



WIZARD CLEANING LTD

HEALTH & SAFETY

POLICY & PROCEDURES MANUAL



*Last Reviewed: 3rd July 2008
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WIZARD CLEANING LTD

HEALTH & SAFETY POLICY & PROCEDURES MANUAL

RECORD OF AMENDMENTS

Date	Issue	Amended By	Comments/Details
3 rd July 2008	A	Safety Services Direct Ltd	First Issue

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Section One

Policy & Organisation

1.0 STATEMENT OF POLICY

WIZARD CLEANING LTD

GENERAL STATEMENT OF HEALTH & SAFETY POLICY

Wizard Cleaning Ltd is a professional and safety conscious organisation, which values the effective management of health, safety and welfare throughout all stages of its work. The clear objective is to minimise harm to persons and property by adopting a proactive approach to effective risk and safety management. All work will be carried out in accordance with Best Management Practices (BMP's), to the relevant statutory provisions with all reasonably practicable measures being taken to avoid risk to employees and others who may be affected by our work.

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

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

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

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

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

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

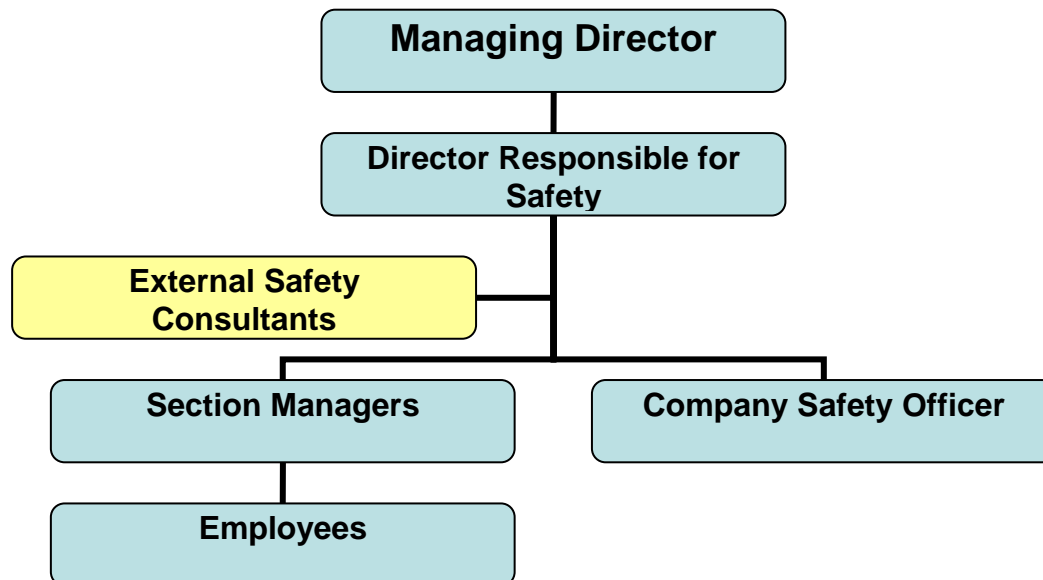
Signed:

Date: 3 July 2008

Director

2.0 ORGANISATION

The following organisation chart outlines the structure for the management of Health and Safety within Wizard Cleaning Ltd.



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

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

Company Directors and senior management, both individually and collectively, will ensure that this policy is applied throughout the company and that those employed by the company are kept fully informed of its content.

Managers will ensure that this policy is adopted by all employees, sub-contractor staff and visitors.

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

To assist the company in fulfilling its duties and obligations, an external safety advisor may be appointed to provide competent health and safety advice and assistance, in accordance with Regulation 7 of the Management of Health and Safety at Work Regulations 1999, to the management and employees of Wizard Cleaning Ltd. Their contact details will be clearly displayed on the company notice board.

HEALTH AND SAFETY OBJECTIVES

The Health and Safety objectives of Wizard Cleaning Ltd Health and Safety policy are to:

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

3.0 IMPLEMENTATION OF THE POLICY

Whilst overall responsibility for the implementation of the Health and Safety Policy is vested with the Company Directors, responsibility for the day to day application of the policy is delegated to the Director Responsible for Safety and senior managers.

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

- | | |
|-------------------------------|-------------------------|
| ➤ Induction Training | - Jonathan Bell |
| ➤ CoSHH Assessments | - Jonathan Bell |
| ➤ Risk Assessments | - Jonathan Bell |
| ➤ DSE Assessments | - DSE Users |
| ➤ Portable Appliance Testing | - Competent Electrician |
| ➤ Manual Handling Assessments | - Jonathan Bell |
| ➤ Fire Warden | - Jonathan Bell |
| ➤ First Aid Appointed Person | - Jonathan Bell |
| ➤ PPE Inspections | - PPE Users |

All individuals are however expected to:

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

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

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

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

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

All members of staff will be provided with appropriate and suitable personnel protective clothing and equipment, appropriate to the work which is to be undertaken. Full training and instruction in the use, maintenance and storage of such equipment will be provided to members of all staff.

All accidents, no matter how minor, are to be reported and recorded in the company's accident book. Significant accidents will be promptly investigated to ensure that the appropriate preventative measures are implemented to prevent a recurrence as appropriate.

The accident book is located in the following location:

➤ **Company Office**

All accidents and incidents should be reported to:

➤ **Managing Director**

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

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

Facilities for joint consultation on matters of safety, health and welfare will be available through the Company. The agreements reached through these consultations will be taken into account, when the policy is reviewed, periodically as required.

Arrangements for the implementation of the Policy are the responsibility of the Director responsible for Health and Safety.

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

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

4.0 HEALTH AND SAFETY RESPONSIBILITIES

4.1 DIRECTOR RESPONSIBLE FOR SAFETY

The Director Responsible for Safety has responsibility for:

- The overall implementation of the company's Health and Safety Policy for the prevention of injury, ill health, damage and wastage.
- Ensuring that adequate financial provisions are made available for the implementation of the policy.
- Ensuring company Directors and Senior Management are aware of their responsibilities and that each administers and promotes with enthusiasm the requirements of this policy throughout the entire company.
- Coordinating the company's safety training programme, including the provision of induction training for all new employees.
- Ensuring that all staff are competent and suitably trained to carry out their work in a safe and controlled manner.
- Ensuring that safety directives (new legislation, etc) are conveyed through all management levels.
- Setting a personal example by wearing the appropriate protective clothing and equipment when applicable.
- Encouraging good safety practice on contracts and to discourage indifferent management by such means as are deemed necessary.
- Showing a clear understanding of their personal responsibilities and duties under the relevant regulations, and to treat the health, safety and welfare of persons under their control as a matter of importance equal to the other functions of the Company Directors.
- Appointing a Competent Safety Advisor with experience and knowledge of the type of work undertaken by the company.
- Ensuring that first-aiders or appointed persons and adequate first-aid facilities, as required by Health and Safety (First Aid) Regulations 1981, are provided and that all persons are aware of their location and the procedures for receiving treatment for injuries.
- Reviewing the company's safety performance and health and safety policy documents to meet with changes in legislation and Company circumstances, and ensuring that it is communicated to all personnel.
- Promoting good working relations with Safety Enforcement Authorities and to strive at all times to achieve compliance with current legislation and best practice.

- Liaising with Health and Safety Executive and other enforcement agencies regarding the company's activities.
- Ensuring that adequate fire precautions are provided at the company's premises and that any flammable liquids or liquefied petroleum gases are stored and used safely in accordance with current legislation.
- Liaising when necessary with the Fire Brigade on fire prevention.
- Cooperating and liaising with the company's Health & Safety Advisors and asking for advice before commencing new methods of work or potentially hazardous operations.
- Liaising with the company's Health and Safety Advisors to ensure that they are informed when their services are required.

4.2 COMPANY DIRECTORS

Company Directors have responsibility for:

- Knowing the appropriate statutory requirements affecting the company's operations and for assisting and cooperating with the Director Responsible for Safety.
- Knowing and promoting the company's policy for Health and Safety and ensuring that it is brought to the notice of all employees.
- Insisting that best working practices are adopted throughout the company, as laid down within Codes of Practice, and that work is planned and carried out in accordance with the statutory provisions.
- Ensuring that changes to legislation, Codes of Practice, HSE guidance, newly identified hazards and new safety products are communicated to all personnel.
- Keeping up-to-date on all matters relating to the safety and health of personnel and others as appropriate.
- Investigating and reporting major injuries, notifiable dangerous occurrences, other accidents and incidents in which the Company may be involved.
- Ensuring Hazard Identification, Risk Assessments and COSHH Assessments are carried out, and that safe systems of work are implemented when applicable by the appropriate staff.
- Establishing Best Management Practices (BMP's) throughout the company and from learning from organisations throughout the UK and the European Union.
- Setting a personal example by wearing when applicable the appropriate protective clothing and equipment, complying with safety rules and ensuring that managers are made aware of any potentially unsafe conditions or practices which may be encountered.
- Ensuring that all employees receive appropriate health and safety training and instruction relating to their work activities.

4.3 SECTION/LINE MANAGERS

Section/Line Managers have responsibility for:

- Managing and coordinating work to comply with this Policy and all current health and safety legislation.
- Familiarising themselves with and observing all regulations, acts and Codes of Practice etc. applicable to the company's activities.
- Managing and liaising with team members, whilst ensuring safe and healthy systems of work are implemented.
- Setting up and maintaining good reporting procedures, communications and distribution of information between employees.
- Ensuring the needs for personal protective equipment are assessed and that the appropriate selection for specific operations is made, and that all contractors under the direct control of Wizard Cleaning Ltd do the same.
- Undertaking Safety Reviews, Hazard Identification/Risk Assessments, Manual Handling Assessments and COSHH Assessments where applicable.
- Ensuring safe systems of work are implemented and adhered to at all times.
- Ensuring where appropriate, site emergency plans, are established and implemented.
- Ensuring that all hazardous materials are properly marked, used and stored, as outlined in the COSHH assessments and by the Control of Asbestos Regulations.
- Accompanying visiting personnel and for taking prompt action concerning any complaint or advice received.
- Cooperating with and maintaining good working relationship with appointed safety representatives, safety committees, clients and other safety advisors.
- Investigating all reports made by team members alleging shortfalls of the Company's preventative and/or protective measures in the local workplace and to take action to remedy the situation, as required. Where this cannot be done immediately, to report the facts to the Director with Responsibility for Safety together with any suggestions for appropriate action.
- Promoting an interest and enthusiasm for health and safety matters throughout the company and fostering, within the firm, an understanding that injury prevention and occupational hygiene are an integral part of business and operational efficiency.

- Setting a personal example by wearing the appropriate protective clothing and equipment when appropriate, complying with safety rules and ensuring that employees are made aware of any potentially unsafe conditions or practices that may be encountered.
- Ensuring that the directors, managers and other employees are aware of their responsibilities and that each administers the requirements of this policy.
- Reporting to the Board on all matters relating to safety and training, new safety directives and legislation and seek to establish the company's response. As a result instigate the necessary changes throughout the company.
- Assisting staff with implementation of the policy through:
 1. Obtaining copies of the legislation and any codes of practice for issue to senior management.
 2. Arranging training for employees.
 3. The distribution of posters, slides, films and other media to promote an awareness of injury prevention and hazards to health.
 4. Regular inspections to see that only safe methods of working are in operation and that all regulations and procedures are being observed.
- Ensuring that any accident resulting in an injury to any person (not just employees) and/or damage to equipment or property is reported in accordance with company policy.
- Cooperating with the company's Health & Safety Advisors and asking for advice before commencing new methods of work or potentially hazardous operations.
- Ensuring that adequate supplies of suitable personal protective clothing and equipment are maintained and are made freely available to all employees.

4.4 ALL EMPLOYEES

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

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

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

- Read and understand the company Health and Safety Policy and Procedures and carry out their work in accordance with its requirements
- Observe all safety regulations at all times
- Use the correct tools and equipment for the job
- Keep tools and equipment in good condition
- Where necessary, wear the appropriate safety footwear, protective clothing and safety equipment, eg: safety helmets, respirators, overalls etc
- Work in a safe manner at all times without taking unnecessary risks which could endanger themselves or others
- Warn other employees, particularly new employees and young people, of particular known hazards
- Not use any plant or equipment at work for a task for which it was not intended, or if they are not trained or experienced to use it
- Report to their supervisor any damage to plant or equipment
- Not play dangerous practical jokes or “horseplay” whilst at work
- Report to their line manager any person seen abusing welfare facilities provided

- Cooperate with the employer on all safety matters
- Report any injury resulting from an accident at work, even if the injury does not stop you working
- Not attempt to lift or move, without assistance, articles or materials so heavy as they are likely to cause injury. Not attempting to reach items on high shelves unless using steps or a properly designed hop-up. You should not improvise or climb
- Not trying to use, repair or maintain any equipment or machinery for which you have not received full instructions or training. Any defects should be reported immediately to your Line Manager
- Suggest safer methods of working where practical and cooperate with the company regarding the management of health and safety

4.5 HEALTH AND SAFETY ADVISORS

Wizard Cleaning Ltd may appoint an external Consultant to act as its Health and Safety Advisors with responsibility for:

- Advising senior management of any new safety legislation or changes in existing legislation which may affect them
- Providing general assistance, when requested, to the company in the fulfillment of its obligations and duties as set out in statutes and by clients/principal contractors
- Providing assistance, when requested, in the formulation of safe systems of work and project specific method statements
- Providing specific health and safety training to company employees and others as and when required
- Providing an interpretation, when requested, of safety legislation so that the management fully understands the actions required in order to meet the legislation
- Assisting, where required, with the initial implementation of the changes required by changes to safety legislation
- Suggesting, when requested, suitable training for employees, posters, reference texts, films etc to provide awareness of safety management, accident prevention and hazards to health
- Recommending, when requested, to senior management ways to improve working conditions
- Investigating, at the request of the company, notifiable accidents or dangerous occurrences and submitting to the company a written confidential report, when required by the company
- Undertaking pre-arranged site inspections/audits, as required by the company

It is the responsibility of the Director Responsible for Safety to ensure that the Safety Advisors are notified whenever assistance or support is needed.

