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

Where a defect is noted, or the equipment is damaged, it will be taken out of use immediately and replaced or where possible repaired by a competent person.

The main hazards associated with step-ladders are:

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

Step ladders should only be used for short term work (<20 minutes) and then only following the completion of a satisfactory risk assessment that has been approved by a senior line manager.

## **LADDERS**

Staff must not use ladders under any circumstances.

## **LONE WORKING**

Due to the nature of the companies work, lone working is a regular activity carried out by many of the company's staff. In the event of employees being required to work alone, the following is mandatory:

- I. Access to contacting assistance (mobile phone) should be available at all times.
- II. The employee is required to inform their immediate line manager of where they are working and for how long. Details shall also be entered into the company diary which is maintained in head office by the administrative staff.
- III. No employee shall enter a site/property alone if there is a significant risk of the site being occupied by unauthorised persons liable to commit acts of violence or aggression if disturbed.
- IV. No employee shall enter a site/property alone if the state of the premises is unknown and a risk of falling due to unsound structural materials exists.
- V. Employees are required to call the office on a regular basis to confirm their whereabouts.

## **VIOLENCE AND HARASSMENT**

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

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

- VI. Any employee suffering emotional distress due to acts of violence should report this to the management who shall offer counselling and assistance as is necessary.

## **COSHH AND HAZARDOUS SUBSTANCES**

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

Substances used for cleaning baths, toilets, floors and kitchens etc are potentially dangerous chemicals and may cause dermatitis and chemical burns if used incorrectly. Though wherever possible, safer alternatives will be used. No substance shall be used unless it has been properly assessed and the risks identified. Factors when determining risks include:

- I. Type, nature and form of substances being used.
- II. Quantities involved.
- III. Potential mechanism of harm (ingestion, skin contact, inhalation etc).
- IV. Individual susceptibility.
- V. Degree of exposure (duration x concentration).
- VI. Individuals at risk.

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

All chemical substances (solvents, fluxes, oils etc) will be assessed for possible health effects or safety requirements by consulting the relevant suppliers/manufacturers hazard information and Material Safety Data Sheets (MSDS's). Appropriate precautions will be implemented before use and no substance will be used unless approved by the Director Responsible for Safety. All containers used for transporting substances will carry the appropriate warning labels as required by the HSE's Classification Packaging and Labelling Regulations. Storage of chemicals substances, flammable materials, liquids and gases will follow current good practice and will comply with any relevant legal requirements.

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

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

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

- (a) a substance listed in Part I of the approved supply list as dangerous for supply within the meaning of the CHIP Regulations and for which an indication of danger specified for the substance is **very toxic, toxic, harmful, corrosive or irritant**;

- (b) a substance for which the Health and Safety Commission has approved a **Maximum Exposure Limit**, an **Occupational Exposure Standard** or a **Workplace Exposure Limit** as listed in the HSE publication EH40;
- (c) a **biological agent** such as pigeon fouling, sewage, rats urine, used syringes and Aspergillus mould.;
- (d) **dust** of any kind, (except substances in (a) or (b) above), when present at a substantial concentration in air equal to greater than i) 10mg/m<sup>3</sup>, 8-hour TWA inhalable dust, or ii) 4mg/m<sup>3</sup>, 8-hour TWA respirable dust.
- (e) a substance, not mentioned in (a) to (d) above, which because of its chemical or toxicological properties and the way it is used or is present at the workplace creates a risk to health.

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


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

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

All COSHH assessments are to be carried out by a competent person and the findings of the assessment shall be communicated to those affected. An example COSHH assessment form is attached in Section 3.

