



Health and Safety Management System
For
MW Waste

Policy Number: CGL910548



Health and Safety Policy

General Statement

This organisation is committed to ensuring the health, safety and welfare of its employees, so far as is reasonably practicable. We also fully accept our responsibility for others who may be affected by our activities, such as contractors, visitors and members of the public. We will take steps to ensure that our statutory duties are met at all times.

Each employee will be given such information, instruction and training as is necessary to ensure that they can carry out their work tasks safely.

It is the duty of management to ensure that all processes and systems of work are designed to take account of health and safety and are properly supervised at all times.

Adequate facilities and arrangements will be maintained to enable employees and their representatives to raise issues of health and safety.

Competent people will be appointed to assist us in meeting our statutory duties including, where appropriate, specialists from outside the organisation.

Every employee must co-operate with us to enable all statutory duties to be complied with. The successful implementation of this policy requires total commitment from all levels of employee, from the boardroom to the shop-floor. Each individual has a legal obligation to take reasonable care for their own health and safety, and for the safety of other people who may be affected by their acts or omissions. Full details of the organisation and arrangements for health and safety will be set out in separate documents.

This policy will be regularly monitored to ensure that the objectives are achieved. It will be reviewed and, if necessary, revised in the light of any legislative or organisational changes.

Signed:



(Position) Managing Director

Date: 24/08/24

Health and Safety Policy Review Record

Issue No	Date	Description of Changes	Person(s) Responsible for Changes
1	06/2020	First issue	Croner Group Limited
1.1	08/2023	Update First Aid	
1.2	08/2024	Update Chart	Keith Chadwick
1.3	08/25	Review	Keith Chadwick

Organisational Arrangements

In order to ensure that health and safety is successfully managed within the organisation, the following responsibilities have been allocated.

Overall Responsibility

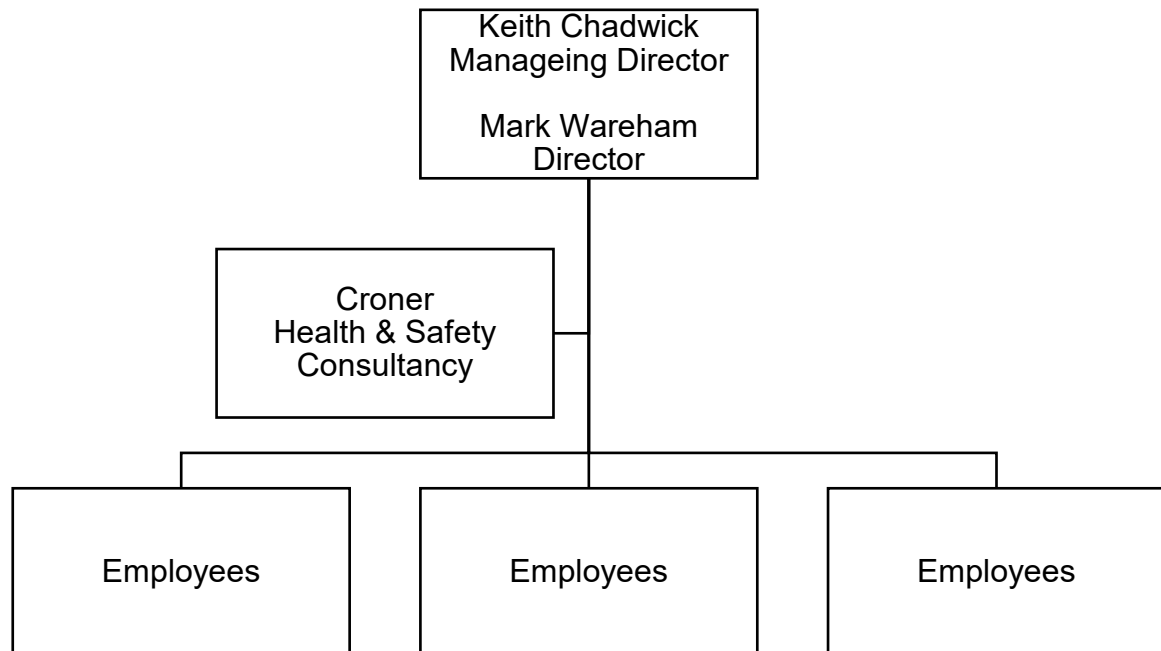
Managing Director accepts overall responsibility for all matters, including those regarding health, safety and welfare.

Organisational Responsibility

MW Waste commits to:

1. establish and implement a health and safety management system to manage the risk associated with our premises and activities
2. regularly monitor our performance and revise our health and safety management system as necessary, to ensure we achieve our objective of continuous improvement
3. provide sufficient resources to meet the requirements of current health and safety legislation, and aim to achieve the standards of good practice applicable to our activities
4. actively promote an open attitude to health and safety issues, encouraging staff to identify and report hazards so that we can all contribute to creating and maintaining a safe working environment
5. communicate and consult with our staff on all issues affecting their health and safety and, in doing so, bring this policy to their attention
6. provide adequate training for our staff to enable them to work safely and effectively, and to ensure they are competent and confident in the work they carry out
7. carry out and regularly review risk assessments to identify hazards and existing control measures; we will prioritise, plan and complete any corrective actions required to reduce risk to an acceptable level
8. maintain our premises and work equipment to a standard that ensures that risks are effectively managed
9. ensure that responsibilities for health and safety are allocated, understood, monitored and fulfilled
10. provide health surveillance for staff where appropriate, and maintain records
11. co-operate with other organisations in these premises to ensure that they are aware of any risks to their staff and other people posed by our activities, that we are aware of any risks to our staff from their activities, and that we comply with the relevant requirements of fire legislation.

H&S Organisational Chart



Management Responsibility

Managers are responsible for ensuring that the safety policy is implemented within their own departments. Managers must monitor the workplace to ensure that safe conditions are maintained. Where risks are identified the manager must ensure that these are rectified, so far as is reasonably practicable.

Management duties include the following;

1. Ensuring that employees, contractors and visitors are aware of safety procedures.
2. Establishing that all equipment, plant and substances used are suitable for the task and are kept in good working condition; this includes the regular maintenance and servicing of equipment.
3. Providing adequate training, information, instruction and supervision to ensure that work is conducted safely.
4. Taking immediate and appropriate steps to investigate and rectify any risks to health and safety arising from the work activity.
5. Bringing to the prompt attention of senior management any health and safety issue that requires their attention.
6. Ensuring that all accidents and “near misses” are properly recorded and reported and that an investigation is carried out to determine causal factors.
7. Maintaining safe access to and egress from the workplace at all times.

Managers dealing with particular topic areas will be advised of any specific health and safety duties. (For example, the purchasing manager will be required to obtain material safety data sheets for COSHH purposes prior to ordering a substance for the first time.)

Employee Responsibility

All employees must:

1. take reasonable care for their own health and safety
2. consider the safety of other persons who may be affected by their acts or omissions
3. work in accordance with information and training provided
4. refrain from intentionally misusing or recklessly interfering with anything that has been provided for health and safety reasons
5. report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay
6. not undertake any task they are not trained or authorised to do.

Health and Safety Assistance

Competent persons have been appointed to assist us in meeting our health and safety obligations. These people have sufficient knowledge and information to ensure that statutory provisions are met and that the safety policy is being adhered to.

Names, job titles and functions of these people are listed below.

Health and Safety Officer	Keith Chadwick
First Aider	All Staff
Fire Marshal	Keith Chadwick
Employee Safety Representative	Mark Wareham

The company recognises that there may be occasions when specialist advice is necessary. In these circumstances, the services of competent external advisors will be obtained.

First aid The company will maintain suitable numbers of first-aid personnel to deal with minor accidents and emergencies at the workplace. These personnel will have sufficient training and qualifications in accordance with statutory requirements. Identities of first aiders will be displayed throughout the workplace.

Emergency procedures are designed to give warning of imminent danger and to allow personnel to move to a place of safety. The manager of each department is responsible for ensuring that all employees and visitors within the area are informed of, and are fully conversant with, emergency procedures.

Fire marshals will be appointed for each area to assist with an evacuation. They will be given adequate instruction and training to ensure effectiveness.

Health surveillance — We will ensure that health surveillance of individuals is provided where required under statutory provisions or where this would be of benefit to maintaining health, safety and welfare.

Information and communication — We will ensure that suitable and relevant information relating to health, safety and welfare at the workplace is disseminated to staff and non-employees.

Statutory notices will be displayed throughout the workplace.

Safety committee meetings will be held regularly, during which time matters arising in connection with health and safety will be discussed.

Responsibilities

Individual responsibilities are listed below:

Abrasive Wheels: Keith Chadwick

Access, Egress, Stairs & Floors: Keith Chadwick

Access Equipment: Keith Chadwick

Accident, Incident, Ill Health Reporting and Investigation: Keith Chadwick

Action on Enforcing Authority Reports: Keith Chadwick

Aggression & Violence in the Workplace: Keith Chadwick

Asbestos at Work- No Survey (Presumed ACMs) & (Off Site Risk): Keith Chadwick

Battery Charging and Use: Keith Chadwick

Building Services: Keith Chadwick

CDM- Contractor or Subcontractor: Keith Chadwick

CDM- Principal Contractor: Keith Chadwick

Compressed Air Equipment: Keith Chadwick

Contaminated Land: Keith Chadwick

Control of Flammable Liquids: Keith Chadwick

Control of Noise at Work: Keith Chadwick

Dangerous Substances & Explosive Atmospheres: Keith Chadwick

Discharges to Water and Land: Keith Chadwick

Display Screen Equipment & DSE User Eye Tests & Spectacles: Keith Chadwick

Electrical Safety: Keith Chadwick

Equality and Disability Discrimination Compliance: Keith Chadwick

Excavation: Keith Chadwick

First Aid: Keith Chadwick

Hand Arm Vibration: Keith Chadwick

Hand Tools: Keith Chadwick

H&S aspects of Fire Safety - Arrangements and Procedures: Keith Chadwick

H&S Information for Employees: Keith Chadwick

Health and Safety of Visitors: Keith Chadwick

Health & Safety Training: Keith Chadwick

Housekeeping and Cleaning: Keith Chadwick

Infection Control: Keith Chadwick

Legionella Control: Keith Chadwick

Leptospirosis: Keith Chadwick

Lifting Equipment & Lifting Operations: Keith Chadwick

Lone Working: Keith Chadwick

Managing Safety & Health at Work: Keith Chadwick

Manual Handling: Keith Chadwick

Mobile Plant: Keith Chadwick

Mobile Workforce: Keith Chadwick

Occupational Health and Health Surveillance: Keith Chadwick

Occupational Road Safety: Keith Chadwick

Office Equipment: Keith Chadwick

Overhead Services: Keith Chadwick

Personal Protective Equipment: Keith Chadwick

Pest Control: Keith Chadwick

Premises: Keith Chadwick

Pressure Systems: Keith Chadwick

Project Safety for Travelling & Multi-Site Workers: Keith Chadwick

Protection of Public: Keith Chadwick

Purchasing: Keith Chadwick

Radon: Keith Chadwick

Risk Assessment and Hazard Reporting: Keith Chadwick

Safe Systems of Work: Keith Chadwick

Safety Harnesses, Lanyards & Fall Arrest Equipment: Keith Chadwick

Sewage: Keith Chadwick

Site Security and Visitors: Keith Chadwick

Site Traffic Management: Keith Chadwick

Site Waste Management: Keith Chadwick

Site Work: Keith Chadwick

Slips, Trips & Falls: Keith Chadwick

Storage of Chemical Substances & Agents: Keith Chadwick

Street Works and Road Works: Keith Chadwick

Stress in the Workplace: Keith Chadwick

Substance & Alcohol Abuse: Keith Chadwick

Telehandlers: Keith Chadwick

The Control of Hazardous & Non-Hazardous Waste: Keith Chadwick

The Provision & Use of Machinery: Keith Chadwick

The Provision, Use & Maintenance of Work Equipment: Keith Chadwick

Underground Services: Keith Chadwick

Use of Chemical Agents & Substances: Keith Chadwick

Welding & Flame Cutting: Keith Chadwick

Welfare, Staff Amenities, Rest Rooms & the Working Environment: Keith Chadwick

Windows, Glass & Glazing in the Workplace: Keith Chadwick

Work at Height: Keith Chadwick

Work in Confined Spaces: Keith Chadwick

Working in the Open Air: Keith Chadwick

Workplace Signs: Keith Chadwick

Work Related Upper Limb Disorders WRULD: Keith Chadwick

Workplace H&S Consultation- One-to-one: Keith Chadwick

ABRASIVE WHEELS

We have a duty to ensure the health, safety and welfare of our employees and others from the hazards and risks associated with the use of abrasive wheels.

We do this by:

- Nominating senior staff members to identify the hazards posed by the use and maintenance of abrasive wheels.
- Assessing the risks to employees and others from the use of abrasive wheels.
- Developing and implementing control measures, procedures and Safe Systems of Work.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Ensuring that regular inspection and maintenance is carried out by competent persons in accordance with prescribed legislation, to identify the suitability of the work equipment.
- Ensuring employees and others adhere to procedures, control measures and Safe Systems of Work.
- Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from abrasive wheels.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

ABRASIVE WHEELS

Action Plan

To ensure the safety of our employees and others whilst working with or near abrasive wheels we need to;

1. Assess our work activity to identify where and when workers or others may be exposed to hazard and risk during the operation of abrasive wheels.
2. Where hazards and risks from the use of abrasive wheels are identified, risk assess the task(s) undertaken, to identify where control measures are required.
3. Involve the workforce in making these assessments of our needs.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
5. Consider among other issues;
 - a. Risks to operators.
 - b. Eye protection.
 - c. Storage of abrasive wheels.
 - d. Who sets or fits new abrasive wheels.
 - e. Risks to tool setters, fitters and maintenance staff.
 - f. Risks to others.
 - g. Stability of work pieces.
 - h. Training for operators and setters.
 - i. Dust, fume, oil mist and bacterial contamination of oils (also part of an assessment of exposure to hazardous substances).
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.

10. Monitor and review the operation of this procedure from time to time and whenever anyone is injured or suffers ill health as a result of using an abrasive wheel, making changes to the procedure identified as necessary or beneficial.

ABSTRACTION and DISCHARGE TO WATER AND LAND

We understand our duty to ensure that water resources are protected and managed effectively. We recognise that we have specific responsibilities under environmental protection and water resources legislation to effectively manage discharges.

We have made arrangements to comply with our legal responsibilities by;

- Nominating an individual member of management to take responsibility for managing activities that may impact onto watercourses and provide them with sufficient training and resources.
- Identifying all existing site drainage and distinguish between surface and foul water systems and protect from accidental ingress.
- Making arrangements to identify when we need to apply and then to apply for consents, permits to abstract or discharge from the relevant authority.
- Adequately planning the site set up taking full account of the environmental aspects and impacts.
- Preparing a pollution incident response plan with sufficient containment equipment and trained staff.
- Managing and minimising the generation of silt and the storage of oil, fuel and chemicals on site.
- Co-operating with and explaining our arrangements and procedures to other contractors working on the site.
- Monitoring and reviewing our systems with the aim of making improvements to the way we manage abstraction and discharges.

The person nominated with responsibility for overseeing these arrangements is identified within the Responsibility Table of our Health and Safety Policy.

ABSTRACTION and DISCHARGE TO WATER AND LAND

Action Plan

To minimise environmental impact to watercourses from our activities we need to:

- Identify all existing site drainage and distinguish between surface and foul water systems and cover or protect to prevent accidental discharges.
- Apply for consent to abstract water from surface or piped mains from the relevant environmental protection agency or water authority as applicable.
- Apply for consent to discharge to foul water drainage systems from the local water authority and comply with the consent conditions.
- Apply for an environmental permit to discharge to surface water systems from the relevant environment agency and comply with the permit conditions.
- Consider the following when planning the site set up:
 - Is the site in a sensitive area and are their restrictions.
 - Potential drainage on site (land drains, foul sewers, surface drains, soakaways).
 - Location of plant and stockpiles from drains and watercourses.
 - Haul roads at least 10 metres away from a watercourse.
 - History of the site and the surrounding areas.
- Prepare a pollution incident response plan that includes:
 - Emergency contact numbers.
 - Responsibilities of site personnel.
 - Environmental awareness training.
 - Location of systems.
 - Use of containment equipment and spill kits.
- Practice the effectiveness of the pollution incident response plan.
- Provide suitable controls for the management of silt and the containment of oils, fuel and chemical storage.
- Make effective arrangements for the monitoring of our procedures.

ACCESS, EGRESS, STAIRS AND FLOORS

We have a duty to protect the health, safety and welfare of our workforce while at work and others who come onto our premises from the risk of injury due to badly maintained access and exit routes, stairs and floors.

We do this by:

- Nominating senior staff members to be responsible for monitoring and reducing incidents occurring as a result of incidents involving access and egress facilities, including stairs and floors etc.
- Making an assessment of the risks from incidents involving access and egress facilities, including stairs and floors etc.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to slips, trips and falls are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage these risks.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

ACCESS, EGRESS, STAIRS AND FLOORS

Action Plan

To protect the health, safety and welfare of our workforce while at work and others who come onto our premises from the risk of injury due to slips, trips and falls we need to;

1. Consider the nature of our premises and the way we work to identify areas where badly designed or maintained access and exit routes, stairs and floors could create access and egress problems or otherwise obstruct movement leading to employees and others slipping, tripping or falling.
2. Identify the control measures already in place and any additional measures that may be required.
3. Consider issues including;
 - a. Steep stairs, handrails.
 - b. Ramps
 - c. Changes in floor levels
4. Potholes in floors and yard areas.
5. Blind corners
6. Wet and slippery floors
7. Highly polished floors
8. Trailing cables.
9. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
10. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
11. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
12. Implement the procedure and ensure that it is followed in practice.
13. Monitor and review the operation of this procedure from time to time and after any incident involving access, egress, stairs or floors, making changes to the procedure identified as necessary or beneficial.

ACCESS EQUIPMENT

We need to ensure the safety of our workforce and others when using access equipment for tasks that involve work at height.