The Safety Advisors should ensure that regular systematic inspections/audits are carried out on all sites through both scheduled and un-scheduled visits, where commissioned to do so by the company. Written inspection reports will be completed for all such inspections and issued to the companies Director Responsible for Safety. Such reports will not only identify potential hazards and comment on the operatives compliance with the safety policy and procedures, but will also recommend improvements to working methods and any training considered necessary for the site operatives and supervisory teams.

The visiting Safety Advisor shall, wherever possible, be accompanied by a

member of the company's senior management team or other responsible person when carrying out his inspections.

The Safety Inspector will keep and analyse site inspection reports and concentrate on weaknesses that may become evident from such reports. The Safety Inspector will stop work if, in his opinion, the place, condition or method of work is dangerous.

The nominated Safety Consultant/Advisor will be clearly displayed on the company's health and safety notice board.

5.0 Safety Committee

In accordance with the Health and Safety (Consultation with Employees) Regulations 1996, an internal Safety Committee will meet on a regular basis with the aim of involving personnel at all levels throughout the company, to highlight the legal requirements and the steps necessary to carry out the company's responsibilities in a safe and effective manner.

The purpose of the committee is to:

- Monitor and review the effectiveness of the company's Health and Safety Policy and Procedures
- Discuss any accidents or incidents that have occurred since the last meeting, investigate any commonality and instigate procedures for future prevention
- Consider amendments or revisions to the policy and procedures in the light of changing methods, requirements, legislation and experience
- Receive and consider any reasonable requests, recommendations or reports on matters of health and safety from any employee and advise on any decision made
- Report and communicate on safety matters with all personnel
- Discuss any breaches of regulations and take steps to prevent re-occurrence
- Provide an open forum for the development of best practice

The composition of the Safety Committee will be as follows:

The Director Responsible for Safety
A Senior Line Manager
Minimum of 2 representatives from the staff

Section Two

Health and Safety Arrangements

HEALTH & SAFETY ARRANGEMENTS

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

THE WORKPLACE (HEALTH SAFETY & WELFARE) REGULATIONS 1992

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

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

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

The company's Safety Consultants will provide advice on the requirements as required.

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

The Director Responsible for Safety, or other person responsible for the premises, will ensure that the welfare and first-aid requirements are provided and that all the facilities and equipment are maintained to the required standards through regular inspections.

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

Temperature

All workplaces will be maintained at a minimum temperature of 16°C.

Ventilation

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

Lighting

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

Working Areas

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

Where applicable, suitable workstations will be provided for each employee according to the nature of the work involved.

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

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

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

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

MANAGEMENT OF HEALTH AND SAFETY AT WORK

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

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

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

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

instructions and report any dangerous aspects.

RISK ASSESSMENTS

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

The range of work activities to be assessed include:

- I. Assessments for work carry out, outside of the company's premises.
- II. Use of Hazardous Substances and Chemicals.
- III. Manual handling operations.
- IV. Assessments for work at height.
- V. Assessments for potentially noisy work.
- VI. Use of display screen equipment.
- VII. Lone working.

The identified risks shall be recorded on risk assessments/method statement forms which shall form part of the safe system of work for each job, employees should make reference to standard 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, ie 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.

PLANT & EQUIPMENT

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

PERSONAL PROTECTIVE EQUIPMENT

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

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

Any damage, loss or defect to Personal Protective Equipment must be reported to the Director Responsible for Safety 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 safe guard its employees and premises.

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

- I. Office, shop floor and site cleanliness and the removal of waste materials is essential. The storage of flammable materials will not be permitted within the company's or client's premises.
- II. Appropriate fire extinguishers will be provided within the premises. Employees will be instructed in the correct use of the appliances.
- III. All extinguishers will be examined at least once per year and the details recorded.

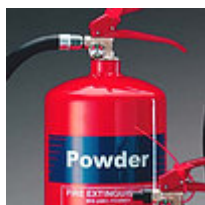
TYPES AND SUITABILITY OF FIRE EXTINGUISHERS



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
- III. The fire wardens are to ensure that all staff 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 the alarm, all employees and visitors to the building are to evacuate and assemble outside the at the identified assembly point where a roll call will be taken. A staff/visitors signing in and signing out procedure will be adopted to ensure that a accurate record of all persons present within the building is maintained at all times.

FIRST AID

- I. A First Aid box is provided in the kitchen/staff welfare area. The contents will be monitored and maintained by the company First Aider. Vehicle first aid kits are provided in all company vehicles, employees are responsible for monitoring the contents and maintaining these individually.
- II. 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.
- III. 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.

WELFARE FACILITIES

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

WORKING ENVIRONMENT

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

CONSTRUCTION SITE SAFETY

Occasionally members of staff may be required to visit or attend construction sites, or at least the office facilities located at some construction sites. All staff working in such environments will be required to attend a site specific induction provided by the client to highlight the site specific hazards and risks associated with the works.

When visiting construction sites the company should receive details of specific risk assessments and site rules. The company shall also provide the Principal Contractor with risk assessments for its own work, where applicable and ensure its employees are appropriately trained and are issued with the necessary PPE.

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

All ladders must be provided and used in accordance with the Construction (Design and Management) Regulations 2007 and the Work at Height Regulations 2005.

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

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

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

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

Where 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. Ladders should only be used for short duration, non-repetitive works and only then when subject to a specific risk assessment.

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

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

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

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

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

Methods of use, which will result in damage to the ladder, will not be permitted, eg securing ladder with scaffold clip, placing board on rungs to form working platform, or ramp etc.

The main hazards associated with ladders are:

- Not securing the ladder properly
- Unsafe use of ladder (over-reaching, sliding down, etc)
- Using a ladder where alternative working method should have been adopted
- Using a ladder with defects
- Unsuitable base to ladder
- Insufficient handhold at top of ladder, or at stepping off position
- Insufficient foothold at each rung
- Using ladder near overhead electrical cables, crane contacts etc
- Ladder at unsuitable angle, swaying, springing etc (recommended angle one in four or 70°)
- Insufficient overlap of extension ladders
- Failure of the ladder causing persons or equipment to fall
- Items falling from the ladder
- The ladder touching / earthing an electrical supply
- Slipping of the ladder due to not being correctly secured
- Overloading of the ladder

Any person using a ladder is especially at risk, when working on the ladder, when ascending or descending, or when positioning or removing it. Other persons working near to, or passing by, a person working on a ladder could be in danger from tools, equipment or the person falling from a height. Whenever using a ladder, three points of contact must be maintained with the ladder at all times.

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.

MOBILE ACCESS EQUIPMENT

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

Lifting Operations and Lifting Equipment Regulations 1998
Provision and Use of Work Equipment Regulations 1998
The Manual Handling Operations Regulations 1992
The Management of Health and Safety at Work Regulations 1999
The Construction (Design and Management) Regulations 2007
The Work at Height Regulations 2005

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

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

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

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

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

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

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

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

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

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

All persons operating or riding on mobile access equipment shall wear suitable harnesses, the lanyards of which shall be securely clipped to a suitable part of the platform.

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

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

LONE WORKING

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 or radio device in areas without signal) 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. Providing appropriate security devices such as panic alarms and mobile phones.
- IV. Employees are instructed to diffuse potential hostile attacks by remaining calm, summoning assistance and/or leaving the area when safe to do so.
- V. Incentives to violent attacks should be reduced by avoiding exposure of valuable items (mobile phones, equipment etc) in public areas as far as possible.
- VI. Any hostile act towards employees, whether verbal or physical, shall be taken seriously and immediately reported to the Director Responsible for Safety and recorded as an incident in the accident/incident book. These occurrences shall be monitored by the Director Responsible for Safety. Physical assaults shall be notified to the HSE as a 'dangerous occurrence' under RIDDOR 1995.
- VII. 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.

A wide variety of substances and chemicals are used on a regular basis, though wherever possible safer alternatives are always 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/m³, 8-hour TWA inhalable dust, or ii) 4mg/m³, 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



TOXIC. A substance which if it is inhaled, ingested or allowed to penetrate the skin, may involve serious or chronic health risks and even death.



VERY TOXIC. A substance which if it is inhaled, ingested or allowed to penetrate the skin, may involve extremely serious or chronic health effects and even death.



HARMFUL. A substance which if it is inhaled, ingested or allowed to penetrate the skin, may involve limited health risks



IRRITANT. A non-corrosive substance which, through immediate, prolonged or repeated contact with the skin, can cause inflammation.



CORROSIVE. A substance which may on contact with living tissue destroy it.



HAZARDOUS TO THE ENVIRONMENT



EXPLOSIVE. A substance which either may explode under the effect of flame or which is more sensitive to shocks or friction than disturbance.



OXIDISER. A substance which gives rise to a highly exothermic reaction when in contact with other substances, particularly flammable substances.



FLAMMABLE. 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.



HIGHLY FLAMMABLE. A substance either solid or gaseous which may readily catch fire in contact with air without any application of energy or is a liquid having a flash point below 21 degrees Celsius.



EXTREMELY FLAMMABLE. A liquid having a flash point less than 0 degrees Celsius and a boiling point of less than or equal to 35 degrees Celsius.

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 whether used on sites or 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 of portable electrical equipment for earth/insulation integrity using a portable appliance tester will be carried out by a competent person in addition to the user visual inspections

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

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

FREQUENCY OF INSPECTION

The initial frequency for inspection/testing suggested by the Health and Safety Executive follows. This frequency can be shortened or lengthened in the light of practical experience i.e. number of faults which appear.

Offices and Other Low-Risk Environments

Equipment/Environment	User checks	Formal visual inspection	Combined inspection & testing
Battery-operated: (less than 20 volts)	No	No	No
Extra low voltage: (less than 50 volts AC) eg telephone equipment	No	No	No
Information technology: eg desktop computers, VDU screens	No	Yes, 2-4 years	No if double insulated, otherwise up to 5 years
Double insulated equipment: NOT hand-held. Moved occasionally, eg fans, table lamps, slide projectors	No	Yes, 2-4 years	No
Double insulated equipment: HAND-HELD eg some floor cleaners	Yes	Yes, 6 months - 1 year	No
Earthed equipment (Class 1) eg electric kettles, some floor cleaners	Yes	Yes, 6 months - 1 year	Yes, 1-2 years
(a) Cables (leads) and plugs connected to the above equipment and	Yes	Yes, 6 months - 4 years	Yes, 1-5 Years
(b) Extension leads mains voltage)		depending on the type of equipment	depending on the type of equipment

Higher Risk Environments

The HSE suggest that in industry formal visual inspections need to be carried out every 3 months and combined inspection and electrical tests every 6-12 months.

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'.

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. 1st action level, 80 dB(A) LEP'd
- II. 2nd 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 deemed that in most cases noise exposure and subsequent hearing damage is lower than for many other sectors. 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 are 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

Wizard Cleaning Ltd will comply its with 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.

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 Works 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 Directors.

ACCIDENT REPORTING

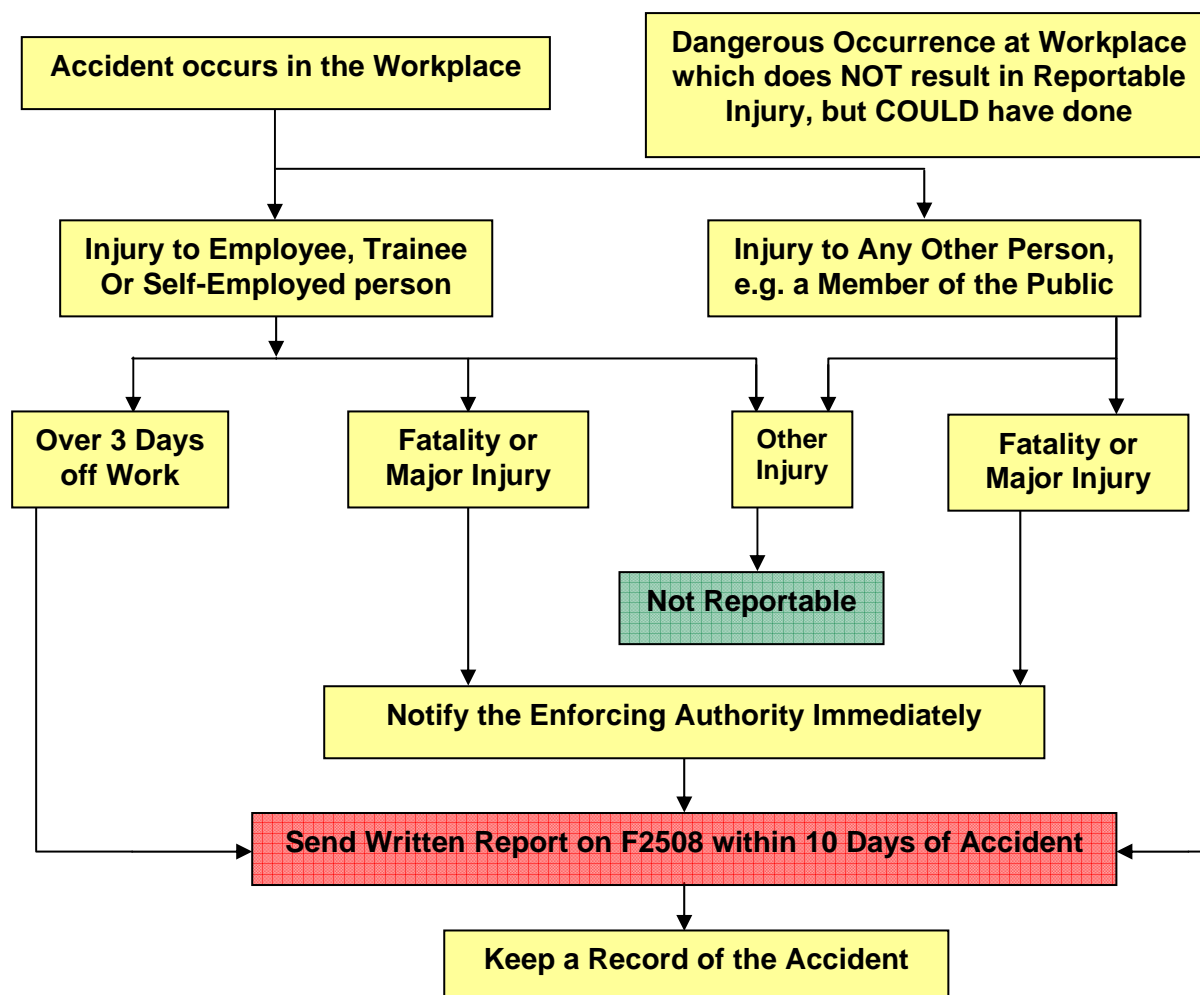
- I. All accidents and near-miss occurrences no matter how apparently trivial they appear, are to be reported and recorded in the accident book
- II. All serious accidents must be reported immediately to the Director Responsible for Safety. Where the accident occurs on the client's premises notification should also be given to the client.
- III. Details of all injuries will be detailed in the Accident Book.
- IV. Details of injuries resulting in time lost from work will be entered into the F2508 Register.
- V. Details of reportable ill-health conditions, fatal or major injuries and dangerous occurrences will be notified immediately to the HSE. Report F2508 will be sent by post within 7 days.
- VI. All accidents resulting in damage to plant or equipment must be reported to the Director Responsible for Safety.