## HAZARD WARNING SYMBOLS

	<p><b>EXPLOSIVES.</b> A substance which either may explode under the effect of flame or which is more sensitive to shocks or friction than disturbance.</p>
	<p><b>FLAMMABLE.</b> A substance which is a liquid having a flash point equal to or greater than 21 degrees Celsius and less than or equal to 55 degrees Celsius</p>
	<p><b>OXIDISING.</b> A substance which gives rise to a highly exothermic reaction when in contact with other substances, particularly flammable substances</p>
	<p><b>GASES UNDER PRESSURE.</b> Gas stored under pressure, such as in gas containers. This is a new symbol that wasn't represented under the old classification system. The symbol is a gas cylinder.</p>
	<p><b>CORROSIVE.</b> A substance which may on contact with living tissue destroy it</p>
	<p><b>TOXIC.</b> A substance which if it is inhaled, ingested or allowed to penetrate the skin, may involve serious or chronic health risks and even death.</p>
	<p><b>HEALTH HAZARDS.</b> Chemicals that may cause damage to health. Also known to mean caution. This is the closest replacement to the previous harmful and irritant classifications.</p>
	<p><b>SERIOUS HEALTH HAZARDS.</b> Also known to mean long term health hazards. These are chemicals that can cause serious and long term damage to health. The symbol shows a person with damage.</p>

	<p><b>DANGEROUS FOR THE ENVIRONMENT.</b> Chemicals that may present an immediate or delayed danger to one or more components of the environment. The symbol is of a dead tree and fish.</p>
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## **BIOHAZARDS**

The company is aware of the range of biohazards faced by employees during some cleaning works. Examples of such hazards may include:

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

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

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

## **UNLABELLED SUBSTANCES**

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

## **ASBESTOS**

The company is fully aware of its responsibilities and duties to control and manage asbestos containing materials within the workplace. The company will ensure that



any potential asbestos containing materials within its premises are identified by a competent person; the risk to health is assessed and that the appropriate control measures are put in place.

The company aims to prevent any asbestos exposure to all employees and third parties affected by its undertaking and where this cannot be achieved, reduced to as low as is reasonably practicable, in compliance with the Control of Asbestos Regulations 2006.

No employees of the company will be permitted to carry out any works on asbestos containing materials. A specialist licensed contractor shall carry out all such works. All work involving asbestos is covered by the Control of Asbestos Regulations and work involving asbestos should only be carried out by persons who have received the proper training and who have the necessary protective equipment and respirators. Under the Control of Asbestos Regulations 2006, all persons involved with building; construction; installation of services and pipework etc; maintenance; refurbishment; repair of existing structure where asbestos may be present, must be provided with compulsory Asbestos Awareness Training.

## **ELECTRICAL RISKS**

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

- I. Statutory inspections and testing of portable electrical appliances by a competent person within the company's premises.
- II. 5 yearly statutory inspection and testing of fixed installations, the company having a duty to ensure that the landlord of the premises complies with his duty regarding this matter in order to protect the safety of employees.
- III. Any power tools used, including drills etc are to be of low voltage type and must be stringently inspected and maintained.
- IV. Restricting employees access live electrical installations.

## **VISUAL INSPECTIONS BY THE USER**

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

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

- a wet or dusty workplace;
- vi) damage to the outer cover of the equipment or obvious loose parts or screws;
- vii) signs of overheating (burn marks or staining).

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

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

## **TESTING OF PORTABLE ELECTRICAL EQUIPMENT**

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

- a) whenever there is a reason to suppose the equipment may be defective, (but this cannot be confirmed by visual inspection);

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

## **MANUAL HANDLING**

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

- I. Load factors such as size, weight, rigidity, movement, centre of gravity, shape and surface factors.
- II. Task factors such as: duration, repetition and the requirement to make awkward bending or twisting movements.
- III. Environmental factors such as route length, lighting, obstruction, weather effects, floor surfaces and distractions.
- IV. Individual factors such as health, level of training, mobility and pre-existing injuries.

Generally, during the performance of nearly all tasks, employees are not required to move loads as great or in excess of the critical load 25kg, if the task involves the repeated handling of heavy loads, the maximum load should be considered as not exceeding 20kg. However employees should contact the Director Responsible for Safety in the event of any task arising that may cause injury. In addition, all

Managers shall endeavour to minimise the level of manual handling through the use of mechanical lifting devices wherever possible. Employees shall be trained in safe lifting and carrying practices, concentrating on the principle of 'kinetic handling'.

Where the work involves the manual handling of heavy objects such as bedroom furniture, beer kegs, crates of bottles and other bulky/heavy items, the use of mechanical aids, such as trolleys and trucks will be used wherever practical. In all such situations a manual handling assessment should be carried out with a view to reducing the risks of injury caused by manual handling activities.