We do this by:

- Nominating senior staff members to manage work at height, our use of access equipment and to identify and manage the action we need to take.
- Assessing the risks to employees and others from access equipment and working at height.
- Developing and implementing control measures, procedures and Safe Systems of Work.
- Ensuring employees and others adopt the control measures provided and follow the developed procedures and Safe Systems of Work.
- Training employees to safely use access equipment and work at height.
- Using only trained employees to install or erect access equipment.
- Purchasing suitable access equipment.
- Regular inspection by competent engineers.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from access equipment and work at height.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

ACCESS EQUIPMENT

Action Plan

To ensure the safety of our employees and others whilst working at height using access equipment we need to;

1. Assess our work activity to identify where and when workers or others may be exposed to risk whilst working at height using access equipment.
2. Where risks are identified carry out an assessment of the risks to health and safety in those tasks and situations.
3. Involve the workforce in these assessments and in the identification of control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
5. Consider among other issues;
 - a. The nature of the work at height task.
 - b. The most appropriate means of access.
 - c. Suitability – ground conditions, slopes and access.
 - d. The length of the task.
 - e. If equipment is to be hired could the task in hand be combined with other work at height for efficiency?
 - f. Do staff have the skills and competence to use powered access equipment?
 - g. Training.
 - h. Supervision.
 - i. Personal Protective Equipment.
 - j. Maintenance of access equipment.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.

10. Monitor and review the operation of this procedure from time to time and whenever anyone is injured while using access equipment to work at height, making changes to the procedure identified as necessary or beneficial.

ACCIDENT, INCIDENT, ILL-HEALTH REPORTING AND INVESTIGATION

We encourage our employees to report all personal injury accidents, near miss incidents (dangerous occurrences) and ill-health that happen in the course of their work so that we can investigate the causes, learn from experience and improve our management of health and safety. We also use the information to help us meet our obligations under the legislation requiring accidents to be reported to the Enforcing Authority.

We do this by;

- Nominating an individual member of staff to be responsible for investigating, recording and reporting accidents, incidents and cases of work related ill-health.
- Having accident, incident and work related ill-health reporting procedures.
- Recording and analysing all reportable accidents, minor accidents, near-miss incidents (dangerous occurrences) and work related ill-health.
- Reporting reportable accidents, dangerous occurrences and work related ill-health within the statutory timescales (information is in our Guidance Notes).
- Developing and implementing investigation protocols and policies.
- Providing and recording relevant training.
- Ensuring that those carrying out investigations are competent.
- Routinely reviewing the outcome of investigations and the operation of our reporting system.

The personnel responsible for reporting accidents, dangerous occurrences and work related ill-health are identified within the Responsibility Table of our Health and Safety Policy.

ACCIDENT, INCIDENT, ILL-HEALTH REPORTING AND INVESTIGATION

Action Plan

In order to meet our legal obligations to manage effectively the health and safety of our workforce and report accidents, incidents and cases of work related ill health to the Enforcing Authority we need to;

1. Identify people to be responsible for investigating the cause of injuries, incidents and ill-health and to manage our reporting arrangements.
2. Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to carry out investigations and operate the system effectively.
3. Provide suitable training for those who don't.
4. Create the systems and make sure all members of our workforce, including managers and supervisors are aware of and understand them.
5. Provide an accident book, implement the procedures, and ensure that they are followed in practice.
6. When investigating consider;
 - a) the time and date of the event, the prevailing weather conditions and local lighting.
 - b) what was happening or what the injured person and any witnesses were doing.
 - c) risk assessments or safe systems of work for the task being carried out and details of relevant training given to the injured party and others involved.
 - d) obtaining witness statements, where possible.
 - e) making a sketch of the accident area, include accurate measurements, if appropriate.
 - f) taking photographs of the site; record any unusual or causal features present.
 - g) making observational notes on the potential causation, noting features, equipment defects or work practice that may have contributed to the eventual outcome.
 - h) the underlying, as well as the immediate, causes of the event.

7. Keep a written record of investigations.
8. Review the causes of the events that have occurred to consider whether similar events could be prevented by the introduction of reasonably practicable control measures.
9. Monitor and review the operation of this procedure from time to time to check that the investigation and reporting procedures are understood, are being followed in practice and that lessons learned are being put into practice.

ACTION ON ENFORCEMENT AUTHORITY REPORTS

We recognise the benefits that will accrue from early action following receipt of reports from the Enforcement Authority in regard to health safety and welfare issues. To obtain these benefits we have recognised the need for an effective management system and have taken steps to be able to action such reports.

We have done this by;

- Nominating an individual member of the senior management who will coordinate actions required to meet the requirements of Enforcement Authorities.
- Providing adequate resources either financial or human to be able to meet the requirements of the Enforcing Authority.
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

The person nominated with responsibility for overseeing this organisation's arrangements for compliance with Enforcing Authority requirements is identified within the Responsibility Table of our Health and Safety Policy.

ACTION ON ENFORCEMENT AUTHORITY REPORTS

Action Plan

In order to meet our legal obligations to provide adequate health and safety information to employees we need to;

1. Identify a person who will coordinate actions required to meet the requirements of Enforcement Authorities.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority required and the resource necessary for them to fulfil their role.
5. Ensure that our workers are aware of the need to make concerns about health and safety known and report accidents, incidents and cases of work-related ill health to their Managers.
6. Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

AGGRESSION AND VIOLENCE

We recognise that we have a duty to take action to reduce so far as is reasonably practicable the risk of aggression and violence to our workforce whilst at work which arise from clients and/or the nature of our work.

We do this by:

- Nominating senior staff members to consider and manage the issue of aggression and violence at work.
- Developing and implementing a policy for identifying and managing work where there are risks of aggression and violence.
- Involving our workforce in the development of this policy and our procedures.
- Providing information about the policy to all workers.
- Training Managers and Supervisors to recognise work activities and locations where there are higher than normal risks of work related violence and aggression.
- Ensuring that the policy is adopted and followed.
- Ensuring employees know what to do if they suspect they, or a colleague, are under threat of violence or aggression at work.
- Providing counselling or occupational health services and support.
- Monitoring and reviewing the policy and procedures; using our experience of operating these arrangements we aim to make improvements to the way we manage the risk of injury or ill health caused by work violence and aggression.

The personnel responsible for monitoring and implementing the above policy are identified within the Responsibility Table of our Health and Safety Policy.

AGGRESSION AND VIOLENCE

Action Plan

To protect our workforce from injury or ill health caused by violence and aggression at work we need to;

1. Assess our work activities to identify where workers may be subjected to violence or aggression from clients or other people as a result of their work activities.
2. Prepare a policy and plan of action to deal with aggression and violence at work.
3. Involve the workforce in developing the policy and plan of action.
4. Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice. Take advice from the Police.
5. Consider among other issues;
 - a. Recognising where and why workers may be at risk.
 - b. Systems to allow the reporting of aggression and threats of violence at work.
 - c. Handling incidents – calling the police.
 - d. Security screens and alarms.
 - e. Workplace layout – make it difficult for aggressors to reach workers.
 - f. Lone working and security for workers off site.
 - g. Training workers to identify the early signs of aggressive behaviours and conflict management techniques.
 - h. Counselling.
 - i. Special arrangements for dealing with clients and people known to be aggressive or a risk to staff.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Record details of our assessment, the controls in force and additional measures planned.
8. Make sure that Managers and Supervisors understand the policy and procedure. Consider whether they need any training.
9. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.

10. Implement the policy and procedures and ensure that it is followed in practice.
11. Monitor and review the operation of the policy and procedure from time to time and following any case of injury or ill health caused by aggression or violence at work, making changes to the procedure identified as necessary or beneficial.

ASBESTOS AT WORK

Duty to Identify, Control and Manage

Although our premises were built before 2000 we have not had an Asbestos Survey carried out to confirm the absence or identify the presence of asbestos containing materials (ACMs) in the building structure. We operate on the basis that whenever building and maintenance work that involves the building structure is carried out the work area is specifically and formally assessed for the presence of ACMs.

In the course of our business, due to the nature of our work, our employees are also at risk of exposure to asbestos or ACMs at our clients' worksites.

We need to control this potential hazard and we do this by;

- Making information about the presence of ACMs on our premises available to our workforce.
- Developing an Asbestos Management Plan.
- Arranging work activities to avoid the disturbance of ACMs.
- Making sure that our workers are trained and able to assess and identify materials that might contain asbestos, and that they know what to do if they come across them.
- Seeking, as a matter of course, information from businesses on whose premises or on whose behalf we work about the potential presence of asbestos containing materials and their Asbestos Management Plan.
- Nominating senior staff members to manage this process and to develop and implement procedures, Safe Systems of Work and control measures.
- Employees and others adhering to the contents of procedures, control measures and Safe Systems of Work.
- Employing competent trained personnel.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from asbestos.

The personnel responsible for the asbestos register and all of the above measures are identified within the Responsibility Table of our Health and Safety Policy.

ASBESTOS AT WORK

Duty to Identify, Control and Manage

Action Plan

To protect our workforce from the risk of exposure to asbestos from asbestos containing materials whilst at work we need to;

1. Make sure that all ACMs on our worksite are marked and that our workforce is aware of their presence.
2. Develop an Asbestos Management Plan. Explain its contents to our workforce and make it available to any contractors who come onto our premises to work.
3. Ask our clients for an Asbestos Management Plan or similar information, at all other business premises where we work and where asbestos containing materials may be present.
4. In every case we need to assess the risks to our workforce and others. Make sure positive information and a safe system of work are given to our workforce.
5. When developing an Asbestos Management Plan consider:
 1. Leaving it alone and marking its presence.
 2. Sealing or protecting it and marking its presence.
 3. Repairing damaged materials, sealing them and marking their presence.
 4. Stripping out and removing the ACMs.
6. Make sure that all our trade workers are trained and able to spot potentially asbestos containing materials – especially when working in domestic situations.
7. Authorise our workers to stop work and call for advice when they discover materials that they suspect of containing asbestos.
8. Use licensed contractors for work involving the protection and removal of damaged ACMs.
9. Explain our arrangements to supervisors and workers and inform any person likely to disturb asbestos or ACMs of its location. Ensure they are understood.
10. Provide training where required and information for staff nominated with responsibility.
11. Implement the procedure and ensure that it is followed in practice.
12. Monitor and review the condition of known ACMs from time to time; taking action to deal with any damage that is observed.

13. Amend the asbestos survey whenever asbestos containing materials are removed and if other previously unrecognised ACMs are found.
14. Review the operation of this procedure at least annually.

BATTERY CHARGING

We have a duty to protect our employees and others from the risks associated with the charging of batteries in the course of our work activity.

We do this by:

- Nominating senior staff members to reduce the risks posed by battery charging.
- Making an assessment of the risks from battery charging to our workforce and others.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to battery charging are undertaken by competent, trained personnel.
- Providing and using personal protective equipment.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from battery charging.

The personnel responsible for above measures are identified within the Responsibility Table of our Health and Safety Policy.

BATTERY CHARGING

Action Plan

To protect workers from the risks posed from the charging of batteries we need to:

1. Assess our work activity to identify where and when workers or the public may be exposed to risks from battery charging.
2. Identify the control measures already in place and any additional measures that may be required.
3. Consider;
 - a. Designate a battery charging area which is well-ventilated.
 - b. Eliminate potential ignition sources in the battery charging area.
 - c. Are eye wash facilities or an emergency shower and suitable fire extinguishers close by?
 - d. Safety signs should be displayed in appropriate positions in the battery charging area.
 - e. Personal protective equipment such as goggles or a visor and suitable gloves to provide protection against acid burns.
 - f. Emergency procedures, including a method of spill containment and a cleaning procedure.
4. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
5. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
6. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
7. Implement the procedure and ensure that it is followed in practice.
8. Monitor and review the operation of this procedure from time to time and make changes to the procedure identified as necessary or beneficial.

BUILDING SERVICES

We have a duty to protect our employees and others from the risks of injury if adequate controls are not in place and maintained for basic building services such as gas, electricity, oil, telephones, clean and waste water.

We do this by:

- Nominating senior staff members to reduce the risks posed by the services.
- Making an assessment of the risks from the services to our workforce and others.
- Developing and implementing sufficient control measures to identify all of the major services in the workplace e.g. gas, electricity, water etc
- Ensuring that the management of the control measures relating to services are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from building services.

The personnel responsible for above measures are identified within the Responsibility Table of our Health and Safety Policy.

BUILDING SERVICES

Action Plan

To protect workers from risks posed from building services we should have:

1. Identified where and when workers or the public may be exposed to the risks from building services.
2. Identified the control measures already in place and any additional measures that may be required.
3. Considered issues including;
 - a. The identification of all major services.
 - b. A suitable and sufficient safe system of isolation.
 - c. The presentation of this information (a simple plan located alongside any emergency alarm evacuation control zone panel etc.).
 - d. Ensuring the emergency services can be made aware of this information.
 - e. Is all gas work carried out by a competent person, with membership of an approved trade association?
 - In the United Kingdom this is the Gas Safe™ Register.
 - In the Republic of Ireland this is the Register of Gas Installers of Ireland (RGII) scheme.
 - Elsewhere gas engineers should be registered with GasSafe™
4. Is all electrical work carried out by a competent person, with membership of a recognised electrical trade association?
5. Made sure that Managers and Supervisors understand the procedures and arrangements. Considered whether they need any training.
6. Explained our system and arrangements to the workforce. Ensured they are understood and provide further training where necessary.
7. Implemented the procedure and ensure that it is followed in practice.
8. Monitored and reviewed the operation of this procedure from time to time and made changes to the procedure identified as necessary or beneficial.

CONSTRUCTION DESIGN AND MANAGEMENT PRINCIPAL CONTRACTOR

We recognise that when we are appointed to act as principal contractor for construction work (including building maintenance, refurbishment and demolition) we have specific responsibilities under the Construction (Design and Management) Regulations 2015.

We have made arrangements to comply with our legal responsibilities by;

- Nominating an individual member of senior management to take responsibility for managing our input into each specific CDM project.
- Providing them with sufficient training and resources.
- Co-operating and working with our client and the principal designer.
- Taking on client responsibilities in domestic projects when required.
- Reviewing compliance with the regulations and health and safety standards on site both during and on completion of each project.
- Making an assessment of the risks to our workforce from construction work.
- Developing and implementing strategies, procedures, Safe Systems of Work and control measures.
- Ensuring that the management of the procedures, Safe Systems of Work and control measures is undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Undertaking Health Surveillance where this is necessary.
- Ensuring that all items of equipment are suitable for their task and subject to regular inspection by competent people.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage construction activities.
- Contributing to or building a project health and safety file as necessary.

The person nominated with responsibility for overseeing these arrangements is identified within the Responsibility Table of our Health and Safety Policy.

CONSTRUCTION DESIGN AND MANAGEMENT PRINCIPAL CONTRACTOR

Action Plan

When our company is in the role of a CDM principal contractor the person we have designated to manage our input needs to ensure that;

- All relevant personnel are suitably trained and competent.
- We co-operate and coordinate information and work with our client, the principal designer and all other parties involved in the construction design and management process so as to ensure the health and safety of construction workers and others who may be affected by the work.
- All identifiable hazards and risks are reported accordingly
- Unless the client has assigned the client's duties elsewhere on domestic projects we take on the duties of the client
- The general principles of prevention are taken into account and implemented for all aspects of the work.
- So far as is possible we eliminate hazards and reduce risks.
- A construction phase plan is developed and the construction phase is planned, managed and monitored in liaison with designers and contractors.
- We prepare, develop and implement detailed site rules.
- We disseminate relevant parts of the plan to contractors.
- All site workers and visitors receive a proportionate site induction.
- Suitable welfare facilities are provided from the start to the end of the project.
- All appointees are competent.
- The training needs of site workers are met.
- Workers are consulted on health and safety issues.
- We liaise with the principal designer regarding ongoing design developments and changes.
- Site security is adequate.
- All of our managers and supervisors understand what is required of them and that health and safety is actively managed.

CONSTRUCTION DESIGN AND MANAGEMENT SUB-CONTRACTOR

We recognise that when we are appointed to act as a sub-contractor for construction work (including building maintenance, refurbishment and demolition) we have specific responsibilities under the Construction (Design and Management) Regulations 2015.

We have made arrangements to comply with our legal responsibilities by;

- Nominating an individual member of senior management to take responsibility for managing our input into each specific CDM project.
- Providing them with sufficient training and resources.
- Reviewing compliance with the regulations and health and safety standards on site both during and on completion of each project
- Making an assessment of the risks to workers from construction work.
- Developing in conjunction with the Principal Designer, Principal Contractor and Client strategies, procedures, Safe Systems of Work and control measures.
- Ensuring that these procedures and strategies are adopted by all parties.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage construction activities.

The person nominated with responsibility for overseeing these arrangements is identified within the Responsibility Table of our Health and Safety Policy.

CONSTRUCTION DESIGN AND MANAGEMENT SUB-CONTRACTOR

Action Plan

When our company is in the role of a CDM sub-contractor the person we have designated to manage our input needs to ensure that;

- All relevant personnel are suitably trained and competent.
- We co-operate and coordinate information and work with the client, principal designer, principal contractor and other parties involved in the construction design and management process so as to ensure the health and safety of construction workers and others who may be affected by the work.
- We take full account of the construction phase plan.
- All identifiable hazards and risks are managed accordingly.
- The general principles of prevention are taken into account and implemented for all aspects of the work.
- All work duties are correctly planned, managed and monitored.
- All our workers are competent – including our sub-contractors.
- Our workers are trained to the required level.
- Information is provided to the workers.
- There are adequate welfare facilities for the workers.
- Our managers understand our rules and arrangements and manage competently.

When a project is notifiable we will need to take these additional measures;

- Check that the client is aware of duties imposed, that a principal designer and principal contractor have been appointed and that the HSE has been notified prior to work commencing.
- Co-operate with the principal designer and principal contractor in planning and managing work, including reasonable directions and site specific rules.
- Provide details of our sub-contractors to the principal designer and principal contractor.
- Provide any information needed for the health and safety file.
- Inform the principal contractor of problems with the construction phase plan.