VII. Where equipment belonging to a client is involved the client must be notified also.

VIII. All accidents, which could have caused injury or damage, must be reported to the Director Responsible for Safety.

In addition to the accident book entry, employees are required to prepare an accident report form. The purpose of the accident report is to aid in the investigation of the cause of accidents and any contributory factors, so that additional control measures may be developed to prevent a re-occurrence. The accident report should contain full details about the person injured, any witnesses, what happen, what first aid/medical treatments were required and any other contributory factors.

ACCIDENT REPORTING PROCEDURES






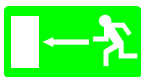

DEFECTS

Any defects in plant, equipment, buildings, temporary access structures or vehicles must be reported to the Director Responsible for Safety immediately. Where appropriate the client should also be notified.

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.

COMPANY VEHICLES AND MOBILE PHONES

All company vehicles will be maintained in a good roadworthy condition and regularly inspected and serviced in accordance with manufacturers recommendations. All employees are to drive vehicles in full accordance with current road safety legislation.

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 3-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 INDUCTION

All staff with a permanent or temporary contract must attend a health and safety induction session. A record of all staff inductions is to be maintained by the Director Responsible for Safety. A copy of a New Employee Induction Record/Checklist is contained in Section Three.

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 Director Responsible for Safety before commencing work.

SMOKING

The company operates a 'no-smoking' policy to be applied inside all premises controlled by the company and also, all vehicles used by employees.

LEGIONNAIRES DISEASE

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

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

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

All reasonable steps will be taken to identify potential legionellosis hazards within the premises and to prevent or minimise the risk of exposure to such hazards. Where concerns are raised about the risk of an outbreak of legionellosis, they should be reported to the Director Responsible for Safety 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.

HAND TRUCK OPERATIONS

While loading or unloading and moving materials on hand trucks, the following safety tips should be observed:

- When loading hand trucks, keep your feet clear of the wheels.
- Do not exceed the manufacturer's load capacity rate. (The capacity plate is located on the hand truck.)
- Place the load so that it will not slip, shift or fall, and secure it with straps if they are provided.
- For extremely bulky or pressurized items, such as gas cylinders, strap or chain the items to the hand truck.
- Tip the load slightly forward so that the tongue of the hand truck goes under the load, and then push the tongue of the hand truck all the way under the load.
- If your view is obstructed, ask a spotter to assist.
- Keep the centre of gravity as low as possible by placing heavier objects below the lighter ones.
- Push the load so that the weight will be carried by the axle and not the handles.

- Do not walk backward with the hand truck, unless going up stairs or ramps.
- When going down an incline, keep the hand truck in front of you so that it can be controlled at all times.
- Move hand trucks at a walking pace
- Store hand trucks with the tongue under a pallet, shelf, or table.

MATERIAL HANDLING & STORAGE

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

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

- When stocking shelves by hand, position the materials to be shelved slightly in front of you, to avoid twisting your body when lifting and stacking.
- Visually inspect for sharp objects or other hazards before reaching into containers, such as rubbish, cans, boxes and bags.
- Remove or bend nails and staples from crates before unpacking the crates.
- When cutting, always cut away from you and your co-workers.
- Do not try to kick objects out of pathways. Objects should be pushed or carried from walkways.
- Do not let items overhang from shelves into walkways.
- Move slowly when approaching blind corners.
- Place heavier loads on the lower or middle shelves.
- Remove one object at a time from shelves.
- Place items flat on shelves, so that they do not wobble.

YOUNG PERSONS

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

Definitions

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

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

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

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

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

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

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

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

NEW AND EXPECTANT MOTHERS

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

Definitions

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

The Health and Safety at Work 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 reasonably options, or they would not sufficiently reduce or avoid the risks, the employer must offer alternative work. If this is not possible the employer must suspend the employee from work, on full pay, for as long as necessary to avoid the risk to her or her child.

Under the Health and Safety at Work 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.

DDA POLICY

Wizard Cleaning Ltd opposes all forms of discrimination due to disability.

The purpose of this statement is to ensure that Wizard Cleaning Ltd complies with the requirements of the Disability Discrimination Act 1995, and to ensure that disabled people falling within the Act are treated fairly and equally.

Wizard Cleaning Ltd will give training and guidance to all relevant staff on the provisions and requirements of the Act to ensure that discriminatory risks / attitudes are minimised.

Wizard Cleaning Ltd is committed to making all reasonable adjustments to its premises as required by the Act, so as to ensure that disabled employees and visitors are able to access all parts of the premises and the services provided by Wizard Cleaning Ltd.

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

HEALTH & SAFETY PERFORMANCE MONITORING AND REVIEW

The Director Responsible for Safety and the company's Health and Safety Advisors, 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.

HEALTH & SAFETY INFORMATION

The company will periodically purchase and maintain a selection of key health and safety documents and reference material for use by its staff and employees. These will be retained within the company's offices and requests for additional material shall be made via the Director Responsible for Safety.

A copy of the Health and Safety Law Poster will be prominently displayed within the offices.

A health and safety notice board will be erected within the offices and copies of the Safety Committee Meeting's minutes, Safety Alerts/Notices and other safety related information shall be displayed on the notice board.

CUSTOMER CARE POLICY STATEMENT

Whenever customers have contact with Wizard Cleaning Ltd they will receive consistently excellent standards of customer service. These standards will ensure that all customers are able to fully access our services. Wizard Cleaning Ltd is committed to ensuring that customer service excellence is an integral part of the planning, resourcing, and delivery of its services.

Policy Statement

Our guiding principles as an organisation we will be to be:

- Helpful and courteous in delivering high quality services.
- Professional and positive in our approach, taking pride in what we do.
- Well informed, so that our customers know what they can expect from us.

- . Effective in listening to customers when they express dissatisfaction or complain.
- . Fair and equitable towards individuals with differing needs.

Who are our customers?

Our customers are all the people we come into contact with Wizard Cleaning Ltd. This includes people who have purchased our products and those that are utilizing our services.

What do our customers want?

Our customers want safe high quality products and accessible, efficient and responsive services, and we must strive to meet these demands.

What is customer care and why is it important?

Customer care means:

- . Providing a good quality service in a friendly, efficient and helpful way. We should continually strive to improve services by ensuring good communication and a positive attitude towards customers;
- . Treating other people how **they** would like to be treated;
- . Treating each person as an individual. In order to do this we must understand and recognise that we are all different and that we all have diverse needs. These differences and needs can be based on our culture, language, ethnicity, age, gender, disability, literacy, sexual orientation or religion. Good customer care is about having a positive attitude towards and respect for diversity and, in turn, having the flexibility to adapt our behaviour and actions in a way that is appropriate for the individual;
- . Treating people with dignity, respect and courtesy. Generally customers will request a service from Wizard Cleaning Ltd. In some instances we may need to be involved with people when they do not particularly want our involvement. In all cases, customers have a right to be treated with dignity, respect and courtesy;
- . Offering choices where possible;
- . Giving information about what is available, and providing an explanation if a service is not available.

How will we introduce and maintain our Customer Care Policy?

The development of our Customer Care Policy is an important part of Wizard Cleaning Ltd commitment to its customers and monitors and evaluates the effectiveness of this policy periodically, ensuring standards are maintained and any new employees are trained to deliver these standards appropriately.

Setting Standards for Staff to Follow

In developing these standards we have sought to:

- . Set standards which are user friendly, customer focused and measurable.
- . Clearly state how staff should behave in dealing with customers.
- . Set performance targets, which can be reviewed regularly.
- . Give consideration to legislation, good practice and national standards

General principles when dealing with an enquiry:

When dealing with an enquiry from a customer, whether face to face or by telephone:

- . Listen carefully to the enquiry.
- . Identify and address any special needs with sensitivity, tact and diplomacy.
- . Record customer contact details accurately.

- Ensure that the nature of the customer's enquiry is understood clearly.
- Aim to resolve enquiries at first contact where possible.

Telephone callers

- Aim to answer the telephone within 15 seconds or at the most within 30 seconds.
- Greet the customer in a polite and courteous manner.
- Give your full attention to the customer.
- Take ownership of the call, resolving the customer's enquiry wherever possible.
- When taking a call for a colleague, use an effective message taking system and make sure the customer is called back.
- End the call with a thank you and confirm with the customer the outcome.

Use of Voicemail

- Only use voicemail to ensure that telephone calls do not go unanswered.
- Use voicemail only for short periods or specific purposes.
- Ensure recorded messages are audible, accurate, and appropriate and where possible, provide alternative contact details.
- Give the caller an option to leave a message.
- Respond to all messages within 24 hours or the next working day if the message is left over a weekend or Bank Holiday.
- Regularly update your voicemail message.

Face to Face contact – this covers personal callers with or without appointments and direct contact with customers.

- Aim to greet customers as soon as practicable, and preferably within 5 minutes of their arrival.
- Greet the customer in a polite and courteous manner.
- Give your full attention to the customer.
- Keep the customer informed of the length of time they are likely to wait to see the person they need.
- Offer an appointment where this may be more appropriate, responsive or efficient.
- When a customer has special needs, find out what they need and aim to provide it.
- When discussing personal information, always arrange to do so in a confidential environment e.g. interview room.

Personal calls to customers – this covers visits to customers' homes/properties and workplaces.

- Wherever possible or appropriate makes visits by arrangements with the customer, clearly stating the purpose of the visit.
- Keep customers informed of any changes to the visit arrangements.
- Carry an identify card at all times and show it to each customer before entering the property.
- Encourage customers to check your identity with Wizard Cleaning Ltd, for example by telephoning.
- Follow policies and guidelines on Lone Working for your safety.
- Use tact and courtesy as a visitor in another person's home, treating their property with respect.
- Close the visit by explaining the next steps, and leave written information where possible.
- Follow up your commitment to the customer with action.

Written communication – Letters, faxes and e-mails

- . Reply to all written communication within 10 working days.
- . Ensure the presentation of all written correspondence is easy to understand, professional and accurate.
- . Include a contact name and direct dial telephone number, together with any other information needed (e.g. reference number) to assist the customer.

Comments, compliments and complaints

- . Be open to receiving feedback from customers.
- . Pass comments and suggestions on to your manager, if they may improve the service.
- . Ensure compliments are recorded and shared with colleagues.
- . Aim to resolve all concerns (except serious complaints) raised by customers immediately and informally wherever possible.
- . If informal resolution is not successful, tell the customer they can make a formal complaint, and help them to do so.
- . In the case of a serious complaint, inform your manager.

Section Three

Miscellaneous Forms

HEALTH AND SAFETY INDUCTION RECORD/CHECKLIST



**Double Click the above Icon to
Open the Form in a New Window**

HEALTH AND SAFETY INDUCTION RECORD/CHECKLIST

Name: _____ **Job Title:** _____

Start date: _____

Initial induction should to be completed within two weeks of starting. Emergency procedures should be covered in the first day. When induction health and safety training is completed, the relevant box(es) should be ticked. For items not covered, comments should be recorded giving reasons and date for completion. The new starter and person providing the induction should both sign the form and keep a copy.