## **NOISE**

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

- I. 1<sup>st</sup> action level, 80 dB(A) LEP'd
- II. 2<sup>nd</sup> action level, 85 dB(A) LEP'd

Due to the nature of the company's activities and the type of work equipment used, it is likely that some employees may be exposed to excessive noise exposure and therefore a risk of subsequent hearing damage exists. However it is the company policy for:

- I. Employees to obey hearing protection programmes when working by wearing appropriate hearing protection as necessary.
- II. Significant noise risks to be assessed and if deemed necessary by the Director Responsible for Safety, individual employees exposure shall be monitored and assessed.

## **CONTROL OF VIBRATION AT WORK**

JRH Support will comply with its duties under the Control of Vibration at Work Regulations 2005, as part of its risk assessment procedures. All activities which may place operatives at risk of exposure to vibration will be thoroughly assessed by a competent person and alternative methods of work will always be considered.

There are 2 main forms of vibration hazard which can affect those working in the construction industry, they are:

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

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

### **Controlling the Risk**

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

For HAV:

- How high the vibration levels are.

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

For WBV consideration should also be given to:

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

The risk assessment should consider the following hierarchy:

**Elimination** – Seeking alternative ways of carrying out the task **without** using high vibration tools i.e. hand scabbling of concrete construction joints can be eliminated by using concrete retarders sprayed or painted onto the joint. Once the concrete has cured, jet washing can then expose the top surface of the joint.

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

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

**Isolation** – Job rotation.

**Control** – methods include:

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

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

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

Assessment factors considered include:

- I. The identity of persons at risk.
- II. The duration of exposure to DSE risks.
- III. Provision of breaks, task rotation and requirement for constant information transfer.
- IV. Ability of the 'user' to dictate the pace of the work.
- V. The physical environment such as: temperature; level of desk clutter; adjustability of furniture/monitors and glare factors.
- VI. Software features such as: ability to recover from errors; colour contrast; size of fonts
- VII. Individual factors such as health, level of training/experience and pre-existing health conditions.

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

All workstations should be subject to a DSE assessment, this should be carried out by a competent person and the findings of the assessment shall be communicated to those affected. An example DSE assessment form is attached in Section 3

## **SLIPS, TRIPS AND FALLS (on the same level)**

The company is aware of the high incidence of injuries caused by slips, trips and falls and the legal requirement to prevent such. This shall be achieved by:

- Ensuring that the surface of all floors, corridors and external walkways under the control of the company are regularly inspected and made as level, dry, free from ice and suitably treated as far as is reasonably practicable.
- Ensuring that floors, corridors and walkways are kept clean, tidy and free from obstructions, clutter and trailing leads.
- Ensuring that all employees are aware of the serious risks pose by unsafe surfaces and that safety footwear is worn at all times when carrying out fieldwork.

- Staff and supervisors involved in cleaning activities are to ensure that safe working practices for cleaning rooms are used e.g. cleaning the far side of the bath first to avoid having to lean over a slippery surface

## **WORK IN OCCUPIED AREAS**

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

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

## **COMMUNAL AREAS**

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

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

Employees/contractors will ensure that all work areas are cordoned off or identified by appropriate warning signs and/or barriers where practical at all times, for example 'Caution Wet Floor' signs should be erected whenever mopping or cleaning floors could cause a potential slip hazard.

Where work in communal areas is other than of a short duration, operatives will ensure that signs and/or barriers are positioned and maintained so as to warn others in the area.

## **WORK RELATED STRESS**

The company is a small-medium sized enterprise and often experience pressure to complete contracts within deadlines, which may be transmitted to individuals. However, the company is aware of its obligations under the HSWA 1974 and MHSW 1999 to assess and ensure both the mental and physical health of employees as affected by systems of work.