- Inform the principal contractor of reportable accidents, diseases and dangerous occurrences.

COMPRESSED AIR SYSTEMS

We have a duty to ensure that our use of compressed air systems is safe and without risk to our workforce and others.

We do this by;

- Nominating senior staff members to identify the hazards posed by the use and maintenance of compressed air systems.
- Assessing the risks to employees and others from the use of compressed air systems.
- Developing and implementing control measures, procedures and Safe Systems of Work.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Ensuring that regular inspections and tests are carried out on compressed air systems in accordance with prescribed legislation, to identify their suitability for continued safe use.
- Ensuring employees and others adhere to procedures, control measures and Safe Systems of Work.
- Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from compressed air systems.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

COMPRESSED AIR SYSTEMS

Action Plan

To ensure the safety of our employees and others whilst working with or compressed air systems we need to;

1. Assess our work activity to identify where and when workers or others may be exposed to hazard and risk during the operation of compressed air systems.
2. Where hazards and risks from the use of compressed air systems are identified, risk assess the task(s) undertaken, to identify where control measures are required.
3. Involve the workforce in making these assessments of our needs.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
5. Consider among other issues;
 - a. Maintenances of pressure vessels and pipelines.
 - b. Statutory inspections of pressurised plant.
 - c. Risks to operators.
 - d. Eye protection.
 - e. Adaptations and alterations to compressed air systems.
 - f. Noise (also part of an assessment of exposure to hazardous substances).
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and whenever anyone is injured or suffers ill health as a result of our use of compressed air, making changes to the procedure identified as necessary or beneficial.

CONTAMINATED LAND

We understand that we need to identify the main occupational health hazards and risks when dealing with contaminated land and taking appropriate action to protect our workforce. We acknowledge that we have specific responsibilities under environmental protection and contaminated land regulations when working on contaminated land.

We have made arrangements to comply with our legal responsibilities by;

- Nominating an individual member of management to take responsibility for sites where there is contaminated land and providing them with sufficient training and resources to meet these responsibilities.
- Identifying all known contamination through contract documentation and planning conditions, including requirements for controlling those hazards and risks within the construction environmental management plan.
- Arranging specific contaminated land assessments where necessary.
- Ensuring that contaminated land is tested by certified, competent staff in accordance with standard field testing and laboratory procedures approved by the regulators.
- Fencing off and clearly identifying (signs) contaminated areas to prevent unauthorised access and inadvertent spread of hazard and risk.
- Applying for relevant approvals and permits from the relevant regulatory body.
- Conducting an assessment of the risks from land contamination considering source, pathway and receptor and implementing an appropriate remediation strategy.
- Assessing occupational health considerations and implementing control measures such as health surveillance, PPE and hygiene facilities.
- Constantly monitoring control measures or precautions effectiveness.
- Co-operating with and explaining our arrangements and procedures to other contractors working on the site.
- Monitoring and reviewing our systems with the aim of making improvements to the way we manage contaminated land.

The person nominated with responsibility for overseeing these arrangements is identified within the Responsibility Table of our Health and Safety Policy.

CONTAMINATED LAND

Action Plan

To protect the health, safety and welfare of our workers from the risk of contaminated land we need to:

- Identify all known contamination of the site and the agreed methods for dealing with it. The requirements should be referred to within the construction environmental management plan.
- Undertake a contaminated land assessment where necessary to identify the most appropriate method for its treatment which should be approved by the regulators before work commences.
- Ensure testing of contaminated land is conducted by certified, competent staff in accordance with standard field testing and laboratory procedures approved by the regulators.
- Totally fence off all contaminated areas with adequate warning notices prominently displayed advising the site is dangerous to prevent unauthorised access and inadvertent spread across the site
- Apply for the relevant approval and environmental permits from the relevant regulatory bodies such as the local authority and the environmental protection agencies or the relevant water authority.
- Refer to the document *Model procedures for the management of land contamination* published by the UK Environment Agency and apply the process for dealing with contaminated sites as follows:
 - Stage 1: Assessment to establish any unacceptable risks, what further action.
 - Stage 2: Review remediation options.
 - Stage 3: Implement the remediation strategy.
- Conduct an assessment of the risks from land contamination considering source, pathway and receptor and implementing an appropriate remediation strategy.
- Assess occupational health considerations and implement appropriate control measures and precautions such as PPE and hygiene facilities.
- Monitor the effectiveness of our arrangements and take action where identified.

CONTROL OF FLAMMABLE LIQUIDS

We have a duty to ensure the safety, health and welfare of our employees and others who may be affected by our work activities from the harmful effects of flammable liquids used in the course of our business.

We do this by:

- Nominating senior staff members to identify flammable substances and the hazards posed by them.
- Developing and implementing risk assessments, procedures or Safe Systems of Work and control measures.
- Ensuring that any risk assessments are undertaken by competent, trained personnel.
- Employees and others adhering to the contents of the developed procedures, control measures and Safe Systems of Work.
- Providing safe equipment for use with flammable liquids.
- Providing sufficient personal protective equipment.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from flammable liquids.

The personnel responsible for above measures are identified within the Responsibility Table of our Health and Safety Policy.

CONTROL OF FLAMMABLE LIQUIDS

Action Plan

To protect our employees and others who may be affected by our work activities from the harmful risks from flammable liquids used in the course of our business we need to;

1. Make an inventory of every flammable liquid used in the course of our business.
2. Assess the flammable liquids we use and the risks that they pose to health and safety because of the quantities that we use and or the way that we use them.
3. Assess who might be exposed, where and when?
4. Assess or measure the levels of flammable liquids to which our workforce is exposed.
5. Identify the control measures that we should adopt.
6. Consider relevant matters including;
 - a. Can we eliminate the risk entirely?
 - b. Can we reduce the amount stored on the premises?
 - c. Potential sources of ignition?
 - d. Issue employees with personal protective equipment such as eye protection, anti-static safety footwear, gloves and breathing apparatus.
 - e. Are there fire resistant enclosures and adequate ventilation for the storage of flammable substances?
 - f. Are spill kits required and readily accessible and are staff trained to use and dispose of these materials?
 - g. Are there procedures to ensure that all flammable substances and decanted materials are appropriately labelled?
7. Record details of our assessments, measurements, results and any controls subsequently introduced.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Inform, instruct and train workers about the flammable liquids we use, the risks, exposure levels in the workplace, emergency procedures and any control measures introduced.

10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and whenever flammable liquids give rise to incident, injury or ill-health, making changes to the procedure identified as necessary or beneficial.

CONTROL OF NOISE AT WORK

We have a duty to protect the hearing of our workforce and others who might be affected by exposure to excessive levels of noise from our work activities.

We do this by:

- Nominating senior staff members to identify where we need to take action and to manage the action we need to take.
- Assessing the risks to employees and others from work related noise.
- Taking measurements of exposure to noise to identify where statutory action levels apply.
- Developing and implementing control measures, strategies, procedures and Safe Systems of Work.
- Undertaking hearing surveillance if identified as appropriate.
- Ensuring that employees and others adhere to procedures and Safe Systems of Work
- Providing adequate personal protective equipment.
- Providing and recording relevant training for employees.
- Ensuring that all items of equipment are suitable for their task and subject to regular maintenance and noise inspections by competent engineers
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from noise.

The personnel responsible for above measures are identified within the Responsibility Table of our Health and Safety Policy.

CONTROL OF NOISE AT WORK

Action Plan

To ensure the safety of our employees and others whilst working in areas where they could be exposed to excessive noise levels we need to;

1. Assess our work activity to identify where and when workers or others may be exposed to noise levels identified as harmful to hearing.
2. Arrange for measurements of actual noise levels to inform how the issue is managed.
3. Where a risk of hearing damage is identified assess workers' exposure to those noise levels and identify where action is required.
4. Involve the workforce in these assessments and in the identification of noise controls – noise reduction measures and or the use of hearing protection.
5. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
6. Consider among other issues;
 - a. First Action Level, Second Action Level, Peak Exposure Value.
 - b. Regular maintenance of machinery can reduce noise emissions.
 - c. Reduction of noise at source.
 - d. Attach deadening to panels etc. that amplify or reflect sound.
 - e. Install sound absorbing materials.
 - f. Replace ageing noisy equipment with new silenced equipment.
 - g. Isolate noise sources.
 - h. Warning signs
 - i. Audiometry
 - j. Hearing protection.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.

10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and whenever anyone reports hearing damage, making changes to the procedure identified as necessary or beneficial.

DANGEROUS SUBSTANCES and EXPLOSIVE ATMOSPHERES

We have a duty to ensure the safety, health and welfare of our employees and others who may be affected by our work activities from the harmful effects of flammable or explosive substances used in the course of our business.

We do this by:

- Nominating senior staff members to identify flammable and explosive substances and the hazards posed by them.
- Developing and implementing risk assessments, procedures or Safe Systems of Work and control measures.
- Ensuring that any risk assessments are undertaken by competent, trained personnel.
- Employees and others adhering to the contents of the developed procedures, control measures and Safe Systems of Work.
- Providing safe equipment for use with flammable and explosive substances.
- Providing sufficient personal protective equipment.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from flammable and explosive substances.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

DANGEROUS SUBSTANCES and EXPLOSIVE ATMOSPHERES

Action Plan

To protect our employees and others who may be affected by our work activities from the harmful risks from flammable and explosive substances used in the course of our business we need to:

1. Make an inventory of every flammable and explosive substance used in the course of our business.
2. Assess the flammable and explosive substances we use and the risks that they pose to health and safety because of the quantities that we use and / or the way that we use them, (look at the specific properties and information on the Safety Data Sheet (SDS))
3. Assess who might be exposed, where and when?
4. Assess or measure the levels of flammable and explosive substances to which our workforce is exposed.
5. Identify the control measures that we should adopt.
6. Consider relevant matters including;
7. Can we eliminate the risk entirely?
8. Can we reduce the amount stored on the premises?
9. Can we eliminate potential sources of ignition?
10. Issue employees with personal protective equipment such as eye protection, anti- static safety footwear, gloves and breathing apparatus.
11. Are there fire resistant enclosures and adequate ventilation for the storage of flammable substances?
12. Are there suitable arrangements for the safe handling, storage and transport of the substances?
13. Are there procedures to ensure that all flammable and explosive substances and decanted materials are appropriately labelled?
14. Record details of our assessments, measurements, results and any controls subsequently introduced.
15. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.

16. Inform, instruct and train workers about the flammable and explosive substances we use, the risks, exposure levels in the workplace and emergency procedures.
17. Implement the procedure and ensure that it is followed in practice.
18. Monitor and review the operation of this procedure from time to time and whenever flammable and explosive substances give rise to incident, injury or ill-health, making changes to the procedure identified as necessary or beneficial.

DISPLAY SCREEN EQUIPMENT

We have a duty to protect the safety, health and welfare of our workforce from the risk involved in the use of display screen equipment (DSE).

We do this by:

- Nominating senior staff members to identify and reduce risks from the use of display screen equipment.
- Assessing the risks from display screen equipment to each member of our workforce who uses them.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to the use of display screen equipment are undertaken by competent, trained personnel.
- Providing and using personal protective equipment where appropriate.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from display screen equipment.

The personnel responsible for the DSE assessment process and these measures are identified in the Responsibility Table of our Health and Safety Policy.

DISPLAY SCREEN EQUIPMENT

Action Plan

To protect workers from the risks from display screen equipment we need to:

1. Appoint a member or members of staff and train them to become a competent assessor for display screen equipment.
2. Assess our work activity to identify where and when workers use display screen equipment.
3. Ensure all display screen users complete a Self-Assessment Questionnaire which can be found in Guidance Note 5-11.
4. Identify any workers with health issues that make them particularly susceptible to problems in using display screen equipment
5. Identify the control measures already in place and any additional measures that may be required.
6. Consider the issues, including;
7. Furniture
8. Screen size
9. Lighting; reflections and glare
10. Rest breaks; rotating work activity
11. Eye sight tests
12. Home and off-site users of display screen equipment
13. Self-assessments and follow-up.
14. Keep a written record of all risk assessments, whether self-assessments or assessments by trained assessors and the control measures and systems of work adopted.
15. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
16. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
17. Implement the procedure and ensure that it is followed in practice.

18. Report any incidence of reportable ill health caused by the use of display screen equipment to the Enforcing Authorities.
19. Monitor and review the operation of this procedure from time to time and whenever an employee develops a display screen equipment related illness, make changes to the procedure identified as necessary or beneficial.

ELECTRICAL SAFETY

We have a duty to protect our employees and other people who use our premises from the risk of electrical injury caused by our electrical installations, our use of fixed equipment and our use of portable electrical appliances.

We do this by:

- Nominating senior staff members to ensure the safety of our electrical installation equipment and portable appliances.
- Making an assessment of the risks from electrical installations, fixed equipment and portable appliances.
- Developing and implementing procedures, control measures, policies and Safe Systems of Work.
- Ensuring that any work carried out on our electrical installation, equipment and appliances is carried out by competent, accredited electrical engineers.
- Providing and using personal protective equipment where appropriate.
- Regular inspection by competent accredited electrical engineers.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage electrical safety.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

ELECTRICAL SAFETY

Action Plan

To protect workers and others from the risks from using fixed and portable electrical equipment we need to:

1. Consider our activities and identify where and when workers may be exposed to risks to their health and safety from fixed or portable electrical equipment.
2. Assess the risks from that exposure to fixed and portable electrical equipment, identifying control measures in place and any additional measure that may be required to avoid risk.
3. Consider relevant issues including:
 - a. The competence of employees or contractors who install or maintain electrical equipment.
 - b. Inspection of fixed electrical installations as prescribed by the IET Wiring Regulations (18th edition) BS 7671.
 - c. The maintenance of electrical installations between inspections.
 - d. The maintenance and inspection of portable electrical equipment.
 - e. Using battery powered hand tools.
 - f. Whether hydraulic or pneumatic tools might be safer.
 - g. Reducing the operating voltage.
 - h. Residual current devices.
 - i. Use in flammable or explosive areas; use in wet and adverse conditions.
 - j. Equipment used by mobile workers.
 - k. Use of trailing cables.
4. Purchase robust equipment suitable for the environment in which it is to be used.
5. Arrange for the routine testing and inspection of portable electrical equipment.
6. Develop a procedure based on these considerations.
7. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.

9. Explain our procedures and arrangements to our workforce. Ensure they are understood and provide training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and after any electrical incident, making changes identified as beneficial or necessary.

EQUALITY, DISABILITY DISCRIMINATION AND COMPLIANCE

We recognise the benefits that will accrue from planned and carefully considered arrangements in regard to the equal treatment of all people and health, safety and welfare issues. To obtain these benefits we have recognised the need for an effective management system and have taken steps to be able to successfully manage disability in the workplace.

We have done this by;

- Nominating an individual member of the senior management who will coordinate actions required to meet the requirements of disadvantaged and vulnerable persons
- Providing adequate resources either financial or human to be able to reasonable adjustments to our workplace(s)
- Allowing employees to nominate safety representatives who will coordinate issues arising from their colleagues in respect of health, safety and welfare.
- Providing adequate resources
- Providing such health and safety information, instruction, and training for all workers as is necessary for them to be able to work without risk to their health or safety or welfare so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near miss incidents and dangerous occurrences.
- Providing and recording relevant training
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

The person nominated with responsibility for overseeing this organisation's arrangements for compliance with statutory requirements in this respect is identified within the Responsibility Table of our Health and Safety Policy.

EQUALITY, DISABILITY DISCRIMINATION AND COMPLIANCE

Action Plan

In order to meet our legal obligations to avoid disability discrimination to employees we need to;

1. Identify a person who will coordinate actions required to meet the requirements of legislation that requires us to treat all people equally.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority required and the resource necessary for them to fulfil their role.
5. Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

EXCAVATIONS

We have a duty to consider the factors that need to be considered when planning excavations, during the setting up of the work and when people need to work in or close to an excavation. We recognise that we have specific responsibilities under construction health and safety regulations to effectively manage excavations.

We have made arrangements to comply with our legal responsibilities by;

- Nominating an individual member of management to take responsibility for managing excavation operations.
- Providing them with sufficient training and resources.
- Employment of competent persons in relation to excavations.
- Reviewing compliance with construction health and safety regulations on site.
- Completing a risk assessment for any works involving excavation which takes into consideration the potential for the sides to collapse and the need for a support structure.
- Implementing an inspection regime of excavations and support systems by a competent person with records retained on site and then kept at Head Office for three months.
- Co-operating with and explaining our arrangements and procedures to designers and other contractors working on the site.
- Ensuring that these procedures are adopted by all parties who may be affected by excavations or who may affect excavations through their activities.
- Monitoring and reviewing our systems with the aim of making improvements to the way we manage excavations.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

EXCAVATIONS

Action Plan

To protect the health, safety and welfare of our workers from the risk of excavations we need to:

Conduct a risk assessment for any works to be undertaken. This is to be completed by a competent person and needs to consider the following hazards:

- Collapse of the sides, potentially by surcharging the excavation.
- Underground and overhead services.
- Contaminated ground.
- Fall of persons, materials, plant or equipment into the excavation.
- Confined spaces.
- Flooding.
- Moving plant.
- Lift operations.
- Undermining adjacent structures.
- Use trenchless techniques where possible.
- Ensure the excavation is adequately supported, taking full account of the type of excavation, nature of the ground, groundwater conditions and the surcharge of sides of the excavation. Support systems are to be subject to inspection and maintenance.
- Provide adequate lighting and ventilation and safe access into and out of the excavation.
- Ensure suitable steps are taken to secure and guard the excavation to prevent any person, vehicle, plant or equipment, or any accumulation of earth and other materials from falling into the excavation.
- Ensure traffic routes are planned so no vehicles or plant go near excavations. Where this is unavoidable then stop blocks are to be used and support systems will account for this extra load and surcharge.
- If the excavation is also classified as a Confined Space then further controls as required by the Confined Spaces Regulations must be implemented.
- Ensure that every supervisor and worker involved in excavation works has been trained in the hazards and risks associated with the work and are also inducted

and given instruction on the specific arrangements applicable to each site on which they work.