1. Health and Safety Policy & Information	Yes	No	Comments
1.1 Has the <i>Company's Health and Safety Policy</i> been explained to the new starter and a copy provided? 1.2 Have they been told where their nearest Health and Safety Notice Board is? 1.3 Have they been instructed where to go to obtain health and safety assistance?			
2. Emergencies and Fire Arrangements	Yes	No	Comments
2.1 Has the new starter been informed of the procedure to follow on discovering a fire or hearing the fire alarm, including where the fire escape routes and fire exits are in the building? 2.2 Have you explained where the fire assembly point is and the role of the Fire Marshals? 2.3 Have you explained where the fire extinguishers & fire blankets are positioned, how they operate and what type of fires they are suitable for extinguishing?			
3. Welfare Facilities & First Aid	Yes	No	Comments
3.1 Have you pointed out the location of the toilets, washing facilities, kitchen & rest areas, lockers, emergency showers etc (as appropriate)? 3.2 Have you pointed out the location of the nearest first aid box, first aid room (if provided) and told them who the local first-aiders are (and how to contact them)?			
4. Accidents and Hazard Reporting	Yes	No	Comments
4.1 Have you explained the incident / accident reporting procedure and how to report a hazard? 4.2 Have you pointed out the location of the nearest Emergency Telephone and the emergency numbers?			
5. Risk Assessments & Training	Yes	No	Comments

<p>5.1 If the work of the new starter involves a significant amount of DSE use, has their DSE workstation been assessed by the DSE assessor?</p> <p>5.2 Have you discussed the following issues with the new starter, where these are appropriate to their work:</p> <ul style="list-style-type: none"> i. General workplace, workshop or laboratory health & safety (housekeeping, safe storage, local rules etc)? ii. Safe lifting techniques? iii. Work with hazardous substances, and the location of COSHH assessments and Safety Data Sheets, if applicable? iv. Safe use & maintenance of machinery and equipment, including pointing out the safety features? v. Electrical safety? vi. Risk assessments and safe systems of work specific to the work of the new starter (if not covered above)? <p>5.3 Have the H&S training needs of the new starter been identified?</p>			
6. Work Outside Hours and Prohibitions	Yes	No	Comments
<p>6.1 Have you explained the policy on work outside normal working hours?</p> <p>6.2 Where appropriate, have you explained which work activities they are not permitted to undertake, equipment they are not authorised to use, substances they must not handle and any restricted locations?</p>			
7. Personal Protective Equipment	Yes	No	Comments
<p>7.1 Have you informed them of any activities for which personal protective equipment or other safety equipment is required and why it must be used?</p> <p>7.2 Has the necessary personal protective equipment (PPE) been issued and its proper use, storage and maintenance explained?</p> <p>7.3 Have you explained the procedure for reporting defective or damaged PPE and obtaining replacements?</p>			

8. List here any health and safety training needs identified (including timescales for attendance) and any additional H&S information required by / for the new starter:

Declaration

I certify that the above health and safety induction subjects have been explained:

Induction conducted by: _____ Date _____
(please include job title)

Employee name / signature: _____ Date _____

RISK ASSESSMENT FORM



**Double Click the above Icon to
Open the Form in a New Window**

RISK ASSESSMENT

LOCATION **DEPARTMENT**

WHO IS AFFECTED BY THE RISKS?

(e.g. employees, members of the public, tenants, contractors, trainees etc.) .

HOW MANY ARE AFFECTED? (e.g. one person, 2-5, 6- 10, 11-50, 51-100) **ASSESSMENT DATE**

ACTIVITY / AREA OF ASSESSMENT	HAZARD (S)	EXISTING CONTROL MEASURES	RISK RATING SEVERITY x LIKELIHOOD			LIST ADDITIONAL CONTROL MEASURES TO REDUCE THE RISK	REVISED RISK RATING SEVERITY x LIKELIHOOD		
			S	L	RR		S	L	RR

ASSESSED BY (please print) SIGNED

LINE MANAGER (please print) SIGNED DATE

RISK ASSESSMENT

The purpose of carrying out risk assessments is to identify those activities where action needs to be taken to improve existing control measures (or introduce new ones) in order to eliminate and control the risk of accidents at work which may result in personal injury or ill health. Please note that written assessment of significant risks in the workplace are required by law - ref. the Management of Health and Safety at Work Regulations 1999.

DEFINITIONS

- Activity - is the type of work being carried out in the workplace. e.g. using a piece of electrical equipment.
- Hazard - is the *potential* to cause harm. e.g. an electric shock from using electrical equipment.
- Control Measures - are the actions taken to prevent harm (e.g. an electric shock) as a result of using electrical equipment - such as regular visual inspections to ensure there is no damage to the cable or the plug, making sure the cable is gripped correctly, making sure the right fuse is fitted, making sure sockets are not overloaded, arranging for an annual check by a 'competent' person (i.e. a qualified electrician) etc. Control Measures include such areas as training supervision, instruction, information, safe systems of work, proper maintenance procedures, as well as physical measures such as guard rails (to prevent falls), barriers (to prevent access to hazardous areas), guarding of machinery, etc.
- Risk - is the likelihood that harm will occur, after the control measures have been carried out.
- Severity - rated as follows:

- MAJOR	i.e. death or major injury as defined by RIDDOR 1995 (e.g. a fracture).	= FACTOR 3
- SERIOUS	i.e. 'over 3 day' injuries - ref. RIDDOR 1995.	= FACTOR 2
- SLIGHT	i.e. injuries where persons may be off work for less than 3 days (or not at all).	= FACTOR 1
- Likelihood - rated as follows:

- HIGH	i.e. could happen anytime.	= FACTOR 3
- MEDIUM	i.e. might happen sometimes.	= FACTOR 2
- LOW	i.e. where harm is unlikely to occur.	= FACTOR 1
- Risk Rating - is a means of 'measuring' the risk by multiplying the *severity* factor by the *likelihood* factor e.g. a *severity* factor 'SERIOUS' with a *likelihood* factor 'MEDIUM' would give a risk rating of 2 x 2 which, of course, gives a 'score' of 4.
- The objective is to achieve the lowest possible 'scores', so far as is reasonably practicable.
- Priority should always be given to those risks which affect large numbers of people and/or could result in serious harm.
- GUIDANCE - Risk rated
 - from 6 - 9 require IMMEDIATE action to achieve a reduction in risk.
 - from 3 - 5 require action AS SOON AS POSSIBLE.
 - from 1 - 2 may be considered acceptable (although action may be possible to reduce the risk even further).

ACCIDENT REPORT FORM



**Double Click the above Icon to
Open the Form in a New Window**

<p>1 WHERE AND WHEN</p> <p>Where did the Incident happen? Pls. Specify</p> <p>Exact location</p> <p>When did the incident happen?</p> <p>Date: / / Time : am/pm</p>	<p>3 PERSON INVOLVED/ AFFECTED</p> <p>Type of Person involved/ affected? (pls. tick)</p> <p><input type="checkbox"/> Member of Staff</p> <p>Job Title</p> <p><input type="checkbox"/> Other (please specify below)</p> <p>Details of person involved/affected?</p> <p>Name</p> <p>Surname</p> <p><input type="checkbox"/> Male <input type="checkbox"/> Female</p> <p>Date of Birth / /</p> <p>Address</p> <p>Post Code</p> <p>Phone (home)</p> <p>Phone (work)</p>	<p>5 TREATMENT (if any)</p> <p><input type="checkbox"/> None required <input type="checkbox"/> A&E/Minor injuries</p> <p><input type="checkbox"/> First aid <input type="checkbox"/> Admitted to hospital</p> <p><input type="checkbox"/> Advised to see GP/ OHS</p>	<p>Was the activity covered by Risk Assessment?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Remedial Actions taken/ planned? (Immediate and Long-term action)</p>
<p>2 THE INCIDENT</p> <p>Description of what happened (facts only)</p> <p>Type of incident? (please tick any applicable)</p> <p><input type="checkbox"/> Lifting/handling <input type="checkbox"/> Ill health</p> <p><input type="checkbox"/> Fall from height/stairs <input type="checkbox"/> Slip/trip/fall</p> <p><input type="checkbox"/> Contact with electricity <input type="checkbox"/> Hot/cold contact</p> <p><input type="checkbox"/> Dangerous occurrence <input type="checkbox"/> Cut with sharp object</p> <p><input type="checkbox"/> Near miss incident <input type="checkbox"/> Needle stick</p> <p><input type="checkbox"/> Property loss/damage <input type="checkbox"/> Fire</p> <p><input type="checkbox"/> Threatening behaviour <input type="checkbox"/> Fatality</p> <p><input type="checkbox"/> Equipment failure/misuse</p> <p><input type="checkbox"/> Struck by/against something</p> <p><input type="checkbox"/> Contact/exposure to equipment/machinery</p> <p><input type="checkbox"/> Contact/exposure to harmful substance</p> <p><input type="checkbox"/> Other (please specify)</p>	<p>4 IMPACT ON INDIVIDUAL</p> <p>Impact on individual-Severity of injury</p> <p>None <input type="checkbox"/> Minor <input type="checkbox"/> Moderate <input type="checkbox"/> Major <input type="checkbox"/></p> <p>Part of body left/right</p> <p>Type of injury</p> <p><input type="checkbox"/> Abrasion <input type="checkbox"/> Fracture/dislocation</p> <p><input type="checkbox"/> Amputation <input type="checkbox"/> Laceration</p> <p><input type="checkbox"/> Bruise <input type="checkbox"/> Pain</p> <p><input type="checkbox"/> Burn/scald <input type="checkbox"/> Puncture</p> <p><input type="checkbox"/> Crush/internal injury <input type="checkbox"/> Sprain/strain</p> <p><input type="checkbox"/> Distress <input type="checkbox"/> Swelling</p> <p><input type="checkbox"/> Other (please specify)</p>	<p>6 STAFF ABSENCE</p> <p><input type="checkbox"/> None <input type="checkbox"/> Over 3 days</p> <p><input type="checkbox"/> 3 days or less</p>	<p>Has the Risk Assessment been reviewed?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p>
	<p>7 WITNESSES/ PERSON PRESENT</p> <p>Name</p> <p>Address</p> <p>Post Code</p> <p>Phone</p>	<p>8 INVESTIGATION</p> <p>Was the location of equipment or person authorised?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Was the activity of the person authorised?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Were safe work practices being used?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Contributory factors? (tick one only)</p> <p><input type="checkbox"/> Environment/ Premises <input type="checkbox"/> Procedures/ Information</p> <p><input type="checkbox"/> Equipment/ materials <input type="checkbox"/> Human factors</p> <p><input type="checkbox"/> Other (please specify)</p>	<p>9 SIGNATURES</p> <p>Completing and signing this form does not constitute an admission of liability of any kind, either by the person making the report or any other person.</p> <p>Person completing this form</p> <p>Signature _____ Date / /</p> <p>Print name _____</p> <p>Job title _____</p> <p>Phone _____</p> <p>Manager/ Supervisor</p> <p>Signature _____ Date / /</p> <p>Print name _____</p> <p>Job title _____</p> <p>Phone _____</p>

COSHH ASSESSMENT FORM



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COSHH ASSESSMENT FORM

1. Wizard Cleaning Ltd _____ 2. Assessors Name _____
 3. Job Title _____ 4. Tel No. _____
 5. Briefly describe the task/process. _____

6. Substances Used or produced as by-products or wastes	Approx. Quantities	(Tick ✓) Exposure Route				Frequency and Duration of Exposure	Workplace Exposure Limit.	(Tick ✓) Special requirements (including references to guidance, codes of practice etc).			
		inhale	ingest	inject	absorb			storage	fire	waste	other

7. Are substances likely to be?
 splashed spilled diluted decanted heated mixed sprayed used in a poorly ventilated or confined space

8. Classification:		9. Known Health Effects:	10. Results of Relevant Health Surveillance	11. Results of Exposure Monitoring
Very Toxic	<input type="checkbox"/>	Corrosive		
Toxic	<input type="checkbox"/>	Irritant		
Harmful	<input type="checkbox"/>	Sensitising		
Mutagenic	<input type="checkbox"/>	Toxic for Reproduction		
Carcinogenic	<input type="checkbox"/>	Biological Hazard		
Approved Classification of Biological Hazard				

12. Additional risks: for example circumstances where work will involve exposure to more than one substance hazardous to health, consider the risk presented by exposure to such substances in combination. Also, non-routine maintenance may present additional risk of exposure.

--

13. Persons likely to be exposed:

Staff

Visitors

Public

Other (specify)

14. Risk (without precautions)

- | | | | |
|--------------------------|--------|---|--|
| <input type="checkbox"/> | Unsure | → | Consult your Line Manager and ask for help, if required. |
| <input type="checkbox"/> | High | → | For high and medium risks, precautions <u>must</u> be taken to control the risks. |
| <input type="checkbox"/> | Medium | ↗ | |
| <input type="checkbox"/> | Low | → | For low risks, consideration need only be given to easy, inexpensive precautions to reduce the risk further. |

15. Hierarchy of preventative and control measures to reduce exposure (in order of priority)

	Control	Reference procedures, rules, records etc.	Effect of control measure
	Change the task or process so that the hazardous substance is not required or generated.		
	Replace the substances with a safer alternative.		
	Totally isolate or enclose the process.		
	Partially enclose the process and use local exhaust ventilation.		
	Ensure good general ventilation.		
	Use a system of work that minimises the chance and degree of exposure.		
	Provide personal protective equipment (PPE).		
	Train and inform staff in the safe system of work and risks.		
	Additional supervision.		
	Examination, testing and maintenance of engineering controls and/or PPE.		
	Monitoring of exposure.		
	Health Surveillance.		

15. Hierarchy of preventative and control measures to reduce exposure (in order of priority)

<input type="checkbox"/>	Other (specify).		
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16. Remaining risk

<input type="checkbox"/>	Unsure	Consult your Line Manager and ask for help.		
<input type="checkbox"/>	High		Date of assessment	Review date
<input type="checkbox"/>	Medium			
<input type="checkbox"/>	Low	Consideration need only be given to easy, inexpensive precautions to reduce the risk further.		