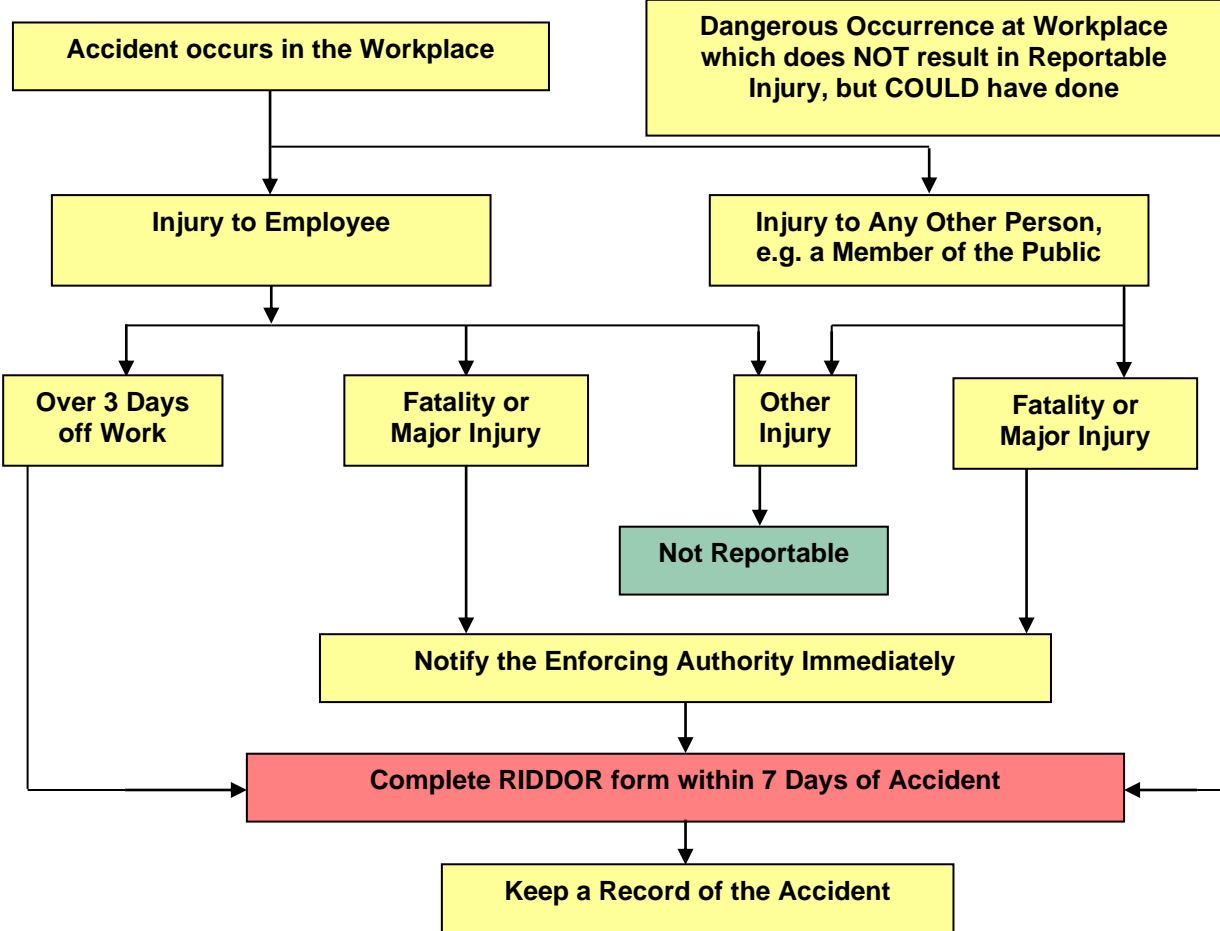
If any employee feels unable to cope with the demands of their work activities (whether aggravated by non-work related factors or not), they should report this to the General Manager

## **INCIDENT/ACCIDENT REPORTING**

- I. All accidents and near-miss occurrences no matter how apparently trivial they appear, are to be reported and recorded on an Incident/Accident Form
- II. All serious accidents must be reported immediately to the General Manager. Where the accident occurs on a service user's premises notification should also be given to the service user.
- III. Details of all injuries will be detailed in the Incident/Accident Form.
- IV. Details of reportable ill-health conditions, fatal or major injuries and dangerous occurrences will be notified immediately via an online RIDDOR form. Got to <https://www.hse.gov.uk/riddor/report.htm>
- V. All accidents resulting in damage to equipment must be reported to the General Manager.
- VI. Where equipment belonging to a service user is involved the service user must be notified also.
- VII. All accidents, which could have caused injury or damage, must be reported to the General Manager

The purpose of the Incident/Accident report is to aid in the investigation of the cause of incidents and accidents and any contributory factors, so that additional control measures may be developed to prevent a re-occurrence. The incident/accident report should contain full details about the person injured, any witnesses, what happen, what first aid/medical treatments were required and any other contributory factors.