- Monitor working activities by workers within and near the excavation to ensure that specific site precautions and arrangements are observed.
- Implement an inspection regime by a competent person with records retained on site and then kept at Head Office for three months. Advice and guidance on Excavations can be found in Guidance Note 7-6, Excavations. Where the excavation is also a confined space Guidance Note 4-24, Confined Spaces gives further information and advice.

FIRE SAFETY – ARRANGEMENTS AND PROCEDURES

We have a legal duty to implement and maintain a fire safety programme, for assessing and controlling the risks from an outbreak of fire and for the provision of fire warnings, fire fighting equipment, emergency lighting, emergency signs, adequate means of escape and evacuation procedures. We have put in place arrangements to meet these responsibilities and to identify and reduce the risks associated with fire and emergency situations.

Our arrangements consist of:

- Nominating a ‘responsible person’ to coordinating fire and emergency arrangements and take responsibility for the completion and regular review of a Fire Risk assessment.
- Identifying fire risks and potential emergency situations and who may be affected.
- Assessing the level of risk and recording the information in the Fire Risk Assessment and emergency plan.
- Implementing procedures and control measures to mitigate the risks posed.
- Liaising with the emergency services, informing them of any workplace or process hazards that have the potential to create fire or emergency situations.
- Developing Safe Systems of Work to reduce the potential incidence of fire and emergency situations.
- Adequate provision of tested and inspected fire fighting and warning equipment.
- Practicing and recording fire evacuation procedures.
- Delivering training on the emergency plan, the Fire Risk Assessment and on the use of any fire fighting equipment provided .
- Reviewing our system.

We use the experience of operating these systems to make improvements to our safety, health and welfare management system.

The personnel responsible for fire and emergency arrangements are identified within the Responsibility Table of our Health and Safety Policy.

FIRE SAFETY - ARRANGEMENTS AND PROCEDURES

Action Plan

To protect workers and others from the risk of fire we need to develop a comprehensive fire safety programme. We need to;

1. Nominate and train a person to be our competent and Responsible Person for fire safety matters.
2. Prepare and maintain an up to date fire risk assessment in respect of our premises and processes. If we have hazards which make our premises high fire risk we will need to get assistance from experts.
3. Provide and maintain (record details) sufficient and suitable fire alarm systems, means of escape, fire fighting equipment, emergency lighting and emergency signs.
4. Develop procedures for the safe and speedy evacuation to a place of relative safety of workers and others in the event of a fire or other emergency.
5. Where appropriate consult with the Fire Service in making these provisions and in developing our site specific arrangements and procedures.
6. Consider;
 - a. Fire prevention. Storage of flammables, waste disposal, open flames etc.
 - b. Potential sources of ignition including use of flammable substances and process related fire hazards.
 - c. Maintenance of fire alarms, smoke detectors, automatic door closers.
 - d. Maintenance of fire doors and escape routes.
 - e. Emergency procedures – fire wardens, fire and evacuation drills, safe assembly points.
 - f. Maintenance of fire extinguishers and fire fighting equipment.
 - g. Liaison with fire service and assisting the fire service in the event of a fire.
 - h. Providing and maintaining fire safety signs and notices.
 - i. Record keeping.
 - j. Safe means of shutting down electric, gas and fuel supplies.
7. Always purchase robust equipment suitable for our intended use.

8. Explain the Fire Safety Programme, Arrangements and Procedures to our Managers, Supervisors, workforce and any other people who need to know what they are; landlords, neighbours, visitors, residents etc. Ensure they are understood.
9. Provide training where required and information for staff nominated with responsibilities.
10. Implement the Programme and ensure that it is followed in practice.
11. Carry out fire alarm and evacuation drills to check that the Programme works in practice.
12. Monitor and review the operation of all aspects of the Fire Safety Programme at least twice a year and whenever a fire related incident happens, making changes to the fire risk assessment, arrangements and procedures identified as necessary or beneficial.

FIRST AID

We have a duty to provide suitable first aid arrangements for our staff whilst at work and visitors who may be affected by our activities. We have taken steps to provide first aid arrangements that meet this requirement.

We do this by:

- Nominating a Senior Manager to identify our needs and ensure continuing arrangements for first aid provision.
- Assessing the reasonable level of first aid provision required for our business at our workplace and for travelling staff.
- Recruiting sufficient members of staff to undertake first aid training as a first aider or appointed person, as appropriate.
- Arranging approved training for those people and keeping records of their training.
- Providing adequate numbers of trained personnel to be available at all times during business hours.
- Providing and maintaining sufficient quantities of first aid equipment and consumables.
- Displaying names and locations of first aid trained personnel or appointed persons in prominent positions throughout the premises.
- Routinely reviewing our first aid arrangements for suitability and ensuring that where we have trained first aiders qualifications are up to date.

FIRST AID

Action Plan

To ensure that we meet our obligations to provide suitable first aid arrangements for our staff whilst at work and visitors who may be affected by our activities we need to take the following action;

1. Assess our business activity to identify the level of first aid provision that will be necessary.
2. Consider issues including;
 - a. The likely severity of foreseeable work-related accidents.
 - b. The number of people likely to be in the workplace.
 - c. The nature of health and safety risks at the workplace.
 - d. The location and accessibility of the workplace.
 - e. Whether the need is for trained first aiders or appointed persons.
3. Keep a written record of our assessment and conclusions.
4. Explain our assessment and conclusions to our workforce.
5. Identify workers to be trained and take responsibility for administering first aid.
6. Provide approved training for appointed first aiders.
7. Keep records of this training and ensure qualifications are kept up to date.
8. Make sure our arrangements are understood and the responsible people known to all workers, Supervisors and Managers.
9. Provide suitable facilities and consumables for delivering first aid at our workplace.
10. Monitor and review from time to time the operation of this procedure in the light of experience making changes to our system identified as necessary or beneficial.

HAND ARM VIBRATION

We have a duty to protect our employees and others who might be affected from the ill health effects of hand arm vibration caused by the use of vibrating tools and equipment.

We do this by:

- Nominating senior staff members to manage and minimise the risk created by the use of vibrating tools and equipment.
- Making an assessment of the risks to our workforce from vibrating tools used in the course of their work.
- Developing and implementing strategies, procedures, Safe Systems of Work and control measures.
- Ensuring that the management of the strategy, procedures, Safe Systems of Work and control measures relating to hand arm vibration is undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Undertaking Health Surveillance where this is necessary.
- Ensuring that all items of equipment are suitable for their task and subject to regular inspection by competent people.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from vibrating tools and equipment.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

HAND ARM VIBRATION

Action Plan

To protect workers and others from the risks to health from hand arm vibration we need to:

1. Consider our activities and identify where and when workers may be exposed to hand arm vibration.
2. Risk assess that work, identifying where exposure is above either the limit value or the action value set by law.
3. Where exposure is above the exposure limit take immediate steps to reduce exposure to below the limit value.
4. Identify control measures already in place and any additional measures that may be required to reduce exposure to below the limit value and so avoid risk.
5. Consider issues including;
 - a. Whether the job can be automated – eliminate exposure.
 - b. Whether the job can be done differently – reduce exposure.
 - c. Whether the job can be rotated between workers – reduce exposure.
 - d. Is the tool too powerful?
 - e. Are vibration levels high because tools are not well maintained?
 - f. Would a newer tool incorporate vibration reduction measures and reduce exposure?
6. Are any groups or individual workers at particular risk?
7. Is health surveillance required? If yes at what level?
8. Develop a procedure based on these considerations.
9. Explain these arrangements to our workforce. Ensure they are understood.
10. Provide training where required and information for staff nominated with responsibility.
11. Implement the procedure and ensure that it is followed in practice.
12. Report cases of HAV which result in a worker being unfit for work and which are confirmed by a medical practitioner to the Enforcing Authority.

13. Monitor and review the operation of this procedure from time to time and whenever a worker develops symptoms related to HAV exposure, making changes to the procedure identified as necessary or beneficial.

HAND TOOLS

We have a duty to protect our employees and other people who use our premises from the risks associated with the use of hand tools.

We do this by:

- Nominating senior staff members to consider the safety implications of our use of hand tools.
- Making an assessment of the risks from our use of hand tools.
- Developing and implementing procedures, control measures, policies and Safe Systems of Work.
- Ensuring that hand tools are properly maintained.
- Providing and using personal protective equipment where appropriate.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the safety of hand tool use.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

HAND TOOLS

Action Plan

To protect workers and others from the risks of using hand tools we need to:

1. Consider our activities and identify where and when workers may be exposed to risks to their health and safety from the use of hand tools.
2. Assess the risks from that use of hand tools, identifying control measures already in place and any additional measure that may be required to avoid risk.
3. Consider relevant issues including:
 - a. The competence and training of workers who use hand tools.
 - b. The maintenance of hand tools particularly powered hand tools.
 - c. Use of hand tools in wet and adverse conditions.
4. Purchase robust equipment suitable for the work and environment in which we require it to be used.
5. Develop a procedure based on these considerations.
6. Keep a written record of any significant risk assessments and the control measures and systems of work adopted.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain our procedures and arrangements to our workforce. Ensure they are understood and provide training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any accident or incident, making changes identified as beneficial or necessary.

HEALTH AND SAFETY INFORMATION FOR EMPLOYEES

We recognise the benefits that will accrue from the provision of effective information regarding health safety and welfare activities to our employees. To obtain these benefits we have recognised the need for an effective management system and have taken steps to provide adequate information to employees and others.

We have done this by;

- Allowing employees to nominate safety representatives who will coordinate issues arising from their colleagues in respect of health, safety and welfare.
- Providing adequate resources
- Providing such health and safety information, instruction, and training for all workers as is necessary for them to be able to work without risk to their health or safety or welfare so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near miss incidents and dangerous occurrences.
- Providing and recording relevant training
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

The person nominated with responsibility for overseeing this organisation's arrangements for provision of information to employees is identified within the Responsibility Table of our Health and Safety Policy.

HEALTH AND SAFETY INFORMATION FOR EMPLOYEES

Action Plan

In order to meet our legal obligations to provide adequate health and safety information to employees we need to;

1. Identify a person to take responsibility for ensuring that adequate information is provided to employees.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority required and the resource necessary for them to fulfil their role.
5. Identify the most effective methods by which information will be circulated to the employees.
6. Display the required health and safety 'What you should know' poster and complete the information on the poster.
7. Provide information to our employees in regard to their responsibilities and essential safety rules.
8. Explain to our workers, supervisors and managers the nature of our arrangements for managing health, safety and welfare.
9. Ensure that our workers are aware of the need to make concerns about health and safety known and report accidents, incidents and cases of work-related ill health to their Managers.
10. Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

HEALTH AND SAFETY OF VISITORS

We have a duty to ensure the health and safety of members of the public who come into our workplace.

We do this by:

- Nominating senior staff members to identify and risk assess the workplace hazards which pose risk to visitors.
- Making an assessment of the risks to visitors.
- Providing a visitors' book to track visitors present in our premises.
- Developing visitor procedures and control measures.
- Implementing visitor procedures and control measures.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Regularly inspecting the premises to identify any new processes, personnel or changes to the building's structure that could pose new risk to visitors.
- Ensuring employees and others adhere to the contents of procedures, control measures and Safe Systems of Work.
- Providing relevant information and training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks to visitors.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy

HEALTH AND SAFETY OF VISITORS

Action Plan

To protect visitors to our workplace we need to:

1. Assess our work activity to identify where and when the public may be exposed to hazard and risk.
2. Identify risks that visitors might face when at our workplace.
3. Where risks to the health and safety of visitors is identified or reported, assess those risks to identify where control measures are required.
4. Identify any control measures already in place and any additional measures that may be required.
5. Consider among other issues;
 - a. Where visitors go, when they go there, why they go there and what they do when they get there.
 - b. Floor coverings
 - c. Slippery floors
 - d. Chemical hazards
 - e. Electrical hazards
 - f. Condition of stairs etc
 - g. Machinery hazards.
 - h. Workplace transport.
6. Involve the workforce in making these assessments; use their experience.
7. Develop procedures, programmes and practices for ensuring visitor safety that are tailored to our workplace.
8. Explain these arrangements to the workforce, their Supervisors and Managers. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and whenever a visitor suffers a work related injury, making changes to the procedure identified as necessary or beneficial.

HEALTH AND SAFETY TRAINING

We have a duty to protect the health, safety and welfare of our employees whilst they are at work and others who might be affected by our work activities. Among other specific arrangements we need to be sure that our workforce is trained to recognise hazards and risks and what they need to do to eliminate, reduce and avoid risk.

We do this by:

- Nominating senior staff members to manage Health and Safety training.
- Making an assessment of the risks to our workforce and others from an inadequately trained workforce.
- Developing and implementing training policies, programmes and arrangements.
- Ensuring that the management of the policy, programmes and arrangements are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees are adequately trained for the variety of tasks which they may be required to do.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage our Health and Safety training programmes.

The personnel responsible for above measures are identified within the Responsibility Table of our Health and Safety Policy.

HEALTH AND SAFETY TRAINING

Action Plan

In developing and implementing training policies, programmes and arrangements we need to:

1. Assess our work activity to identify where and when workers or the public may be exposed to hazards and risks.
2. Where we identify hazards we need to consider the associated risks and the ability of staff to control them and then to identify whether their knowledge of and training about control measures is adequate.
3. Identify any jobs that require workers to have received specific health and safety training.
4. Identify the systems already in place to provide training and any additional measures that may be required.
5. Consider procedures and practices including;
 - a. Plant and machinery.
 - b. Chemical and chemical processes.
 - c. Works transport.
 - d. Working at height.
 - e. Lifting machines and equipment.
 - f. Electrical safety.
 - g. Mundane work.
 - h. Occasional work activities.
 - i. Training needs analyses for individuals.
6. Involve the workforce in making these assessments of our needs.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Explain these arrangements to the workforce, their Supervisors and Managers. Ensure they are understood and provide further training where necessary.
9. Implement the procedures and ensure that they are followed in practice.
10. Monitor and review the operation of the procedures from time to time making changes identified as necessary or beneficial.

HOUSEKEEPING and CLEANING

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises by keeping it in a clean, tidy and sanitary condition.

We do this by:

- Nominating senior staff members to oversee the provision and management of housekeeping facilities and arrangements. Where necessary, making a risk assessment of the risks posed to our workforce and others from housekeeping activities.
- Developing and implementing cleaning procedures and associated safe systems of work where required.
- Ensuring that competent, trained personnel undertake the management of the policy, cleaning regimes and control measures.
- Carrying out regular housekeeping audits.
- Providing and using personal protective equipment where necessary.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies and procedures.
- Providing instruction and where necessary training which is recorded.
- Regular monitoring and review of our arrangements; to ensure that the workplace is kept clean and that our cleaning arrangements are adequate.
- Employees and others adhering to the contents of the procedures and safe systems of work.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

HOUSEKEEPING and CLEANING

Action Plan

To ensure that we keep our workplace tidy and in a clean, sanitary condition we need to;

1. Assess all areas of the workplace and work activities to determine the cleaning requirements for each area.
2. Devise and implement cleaning plans and schedules for each area; specifying and recording them.
3. In devising these plans consider issues including;
 - a. Floors, stairs, toilets, rest and catering areas, outside paths, roadways and storage areas, etc.
 - b. The contaminant and the most appropriate method for cleaning; vacuum cleaning is better than sweeping
 - c. Dry cleaning or wet cleaning. Wet cleaning may leave slippery floors.
 - d. The source of the contaminant - can it be contained other than by cleaning?
 - e. The frequency of and best time of day for cleaning.
 - f. Waste handling and disposal – offensive, unhygienic, infected, chemical, process etc.
 - g. Warning signs.
 - h. Hazards associated with chemical cleaners.
 - i. Cleaning around potentially hazardous equipment.
 - j. Procedures for cleaning hazardous equipment.
4. Involve the workforce in making these assessments of our needs.
5. Explain these arrangements to the cleaning team, the workforce, their Supervisors and Managers. Ensure they are understood. Provide and record training where necessary.
6. Resource and implement the procedures ensuring that they are followed in practice.
7. Make sure Managers understand the requirements.

8. Monitor the implementation and continuing effectiveness of our procedures to ensure that our workplace is being cleaned properly and adequately.
9. Amend our systems and procedures as necessary in the light of operational experience.

INFECTION CONTROL

We have a duty to protect the safety, health and welfare of our workforce and others who enter our premises from the risk of work acquired infections.

We do this by;

- Nominating senior staff members to manage the spread of infection and to reduce the risks posed.
- Making an assessment of the risks to our workforce and visitors to our workplace of acquiring a work related infection.
- Developing and implementing control measures, procedures, policies and Safe Systems of Work.
- Ensuring that the management of the control measures, procedures and Safe Systems of Work relating to the control of work-related infection is carried out by competent, trained personnel.
- Providing and using personal protective equipment.
- Managing our activities to ensure that employees and others use the control measures provided and follow our procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Undertaking Health Surveillance where this is necessary.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks of work-related infection.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

INFECTION CONTROL

Action Plan

To protect workers and others from the risk of work acquired infection we need to;

1. Consider our activities and identify where and when workers and others may be exposed to infectious agents.
2. Risk assess that work identifying the tasks and people who are at risk of a work-related infection.
3. Consider if exposure can be eliminated or whether it can be reduced by restricting access to certain areas to a limited number of people.
4. Identify any control measures already in place and any additional measures that may be required to avoid or reduce risk.
5. Consider issues including;
 - a. Direct physical contact with infectious agents.
 - b. Contact with waste materials - direct, indirect and accidental contact.
 - c. Activities involving skin piercing - intentional and unintentional.
 - d. Contact with contaminated sharp objects.
 - e. Work in areas contaminated with waste.
 - f. Work in cleaning contaminated materials and equipment.
 - g. Are any groups or individual workers at particular risk?
 - h. Is health surveillance required? If yes, at what level?
 - i. Could personal protective equipment give additional protection?
6. Keep a written record of our risk assessments and the control measures and systems of work we adopt.
7. Explain these arrangements to our workforce. Ensure they are understood.
8. Provide training where required and information for staff nominated with responsibility.
9. Implement the procedure and ensure that it is followed in practice.
10. Report cases of work-related infection which result in a worker being unfit for work and which are confirmed by a medical practitioner to the Enforcing Authority.