17. Emergency Arrangements:

Supervisor's Name: _____ **Signature:** _____ **Date** _____
 :

DSE ASSESSMENT FORM



**Double Click the above Icon to
Open the Form in a New Window**

DSE Workstation Assessment Checklist

Workstation location and I.D. number (if applicable)	
User:	
Checklist completed by:	
Assessment checked by:	
Date of assessment:	
Any further action needed? Please summarise details	
Follow-up action completed on:	

This checklist can be used as an aid to completing Display Screen Equipment (DSE) risk assessments and to help comply with the Health and Safety (Display Screen Equipment) Regulations.

The checklist should be given to individual DSE Users to complete, then completed forms should be reviewed by the DSE Assessor to identify any problems that require further attention.

Please work through the checklist, ticking either the 'yes' or 'no' column against each risk factor

- 'Yes' answers require no further action
- 'No' answers will require investigation and/or remedial action by the DSE assessor. They should record their decisions in the 'Action to take column'. Assessors should check later that the actions taken have resolved the problem.

The diagram in the Appendix provides a guide to setting up DSE workstations correctly. This can be given to DSE users and posted on the companies health and safety notice board.

Risk Factors	Yes	No	Things to consider	Action to take
<p>1.Display screens</p> <p>Are the characters clear and readable?</p> <p>Is the text size comfortable to read?</p> <p>Is the image stable, free from flicker and jitter?</p> <p>Is the screen’s specification suitable for its intended use?</p> <p>Is the brightness and/or contrast adjustable?</p> <p>Does the screen swivel and tilt?</p> <p>Is the screen free from glare and reflections?</p> <p>Are adjustable window coverings provided and in adequate condition?</p> <p>2. Keyboards</p>			<p>Make sure screen is clean. Check that text and background colours work well together.</p> <p>Software settings may need adjusting to change text size.</p> <p>Try using different screen colours to reduce flicker eg darker background and lighter text. If problems still exist consult IT.</p> <p>Intensive graphic work or work requiring fine attention to small details may require large screens.</p> <p>Separate adjustment controls are not essential provided the user can read the screen easily.</p> <p>Swivel and tilt need not be built in; you can add a swivel and tilt mechanism.</p> <p>Use a mirror placed in front of the screen to check where reflections are coming from.</p> <p>You might need to move the screen/desk and/or shield the screen from source of reflections.</p> <p>Check that the blinds work. Blinds with vertical slats can be more suitable than horizontal ones. Only consider anti-glare filters as a last resort.</p>	

Risk Factors	Yes	No	Things to consider	Action to take
<p>Is the keyboard separate from the screen?</p> <p>Does the keyboard tilt?</p> <p>Is it possible to find a comfortable keying position?</p> <p>Does the user have good keyboard technique?</p> <p>Are the characters on the keys easily readable?</p> <p>3. Mouse, trackball etc Is the device suitable for tasks it is used for?</p> <p>Is the device positioned close enough to the user?</p>			<p>This is a requirement, unless the task makes it impracticable (eg where there is a need to use a portable).</p> <p>Tilt need not be built in.</p> <p>Try pushing the display screen further back to create more room for the keyboard, hands and wrists.</p> <p>User may require further training to prevent:</p> <ul style="list-style-type: none"> • hands bent up at wrist; • hitting the keys too hard; • overstretching the fingers. <p>Keyboards should be kept clean. If characters still cannot be read, the keyboard may need modifying or replacing.</p> <p>Use a keyboard with a matt finish to reduce glare and/or reflection.</p> <p>If the user is having problems, try a different device. There are a variety of shapes and sizes available. Alternative devices like touch screens may be better for some tasks.</p> <p>Most devices are best placed as close as possible eg right beside the keyboard. Training/reminders may be needed to:</p> <ul style="list-style-type: none"> • prevent arm overreaching; • not to leave hand on the device when it is not being used; • encourage a relaxed 	

Risk Factors	Yes	No	Things to consider	Action to take
<p>Is there support for the device user's wrist and forearm?</p> <p>Does the device work smoothly at a speed that suits the user?</p> <p>Can the user easily adjust software settings for speed and accuracy of pointer?</p> <p>4. Furniture Is the work surface large enough for all the necessary equipment, papers etc?</p> <p>Can the user comfortably reach all the equipment and papers they need to use?</p> <p>Are surfaces free from glare and reflection? Is the chair suitable?</p>			<p>arm and straight wrist.</p> <p>Support can be gained from, for example, the desk surface or arm of a chair. If not, a separate supporting device may help.</p> <p>The user should be able to find a comfortable working position with the device.</p> <p>Cleaning may be required eg mouse ball and rollers</p> <p>Check the work surface is suitable. A mouse mat may be needed.</p> <p>Users may need training in how to adjust device settings.</p> <p>Create more room by moving printers, reference materials etc elsewhere.</p> <p>If necessary, consider providing new power and telecoms sockets, so equipment can be moved.</p> <p>There should be some scope for flexible rearrangement.</p> <p>Rearrange equipment, papers etc to bring frequently used things within easy reach. A document holder may be needed, positioned to minimise uncomfortable head and eye movements.</p> <p>Consider mats or blotters to reduce reflections and glare.</p> <p>The chair may need repairing or replacing if the</p>	

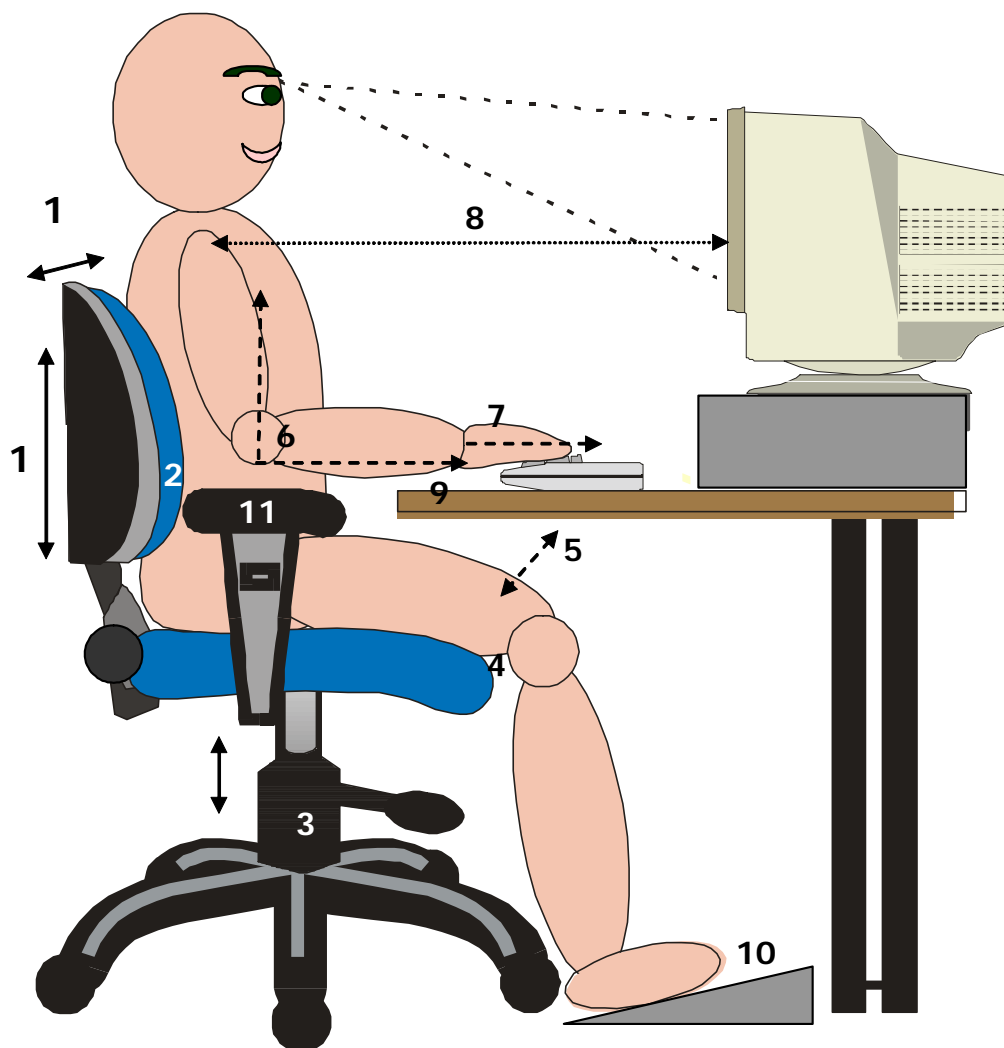
Risk Factors	Yes	No	Things to consider	Action to take
<p>Is the chair stable?</p> <p>Does the chair have a working:</p> <ul style="list-style-type: none"> • seat back height and tilt adjustment? • seat height mechanism? • swivel mechanism? • castors or glides? <p>Is the chair adjusted correctly?</p> <p>Is the small of the back supported by the chair's backrest?</p> <p>Are the forearms horizontal and eyes at roughly the same height as the top of the DSE screen?</p> <p>Are the feet flat on the floor, without too much pressure from the seat on the backs of the legs?</p> <p>5. Software Is the software suitable for the task?</p>			<p>user is uncomfortable, or cannot use the adjustment mechanisms.</p> <p>The user should be able to carry out their work sitting comfortably.</p> <p>Consider training the user in how to adopt suitable postures while working.</p> <p>The arms of the chairs can stop the user getting close enough to use the equipment comfortably.</p> <p>Move any obstructions from under the desk.</p> <p>The user should have a straight back, supported by the chair, with relaxed shoulders.</p> <p>Adjust the chair height to get the user's arms in the right position, then adjust the DSE height if necessary.</p> <p>If not a foot rest may be needed.</p> <p>Software should help the user carry out the task, minimise stress and be user-friendly.</p> <p>Check users have had</p>	

Risk Factors	Yes	No	Things to consider	Action to take
<p>6. Environment Is there enough room to change position and vary movement?</p> <p>Is the lighting suitable, eg, not too bright or too dim to work comfortably?</p> <p>Does the air feel comfortable?</p> <p>Are levels of heat comfortable?</p>			<p>appropriate training in using software.</p> <p>Software should respond quickly and clearly to user input, with adequate feedback, such as clear help messages</p> <p>Space is needed to move, stretch and fidget.</p> <p>Consider reorganising the office layout and check for obstructions.</p> <p>Cables should be tidy and not a trip or snag hazard.</p> <p>Users should be able to control the light levels, eg by adjusting window blinds or light switches.</p> <p>Consider shading or repositioning light sources or providing local lighting, eg desk lamps (ensure lights do not cause glare by reflecting off walls or other surfaces.</p> <p>DSE and other equipment can dry the air.</p> <p>Circulate fresh air if possible.</p> <p>Plants may help.</p> <p>Consider a humidifier if discomfort is severe.</p> <p>Can heating be better controlled? More ventilation or air-conditioning may be required if there is a lot of electronic equipment in the room. Or can users be moved away from the heat source?</p>	

Risk Factors	Yes	No	Things to consider	Action to take
<p>Are the levels of noise comfortable?</p> <p>7.General Has the checklist covered all the problems you may have working with DSE?</p> <p>Can you confirm that you do not experience discomfort or other symptoms which you attribute to working with DSE?</p> <p>Have you been advised of your entitlement to eye and eyesight testing?</p> <p>Do you take regular breaks working away from DSE?</p>			<p>Consider moving sources of noise eg printers away from user. If not, consider soundproofing.</p>	
<p>Please write details of any problems here:</p>				

Ideal seated position for DSE work

1. The seat back rest should be adjusted so you are sitting upright
2. Good lumbar support should be achieved (i.e. the lower back should be supported)
3. Seat height should be adjusted to achieve 4 – 7 below
4. There should be no excess pressure on the underside of your thighs and back of knees.
5. There should be room under the desk to allow changes in posture (no obstacles)
6. Forearms should be horizontal and elbows approximately at right angles
7. There should be minimal bending of the wrists and hands, they should be horizontal
8. Screen should be at arms length and height and angle should be adjusted to allow a comfortable head position with the neck and head straight
9. Ensure there is space in front of the keyboard to support your hands/wrists during pauses in keying. Place mouse close to keyboard
10. A foot support should be provided if your feet do not now touch the ground
11. If seat arm-rests are provided these should not prevent you from pushing your chair under the desk or should be adjustable in height



PPE ISSUE RECORD



**Double Click the above Icon to
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**PERSONAL PROTECTIVE EQUIPMENT
ISSUE RECORD**

EMPLOYEE NAME	
WORK LOCATION	
PREMISES/DIVISION/UNIT	

The personal protective equipment (PPE) listed below is issued to you in accordance with the Management of Health and Safety at Work Regulations 1992 and the Personal Protective Equipment at Work Regulations 1992.

It is your responsibility to:

1. Wear and use each item of PPE in accordance with the manufacturers instructions and any training given.
2. To clean and store the PPE correctly.
3. To report any defects when discovered and to obtain replacements.

Type of PPE	Date Issued	Signature

EMPLOYEE SAFETY TRAINING RECORD



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Employee Safety Training Record

This document may be used to record any relevant safety training which you have received. This document will also assist your supervisor to ensure that all their staff have received the necessary instruction and training to enable them to work safely.

This completed form should be retained in the individual's personnel file.

Employee Name	Employee ID No.
Department	Employee Job Title

Date	Topic	Employees Signature	Trainers Signature

MANUAL HANDLING OPERATIONS RISK ASSESSMENT CHECKLIST



**Double Click the above Icon to
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Manual Handling Operations Risk Assessment Checklist

Section A - Preliminary:

** Circle as appropriate*

Job Description:	Is an assessment needed? (i.e. is there a potential risk for injury and are the factors beyond the limits of the guidelines?) Yes/No*
------------------	---

If 'Yes' continue. If 'No' the assessment need go no further.