# ACCIDENT REPORTING PROCEDURES










## DEFECTS

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

## HEALTH AND SAFETY SIGNS

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

Health and Safety Signs normally consist of the follows types of signs:

Colour	Meaning or Purpose	Instruction & Information	Intrinsic Features	Example
RED	Prohibition/ Danger	Dangerous behaviour; stop; shutdown; emergency cut-out devices; evacuate	Round shape; black pictogram on white background; red edging and diagonal line; red part to be at least 35% of the area of the sign	
YELLOW	Warning	Be careful; take precautions; examine	Triangular shape; black pictogram on yellow background with black edging; yellow part to be at least 50% of the area of the sign	
BLUE	Mandatory	Specific behaviour or action e.g. wear personal protective equipment	Round shape; white pictogram on blue background; blue part to be at least 50% of the area of the sign	
GREEN	Emergency escape; first aid. No danger	Doors; exits; escape routes equipment and facilities Return to normal	Rectangular or square shape; white pictogram on green background; green part to be at least 50% of the area of the sign	
RED	Fire fighting equipment	Identification & location	Rectangular or square shape; white pictogram on red background; red part to be at least 50% of the area of the sign	

## **PROCEDURES AND SAFE SYSTEMS OF WORK**

All potentially hazardous work activities will be carried out in accordance with safe systems of work, which will detail the process of the work and the control measures needed to manage the risks, associated with the work.

## **DRIVING & MOBILE PHONES**

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

## **TRAINING**

- I. All employees will be fully trained for the activities in which they are involved. This shall involve a 6 month probationary period where suitability and capability are assessed.
- II. No employee shall use any equipment, work in any area or undertake any task unless he has been assessed as competent to do so and this signed by the Director Responsible for Safety.
- III. All employees will be given instructions in the safe use of equipment, emergency procedures and individual responsibilities for safe working procedures.
- IV. Where necessary work procedures may be varied to comply with client safety requirements.

## **HEALTH AND SAFETY TRAINING**

All staff must complete the Health & Safety standard of the Care Certificate before taking part in any work duties.

## **DISCIPLINE**

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

## **DRINK & DRUGS**

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

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

Employees taking any medication that may affect their judgment or ability to work safely must report this to the Operations Manager before commencing work.

## **SMOKING**

The company operates a 'no-smoking' policy to be applied inside all premises controlled by the company.

## **LEGIONNAIRES DISEASE**

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

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

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

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

## **ARRANGEMENTS**

1. Situations known to present a risk of Legionellosis.
  - i) water systems incorporating cooling towers or evaporative condensers.
  - ii) hot water services where the volume of hot water in the system exceeds 300 litres.
  - iii) humidifiers and air washers which are likely to create sprays of water droplets and water temperatures in excess of 20°C.
  - iv) equipment, fittings etc. in which warm water is deliberately agitated and re-circulated, e.g. spa baths and pools.

2. A suitable and sufficient assessment of all premises will be undertaken in order to identify and assess the risk of legionellosis and the action required to eliminate or reduce the risk.
3. As far as practicable water systems will be operated at temperatures that do not favour the growth of legionella. 60° C is recommended for hot water storage and either above 50°C or below 20°C for distribution.
4. Corrosion, scale and deposition and build up of biofilms and sediments will be controlled. Tanks will be lidded.
5. Dead legs (i.e. water services leading from the main circulation water system to tap or appliances, which are used intermittently) and other parts of systems which may provide a reservoir for infection, will be eliminated wherever possible.
6. Records will be kept for hot and cold water systems, which will include the following information:
  - i) a simple system description and plan.
  - ii) risk assessment.
  - iii) system operation details relevant to controlling the risks and the necessary precautions to be implemented.
  - iv) inspection, checking and maintenance procedures and frequencies
  - v) details of the precautionary measures carried out such as water temperatures, operation and checking of plant and system components, inspection results and subsequent actions, cleaning and disinfecting including chlorination levels and temperatures.

## **BATHROOM SAFETY**

Slipping on wet floors in bathrooms is a common problem relating to bathroom safety.