11. Monitor and review the operation of this procedure from time to time and after any identified case of infection or repeated pattern of absence from work, make changes identified as necessary or beneficial.

LEGIONELLA CONTROL

We have a duty to protect the health of our workforce and others affected by our activities from the risk of infection by Legionella Pneumophila from our hot water and cooling systems. We have to assess the risk of infection and attempt to eliminate that risk or implement suitable control measures.

We do this by:

- Nominating senior staff members to manage water sources within our premises and to reduce the risks posed by legionella.
- Making an assessment of the risks from legionella to our workforce and others.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to Legionella are undertaken by competent, trained personnel.
- Ensuring that the correct testing and treatment regimes are implemented and recorded in accordance with prescribed legislation.
- Providing and using personal protective equipment.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from legionella. The personnel responsible for the above measures are identified in the Responsibility Table of our Health and Safety Policy.

LEGIONELLA CONTROL

Action Plan

To protect the health of our workforce and others from the risks of Legionella Pneumophila from our hot water and cooling systems we need to;

1. Appoint a responsible person to coordinate our approach and take day-to-day responsibility for the control and identification of risks from legionella.
2. Ensure that they have sufficient information, training and competence for the task.
3. Consider our activities and identify where and when workers and others may be exposed to the risk of legionella infection.
4. Assess our hot water and cooling systems for risks to health.
5. Consider if exposure can be eliminated; or how to control and manage the continuing risks.
6. Identify any control measures already in place and any additional measures that may be required to avoid or reduce risk.
7. Considerations should include;
 - a. Do we have any cooling towers; are they open or closed?
 - b. Do we have extensive hot water systems?
 - c. Do we store hot water above or below 60°C?
 - d. Does the hot water system have any 'dead legs' or rarely used outlets?
 - e. Have we tested for the presence of legionella? Who makes the tests, how often?
 - f. Are the testers competent and the results valid?
 - g. Do we treat the water systems to control legionella?
 - h. Can we eliminate the risks? How should we control the risks?
8. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
9. Develop a procedure based on these considerations.
10. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.

11. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
12. Implement the procedure and ensure that it is followed in practice.
13. Report any incidence of legionella to the Enforcing Authorities.
14. Monitor and review the operation of this procedure from time to time and whenever an employee develops legionella, and make changes to the procedure identified as necessary or beneficial.

LEPTOSPIROSIS

We have a duty to protect the safety, health and welfare of our employees or others who may be affected by our work activities from the risk of leptospirosis infection as a result of working with cattle, and where they might be exposed to material contaminated with urine from rats and small mammals.

We do this by:

- Nominating senior staff members to identify and manage our control measures.
- Making an assessment of the risks of leptospirosis to our workforce.
- Developing and implementing policies, Safe Systems of Work and control measures.
- Ensuring that the development of the policy, procedures, Safe Systems of Work and control measures relating to leptospirosis are made by informed and competent staff.
- Adopting thorough cleaning regimes with arrangements to clear spillages and vermin control.
- Providing personal protective equipment and suitable welfare facilities.
- Employees and others adhering to policies, procedures, Safe Systems of Work and control measures.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from leptospirosis.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

LEPTOSPIROSIS

Action Plan

To protect the health, safety and welfare of our workers and others from the risk of work-related leptospirosis we need to;

1. Assess the risk of leptospirosis to our staff.
2. Consider the arrangements we have in place to protect the health, safety and welfare of workers who work with cattle, pigs, in places likely to be infested by rats, mice and small mammals or dogs, or alongside canals and slow moving waterways.
3. Identify any workers who may be at particular risk.
4. Consider whether additional control measures are required.
5. Consider among other relevant issues;
 - a. The job;
 - b. Contact and potential for contact with infected materials;
 - c. Elimination of the risk – pest control measures if appropriate;
 - d. Work instructions;
 - e. Personal protective equipment;
 - f. Welfare arrangements – access to good washing facilities;
 - g. Welfare arrangements – rest and meal breaks; and
 - h. First aid arrangements.
6. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
7. Involve workers in developing a procedure based on these considerations.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain these arrangements to our workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and after any report of a worker suffering or suspected of suffering from leptospirosis, make changes identified as necessary or beneficial.

12. Report medically confirmed cases of leptospirosis to the Enforcing Authority.

LIFTING EQUIPMENT and LIFTING OPERATIONS

We have a duty to provide and maintain safe lifting equipment and to ensure that lifting operations are safely carried out. We also have a duty to ensure that others who might be affected by our work are not exposed to risk from lifting operations or our use of lifting equipment.

We do this by:

- Nominating senior staff members to manage and oversee lifting operations and the provision and use of lifting equipment.
- Assessing the risks to employees and others from lifting operations and the use of lifting equipment.
- Developing and implementing control measures, procedures and Safe Systems of Work.
- Arranging for the statutory examinations of this equipment at the appropriate intervals.
- Purchasing approved CE marked equipment made to applicable BS, IS or CEN
- Ensuring that risk assessments are undertaken by competent, trained personnel
- Implementing the findings of risk assessments, procedures, Safe Systems of Work and control measures.
- Ensuring that employees and others are trained and competent to take part in lifting operations and to follow prescribed procedures, control measures and Safe Systems of Work.
- Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from lifting equipment and lifting operations

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

LIFTING EQUIPMENT and LIFTING OPERATIONS

Action Plan

To ensure the safety of our employees and others involved in lifting operations and working with lifting equipment we need to;

1. Assess our work activity to identify where and when workers or others may be involved in lifting operations and to hazard and risk during the use of lifting equipment.
2. Where hazards and risks from lifting operations and the use of lifting equipment are identified, risk assess the task(s) undertaken, to identify where control measures are required.
3. Involve the workforce in making these assessments of our needs.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
5. Consider among other issues;
 - a. Loads to be lifted; size, type, weight.
 - b. Where the loads are lifted, the purpose of the lift.
 - c. Are loads lifted and transported.
 - d. Are people lifted?
 - e. Strength and integrity of new equipment.
 - f. Risks to operators.
 - g. Maintenance and statutory examinations and test.
 - h. Planning of lifting operations.
 - i. Weather and wind speed for work outdoors.
 - j. Training for operators, Supervisors, banksmen, maintenance workers etc.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.

9. Implement the procedures and ensure that they are followed in practice.
10. Monitor and review the operation of this procedure from time to time and whenever anyone is injured or suffers ill health as a result of using lifting equipment, making changes to the procedure identified as necessary or beneficial.

LONE WORKING

Our company has a duty to ensure the safety, health and welfare of our workforce whilst at work. That duty extends to employees who travel during the course of their work and those who work away from our core premises.

We do this by:

- Nominating senior staff members to consider the health, safety and welfare of lone workers.
- Identifying situations where lone working is required which affect our employees.
- Making an assessment of the risks to members of our workforce who are or may become lone workers.
- Developing and implementing control measures and procedures to ensure their health and safety whilst at work.
- Providing sufficient funding support to enable the development and implementation of procedures, risk assessments and control measures.
- Ensuring that procedures and control measures are in place for lone working situations.
- Ensuring that identified equipment needs are met and training on their use is given.
- Ensuring that the content of the procedures and risk assessments are made available to all staff.
- Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from lone working.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

LONE WORKING

Action Plan

To protect the health, safety and welfare of our workers who work alone, whether it is because they are a mobile worker, because they work away from our core operating site or for other reasons, we need to;

1. Identify who among our workforce is or is potentially a lone worker.
2. Assess the risks to those identified as lone workers.
3. Identify the control measures already in place and any additional measures that may be required.
4. Consider, as part of our assessment, issues such as;
 - a. Where they work.
 - b. Are they at risk because they handle cash?
 - c. Are they at risk because they are work at a remote or hazardous location?
 - d. Are they at greater risk because they are working abroad?
 - e. Are they at greater risk in the winter months?
 - f. Are they at risk from a violent client or a member of the client's family?
 - g. Are they likely to cut corners because they are not under direct supervision?
 - h. Are they at risk because of health issues?
 - i. Are they at risk because a significant part of their day is spent driving?
 - j. Are they at risk because they work exceptional hours?
 - k. Are they at risk because they do not have access to welfare or first aid facilities?
 - l. Mobile phone signals.
5. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
6. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.

8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and whenever an employee reports an accident or case of ill health attributable to working alone, make changes to the procedure identified as necessary or beneficial.

MANAGING SAFETY AND HEALTH AT WORK

We recognise the business benefits that can accrue from the effective management of safety and health at work. To obtain these benefits for our company we have recognised the need for an effective management system and have taken steps to put such a system in place.

We have done this by;

- Nominating an individual member of the senior management to take responsibility for managing safety and health at work.
- Providing adequate resources
- Providing such health and safety information, instruction and training for all workers as is necessary for them to be able to work without risk to their health or safety so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near-miss incidents and dangerous occurrences.
- Reporting reportable accidents within the statutory timescales (information is in our Guidance Notes).
- Providing and recording relevant training.
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

The person nominated with responsibility for overseeing this organisation's arrangements for managing safety and health at work is identified within the Responsibility Table of our Health and Safety Policy.

MANAGING SAFETY AND HEALTH AT WORK

Action Plan

In order to meet our legal obligations to manage safety and health at work we need to;

1. Identify a person to take responsibility for managing health and safety in our business activities.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority required and the resource necessary for them to fulfil their role.
5. Plan our management of health and safety at work, set up and maintain systems that will deliver a satisfactory health and safety performance.
6. Explain to our workers, Supervisors and Managers the nature of our arrangements for managing health and safety at work.
7. Ensure that all our workers are aware of the need to make concerns about health and safety at work known and report accidents, incidents and cases of work-related ill health to their Managers.
8. Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

MANUAL HANDLING

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises from the risks present in manual handling activities.

We do this by:

- Nominating senior staff members to manage and identify load or lifting hazards.
- Making an assessment of the risks from manual handling to our workforce.
- Developing and implementing procedures and systems of work to reduce the risks from manual handling operations in the course of our business.
- Ensuring that any Manual Handling Risk Assessments are undertaken by competent, trained personnel.
- Eliminating the need for manual handling through the introduction of mechanical handling equipment or other alternatives where this is reasonably practicable.
- Regularly inspecting the premises to identify any new processes, personnel or changes to the building's structure which would trigger the need for re-assessment.
- Employees and others adhering to the contents of procedures, control measures and Safe Systems of Work.
- Providing and recording job-based training for employees with manual handling tasks.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from manual handling.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

MANUAL HANDLING

Action Plan

To protect our workforce and others from the risk of injury while manual handling loads we need to;

1. Assess the risks to our workforce from handling loads. This includes lifting and carrying as well as pushing and pulling loaded containers.
2. Have a nominated Manager to lead the process.
3. Consider;
 - a. What we have to move - its size and shape.
 - b. The weight.
 - c. The frequency.
 - d. Which of our workforce is involved? Do some handle loads more frequently than others?
 - e. Can we reduce the need for movement? Are there mechanical aids we could use? Can we use them?
 - f. Can we adapt our processes to reduce the risk?
 - g. Have our workforce been trained in manual handling techniques for the products and goods that they handle in the course of their work?
 - h. Where team lifting is employed have the workers been trained in the same system?
 - i. Are the floors suitable and maintained for the work that goes on?
 - j. Are there extremes of temperature?
 - k. Are any groups or individual workers at particular risk?
 - l. Is health surveillance required? If yes at what level?
4. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
5. Involve workers in developing a procedure based on these considerations.
6. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.

7. Explain these arrangements to our workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and after any ill health or back injury, making changes identified as necessary
10. Where employees are injured in an accident involving manual handling or are diagnosed with ill-health on account of manual handling at work report, to the enforcing authorities, those cases that fall into a reportable category.

MOBILE PLANT AND VEHICLES

We have a duty to consider the factors that need to be considered by mobile plant and vehicles. To effectively manage mobile plant and vehicles we recognise that effective planning and control of mobile plant operations, adequate checking, inspection and maintenance of plant combined with thorough training, assessment and briefing of personnel will reduce the level of risk. We also recognise that we have specific responsibilities under construction health and safety regulations to effectively manage the movement of vehicles on sites.

We have made arrangements to comply with our legal responsibilities by;

- Nominating an individual member of management to take responsibility for managing mobile plant and providing them with sufficient training and resources.
- Employing trained and competent people to operate plant and briefing them on the tasks to be carried out. Training is provided or recognised through nationally recognised schemes such as the Construction Skills Certification Scheme (CSCS).
- Ensuring that the rated capacity and design limitations of mobile plant is never exceeded and that where a specific design of mobile plant is required for a specific task it is supplied and used.
- Completing risk assessments for all mobile plant operations and implementing practical measures to ensure the safe movement of pedestrians, mobile plant and vehicles on site.
- Implementing an inspection and maintenance regime and, where appropriate, thorough examination for mobile plant by a competent person with records retained on site.
- Co-operating with and explaining our arrangements and procedures to all parties on the site.
- Ensuring that these procedures are adopted by all parties who may be affected by mobile plant or vehicles.
- Monitoring and reviewing our systems with the aim of making improvements to the way we manage the movement of mobile plant and vehicles.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

MOBILE PLANT AND VEHICLES

Action Plan

To protect the health, safety and welfare of our workers from the risk of mobile plant and vehicles we need to:

Conduct a risk assessment for the movement of mobile plant and vehicles. This is to be completed by a competent person and needs to consider the following:

1. Establishment of pedestrian routes that are segregated from mobile plant and vehicles, either by a safe distance or by physical barriers.
2. Traffic routes that minimise congestion and risk of collision.
3. Speed limits.
4. One way systems.
5. Parking areas.
6. Excavations and trenches.
7. Ground conditions and stability.
8. Ensuring that all personnel involved in the planning, supervision and carrying out of mobile plant operations are adequately trained, medically fit and competent for their role.
9. Ensuring that mobile plant operators are familiar with the specific machine they are operating including attachments such as quick hitches. This will include records of all familiarisation training.
10. Ensure that the right machine is chosen and is capable for the task and considers the following;
11.
 1.
 - a.
 - a. Stability under all foreseeable operating conditions.
 - b. Access to and from the cab and other parts of the vehicle requiring routine access.
 - c. Braking systems.
 - d. Visibility for the driver.
 - e. Warning devices.

- f. Physical guards to protect dangerous parts.
- g. Driver protection from hazards and from the weather.
- h. Ensure adequate supervision is in place to reinforce the safe system of work and ensure daily checks have been completed.
- i. Ensure that every supervisor and worker involved in mobile plant operations has been trained in the hazards and risks associated with the work and are also inducted and given instruction on the specific arrangements applicable to each site on which they work.
- j. Implementing an inspection and maintenance regime as identified by an assessment of the risk of failure and guided by manufacturer's instructions.

MOBILE WORKFORCE

We recognise we have a duty to protect member of our workforce who may carry out mobile, lone and out of hours work.

We have made arrangements to comply with our legal responsibilities by;

- Nominating a manager or supervisor to be responsible for such people whilst they are at work.
- Providing information such as pre-job briefing, competency levels and training to form a work safety package.
- Completing a site specific risk assessment prior to work commencing and where necessary ensuring that the individual worker has the ability and competence to complete a dynamic point of work risk assessment.
- Ensuring that supervisors and workers are competent to carry out a point of work assessment and provide adequate training.
- Ensuring the employment of competent persons in relation to the type of work to be conducted.
- Ensuring that these procedures are adopted by all parties.
- Monitoring and reviewing our systems with the aim of making improvements to the way we manage our mobile workforce.

The person nominated with responsibility for overseeing these arrangements is identified within the Responsibility Table of our Health and Safety Policy.

MOBILE WORKFORCE

Action Plan

To protect the health, safety and welfare of our mobile workers we need to:

1. Conduct a risk assessment prior to work commencing that considers the following:
 - a. Scheme of work is in place prior to work commencing.
 - b. Provision of a means to update the risk assessment on site (Point of Work risk assessment).
 - c. Training and competency levels.
 - d. Equipment required.
 - e. Driving.
 - f. Lone working.
 - g. Out of hours working.
 - h. Fire arrangements.
 - i. Welfare arrangements.
 - j. First aid arrangements.
 - k. Conduct a point of work risk assessment when required such as:
 - l. Updating a previously prepared risk assessment.
 - m. Changes to the working environment.
 - n. Changes to the work to be undertaken.
 - o. Out of hours work requiring a specific assessment.
 - p. Maintenance worker undertaking a number of calls in a given period.
2. Ensure that statutory notifications are completed in conformance of the New Roads and Street Works Act if required.
 - a. Employ competent persons in relation to the type of work to be conducted.
 - b. Ensure that every supervisor and worker involved has been trained in the hazards and risks associated with the work and are also inducted and given instruction on the specific arrangements applicable to each site on which they work.

- c. Ensure adequate supervision is in place to monitor working activities by workers and ensure that specific site precautions and arrangements are observed.

OCCUPATIONAL HEALTH and HEALTH SURVEILLANCE

We have a duty to ensure the health and wellbeing of our employees who may be affected by the incidence of ill health arising from their work activities. We shall implement systematic, regular and appropriate procedures to detect early signs of work-related ill health among employees exposed to certain health risks; and acting on the results.