Operations covered by this assessment (detailed description): Locations: Personnel involved: Date of assessment:	Diagrams (other information):
--	-------------------------------

Section B - See over for detailed analysis

Section C - Overall assessment of the risk of injury? Low / Med / High*

Section D - Remedial action to be taken:

Remedial steps that should be taken, in order of priority: 1 2 3 4 5 6
Date by which action should be taken:
Date for reassessment:
Assessor's name: _____ Signature: _____

TAKE ACTION ... AND CHECK THAT IT HAS THE DESIRED EFFECT

Section B - More detailed assessment, where necessary:					
Questions to consider:	If yes, tick appropriate level of risk.			Problems occurring from the task. (Make rough notes in this column in preparation for the possible remedial action to be taken)	Possible remedial action. (Possible changes to be made to system/task, load, workplace/ space, environment. Communication that is needed)
	Low	Med	High		
The tasks - do they involve: <ul style="list-style-type: none"> • holding loads away from trunk? • twisting? • stooping? • reaching upwards? • large vertical movement (from floor level)? • long carrying distances (over 10 metres)? • strenuous pushing or pulling? • repetitive handling (over 30 times an hour)? • prolonged physical effort (more than one hour)? • insufficient rest or recovery? • insufficient assistance (team handling required)? • a rate imposed by a process? 					
The loads - are they: <ul style="list-style-type: none"> • heavy? • bulky/unwieldy? • difficult to grasp? • unstable/unpredictable (inc. contents)? • intrinsically harmful (e.g. sharp/ hot)? • lacking adequate handles, etc. or difficult to grip? • difficult to see round or over? • needing sealed lids or closures? • containing dangerous/fragile/caustic materials? 					
The working environment - are there: <ul style="list-style-type: none"> • constraints on posture? • poor floors? • variations in levels? • hot/cold/humid conditions? • strong air movements/adverse weather conditions? • poor lighting conditions? • difficulties with storage (too high, too low, awkward access)? • obstructions to movement and handling? 					
Individual capability - does the job: <ul style="list-style-type: none"> • require unusual capability? • hazard those with a health problem? • hazard those who are pregnant? • call for special information/training? 					
Other factors: Is movement or posture hindered by clothing or personal protective equipment?					
No. in each category: Risk factor multiplier Column Scores	x 1 <input type="checkbox"/>	x 2 <input type="checkbox"/>	x 3 <input type="checkbox"/>	Total Score = <input type="text"/> Risk Category = <input type="text"/>	<div style="border: 1px solid black; padding: 5px;"> LOW = 20 MED = 21-29 HIGH = 30+ </div>

SELF AUDIT CHECKLIST



**Double Click the above Icon to
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HEALTH AND SAFETY SELF AUDIT CHECKLIST

No	Question	Yes	No	Reference/Note
<i>General</i>				
1.	Has your business registered with the local authority?			
2.	Are you displaying a Health and Safety Poster with the appropriate information ?			
3.	Do you have £5 million of employers liability insurance?			
<i>Safety Policy</i>				
4.	Do you employ 5 or more people?			
6.	Have you prepared a written statement of your health and safety policy?			
	Does your policy : (a) state your general policy on health and safety? (b) describe the organisation for carrying out your policy? (c) describe the arrangements for carrying out your policy?			
8.	Do your staff know about the policy and understand it?			
9.	Is the policy reviewed regularly and if circumstances changed			
<i>Accidents</i>				
10.	Do you have an accident book?			
11.	Are all incidents recorded?			
12.	Are you aware of your duties under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995? (RIDDOR)			
13.	Do you make all staff aware of the need to report work-related injuries, dangerous occurrences or cases of disease?			
14.	Do you know who to report injuries, dangerous occurrences and cases of disease to?			
15.	Do you have a supply of forms (F2508) for reporting accidents?			
16.	Are you aware of the types of accidents/injuries, dangerous occurrences and cases of diseases which are reportable?			
<i>First Aid</i>				
17.	Have you provided adequate and appropriate first aid equipment and facilities?			
18.	Do you have an adequate and appropriate number of first aid personnel? a) qualified first aiders b) appointed person			
19.	Have all employees been informed of first aid arrangements?			

No	Question	Yes	No	Reference/Note
20.	Have you assessed the first aid needs of your workplace?			
21.	Are first aiders' qualifications valid and in date?			
<i>Risk Assessment</i>				
22.	Have you identified all relevant hazards presented by your work activities?			
23.	Have you assessed the risks arising from the identified hazards?			
24.	Have you recorded the significant findings of your assessment?			
25.	Are your risk assessments revised and amended when procedures change?			
26.	Have you control measures in place to deal with the risks?			
<i>Display Screen Equipment</i>				
27.	Have you identified 'users' of DSE in your business and the workstations they use?			
28.	Have you trained both users and assessors?			
29.	Have you assessed workstations and reduced any identified risks?			
30.	Do you plan for breaks/change of activity for users?			
31.	Do you provide eye and eyesight testing and necessary corrective appliances for users?			
<i>Manual Handling</i>				
32.	Are manual handling operations carried out by your business?			
33.	Is there a risk of injury from manual handling operations?			
33.	Can these operations be avoided?			
34.	Can these operations be automated or mechanised?			
35.	Have you carried out a manual handling assessment if some risk of injury remains?			
36.	Have you determined what measures are needed to reduce the risk of injury to the lowest level reasonably practicable?			
37.	Have these measures been implemented?			
38.	Have you trained all employees affected in manual handling techniques?			
39.	Are the manual handling assessments reviewed?			
<i>Personnel Protective Equipment (PPE)</i>				
40.	Is personal protective equipment required for work at your premises?			
41.	Can processes or activities be changed to eliminate the need for PPE?			
42.	Have you assessed what PPE is required to ensure it is SUITABLE ?			
43.	Does the PPE comply with an EN standard ie CE mark?			
44.	Do you have a system of maintenance and replacement for PPE?			
45.	Is suitable accommodation provided for PPE?			
46.	Do you provide information, instruction and training on PPE for employees?			
47.	Do you take steps to ensure PPE is used?			
48.	Do you have arrangements for reporting loss or defect?			
<i>Work Equipment</i>				

No	Question	Yes	No	Reference/Note
49.	Is the work equipment:- 1. Suitable – for particular tasks (the risk assessment carried out under reg 3(1) of the Management Regulations will help to select work equipment and assess its suitability for particular tasks. 2. Maintained – in efficient state, in efficient working order and in good repair. Is the maintenance log kept up to date? 3. Inspected – where the risk assessment has identified a significant risk to the operator from the installation of use of the work equipment – visual checks, functional checks and testing.			
50.	Do you carry out inspections?			
51.	Do you arrange for a suitable inspection to be carried out before the work equipment is:- a) put into service? b) after maintenance and repair?			
52.	Is adequate health and safety information and written instructions given to those who use the work equipment?			
53.	Have all persons who use work equipment received adequate training when using work equipment and risks entailed and precautions to be taken?			
54.	Does the work equipment have:- a) stop controls? b) emergency stop controls? c) controls which are clearly marked? d) A means to isolate it from all sources of energy?			
55.	Is the work equipment stable?			
56.	Is the lighting suitable and sufficient?			
57.	Are maintenance operations carried out when the equipment is shut down?			
58.	Are any warning signs unambiguous and easily understood?			
<i>Lifting Operations and Equipment</i>				
59.	Do you have any lifting equipment?			
60.	Is it thoroughly examined by a competent person at least 6 monthly for people lifting equipment and annually for other equipment?			
<i>Workplace Health, Safety and Welfare</i>				
61.	HEALTH Ventilation – should be adequate, in many cases windows and door will be sufficient. If mechanical ventilation is used it should be properly maintained. Temperature – should be reasonable (normally 16°C). Where			

No	Question	Yes	No	Reference/Note
62.	this is not reasonable local heating or cooling may be used.			
63.	Lighting – should be suitable and sufficient for people to work and move about safely.			
64.	Cleanliness and waste materials – kept sufficiently clean. Suitable waste storage and removal.			
65.	Room dimensions and space – each person should be provided with at least 11m ³ .			
66.	Workstations and seating – be ergonomically suitable and liked to the task/worker. Seats should give adequate support for the lower back and footrests provided where necessary.			
SAFETY				
67.	Maintenance – of the workplace, equipment, devices and systems in efficient working order.			
68.	Floors and traffic routes – these include routes for pedestrians and vehicles. Surfaces should not have holes, be uneven or slippery and kept free of obstructions.			
69.	Glazing – transparent/translucent surfaces in doors, gates and walls to be either safety material or protected against breakage where necessary for reasons of health and safety.			
70.	Windows and window cleaning – should be capable of being opened safely. Should be provision for safe cleaning if this cannot be carried out at ground level.			
71.	Doors and gates – should be suitably constructed and fitted with safety devices if necessary?			
72.	Escalators – function safely. Have any unnecessary safety devices and readily accessible emergency stop controls.			
WELFARE				
73.	Sanitary conveniences and washing facilities – at readily accessible places, to be kept clean, adequately ventilated and lit. Washing facilities must have hot and cold water, soap and a means of hand drying. The number of facilities to be provided is laid out in the Code of Practice.			
74.	Drinking Water – adequate, wholesome, readily accessible, conspicuously marked where necessary. Also sufficient drinking vessels.			
75.	Accommodation for clothing – adequate, suitable and secure.			
76.	Changing facilities – for special work clothing and readily accessible from workrooms.			

No	Question	Yes	No	Reference/Note
77.	Facilities for rest and eating meals – suitable, sufficient and readily accessible. Suitable facilities to eat meals where meals are regularly eaten in the workplace. Rest area should protect non-smokers from discomfort caused by tobacco smoke.			
<i>Electricity at Work</i>				
78.	Has the electrical installation of the building been checked in the last 5 years?			
79.	Do you have a certificate issued by a competent person to show the installation is safe?			
80.	Do you have a register of portable electrical equipment?			
81.	Do you carry out maintenance of portable electrical equipment? a) visual checks? b) combined inspection and test?			
<i>Control of Substances Hazardous to Health (COSHH)</i>				
82.	Do you have a list of substances used in the workplace?			
83.	Have you identified any substances hazardous to health?			
84.	Have you evaluated the risks to health re:- - level of exposure? - Duration of exposure? - Frequency of exposure?			
85.	Have you decided on:- - prevention or control of exposure? - maintaining control measures? - using control measures? - any monitoring/surveillance? - information/instruction/training?			
86.	Is the assessment recorded?			
87.	Is the assessment revised and amended as necessary?			
<i>Legionellosis/Cooling Towers</i>				
88.	Have you a wet cooling tower or evaporative condenser?			
89.	If yes, have you registered with BCBC?			
90.	Have any other sources of Legionella been identified and assessed by a competent person?			
91.	Has a scheme for the prevention or control of Legionella been prepared and implemented?			
92.	Do you have a system in place for the disinfection and maintenance of the system?			
93.	Are records or water treatment programmes kept?			
94.	Do you have a competent person appointed to manage the system and ensure it operates safely?			
<i>Noise</i>				
95.	Do you think you may have a noise problem? (If you have to raise your voice when standing next to someone this level is about 85dB(A) therefore possible problem.			
96.	Have you had the noise exposure assessed by a competent person?			

No	Question	Yes	No	Reference/Note
97.	Has the noise level been reduced as far as reasonably practicable?			
98.	<p>If your noise exposure is above the action level:-</p> <p>a) Have all employees been informed of the risks? b) Have you provided, maintained and ensured use of ear protectors? c) Marked ear protection zones (as necessary)? d) Ensured ear protection is freely available?</p>			
<i>Pressure Systems</i>				
99.	Does the plant contain a relevant fluid at a pressure greater than 0.5bar above atmosphere?			
100.	Is there a pressure vessel in the system?			
101.	Is the plant used by employees?			
102.	Is the system properly maintained?			
103.	Are records kept of examination and manufacturers test?			
104.	Has a competent person drawn up a scheme of examination?			
105.	Has a competent person in accordance with the written scheme carried out examinations?			
<i>Fork Lift Trucks</i>				
106.	<p>Are fork lift trucks examined:-</p> <p>Daily Weekly Monthly</p>			
107.	<p>Are the examinations:-</p> <p>Visual Mechanical</p>			
108.	Are examinations recorded?			
109.	Are the trucks examined by a competent person?			
110.	Have they issued a certificate?			
111.	<p>Have all drivers received:-</p> <p>Basic training On the job training Refresher training (as necessary)</p>			
112.	Are all drivers authorised?			
113.	Are they authorised by a competent person or competent company?			
114.	Are the drivers authorised for each truck type used?			
115.	Do drivers receive a fitness test?			
116.	Do you segregate pedestrians and fork lift trucks?			
117.	Do you have a separate charging area (if applicable)			
118.	Are the truck lanes and pedestrian routes clearly marked?			
119.	Do you have an effective vehicle management system?			
120.	Do you have corner guards for any racking?			
<i>Fire Safety</i>				
121.	<p>Have you identified the fire hazards in your business:-</p> <p>a) Ignition sources eg smoking, electrical equipment?</p>			

No	Question	Yes	No	Reference/Note
	b) Fuel hazards eg highly flammable liquids/chemicals?			
122.	Have you identified those people who may be involved ie office staff, members of the public, contractors?			
123.	Have you considered those people with particular needs:- a) Disabled staff b) Visitors c) lone workers d) inexperienced staff			
124.	Is the fire risk adequately controlled:- a) information and instruction? b) Adequate emergency procedures?			
125.	Are the following checked:- a) Means of escape b) fire detection and raising the alarm c) first aid fire fighting equipment d) fire drills practised e) fire training for all staff			
126.	Is there any further action necessary to control the risk of fire?			
<i>Gas Safety</i>				
127.	Do you have your gas appliances regularly checked?			
128.	Do you have maintenance records and an annual safety certificate?			
129.	Do you use only CORGI registered personnel?			
<i>Information, Instruction and Training</i>				
130.	Have you decided who should be trained? a) those in senior positions b) supervisors/managers c) employees d) young people e) trainees			
131.	Have you decided on the level of training required?			
132.	Have you competent personnel to carry out specific tasks?			
133.	Do you have a designated individual responsible for ensuring that training needs in health and safety are assessed and that suitable training takes place?			
134.	Do you provide induction training for new staff?			
135.	Do you hold training records for each member of staff?			
136.	Are they regularly reviewed and updated?			