- Slip mats and grab rails will be provided to help to prevent slipping accidents especially where showers are located over baths.
- Floor surfaces should be reasonably non-slip when wet.
- Bath/shower mats should be provided outside of all showers to absorb the majority of the water.
- All taps and shower controls should be clearly colour coded to indicate the water temperature to reduce the risk of scalding injuries.

## **GAS CYLINDERS**

Any gas cylinders should be appropriately stored and restrained. Empty cylinders are just as dangerous as full cylinders. This should include cellar gases as well as heating/cooking gases.

Incorrect handling and storage of gas cylinders (for both fuel and other purposes such as cellar gas) is dangerous. Gas cylinders must be handled with care and kept away from heat and direct sunlight. If standing upright make sure they are secured e.g. with a chain. The quantity of gas stored on site should be controlled and kept to minimum acceptable levels, as gas cylinders represent a significant hazard in the

event of a fire on the premises. Gas cylinders with damaged necks or valves should never be used.

## **FOOD SAFETY**

It is the policy of JRH Support that all food supplied to and used within JRH Support shall be produced hygienically to the highest standards of safety, wholesomeness and quality. To this effect, JRH Support will comply with the requirements of the Food Safety Act 1990; the Regulations made under that Act; all other relevant legislation, Codes of Practice, Industry Guides and other approved guidance. JRH Support expects its food suppliers and contractors to do the same. Adequate and appropriate resources (i.e. premises, facilities, equipment, protective clothing, staff, supervision, information, instruction and training) are provided; to assist in implementation of the general policy stated above.

It is the duty of all staff concerned with the preparation and provision of food that they work in a manner conducive to the hygienic production, supply and service of safe, wholesome, good quality food.

## **ORGANISATION AND RESPONSIBILITIES**

Implementation of this policy is the responsibility of all supervisors and managers, who shall be responsible for ensuring compliance with the relevant legislation, etc. within their areas of control.

The responsibility for apportioning adequate finance for JRH Support is held by the company directors.

The Directors have responsibility for the provision and maintenance of buildings free from defects that may affect safety and hygiene.

The Directors have responsibility to provide any information required by managers/supervisors for food safety purposes.

Where catering contractors are employed, the company shall obtain a copy of the contractor's food safety policy. All contractors must undertake to comply at all times with current food safety legislation, Codes of Practice, Industry Guides and other approved guidance. Contractors are to take the necessary steps to ensure all food provided by them is of the highest standards of safety, wholesomeness and quality.

JRH Support shall:

- Produce a Food Hygiene Policy, detailing all the necessary physical and operational and monitoring standards, for the hygienic production, supply and service of safe, wholesome, good quality food.
- Regularly inspect all food preparation areas to determine compliance with current food safety legislation, Codes of Practice, Industry Guides and other approved guidance - including the Food Safety Manual.
- Devise, produce and arrange the delivery of suitable and relevant training in food hygiene and related matters to food handlers, management and others involved with food preparation and handling.

- Investigate all complaints concerning food produced, served or supplied by or behalf of JRH Support.
- Investigating all cases or outbreaks of suspected and confirmed food-borne illness occurring on company premises.
- Reporting annually on food safety matters to the Health and Safety Committee.
- Regularly review and update all aspects of the above.

## **NEW AND EXPECTANT MOTHERS**

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

### **Definitions**

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

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

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

Line managers and any other staff involved must endeavour to keep information about their colleague's pregnancy confidential (in so far as this is possible) if this is her wish.

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

Under the Health and Safety at Work etc Act 1974 employees have a responsibility for their own health and safety. Pregnant woman are advised to let their line manager know about their condition as soon as possible, bearing in mind that certain risks to

their unborn child may be relatively higher in the earlier stages of pregnancy compared with the later stages.

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

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

The General Manager shall review the company's health & safety performance and the effective implementation of the health & safety policy. The annual review shall cover:

- I. Accident and ill-health incidence monitoring results.
- II. Comparison with the objectives stated in the previous review.
- III. Effects and requirements of new legislation or changes to ACoP's.

Irrespective of time periods, a review shall be conducted in the event of:

- I. Incidence of major accident or serious ill-health to employees or third parties affected by the company's undertaking.
- II. Incidence of HSE enforcement action.
- III. Major change to health and safety arrangements or company activities.

**Paul Battershall**  
**General Manager**