We do this by;

- Nominating senior staff members to coordinate and manage health surveillance screening programmes.
- Developing and implementing strategies, procedures etc.
- Ensuring that the development of the strategies and procedures relating to health surveillance are undertaken by competent, trained personnel.
- Ensuring that Managers, employees and others follow our procedures and rules.
- Providing and recording relevant training.
- Recording Health Surveillance.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we coordinate health surveillance.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

OCCUPATIONAL HEALTH and HEALTH SURVEILLANCE

Action Plan

To set up a health surveillance system we need to;

1. Consider our activities and identify where and when workers may be exposed to health risks.
2. Risk assess that work, identifying if any exposure is above the limit value or the action value set by law.
3. Where exposure is above the exposure limit take immediate steps to reduce exposure to below the limit value.
4. Consider issues including:
 - a. Are any groups or individual workers at particular risk?
 - b. Health Surveillance is normally required for exposure to
 - a. Chemical hazards - dusts, fumes, solvents, liquids or gases.
 - b. Biological hazards - bacteria, viruses, animals, plants and food stuffs.
 - c. Physical hazards - musculoskeletal injuries, noise, vibration, extreme heat and cold
 - d. Stress - excessive workloads and tasks which affect their emotions
 - e. Asbestos, lead, work in compressed air
 - c. What is the level of surveillance required?
 - a. A 'responsible person' looking for a clear reaction where someone is working with something that could harm their health, e.g. for dermatitis, checking for skin damage on hands where solvents are being used.
 - b. A 'qualified' person asking employees about symptoms of ill health or inspecting or examining individuals for signs of ill health, e.g. conducting a hearing test, or a lung function test.
 - c. Medical surveillance by a doctor, which can include clinical examinations to look for a reaction from exposure to some chemicals.
 - d. Keeping confidential individual health records where required
 - e. Are baseline health assessments required when a person takes up or changes job?

5. Explain these arrangements to our workforce. Ensure they are understood.
6. Provide training where required and information for staff nominated with responsibility.
7. Implement the procedure and ensure that it is followed in practice.
8. Report cases of whole body vibration which result in a worker being unfit for work and which are confirmed by a medical practitioner to the Enforcing Authority.
9. Monitor and review the operation of this procedure from time to time making changes identified as necessary.

OCCUPATIONAL ROAD SAFETY

We have a duty to continue to manage, so far as we can, the health, safety and welfare of our workforce when they are away from our premises and travelling in the course of their work.

We do this by:

- Nominating senior staff members to identify and manage the potential hazards to our workforce when driving in the course of our business.
- Assessing the risks to our workforce from driving in the course of our business.
- Developing and implementing policies and procedures.
- Ensuring that the vehicles are suitable and sufficient for their intended use and that they are maintained at their specified service intervals or when faults are identified.
- Ensuring that all vehicles are properly insured, taxed and Ministry of Transport tested, prior to road use.
- Ensuring that any risk assessments are undertaken by competent and trained personnel.
- Employees and Supervisors following our policies and procedures.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks associated with occupational road use.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

OCCUPATIONAL ROAD SAFETY

Action Plan

To ensure the safety of our employees whilst travelling by road in the course of our business (and to protect others who might be affected by their actions) from the hazards and risks surrounding occupational road safety we need to;

1. Assess our work activity to identify where and when workers may be exposed to hazards and risks on account of occupational road use.
2. Assess specific occupational road use risks to our workforce.
3. Involve the workforce in these assessments and in the identification of appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to government and road safety organisations' published guidance.
5. Consider among other issues;
 - a. Working Time regulations.
 - b. Statutory limitation of commercial vehicle drivers' hours.
 - c. The positioning and security of loads – in cars, vans and large goods vehicles
 - d. The length of the working day when hours driving to and from a job, visit, training course etc. is added to the time spent on the task.
 - e. Schedules that don't require excessive speed and allow time for rest breaks.
 - f. Weather conditions.
 - g. Allowance for rest breaks.
 - h. Policy on overnight stays.
 - i. Advanced driver training.
 - j. Suitability of vehicles.
 - k. Vehicle maintenance.
6. Develop procedures, programmes and practices tailored to our workplace.

7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident or injury related to occupational road use, making changes to the procedure identified as necessary or beneficial.

OFFICE EQUIPMENT

We have a duty to protect our employees and other people who use our premises from the risks associated with the use of office equipment.

We do this by:

- Nominating senior staff members to consider the safety implications of our use of office equipment.
- Making an assessment of the risks from our use of office equipment.
- Developing and implementing procedures, control measures, policies and Safe Systems of Work.
- Ensuring that office equipment is properly maintained.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the safety of office equipment.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

OFFICE EQUIPMENT

Action Plan

To protect workers and others from the risks of using office equipment we need to:

1. Consider our activities and identify where and when workers may be exposed to risks to their health and safety from the use of office equipment.
2. Assess the risks from that use of office equipment, identifying control measures already in place and any additional measure that may be required to avoid risk.
3. Consider relevant issues including:
 - a. The competence and training of workers who use office equipment.
 - b. Who does what when the equipment goes wrong?
 - c. Are any young workers likely to use office equipment? Are any special precautions needed?
 - d. Are manufacturers' instructions followed?
 - e. The maintenance of office equipment.
 - f. The location of office equipment.
4. Purchase robust equipment suitable for the work and environment in which we require it to be used.
5. Develop a procedure based on these considerations.
6. Keep a written record of any significant risk assessments and the control measures and systems of work adopted.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain our procedures and arrangements to our workforce. Ensure they are understood and provide training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any accident or incident, making changes identified as beneficial or necessary.

OVERHEAD SERVICES

We have a duty to consider the factors when preparing to near or underneath overhead services. We recognise that work may only be carried out in close proximity to live overhead lines when there is no alternative, and only when the risks are acceptable and can be properly controlled. We recognise that we have specific responsibilities under health and safety at work and electricity at work legislation.

We have made arrangements to comply with our legal responsibilities by;

- Nominating an individual member of management to take responsibility for managing operations near or underneath overhead services and providing them with sufficient training and resources.
- Liaising with the local electricity company, grid supplier, local authorities and others as appropriate before any work commences.
- Liaising with telephony suppliers in respect of work near or adjacent to overhead telecommunications lines and equipment.
- Completing a job specific risk assessment and implementing a safe system of work.
- Requesting power lines are dead. Where this is not possible identifying and implementing the practical steps required to prevent danger and contact.
- Employing competent trained workers in relation to work near or underneath overhead services who have the knowledge and ability to avoid danger from overhead power lines.
- Ensuring work is carried out under the direct supervision of a trained, competent and responsible supervisor.
- Co-operating with and explaining our arrangements and procedures to other contractors working on the site.
- Monitoring and reviewing our systems with the aim of making improvements to the way we manage work in close proximity to overhead services.

The person nominated with responsibility for overseeing these arrangements is identified within the Responsibility Table of our Health and Safety Policy.

OVERHEAD SERVICES

Action Plan

To protect the health, safety and welfare of our workers from the risk of overhead services we need to:

- Consult with the local electricity company grid supplier, local authorities and others as appropriate before any work within the published exclusion zone for the particular supply line and voltage is started.
- Request that power lines are made dead or implement suitable precautions before any work takes place.
- Liaising with telephony suppliers in respect of work near or adjacent to overhead telecommunications lines and equipment
- Conduct a risk assessment for any works to be undertaken within an exclusion zone and implement a safe system of work. This is to be completed by a competent person and needs to consider the following:
 - Whether work is near but not underneath overhead services.
 - Safe working when passing underneath overhead services.
 - Working underneath overhead services.
- Isolate the area containing the overhead services with ground level barriers that can also be seen at night.
- Employ competent persons in relation to work near or underneath overhead services and compliance to published guidance on the avoidance of danger from overhead power lines.
- Follow the guidelines and advice issued by the electricity company when working near or passing underneath overhead services. All personnel are to be aware of the distances for the exclusion zones.
- Ensure that every supervisor and worker involved in the works has been trained in the hazards and risks associated with the work and are also inducted and given instruction on the specific arrangements applicable to each site on which they work.
- Monitor working activities by workers to ensure that specific site precautions and arrangements are observed.

PERSONAL PROTECTIVE EQUIPMENT

Where the protection of the health, safety and welfare of our workforce and others who may be affected by our work activity can only be achieved by the issue of personal protective equipment we have a duty to provide such equipment as is necessary.

We do this by:

- Nominating senior staff members to coordinate the management of work related health and safety issues.
- Reviewing our arrangements and procedures for the management of hazards and risk to identify where existing controls are not sufficient to protect workers or others from the risk of ill health.
- Identifying where personal protective equipment (PPE) are required to reduce risk to an acceptable level or provide further protection.
- Assessing the suitability and adequacy of the PPE supplied for use.
- Explaining the need for and the correct use of PPE to the workforce.
- Making sure that Managers and Supervisors know why and when PPE is required.
- Managers and Supervisors ensuring employees and others wear PPE in designated areas.
- Providing facilities for storage, cleaning, maintenance and replacement of PPE.
- Providing and recording relevant training.
- Monitoring and reviewing the policy and procedures; using our experience of operating these arrangements we aim to continuously improve and reduce the incidence of work related ill health.

The personnel responsible for monitoring and implementing the use and issue of personal protective equipment are identified within the Responsibility Table of our Health and Safety Policy.

PERSONAL PROTECTIVE EQUIPMENT

Action Plan

To protect the health, safety and welfare of our workforce and others who may be affected by our work activity by the issue of personal protective equipment we need to;

1. Assess our work activities to identify where and when workers or others may be exposed to risks to health that are not adequately controlled at source.
2. Where risks are identified - carry out an assessment of the risks to our workers and others.
3. Involve the workforce in these assessments.
4. Identify the control measures already in place and any additional measures that may be required before the use of PPE is adopted. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
5. Remember that the issue of PPE should only be considered when we are unable to control the hazard and risk by other reasonably practicable means.
6. Consider among other issues;
 - a. Elimination of the hazard.
 - b. Control of the hazard, extraction, dilution, dampening etc.
 - c. Adequacy of PPE.
 - d. Fitting of PPE to the individual user.
 - e. Storage facilities.
 - f. Arrangements for cleaning, repair and replacement.
 - g. Training for correct use, cleaning etc. Supervisors and users.
 - h. Supervising use.
 - i. Signs for area where the use of PPE is required.
 - j. Records of training, issue and replacement.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.

10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health caused by inadequate or failure to use PPE, making changes to the procedure identified as necessary or beneficial.

PEST CONTROL

We have a duty to protect the safety, health and welfare of our employees and others who enter our premises from the hazards and risks that arise because of pest infestations on our premises and pest control measures.

We do this by:

- Nominating senior staff members to control the incidence of pests within our work premises, to minimise the risk posed by pests.
- Identifying and implementing control measures, developing procedures and Safe Systems of Work.
- Ensuring that where relevant pest control work is undertaken by competent, trained personnel, using the correct personal protective equipment.
- Ensuring that the safest option or substance is used to control pests.
- Inspections carried out by competent accredited persons to determine the levels of pests affecting our premises ensuring that any pest control work is subject to Safe Systems of Work and suitable control measures.
- Employees and others adhering to procedures, control measures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from pest control activities.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

PEST CONTROL

Action Plan

To protect the health, safety and welfare of our workers from the risks that arise because of pest infestations and pest control measures we need to;

1. Assess the specific hazards and risks to the health, safety and welfare of those at work from pest infestations and pest control measures
2. Consider the arrangements we have in place to protect the health, safety and welfare of those workers exposed to pest infestations and involved in pest control measures.
3. Consider among other relevant issues;
4. the nature of the pest problem;
5. hazards from the pest;
6. why there is a problem;
7. potential food sources;
8. potential sources of bedding/nesting material;
9. physical controls;
10. use of d-i-y pesticides;
11. pesticide contractors;
12. placement of pesticides;
13. Involve workers in developing a procedure based on these considerations.
14. Explain these arrangements to our workforce and ensure they are understood.
15. Provide training where required.
16. Provide information and any necessary training for staff nominated with responsibility.
17. Implement the procedure and ensure that it is followed in practice.
18. Monitor and review the operation of this procedure from time to time and after any report of a dangerous incident or a worker suffering injury or ill health at work involving pest infestations or pest control, making changes identified as necessary or beneficial.

PREMISES

We have a duty to protect our employees and others from the hazards and risks posed by entering our premises and to ensure that our facilities are provided and maintained to an acceptable standard.

We do this by:

- Nominating senior staff members to reduce the risks posed by work in or by use of our facilities.
- Making an assessment of the risks arising from working on our premises to our workforce and others.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to our premises are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks posed.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

PREMISES

Action Plan

To protect workers and others from the risks associated with our premises we should have;

1. Completed out a general risk assessment of the facility identifying any hazards that the premises may pose to our employees.
2. Considered;
 - a. Work space – ensuring employees can carry out their tasks without obstruction.
 - b. Sanitary conveniences and washing facilities – must be available within close proximity to the workforce and determined by the number of employees.
 - c. Windows and doors – ensuring these do not pose an obstruction or vision problem.
 - d. Rest areas - provision for employees to be able to eat and drink away from working areas.
3. Provided clean sanitary facilities, a supply of drinking water and rest areas for staff appropriate to the numbers of employees in our workplaces.
4. Ensured that a fire risk assessment has been made and recorded,
5. Arranged for routine testing of the fire alarm system and emergency lighting; ensuring that this is documented.
6. Identified any asbestos present in the premises and maintain an asbestos register; seeking remediation treatment where necessary.
7. Ensured all our insurance liability policies are current and suitable for the premises.
8. Ensured glazing in high risk areas is of a safety material or protected against breakage.
10. Implemented a suitable housekeeping regime that reduces the likelihood of slip, trip and fall hazards occurring on our premises.
9. Considered pedestrian segregation from vehicles, with clearly identified walkways as a means of ensuring pedestrian safety.

PRESSURE SYSTEMS

We have a duty to ensure that our use of pressure systems is safe and without risk to our workforce and others.

We do this by;

- Nominating senior staff members to identify the hazards posed by the use and maintenance of pressure systems.
- Assessing the risks to employees and others from the use of pressure systems.
- Developing and implementing control measures, procedures and Safe Systems of Work.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Ensuring that regular inspections and tests are carried out on pressure systems in accordance with prescribed legislation, to identify their suitability for continued safe use.
- Ensuring employees and others adhere to procedures, control measures and Safe Systems of Work.
- Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from pressure systems.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

PRESSURE SYSTEMS

Action Plan

To ensure the safety of our employees and others whilst working with or near pressure systems we need to;

1. Assess our work activity to identify where and when workers or others may be exposed to hazards and risks during the operation of pressure systems.
2. Where hazards and risks from the use of pressure systems are identified, risk assess the task(s) undertaken, to identify where control measures are required.
3. Involve the workforce in making these assessments of our needs.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
5. Consider among other issues;
 - a. Maintenances of pressure vessels and pipelines.
 - b. Statutory inspections of pressure systems.
 - c. Risks to operators.
 - d. Eye protection.
 - e. Adaptation of and alterations to compressed air systems.
6. Noise (also part of an assessment of exposure to hazardous substances). Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and whenever anyone is injured or suffers ill health as a result of our use of pressure systems, making changes to the procedure identified as necessary or beneficial.

PROJECT SAFETY FOR TRAVELLING AND MULTI-SITE WORKERS

To enhance the safety of our workforce and others, we implement effective methods to reduce the risks to those who work away from our home base at any number of different work-sites.

We ascertain, so far as we are able, the hazards and risks that will be faced at these remote work-sites so that they can be taken into account in our planning and in instructions to our workforce. We also train our workforce to be able to identify hazards and risks of which we may not initially be aware and to act accordingly, including seeking advice from managers.

We do this by:

- Nominating senior staff members to coordinate and plan work which is to be completed at other sites.
- Requesting and reviewing the suitability and adequacy of the health and safety arrangements and documentation for each location.
- Considering the hazards and assessing the risks at each site and taking them into account when preparing work instructions, procedures and method statements.
- Ensuring that our workforce is trained to recognise the hazards and risks that are likely to arise in the course of their work and know how to avoid them.
- Ensuring that our clients are aware of the procedures and risk assessments for any of our work processes that may affect them.
- Ensuring that our workers follow both our procedures and any that are required by our clients.
- Ensuring that any equipment used is inspected and tested at frequencies defined within current legislation and evidence of this can be supplied.
- Regular review of our systems and any injuries or incidents that have arisen.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

PROJECT SAFETY FOR TRAVELLING AND MULTI-SITE WORKERS

Action Plan

To ensure the safety of our employees and others when our workforce is working away from its home-base we need to be sure that we and they are able to control any health and safety risks arising from their work. We need to;

1. Assess the hazards and risks to our workforce that may be faced whilst they are working at client premises.
2. Assess the hazards and risks to others that our presence may create.
3. Involve the workforce and clients (as appropriate) in these assessments and in the identification of effective control measures.
4. Identify the control measures already in place and any additional measures that may be required.
5. Consider among other issues;
 - a. Have we obtained sufficient information about the risks at the premises where we will be working?
 - b. Do we need to complete a pre-works site survey?
 - c. What will our employee(s) be doing? Where will they be doing it and when?
 - d. Does this put them at risk? Will our processes put the client or their staff at risk?
 - e. Should we work only when the client's workforce is not present?
 - f. The presence of asbestos.
 - g. Will sufficient equipment be available to complete the work safely?
 - h. Are the workers trained and competent?
 - i. Will the workers receive site inductions and understand rules, instructions and relevant safety signs?
 - j. Who will coordinate and manage our workers whilst on site?
6. Develop procedures, practices and method statements for working on other sites; making sure that the specific hazards and risks at each site are taken into account.

7. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
8. Make sure the workforce knows what to do should they face unexpected hazards and risks in the course of their work.
9. Make sure that Managers and those supervising the work understand the procedures and arrangements. Consider whether they need any training.
10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health, making changes to the procedure identified as necessary or beneficial.

PROTECTION of the PUBLIC

We have a duty when planning for and working on site to consider the protection of the public and especially children. We recognise that the construction design and management regulations gives us a specific responsibility to protect the public from hazardous activities.

We have made arrangements to comply with our legal responsibilities by;

- Nominating an individual member of management to take responsibility for protection of the public.
- Considering the protection of the public when preparing the Construction Phase Plan and site risk assessments.
- Following best practice guidance on protecting the public.
- Providing suitable signage at the site entrance(s).
- Preventing public access to the site both when work is taking place and out of hours by ensuring the site is left in a secure and safe condition and especially so when the site is in a public or residential area.
- Co-operating with and explaining our arrangements and procedures to all parties on the site.
- Ensuring that these procedures are adopted by all parties who may be affected.
- Monitoring and reviewing our systems with the aim of making improvements to the way we manage public protection such as additional security measures.