No	Question	Yes	No	Reference/Note
COMMENTS				

HEALTH SURVEILLANCE RECORD



**Double Click the above Icon to
Open the Form in a New Window**

PRIVATE & CONFIDENTIAL

Health Surveillance Record

Wizard Cleaning Ltd:		Employees Name :		Job Title:	
National Insurance No:		Male/Female:	Nationality:	Date of Birth:	
Brief description of work carried out:					
Type of health surveillance used:		Results of the examination/test:		Signature:	Date:
General Comments :					
Signature:				Date:	

FORM F2508 – REPORT OF AN INJURY OR DANGEROUS OCCURRENCE



**Double Click the above Icon to
Open the Form in a New Window**

Section Four

Safety Procedures

List of Current Safety Procedures

1. Site Tidiness
2. Step-Ladders, Trestles & Staging
3. Ladders
4. Roof Work
5. Electrical Power Tools
6. Electricity
7. Entry into Confined Spaces
8. Highly Flammable Liquids (HFL's)
9. Mobile Access Equipment

Further procedures will be developed and added to this list as and when a requirement for such a procedure is identified.

1. Site Tidiness

Wizard Cleaning Ltd strongly adhere to the belief that a **'Safe Site is a Tidy Site'**. In this respect every effort shall be taken to keep sites clean and tidy at all times. Waste materials and rubbish will be cleared from the working area and placed in designated areas for disposal off-site.

A number of regulations deal with the need for workplaces and accesses to be kept clean and clear of debris and other materials, some examples are:

- Abrasive Wheels Regulations 1970
- Lifting Operations and Lifting Equipment Regulations 1998
- Construction (Design and Management) Regulations 2007
- Management of Health and Safety at Work Regulations 1999
- Electricity at Work Regulations 1989
- The Health and Safety at Work etc Act 1974

In addition to the statutory requirements, some of which are outlined above, a tidy site and workplace results in increased efficiency and better public relations, therefore tidiness is to receive priority on the company sites.

The Project Manager will ensure that, before the site commences, access routes are planned, deliveries are programmed and that excess materials are not stored on site, storage areas are defined, compounds are planned and sub-contractors are made aware of the company requirements with regard to storage, clearing up, tidiness etc.

The Works Supervisor will ensure that all sub-contractors and operatives are made aware of the need to maintain the site in a tidy condition throughout the contract.

Every operative has a duty to ensure that his workspace and that of those around him are kept in a clean and tidy state.

Particular emphasis is to be placed on instructions to all employees and sub-contractors on the safe disposal of steel and nylon banding used to contain bundles of material delivered to site. Similar requirements will be placed on cables, ropes and other materials that have the potential to caused tripping hazards and become entangled around plant, materials or even site operatives.

The Works Supervisor will ensure that stacking areas are prepared and that materials are called off in quantities which will not create difficulties on site.

The Works Supervisor will ensure that all waste materials are cleared and disposed of safely as work proceeds. All materials delivered to site will be stored safely, ensuring that accesses are not obstructed.

All openings in floors must be clearly marked and securely covered/barricaded to show that there is an opening below.

Debris and materials must not be thrown or dropped from scaffolds or buildings unless a chute is provided, or other suitable safe method used.

The Works Supervisor will arrange for sufficient labour and plant to enable clearing up and maintenance of safe accesses, cleaning of welfare facilities etc to be carried out in

accordance with these standards.

2. Step-Ladders, Trestles and Staging

All step-ladders, trestles and stagings will be provided and used in accordance with the Construction (Design and Management) Regulations 2007 and the Working 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 on site.

All ladders, trestles and stagings 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.

Training provided to the Works Supervisor and operatives 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 Works Supervisor will check that the equipment is being used correctly and is not being used where a safer or more practical method should instead be provided.

The Works Supervisor will ensure that proper storage is provided for step-ladders, trestles or stages, undercover where possible.

The main hazards associated with step-ladders, trestles and stagings 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
- Overhanging of boards or staging at support ("Trap Ends")
- Using defective equipment
- Excessive span of scaffold boards when used with trestles (must not exceed 1.5m where 38mm board used)
- The minimum width of all working platforms should be 600mm

3. Ladders

All ladders must be provided and used in accordance with the Construction(Design and Management) Regulations 2007 and the Working at Height Regulations 2005.

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

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

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

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

The Project Manager will arrange for the required number and type of ladders to be provided, taking into account the above standards and the work to be carried out.

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

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

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

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

Methods of use, which will result in damage to the ladder, will not be permitted, eg securing ladder with scaffold clip, placing board on rungs to form working platform, or ramp etc.

The main hazards associated with ladders are:

- Not securing the ladder properly
- Unsafe use of ladder (over-reaching, sliding down, etc)
- Using a ladder where alternative working method should have been adopted
- Using a ladder with defects
- Unsuitable base to ladder
- Insufficient handhold at top of ladder, or at stepping off position

- Insufficient foothold at each rung
- Using ladder near overhead electrical cables, crane contacts etc
- Ladder at unsuitable angle, swaying, springing etc (recommended angle one in four or 70°)
- Insufficient overlap of extension ladders

Ladders will be removed to storage, or made inaccessible by some means, at the end of each working day, to ensure that unauthorised access to scaffolds etc by others, particularly children, is prevented.

4. Roof Work

Before undertaking any work on roofs, or at heights, a risk assessment of the required work needs to be completed in accordance with the Management of Health and Safety at Work Regulations 1999 the Working at Height Regulations 2005. Other relevant legislation includes:

The Personnel Protective Equipment at Work Regulations 1992
The Construction (Design and Management) Regulations 2007
The Health and Safety (Safety Signs and Signals) Regulations 1996
The Provision and Use of Work Equipment Regulations 1998

Relevant Health and Safety Executive Guidance Notes include:

GS28 Safe Erection of Structures
HSG 33 Health and Safety in Roofwork
HSG 150 Health and Safety in Construction

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

The Project Manager, in conjunction with the contractor, will plan the following arrangements:

- Edge protection barriers or scaffolds to prevent falls
- Protection of the public, or other operatives who may be at risk
- Safe means of access to the roof
- Where necessary, roof ladders, staging etc to provide safe access to roof, taking into account pitch of roof, surface conditions etc

Short duration work will also be carefully planned to identify hazards and arrange equipment as necessary. Training will be provided for supervisors and operatives required to work on roofs.

The Works Supervisor will not permit work to commence on a roof until the planned safety precautions have been provided. Work on roofs must not be permitted when high winds or gusting is experienced. The roof surface must be checked at the commencement of work after rain, frost or snow.

Materials must not be dropped or thrown down from roofs, other than by means of a chute, or suitable safe method.

The main hazards associated with work on tiled/slatted roofs are:

- Falls from the edge of the roof
- Falls between rafters/trusses of roofs before tiles/slats fixed
- Materials, tools falling from roof
- Contact with overhead electric cables (see separate section)
- Falls through roof lights or other fragile material

Timber battens must not be used as a foothold for access on a roof if they are fixed to rafters, or trusses, more than 400mm apart, or are not of the quality specified in Guidance Note GS 10.

Only properly constructed roof ladders are to be used which do not rely for anchorage on the ridge capping or ridge tile. All personnel required to work near or below roof tiling/slating operations must wear safety helmets.

Access to the roof must be prevented to unauthorised persons, particularly children, after working hours.

All roof work, no matter how small, eg small areas of flat roof on porches etc, will be carried out to the above standards.

5. Electrical Power Tools

The following regulations apply to the use of electrical power tools on site or other workplace:

- The Electricity at Work Regulations 1989
- The Construction (Design and Management) Regulations 2007
- Personal Protective Equipment at Work Regulations 1992
- The Provision and Use of Work Equipment Regulations 1998
- The Control of Vibration at Work Regulations 2005

Guidance on the safe use of electricity on construction sites is found in the following Health and Safety Executive Guidance Notes:

- PM 29 Electrical Hazards from Steam/Water Pressure Cleaners
- PM 32 The Safe Use of Portable Electrical Apparatus
- GS 24 Electricity on Construction Sites
- HS(G) 107 Maintaining portable and transportable electrical equipment

All work will be planned to take the above standards into account and all electrical equipment on company sites, or other workplaces, will be supplied, installed, maintained and used in accordance with the above standards.

All portable electrical equipment used on site must be tested for safe working and tagged in accordance with the 1989 Regulations.

The Project Manager must ensure that all power tools provided for use on site, or other workplace, are in accordance with the relevant British Standards.

No power tools or electrical equipment of greater voltage than 110 volt shall be used on sites, unless special arrangements are made and discussed with the Health and Safety Executive. Lower voltage tools, lighting etc, may be required in damp or confined situations.

The Works Supervisor will ensure that the temporary electrical supply is installed and tested as planned, while also ensuring that all sub-contractors equipment is in good condition and tested.

The Works Supervisor must ensure that any portable generator, or other electrical equipment fitted with an earth rod, has the earth rod and connection maintained in good condition.

Only authorised persons are permitted to repair or alter electrical equipment. Any defect noted in electrical equipment must be reported to the Supervisor so that immediate steps can be taken to have defects remedied by an electrical or hire company.

All cable connections must be properly made. Under no circumstances is insulation tape to be used for any repair or joint in extension cables.

On festoon lighting all bulb sockets are live, steps are therefore, to be taken to protect open sockets when a bulb is not fitted. As well as the fragments of glass of broken bulbs being a hazard, it must be remembered that the protruding filament wires are still live.

Power tools must be maintained in good condition, with casing intact and a label fitted showing voltage and other information. Regular inspections of all electrical equipment on site will be carried out by a competent electrician.

6. Electricity

In addition to the general duty of care every employer has to employees and members of the public outlined in Sections 2 and 3 of the Health and Safety at Work etc Act 1974, specific responsibilities for electrical safety are covered by the Electricity at Work Regulations 1989. The Management of Health and Safety at Work Regulations 1999 and the Construction (Design and Management) Regulations 2007 are also applicable to work involving electricity.

Further information is available from the following HSE Guidance Notes:

HS(G)85 Electricity at Work: Safe Working Practices
OS 38 Electrical test equipment for use by electricians
HS(R)25 Memorandum of guidance on Electricity at Work Regulations 1989

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

All electrical work will be planned and carried out by qualified competent electricians.

The Project Manager will ensure that only bona-fide electrical contractors will be employed to install, construct and maintain electrical supplies. Proof of competence is required.

The Project Manager, in conjunction with the Works Supervisor and electrical contractor, will plan any temporary electricity supply and distribution on site in accordance with the above standards.

When cutting-off, shutting down or decommissioning an electrical supply, the appropriate permit to work or certificate will be obtained.

No unqualified operative will undertake any installation, maintenance or alteration work to any electricity supply line.

All electrical supplies to tools and equipment used on site will be taken from a 110V source. 240V supplies will not be used.

Should an operative encounter mains electricity cables during the process of work he will notify the Site Manager immediately.

7. Entry into Confined Spaces

The Confined Spaces Regulations 1997, applies to work in excavations, pits, tunnels and other enclosed or confined spaces and requires that ventilation be provided to ensure a safe and healthy atmosphere. Testing of the atmosphere must take place before entry into any confined space and suitable respiratory and rescue equipment must be available.

Other applicable legislation includes:

- The Provision and Use of Work Equipment Regulations 1998
- The Personal Protective Equipment at Work Regulations 1992
- The Management of Health and Safety at Work Regulations 1999
- The Construction (Design and Management) Regulations 2007
- The Control of Substances Hazardous to Health Regulations 2002

Health and Safety Executive Publication GS 55 Work in Confined Spaces provides information on the hazards involved, precautions and procedures required.

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

Before work commences, the Project Manager must establish if work in confined spaces is to be carried out and, if so, must arrange for any necessary equipment, working procedures, training etc to have been provided, taking into account the hazards likely to be encountered.

All personnel required to carry out testing and monitoring of atmospheres must have been suitably trained, as well as operatives required to use breathing apparatus, reviving apparatus, rescue and permit procedures etc.

Method Statements must be prepared before any work in confined spaces can commence, and all such work must be carried out with a valid permit to work.

The Works Supervisor will ensure that all operatives have the necessary equipment available on site, in accordance with the planned procedures, including the permit to work system, and that only authorised persons are permitted to enter the confined space.

The Works Supervisor will ensure that operatives follows the planned procedures and permit to work system, and that only authorised persons are permitted to enter the confined space.

All changes in working methods or conditions, which were not included in the Planning Procedure must be referred to the Project Manager before work recommences.

All safety equipment must be regularly checked, calibrated and maintained. Any defects in equipment must be attended to immediately.