The person nominated with responsibility for overseeing these arrangements is identified within the Responsibility Table of our Health and Safety Policy.

PROTECTION OF PUBLIC

Action Check List

To protect the health and safety of the public from the risk of our activities we need to:

- Consider public protection issues when preparing the Construction Phase Plan and in subsequent risk assessments.
- Take account of official and professional guidance.
- Display signs at the site entrance(s) warning that unauthorised access is not permitted and that all visitors are to report to the site office.
- Ensure that the public is safe during work hours and that the site is left in a safe and secure condition out of hours and especially when the site is in public or residential areas.
- The following on site precautions should be considered:
 - Whenever possible fence the entire site using 2 metre high de-mountable fencing or close hoarding to prevent children and others gaining access to the site.
 - Removing or 'boarding over' ladders to prevent access onto scaffolds and towers.
 - Where there is an obvious hazard of children gaining access to scaffolding the area must be secured with additional 2 metre high fencing or hoarding local to the working area and the ladder access physically removed.
 - Excavations protected by rigid barriers of a type that will keep children away from this danger. Manhole covers should be secured down. If needed, use additional local fencing to protect the excavation.
 - All plant should be secured in the compound or totally immobilised, so that it cannot move even if brakes are released.
 - Materials should be stored at low level on firm, flat ground. Items such as manhole rings should be stored horizontally and damaged brick packs broken down and re stacked.
 - Loose material such as sand or spoil heaps must have very gentle batters to their slopes.
 - If there is evidence that uninvited members of the public, especially children, have or probably will come onto the site, additional measures such as the use of security staff should be considered.

- The site manager will regularly review and decide exactly what security measures are needed to ensure the safety of the public and children in particular.

PURCHASING

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises and we have systems in place to protect these groups from any adverse effects of all plant, equipment, supplies and substances that we purchase to support our work activities.

Our systems consist of:

- Nominating senior staff members to identify and manage the organisation's safe purchasing requirements.
- Developing and implementing a purchasing policy, identifying the safest available options.
- Ensuring that this policy is implemented by trained and competent staff.
- Ensuring that the equipment purchased is safe, adequate and suitable for its purpose, and that safety devices and other control measures are fitted.
- Providing adequate and sufficient personal protective equipment to employees.
- Providing relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to our purchasing policy.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

PURCHASING

Action Plan

To ensure that we purchase work equipment and substances that are safe, so far as is reasonably practicable, when used by our workers and others we need to;

1. Identify who in our company is authorised to purchase equipment, supplies and substances. Consider whether they need specific training for certain health and safety conditions.
2. Consider where we buy equipment and substances.
3. Obtain Manufacturer's Safety Data Sheets for the substances we purchase and consider the hazard and risk data provided.
4. When buying equipment specify in purchase orders that it complies with relevant European or National Standards.
5. On receipt of new equipment check that where relevant it bears compliance markings.
6. Involve workers in developing a procedure based on these considerations.
7. Explain these arrangements to our workforce. Ensure they are understood.
8. Provide training where required and information for staff nominated with responsibility.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time, making changes identified as necessary or beneficial.

RADON

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises by protecting them from excessive exposure to naturally occurring radon in the workplace.

We do this by:

- Nominating senior staff members to identify the need for radon testing.
- Commissioning radon testing, where appropriate.
- Developing and implementing procedures, Safe Systems of Work and control measures.
- Recording the undertaking of the checking and testing procedures, to evidence the activities' completion.
- Ensuring that testing is undertaken by competent, trained personnel.
- Employees and others adhering to procedures, control measures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from radon.

The personnel responsible for above measures are identified within the Responsibility Table of our Health and Safety Policy.

RADON

Action Plan

To protect our workforce and others who visit our premises from the ill health effects of naturally occurring radon we need to;

1. Ascertain whether our premises are located in an area where high levels of naturally occurring radon gas are likely to be present.
2. Identify a Senior Manager to ensure that we take the correct action to meet our responsibilities.
3. Arrange for radon measurements to be taken by an approved radon specialist.
4. Consider the results of radon measurements.
5. Take action to reduce exposure where unacceptably high levels of radon are measured.
6. Control measures may include;
 - a. sealing soil gas routes into the building;
 - b. sub-floor depressurisation sumps to draw soil gas away from the building before it can enter;
 - c. sub-floor pressurisation sumps to force soil gas away from the building before it can enter;
 - d. sub-structure ventilation;
 - e. ventilation and adjustment of the air pressure inside the building to reduce or reverse the driving force which assists the entry of soil gas.
7. If normal control measures are unlikely to be effective take further advice from specialists and introduce radiation protection measures to reduce personal exposure.
8. Record details of measurements, results and any controls subsequently introduced.
9. Inform, instruct and train workers about the hazard of radon, the risks, exposure levels in the workplace and any control measures introduced. Record the details.
10. Ensure that those responsible for operating and maintaining control systems are competent and trained.
11. Maintain control measures in good working order.

12. From time to time check that the control measures are still working and that radon levels are being controlled below the exposure reference level.

RISK ASSESSMENT AND HAZARD REPORTING

We have a duty to assess the significant risks arising out of our business activities and for specific areas of concern. We have a duty to implement the findings of these risk assessments to ensure the safety, health and welfare of our employees and others who may be affected by our work activity.

To support this process and our management of health and safety we encourage our employees to report all hazards observed in the course of their work, so that potential risks can be identified and the appropriate action taken.

We do this by:

- Nominating senior staff members to oversee our risk assessment process and hazard reporting procedure.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Developing risk assessments procedures, Safe Systems of Work and measures to effectively control the work activities within our work premises.
- Explaining the results of risk assessments to our workforce.
- Implementing the findings of the risk assessments, procedures, strategies, Safe Systems of Work and control measures.
- Implementing hazard reporting procedures and explaining them to our workforce.
- Recording and analysing hazards when they occur and investigating corrective and preventive measures.
- Employees and others following our procedures, control measures and Safe Systems of Work.
- Regular review of existing risk assessments and identifying the need for additional assessments.
- Providing and recording relevant training.
- Routinely reviewing the operation of our systems.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

We use the experience from operating these arrangements to make improvements to our safety, health and welfare management system.

RISK ASSESSMENT AND HAZARD REPORTING

Action Plan

For our risk assessment process to be sufficiently robust to protect the health, safety and welfare of our employees and those affected by our work activity we need to;

1. Nominate a senior manager to take responsibility for identifying hazards and managing and co-ordinating risk assessment.
2. Appoint and train sufficient numbers of staff in the process of risk assessment.
3. Systematically identify the hazards to which our workforce and others are exposed.
4. Provide a means for the workforce to identify and report hazards or potential hazards to their managers.
5. Consider the risks from those hazards, however recognised, identifying people at risk.
6. Evaluate the risks and decide if further precautions are required.
7. In significant cases, record our findings.
8. Implement those findings.
9. Involve Managers and workers in identifying hazards and carrying out risk assessments.
10. Explain the results of risk assessments to any affected staff and detail any new precautions or systems of work they need to follow.
11. Review risk assessments on a regular basis, commensurate to the risk.
12. Review our arrangements from time to time to ensure that they are fully understood and operating correctly.

SAFE SYSTEMS OF WORK

We have a duty to ensure our workforce are provided with clear instructions and training when undertaking potentially hazardous tasks that pose significant risks.

We do this by:

- Nominating senior staff members to oversee and implement Safe Systems of Work.
- Identifying where Safe Systems of Work are required.
- Developing Safe Systems of Work to effectively control the work activities within our work premises.
- Communicating the Safe Systems of Work to applicable employees.
- Ensuring that Safe Systems of Work are created by competent, trained personnel.
- Providing training on the Safe System to the workforce.
- Regular checks to ensure that the Systems are being followed.
- Reviewing our systems.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

We use the experience from operating these arrangements to make improvements to our safety, health and welfare management system.

SAFE SYSTEMS OF WORK

Action Plan

To ensure that adequate Safe Systems of Work are in place for employees to follow we need to;

1. Appoint and train sufficient numbers of staff in the creation of the Safe System of Work.
2. Systematically identify the areas where a Safe System of Work may be required.
3. Assess the task and identify the hazards.
4. Define the safe method of undertaking the task.
5. Document the Safe System of Work and ideally display it at the work site where the work takes place.
6. Implement the System and ensure employees understand it. Provide training where necessary.
7. When developing and implementing Safe Systems of Work we should involve Managers and workers in the task being assessed.
8. Review Safe Systems of Work on a regular basis or when situations change.

SAFETY HARNESES AND LANYARDS

We have a duty to ensure the safety of our employees when using safety harnesses and lanyard equipment for working at height.

We do this by;

- Nominating senior staff members to identify when the use of safety harnesses and lanyards is an appropriate measure to control the hazard of working at height.
- Nominating senior staff members to manage the risks involved in the use, storage, cleaning and inspection / examination of safety harnesses and lanyards.
- Assessing the risk to employees and others from the use of safety harnesses and lanyards.
- Developing and implementing control measures, procedures and safe systems of work.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Ensuring that emergency plans are in place for every workplace where safety harnesses and lanyards are used by our workers.
- Ensuring that these plans are known and workers have had sufficient training to be able to put them into practice.
- Ensuring that regular inspections are undertaken of safety harnesses and lanyards in accordance with legislation and good practice to ensure that such equipment is 'fit for purpose' prior to each use. (Safety Records)
- Ensuring that employees and others use the appropriate control measures and follow procedures and safe systems of work.
- Providing and recording training. (Safety Records)
- Monitoring and reviewing our systems, using our experience of operating these arrangements we aim to make improvements to the way in which we manage the risks from the use of safety harnesses and lanyards.

The personnel responsible for the above measures are identified within the Responsibilities Table of our Health and Safety Policy.

SAFETY HARNESSES AND LANYARDS

Action Plan

To ensure the safety of our employees and others whilst working with safety harnesses and lanyard equipment at height we need to;

1. Remember that the use of safety harnesses and lanyards is only appropriate where other precautions to prevent falls from height cannot be used.
2. Assess our work activity to identify when and where workers may need to use safety harnesses and lanyard equipment.
3. Where hazards and risks from work at height are identified and the use of safety harnesses and lanyard equipment is appropriate we need to identify the specific arrangements and control measures for the specific work.
4. Involve the workforce, as necessary, in these assessments.
5. Identify the control measures already in place and any additional measures that may be required. Refer to the manufacturers' guidance, trade guidance, equipment suppliers' guidance and British, European or Irish Standards etc.
6. Consider among other issues;
 - a. Risks to operators
 - b. The integrity of the equipment
 - c. The provision of suitable storage for the equipment
 - d. The training needs of operators, Supervisors and others
 - e. The periods of inspection of the equipment
 - f. A suitable inspection regime for the equipment
 - g. Action to be taken when defective equipment is found
 - h. The periods of useful life of the equipment
 - i. Replacement of the equipment
 - j. Risks to persons other than the operators
 - k. The effect of wearing and use of the equipment in terms of restrictions to the operators
 - l. An emergency plan including rescue arrangements designed to recover a casualty within 10 minutes.
7. Develop procedures, programmes and practices tailored to safe work at height.

8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.

9. Explain these arrangements to the workforce. Ensure that operators understand them and provide further training where necessary particularly in relation to the use and inspection of safety harnesses and lanyard equipment.

10. Implement procedures and ensure that they are followed in practice.

11. Monitor and review the use of safety harnesses and lanyard equipment from time to time and whenever anyone is injured or suffers ill health as a result of working at height where this type of equipment has been used.

SAFE USE OF TELEHANDLERS

Telehandlers are one of the most versatile pieces of site equipment, unfortunately this very versatility provides scope for unsafe use. We have a duty to protect our workforce and others from the risks created by our use of telehandlers.

We do this by:

- Nominating site management to identify and manage the risks to ensure they are carried safely and that all foreseeable risks have been taken into account.
- Assess the risks to our workforce and others from the use of telehandlers.
- Developing and implementing control measures, procedures and Safe Systems of Work.
- Additional planning is required for non-standard lifting operations such as unusual loads, loads with large wind areas, use of non integrated working platforms, use of special attachments and use in tight areas.
- Ensuring that the correct telehandler and compatible attachments have been selected for the type and size of load to be lifted together with the environment in which it is to be used so that they are adequate for their purpose.
- Ensuring that telehandlers are inspected and tested at the prescribed statutory intervals, maintained and in good working order and are checked prior to use
- Ensuring that risk assessments are made by competent and trained personnel.
- Employees and others following our procedures and Safe Systems of Work, and using the control measures provided.
- Providing segregated traffic routes and appropriate warning signs.
- Authorising only telehandler drivers formally trained to recognised standards appropriate to our business; e.g. CPCS, NPORS, LANTRA.
- Ensuring operators and supervisors receive familiarisation training on the type or model of telehandlers or attachments.
- Providing and recording the appropriate training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks associated with telehandlers used in the construction industry.

The personnel responsible for these measures are identified in the Responsibility Table of our Health and Safety Policy.

SAFE USE OF TELEHANDLERS

Action Plan

To ensure the safety of our employees and others whilst working in areas where they could be affected by the hazards and risks of telehandlers we need to;

1. Assess our work activity to identify where and when workers or others may be exposed to the hazards and risks of telehandlers.
2. Assess the risks to our workforce and others from such exposure.
3. Involve the workforce in these assessments and in the identification of appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance, published standards etc.
5. Consider among other issues;
 - a. Driver suitability and training.
 - b. Interaction with other transport.
 - c. Interactions with people.
 - d. Doors opening onto roadways.
 - e. Blind corners.
 - f. Separate construction vehicles and pedestrian routes.
 - g. Rough ground, slopes, ramps, potholes etc.
 - h. Telehandler matched to the job.
 - i. Lighting.
 - j. Loading bays.
 - k. Reversing.
 - l. Use of high personal protective equipment PPE.
 - m. Supervision.
 - n. Training of Supervisors and workers.
6. Develop procedures, programmes and practices tailored to the construction area where the telehandlers are in use.

7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident, or injury related to the use of a telehandler, making changes to the procedure identified as necessary or beneficial.

SEWAGE

We recognise that in addition to the risks to health, such as gastro-enteritis, Weil's disease, hepatitis, occupational asthma and eye infection working with sewage will also have an environmental impact. We understand that in addition to duties under health and safety at work legislation we have specific responsibilities under environmental protection and water supply regulations to effectively manage work with sewage.

We have made arrangements to comply with our legal responsibilities by;

- Nominating an individual member of management to take responsibility for managing works involving sewage and providing them with sufficient training and resources.
- Ensuring our workforce receive adequate training on the risks of working with sewage.
- Completing a risk assessment for any works involving sewage and in particular if it involves entry into a sewer or manhole.
- Provision of suitable personal protective equipment and inoculations.
- Provision of adequate welfare facilities.
- Co-operating with and explaining our arrangements and procedures to other contractors working on the site.
- Ensuring that these procedures are adopted by all parties who may be affected by work with sewage.
- Monitoring and reviewing our systems with the aim of making improvements to the way we manage sewage.

The person nominated with responsibility for overseeing these arrangements is identified within the Responsibility Table of our Health and Safety Policy.

SEWAGE

Action Plan

To protect the health, safety and welfare of our workforce and minimise environmental impact from sewage we need to:

- Train our workforce in the health risks associated with working with sewage.
- Provide our workforce with suitable guidance on the health hazards of working with sewage.
- Ensure that appropriate risk assessments and method statements have been developed for the activity with the necessary tools, equipment and people.
- Provide appropriate and maintained personal protective equipment that may include waterproof and abrasion resistant gloves, footwear, eye and respiratory protection.
- Inoculate our workforce against tetanus, poliomyelitis and hepatitis whilst they are at work.
- Provide adequate welfare facilities which includes clean water, soap, nailbrushes and disposable paper towels wherever the work takes place. Where heavy contamination is foreseeable showers should be provided.
- Oversee good standards of hygiene across the workforce.
- Provide segregated storage for clean and contaminated clothing and separate eating facilities.
- Provide adequate first aid arrangements.
- Make effective arrangements for occupational health surveillance and the monitoring of the health of our staff.

SITE SECURITY AND VISITORS

When planning for site works we have a duty to give consideration to the protection of site visitors. We recognise that we also have specific responsibilities under construction health and safety regulations to protect the public from our activities.

We have made arrangements to comply with our legal responsibilities by;

- Nominating an individual member of management to take responsibility for site security and visitors.
- Ensuring site security on possession of a working site and securing the boundary preferably with lockable gates and suitable hoarding to prevent unauthorised access and fly-tipping. Where the whole site cannot be secured we always ensure that the particular parts of the site areas where we are working and there is potentially hazardous operations or particular equipment are appropriately secured.
- Providing suitable notices and warning signs at the site entrance(s).
- Providing a car park for private vehicles with controlled access to the construction area and clear access to site offices and facilities.
- Assessing the risks to visitors, implementing control measures and a visitor procedure for the reception of such people.
- Ensuring that these procedures are adopted by all parties who may be affected.
- Monitoring and reviewing our systems with the aim of making improvements to the way we manage site security and visitors.

The person nominated with responsibility for overseeing these arrangements is identified within the Responsibility Table of our Health and Safety Policy.

SITE SECURITY AND VISITORS

Action Plan

To protect the health, safety and welfare of visitors to our site from the risk of our activities we need to:

- Consider site security on possession and securing the boundary preferably with lockable gates and suitable hoarding to prevent unauthorised access or fly-tipping. Where the whole site cannot be secured ensuring that areas where we are working and with potentially hazardous operations or particular equipment are appropriately secured.
- Maintain site security throughout the duration of the project.
- Display signage at the site entrance(s) to inform everyone entering the site that unauthorised access is not permitted and the health and safety requirements of the site. These will include minimum standards of PPE and require that all visitors must report to the site office.
- Clearly identify and signpost the route to the site office, where that is not obvious.
- Provide a car park for privately owned contractor and visitor vehicles that can be accessed from a public road with controlled access to the construction area and clear access to the site offices and facilities.
- Complete a risk assessment of the potential hazards to visitors and implement a suitable procedure to control these hazards. One or more of the following on site precautions will be required:
 - A booking in procedure.
 - Induction of the visitor on potential hazards, first aid, fire and emergency arrangements, PPE and restricted areas.
 - Escorting of the visitor where appropriate.
 - Provision of PPE if required.
- Regularly review our security and visitor reception procedures modifying and improving our arrangements as is shown to be appropriate..