The main hazards associated with confined spaces are:

- Asphyxiation due to oxygen depletion
- Poisoning by toxic substance or fumes
- Explosions due to vapours, gases, fumes or dusts

- Fire due to flammable liquids, oxygen enrichment etc
- Electrocutation from unsuitable equipment
- Difficulties of rescuing injured personnel
- Drowning
- Fumes for plant or processes entering confined spaces
- Infection (ie: Leptospirosis)

When conditions make it necessary, advice should be sought on carrying out sampling and air monitoring, preparing safe systems or work, permit to work systems etc, information provided on ventilation equipment, breathing apparatus, reviving apparatus, ropes, harnesses, monitoring equipment etc as requested.

8. Highly Flammable Liquids (HFL's)

Highly flammable liquids are covered by the Dangerous Substances and Explosive Atmospheres Regulations 2002 and must be stored and used in accordance with those regulations. This section also applies to the storage of petrol and products containing petroleum on site or other premises.

The Petroleum (Consolidation) Act 1928 and the Petroleum Mixtures Order applies to the storage of petrol and products containing petroleum on site or other premises.

Health and Safety Executive Note CS 2, The Storage of Highly Flammable Liquids, gives advice on the requirements necessary to comply with the regulations and will be complied with on the company sites.

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

The Project Manager will ensure that suitable storage facilities are provided for highly flammable liquids, in accordance with the above standards, and will arrange for a licence for the storage of petroleum or petroleum mixtures where applicable.

The contractor will ensure that suitable storage facilities are provided for liquids which are not defined as highly flammable, but which could be a fire hazard and will arrange for any necessary fire fighting equipment or materials to be available before work starts.

The Works Supervisor will ensure that the planned storage facilities are provided and maintained and that all highly flammable liquids are kept in storage facilities until required for use.

The Works Supervisor will ensure that fire resistant, absorbent material is available to soak up any spillage of highly flammable liquids and that this material is immediately disposed of safely after use.

The Works Supervisor will ensure that any fire fighting equipment, storage facilities, signs, notices, containers etc, are checked at weekly intervals and that any action is taken to rectify and that defects are noted.

Advice will be sought when there is any doubt about precautions required, or where highly flammable liquids are used in large quantities or in unusual situations.

9. Mobile Access Equipment

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

- The Work at Height Regulations 2005
- Lifting Operations and Lifting Equipment Regulations 1998
- Provision and Use of Work Equipment Regulations 1998
- The Manual Handling Operations Regulations 1992
- The Management of Health and Safety at Work Regulations 1999
- The Construction (Design and Management) Regulations 2007

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

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

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

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

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

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

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

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

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

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

All persons operating or riding on mobile access equipment shall wear suitable harnesses, the lanyards of which shall be securely clipped to a suitable part of the platform.

Care must be taken when traveling with the platform elevated to avoid overturning, collision, or displacement of the occupants or anything carried on the platform. Only

platforms which have been designed to travel whilst elevated shall be used in such a manner.

Mobile access equipment must not be used as a jack, prop, tie or other support, as a crane or lifting appliance, or primarily for the transfer of goods or materials.

Appendices

Glossary of Safety Terms
Key Health and Safety Acts and Regulations

GLOSSARY OF SAFETY TERMS

ABSOLUTE DUTY: No defence available against non-compliance with statutory requirements.

ACCIDENT:

- An unplanned unexpected event which may result in loss, injury or damage.
- Contact with energy resulting in a loss (injury, damage).
- Contact with substances resulting in a loss.
- Or any combination of the above.

ACM: Asbestos Containing Material.

ALLERGEN: An antigen (molecule capable of being recognised by the immune system) that causes an allergic reaction.

APPOINTED PERSON: One who is trained in accordance with the appropriate schedule, competent to carry out the duties and appointed in writing.

APPROVED CODE OF PRACTICE (ACOP): A Code of Practice (COP) prepared by management, unions and/or the HSE, that has been approved and accepted by The Health and Safety Commission (HSC). ACOP have a special legal status and failure to comply with their recommendations could lead to a prosecution.

CARCINOGEN: A substance or physical agent that causes cancer.

CARCINOGENIC: Inherent potential of a substance or physical agent to be a carcinogen.

CODE OF PRACTICE: A body of rules for Practical Guidance only and not having the force of law although failure to comply may be used in evidence in legal proceedings.

COMPETENT PERSON: A practical and reasonable person with sufficient documented training and experience, who knows what to look for, how to recognise it when they see it, and how to deal with it to make it safe. They also know and work within the limits of their competence.

COSHH: Control of Substances Hazardous to Health.

DANGER: A state or condition in which personal injury and/or asset damage is reasonably foreseeable.

DERMATITIS: Inflammation of the skin. When the condition is due to contact with a substance at work it is called 'occupational' or 'industrial' dermatitis.

DSE REGULATIONS: Health and Safety (Display Screen Equipment) Regulations 1992.

ERGONOMICS: The study of the relationship between workers and their occupation, equipment and environment and particularly, the application of anatomical, physiological and psychological knowledge to the problems arising there from.

ERROR: Mistake; error of judgement leading to action resulting in an accident and its subsequent effects.

ERROR RATE PREDICTION: A forecast of the possibility of error based on statistical data.

FIRE PRECAUTIONS: The measures taken and the fire protection features provided in a building (e.g. design, systems, equipment and procedures) to minimise the risk to the occupants from and outbreak of fire.

FIRE PREVENTION: The concept of preventing outbreaks of fire, of reducing the risk of fire spreading and of avoiding danger to persons and property from fire.

FIRE RISK ASSESSMENT: A fire risk assessment is an organised look at what, in your work activities and workplace, could cause harm to people. This will allow you to consider whether you have taken enough precautions or should do more to avoid harm. The important things you need to decide are whether a hazard is significant and whether you have covered it by satisfactory precautions so that the risk is acceptably low.

FIRST AID: The skilled application of accepted principles of treatment on the occurrence of an accident or in the case of sudden illness, using facilities or materials available at the time.

FREQUENCY RATE:

$$\frac{\text{Number of injuries in the period} \times 100,000}{\text{Total hours worked during the period}}$$

HARM: Injury or damage.

HAZARD: Something with the potential to cause harm.

HSC: Health and Safety Commission

HSE: Health and Safety Executive

HSWA: Health and Safety at Work etc Act 1974.

INCIDENCE RATE:

$$\frac{\text{Total number of accidents} \times 1000}{\text{Number of persons employed during the period}}$$

INCIDENT: An event where there is no shown damage, injury or loss, but which may cause problems to an organisation.

LOCK-OFF: A system whereby controls such as switches or valves can be physically and intrinsically locked in the 'OFF' position as part of a SAFE SYSTEM of work.

LOLER: Lifting Operations and Lifting Equipment Regulations 1998.

LOSS: Personal injury and/or asset damage.

MANAGEMENT REGULATIONS (or MHSWR): Management of Health and Safety at Work Regulations 1999.

MANUAL HANDLING: Any means of transporting or supporting a load manually. Lifting, putting down, pushing, pulling, carrying or moving by hand or bodily force.

MEAN DURATION RATE:

$$\frac{\text{Total number of days lost}}{\text{Total number of accidents during the period}}$$

MEANS OF ESCAPE: Structural means whereby a safe route is provided for persons to travel unaided from any point in a building to a place of safety.

MISTAKE: A human action that produces an unintended result.

NARCOTIC: Agent that depresses brain functions ea. organic solvents.

NEAR MISS: An incident, which does not show a visible result, but had the potential to do so.

NEGLIGENCE: The omission to do something, which a reasonable person, guided upon those considerations which ordinarily regulate the conduct of human affairs would do, or something, which a prudent and reasonable man would not do.

PERMIT TO WORK: A formal written or verbal authority to operate a planned procedure, which is designed to protect personnel, working in hazardous areas or activities. Authority for a safe system of work.

POLICY: A statement of corporate intent, which will be adopted and pursued as advantageous or expedient.

PPE: Personal Protective Equipment (ie: hard hat, gloves, safety goggles, gas monitor etc)

PRACTICABLE: Technical feasibility without reference to costs.

PUWER: Provision and Use of Work Equipment Regulations 1998.

QUALIFIED WORKER: One who is accepted as having the necessary physical attributes, who possesses the required intelligence, training and education, and has acquired the necessary skill and knowledge to carry out the work in hand to satisfactory standards of safety, quantity and quality.

QUANTIFIED RISK ASSESSMENT: Resulting from calculations allied to error rate predictions.

REASONABLY PRACTICABLE: A computation made in which the quantum of risk is placed on one scale, and the disadvantages involved in the measure necessary for averting the risk is placed upon the other. A balance between: risk and cost, inconvenience, effect on production.

RIDDOR: Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995.

RISK: The potential for harm, not actual harm. Risk reflects both the likelihood that harm and/or damage will occur and its severity.

RISK ASSESSMENT: A process where hazards are identified and risks evaluated, with the objective of eliminating or reducing the risks as low as is reasonably practicable.

SAFE SYSTEM OF WORK: A method of working that eliminates or reduces the risk of injury.

SAFETY AUDIT: Monitoring of the implementation of a safety policy by subjecting each area of an activity to a systematic critical examination with the purpose of minimising loss, and providing a quantified assessment of performance.

SAFETY CASE: Formal explanation of methods to be adopted to reduce risk of accident often used in high potential risk situations - e.g. Rail, Petro-chemical, Nuclear Installations.

SAFETY COMMITTEE: A committee representative of all staff with the objective of promoting co-operation in investigating, developing and carrying out measures to ensure the health, safety and welfare of the employees.

SAFETY CULTURE: This term has no widely agreed definition. It may be described as a product of the individual and group values, attitudes, competencies and patterns of behaviour that determine the commitment to, and the style and proficiency of an organisations health and safety programmes.

SAFETY INSPECTION: Systematic assessment of safety standards for plant, place of work, working. Carried out by a manager and not a safety adviser/engineer.

SAFETY MANAGEMENT SYSTEM (SMS): Management of Safety in order to promote a strong Safety Culture and achieve high standards of safety performance.

SAFETY MONITORING: Periodic checks on observance of corporate safety standards and procedures.

SAFETY POLICY: A legal requirement on an employer to prepare, and keep up to date a written statement of their policy regarding the health and safety of their employees. The requirement for a written statement is for 5 or more employees.

SAFETY REPRESENTATIVE: A person appointed by a recognised trade union, who is recognised by the employer under the Safety Representatives and Safety Committees Regulations 1977 and who fulfils the function conferred upon them by the Regulations.

SAFETY SAMPLING: Systematic sampling of particular dangerous activities, processes or areas.

SAFETY SURVEYS: General inspections of the particular dangerous activities, processes or areas.

SAFETY TOURS: General Health and Safety inspections.

SEVERITY RATE:

$$\frac{\text{Total number of days lost x 1000}}{\text{Total number of man hours worked}}$$

TOXIC: Inherent potential of a substance to cause harm.

TOXIN: Substance that causes harm.

WORKPLACE: The workplace may be described as any place where people are at work.

Key Health & Safety Acts and Regulations:

- Abrasive Wheels Regulations 1970
- Building Regulations 1991
- Carriage of Dangerous Goods by Rail Regulations 1996
- Carriage of Dangerous Goods by Road (Driver Training) Regulations 1996
- Carriage of Dangerous Goods by Road Regulations 1996
- Carriage of Dangerous Goods (CPL) and Use of Transportable Pressure Receptacles Regulations 1996
- Chemicals (Hazard Information and Packaging for Supply) Regulations 1994
- Confined Spaces Regulations 1997
- Construction (Design and Management) Regulations 1994
- Construction (Head Protection) Regulations 1989
- Construction (Design and Management) Regulations 2007
- Control of Asbestos Regulations 2006
- Control of Lead at Work Regulations 2002
- Control of Major Accident Hazards Regulations 1999 (COMAH)
- Control of Pesticides Regulations 1986
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- Control of Vibration at Work Regulations 2005
- Dangerous Substances (Notification and Marking of Sites) Regulations 1990
- Dangerous Substances and Explosive Atmosphere Regulations 2002 (DSEAR)
- Electricity at Work Regulations 1989 (SI 1989 No. 635)
- Food Premises (Registration) Regulations 1991
- Food Safety (General Food Hygiene) Regulations 1995
- Gas Appliances (Safety) Regulations 1992
- Gas Safety (Management) Regulations 1996
- Hazardous Waste Regulations 2005
- Health and Safety at Work Act 1974
- Health and Safety (First Aid) Regulations 1981
- Health and Safety (Consultation with Employees) Regulations 1996
- Health and Safety (Display Screen Equipment) Regulations 1992
- Health and Safety (Information for Employees) Regulations 1989
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Health and Safety (Young Persons) Regulations 1997
- Highly Flammable Liquids and Liquefied Petroleum Gases Regulations 1972
- Ionising Radiations Regulations 1999
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER 98)
- Lifting Plant and Equipment (Records of Test and Examination) Regulations 1992
- Management of Health and Safety at Work Regulations 1999
- Manual Handling Operations Regulations 1992
- Noise at Work Regulations 2005 (NAWR)

- Notification of Installations Handling Hazardous Substances Regulations 1982
- Notification of New Substances Regulations 1993
- Personal Protective Equipment (PPE) at Work Regulations 1992 & 2002
- Pressure Equipment Regulations 1999
- Pressure Systems Safety Regulations 2000
- Provision and Use of Work Equipment Regulations 1998 (PUWER 98)
- Regulatory Reform (Fire Safety) Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)
- Safety Representatives and Safety Committees Regulations 1977
- Simple Pressure Vessels (Safety) Regulations 1991
- Supply of Machinery (Safety) Regulations 1992
- Transport of Dangerous Goods (Safety Advisers) Regulations 1999
- Work at Height Regulations 2005
- Working Time Regulations 1998
- Workplace (Health, Safety and Welfare) Regulations 1992