SITE WASTE MANAGEMENT

We understand we have a duty to effectively manage waste generated from our activities to ensure its safe and environmentally sound disposal. We recognise that we have a legal duty of care to manage waste and specific responsibilities under a range of legislation for the effective management of waste be it inert, non-hazardous and hazardous.

We have made arrangements to comply with our legal responsibilities by;

- Nominating an individual member of management to take responsibility for the management of waste on sites and provide them with sufficient training and resources.
- Classifying the waste as hazardous or non-hazardous and ensuring it is passed onto an authorised person with the correct competence and holding an environmental permit or licence.
- Check involved parties hold the relevant licences, permits or exemptions.
- Apply the waste hierarchy.
- Using a Site Waste Management Plan (not mandatory) to aid our management of waste.
- Co-operating with and explaining our arrangements and procedures to other contractors working on the site.
- Monitoring and reviewing our systems with the aim of making improvements to the way we manage waste on site.

The person nominated with responsibility for overseeing these arrangements is identified within the Responsibility Table of our Health and Safety Policy.

SITE WASTE MANAGEMENT

Action Plan

To minimise environmental impact from our production of waste we need to:

- Classify the waste as hazardous or non-hazardous with reference to the European Waste Catalogue code.
- Ensure waste is passed on to an authorised person with the correct technical competence and holding a relevant environmental permit or licence.
- Ensure any contractors who carry or collect waste hold a waste carrier's licence and any waste transfers are supported by the correct document such as a controlled waste transfer note for non-hazardous and a consignment note for hazardous waste.
- Ensure waste treatment or disposal facilities have an environmental permit or waste management licence unless they have a registered exemption.
- Register with the appropriate environmental protection agency if the site produces more than 500kg of hazardous waste.
- Apply the waste hierarchy that consists of the following:
 - Prevent waste.
 - Reduce waste.
 - Reuse/recycle waste.
 - Energy recovery from waste.
 - Disposal of waste
- Prepare and update a Site Waste Management Plan (SWMP) to help manage waste on site and improve resource efficiency and reduce waste. We recognise this is no longer mandatory for sites.
- Communicate our arrangements to others on site.
- Monitor the effectiveness of our arrangements and take action where identified.

SITE WORK

We have a duty to protect our employees from the risks posed from working on site.

We do this by:

- Nominating senior staff members to reduce the risks arising from working on site.
- Making an assessment of the risks to our workforce from site works.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to open air working are undertaken by competent, trained personnel.
- Providing and using personal protective equipment.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from working on site.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

SITE WORK

Action Plan

To protect workers from the risks posed from working on site we need to:

1. Assess our work activity to identify where and when workers may be exposed to harm from working on site.
2. Identify any workers with health issues that make them particularly susceptible to injury from working on site.
3. Identify the control measures already in place and any additional measures that may be required.
4. Consider;
 - a. Excessive exposure to sunlight – provide sunscreen/sun block, water supply, regular breaks, covering exposed parts of the body.
 - b. Watercourse hazards – fall arrest equipment, inflatable life jackets, two-man working.
 - c. Lack of available light to work safely (e.g. during the winter months or at night) – provide appropriate artificial lighting and spare bulbs.
 - d. Exposure to dust and micro-organisms (resulting in sensitization or asthma) – is health surveillance or respiratory protective equipment required?
 - e. Life-threatening reactions from bites and stings - availability of antidotes, first aid provision, medical assistance, individual specific risk assessments.
 - f. Adverse weather conditions (hypothermia, heat exhaustion) - length of time of exposure, appropriate clothing, periodic rest breaks.
1. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
2. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
3. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
4. Implement the procedure and ensure that it is followed in practice.
5. Report any incidence of a reportable injury or disease to the Enforcing Authorities.

6. Monitor and review the operation of this procedure from time to time and whenever an employee is harmed as a result of working on site, making changes to the procedure identified as necessary or beneficial.

SLIPS, TRIPS AND FALLS

We have a duty to protect our workers and others visiting our premises from the risks of slipping, tripping and falling.

We meet this duty by:

- Nominating senior staff members to be responsible for monitoring and improving workplace pedestrian safety.
- Identifying all the potential causes of slips, trips and falls and assessing the risk.
- Developing and implementing procedures and control measures.
- Ensuring that pedestrian routes are fit for the purpose, that they are routinely maintained and checked.
- Ensuring that any risk assessments or safety inspections are carried out by competent and trained personnel.
- Adhering to our risk assessments, procedures and control measures.
- Providing wherever possible segregated traffic routes and adequate signage.
- Providing and recording relevant training.
- Regular monitoring and review of our arrangements to ensure that arrangements we have made remain sufficient to control the potential risk.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

SLIPS, TRIPS AND FALLS

Action Plan

To protect our workforce and others who visit our premises from the risk of accidents caused by slips, trips and falls we need to;

1. Identify where on our worksite there are potential areas for slips, trips or falls accidents.
2. Assess the hazards in each of those areas and the risks that people at work and others may face.
3. Identify existing controls and any additional measures that we should be taking.
4. Consider issues including;
 - a. Floor surfaces.
 - b. The environment.
 - c. Footwear.
 - d. Contamination.
 - e. Obstacles and obstructions.
 - f. Cleaning regimes.
 - g. People – human factors.
5. Involve workers in developing a procedure or arrangements based on these considerations.
6. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any report of a dangerous incident or of a person suffering injury or due to slipping or tripping and falling on our premises or while at work making changes identified as necessary or beneficial.

STORAGE OF CHEMICAL SUBSTANCES AND AGENTS

We have a duty to protect our workers and others from the potential hazards and risks present as a result of the storage of chemical substances at our workplace.

We do this by:

- Nominating senior staff members to identify the chemical substances used and their storage requirements.
- Developing and implementing risk assessments, procedures, Safe Systems of Work and control measures to minimise risk within our work premises.
- Implementing the procedures, Safe Systems of Work and control measures.
- Ensuring that the storage, containment and exhaust ventilation arrangements are adequate for their purpose, as defined in prescribed legislation.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to chemical substances are undertaken by competent, trained personnel.
- Providing and using personal protective equipment.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from stored chemical substances.

The personnel responsible for above measures are identified within the Responsibility Table of our Health and Safety Policy.

STORAGE OF CHEMICAL SUBSTANCES and AGENTS

Action Plan

To protect our workforce and others from the potential hazards and risks present as a result of the storage of chemical agents at our workplace we need to;

1. Make an inventory of every chemical substance, including its location and the maximum quantities expected, stored on our premises.
2. Assess the potential risks from the storage of each of those substances and identify those which are hazardous and those which are not.
3. Assess the hazardous chemical substances for the risks that they pose to health and safety because of the quantities that we store and or the way that they are stored.
4. Identify the control measures that we should adopt.
5. Consider matters including;
 - a. What hazardous chemical substances do we store?
 - b. In what quantity?
 - c. Where?
 - d. Are they stored in accordance with SDS recommendations and published guidance?
 - e. Are the storage arrangements suitable?
 - f. Have we identified and separated incompatible chemical agents? How can we improve our storage arrangements?
 - g. Is our workforce aware of hazards and risks?
6. Record details of our assessments, the results and any controls subsequently introduced.
7. Prepare a detailed statement of how we control the risks.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.

11. Monitor and review the operation of this procedure from time to time and whenever hazardous substances give rise to incident, injury or ill health, making changes to the procedure identified as necessary or beneficial.

STREET WORKS AND ROAD WORKS

We have a duty to protect our workforce from the risks of carrying out construction work in close proximity to live roads and vehicular traffic. We recognise that we have specific responsibilities under the new roads and street works legislation and construction design and management regulations.

We have made arrangements to comply with our legal responsibilities by;

- Nominating an individual member of management to take responsibility for managing street works.
- Completing specific risk assessments for all work involving street works or road works.
- Ensuring that any statutory street work notices are sent to the relevant authority.
- Ensuring the employment of trained, competent workers in relation to the type of work to be conducted and in particular those involved in laying out the site, signage or lighting and traffic control measures.
- Ensuring that work is carried out in accordance with the Safety at Street Works and Road Works Code of Practice.
- Ensuring that these procedures are adopted by all parties who may be affected by moving vehicles.
- Providing the appropriate equipment for the task.
- Providing suitable and appropriate personal protective equipment.
- Monitoring and reviewing our systems with the aim of making improvements to the way we manage street works and road works.

The person nominated with responsibility for overseeing these arrangements is identified within the Responsibility Table of our Health and Safety Policy.

STREET WORKS AND ROAD WORKS

Action Plan

To protect the health, safety and welfare of our workers from the risk of moving vehicles during street and road works we need to:

Conduct a risk assessment for the movement of vehicles that considers the following:

1.
 - a. Signage and lighting.
 - b. Working on different classes of roads.
 - c. Methods of traffic control.
 - d. Controlling the speed of passing traffic.
 - e. Works near to tramways and level crossings.
 - f. Ensure that statutory notifications are completed in conformance of new roads and street works legislation and construction design and management regulations.
 - g. Employ suitably qualified and competent persons in relation to the type of work to be conducted and in particular those involved in laying out the site, signage or lighting and traffic control measures.
 - h. Ensure that every supervisor and worker involved has been trained in the hazards and risks associated with the work and are also inducted and given instruction on the specific arrangements applicable to each site on which they work.
 - i. Ensuring that work is carried out in accordance with Safety at Street Works and Road Works Codes of Practice.
 - j. Ensure adequate supervision is in place to monitor working activities by workers and ensure that specific site precautions and arrangements are observed.

STRESS IN THE WORKPLACE

We recognise that we have a duty to take action to reduce and where reasonably practicable to eliminate ill health which is caused by work related stress.

We do this by;

- Nominating senior staff members to consider and manage the issue of work related stress.
- Developing and implementing a policy for identifying and managing work related stress.
- Involving our workforce in the development of this policy and our procedures.
- Providing information about the policy to all workers.
- Training Managers and Supervisors to recognise symptoms of work related stress.
- Ensuring that the policy is adopted and followed.
- Ensuring employees know what to do if they suspect they, or a colleague, are suffering from stress.
- Providing counselling or occupational health services and support.
- Monitoring and reviewing the policy and procedures; using our experience of operating these arrangements we aim to make improvements to the way we manage ill health caused by work related stress.

The personnel responsible for monitoring and implementing the above policy are identified in the Responsibility Table of our Health and Safety Policy.

STRESS IN THE WORKPLACE

Action Plan

To protect our workforce from ill health caused by work related stress we need to;

1. Assess our work activities to identify where and when workers or others may experience unacceptable levels of work related stress.
2. Prepare a stress policy and plan of action when a worker is identified as suffering ill health on account of work related stress.
3. Involve the workforce in developing the policy and plan of action.
4. Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice.
5. Consider among other issues;
 - a. **The outward signs of stress;**
 - i. emotional. Fatigue, anxiety, poor motivation in general.
 - ii. cognitive. Making mistakes, having accidents.
 - iii. behavioural. Deteriorating relationships with colleagues, irritability, indecisiveness, absenteeism, excessive smoking or drinking, overeating etc.
 - iv. physiological, Increased complaints about health - headaches, dizziness etc.
 - b. Stress risks assessments.
 - c. Support to an employee who is experiencing stress whether work related or not e.g. following a bereavement or separation.
 - d. The effect of new or changed roles without adequate training.
 - e. The effect of poor communication during times of change
 - f. Excessive workloads, long working hours, unsocial hours.
 - g. Working alone
 - h. Employees having to cover for the poor performance or attendance of colleagues.
 - i. Do employees have developmental opportunities.

- j. Bullying and harassment by Managers, Supervisors and colleagues.
- 6. Develop procedures, programmes and practices tailored to our workplace.
- 7. Make sure that Managers and Supervisors understand the policy and procedure. Consider whether they need any training.
- 8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
- 9. Implement the policy and procedure and ensure that it is followed in practice.
- 10. Monitor and review the operation of the policy and procedure from time to time and following any case of ill health caused by work related stress, making changes to the procedure identified as necessary or beneficial.

SUBSTANCE and ALCOHOL ABUSE

We have a duty to protect the safety, health and welfare of our employees and others from the hazards that may arise as a result of workers abusing alcohol and other substances.

We do this by:

- Nominating senior staff members to coordinate and manage our substance and alcohol abuse policies and provision.
- Developing and implementing strategies, policies and procedures.
- Providing competent accredited trained personnel to provide support and counselling services.
- Employees and others adhering to the contents of our procedures and policies.
- Providing and recording relevant training
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from substance abuse.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

SUBSTANCE and ALCOHOL ABUSE

Action Plan

To protect workers and others from the risks of working with people who abuse substances and alcohol we need to;

1. Develop a policy for dealing with workers whose abuse of substances and alcohol put other people at work at risk.
2. Consider;
 - a. The problem should be treated as an illness.
 - b. The problem can be successfully treated.
 - c. Disciplinary action is a last resort.
 - d. Sufferers may find it difficult to admit to a problem.
 - e. It is easier to take action in the early stages of the condition.
 - f. Staff should be able to identify early signs of problems.
 - g. Advice is available from many organisations including local Health Authorities.
3. Develop a policy and procedure based on these considerations.
4. Explain these arrangements to our workforce. Ensure they are understood.
5. Provide training and information, where required, for staff nominated with responsibility so that they are able to identify workers with substance abuse problems.
6. Implement the procedure, identify who is to provide support and counselling services and ensure that it is followed in practice.
7. Ensure that staff, particularly Managers and Supervisors, remains aware of our procedure although we hope and expect it will not be required in practice.
8. Monitor and review the operation of this procedure whenever it has been used, making changes identified as necessary or beneficial.

THE CONTROL OF HAZARDOUS AND NON-HAZARDOUS WASTE

We have a duty to ensure that we effectively and safely dispose of waste materials and products and control the methods of disposal used so that our workforce and any others who might be affected are not at risk to their health, safety or welfare.

We do this by:

- Nominating senior staff members to control the disposal of waste, both hazardous and non-hazardous wastes, from our work premises to minimise the risk posed.
- Assessing the risks to our workers from the handling and disposal of waste.
- Developing and implementing policies, procedures, Safe Systems of Work and control measures relevant to the control of waste including measures necessary to ensure compliance with environmental legislation.
- Ensuring that waste disposal is undertaken by competent, approved personnel, using the correct personal protective equipment.
- Ensuring that the safest means of disposal is used to protect the environment.
- Employees and others adhering to procedures, control measures and Safe Systems of Work.
- Providing and recording relevant training.
- Regular monitoring and review of our arrangements and facilities to ensure that we continue to manage and dispose of waste, hazardous and non-hazardous, without risks to health or safety.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

THE CONTROL OF HAZARDOUS AND NON-HAZARDOUS WASTE

Action Plan

To ensure our workforce and any others who might be affected are not at risk to their health, safety or welfare from the way we dispose of hazardous and non-hazardous waste materials and products we need to:

1. Identify where we create waste and rubbish during the course of our business.
2. Assess the hazard that the waste materials may present to people at work and others and the risks they face from it.
3. Identify hazardous and controlled wastes.
4. Consider issues relevant to our workplace including;
 - a. Whether the waste is particularly hazardous because it is a classified chemical substance.
 - b. Whether the waste is hazardous because it is or contains biological agents.
 - c. Whether the waste is hazardous because it is sharp, heavy or flammable.
 - d. How is it stored in the workplace?
 - e. How is it moved about the workplace?
 - f. How is it stored outside the premises? Is it secure? Can the public gain access?
 - g. Is the way we store waste an invitation to an arsonist?
 - h. How can we make the process easier and safer for our workers?
5. Consider how environmental legislation and requirements might impact on health and safety procedures and how the waste is disposed of.
6. Involve workers in developing a procedure based on these considerations.
7. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.

10. Implement the procedure and ensure that it is followed in practice.
11. Monitor and review the operation of this procedure from time to time making changes to the procedure identified as necessary or beneficial.

THE PROVISION AND USE OF MACHINERY

We have a duty to ensure that machinery used in the course of our business is safe and without risk to our workers and others when in use.

We do this by:

- Nominating senior staff members to manage the health and safety issues relating to our use of machinery.
- Making an assessment of the risks from the use of machinery to our workforce and others.
- Developing and implementing control measures, policies and Safe Systems of Work for machines currently in use and policies for the purchase of new machinery.
- Ensuring that the management of these policies, procedures, Safe Systems of Work and control measures is by competent, trained personnel.
- Providing and using personal protective equipment where it is necessary.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from machinery.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

THE PROVISION AND USE OF MACHINERY

Action Plan

To protect workers from the hazards and risks involved in the use of machinery we need to:

1. Assess our work activity to identify where and when workers or others may be exposed to machinery hazards and risks.
2. Where hazards and risks from the use of machinery are identified, risk assess the task(s) undertaken, to identify where control measures are required.
3. Involve the workforce in making these assessments of our needs
4. Identify the control measures already in place and any additional measures that may be required.
5. Consider among other issues;
 - a. Risks to users
 - b. Risks to tool setters, fitters and maintenance staff
 - c. Ease of setting
 - d. Ejection of work pieces
 - e. Fumes
 - f. Oil mist and bacterial contamination of oils
 - g. Pneumatic and hydraulic receivers
 - h. Handling work pieces
 - i. Training for setters
 - j. Training for operators
 - k. Newer safer machines
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.

10. Monitor and review the operation of this procedure from time to time and whenever anyone is injured or suffers ill health as a result of using a machine, making changes to the procedure identified as necessary or beneficial.

THE PROVISION, USE AND MAINTENANCE OF WORK EQUIPMENT

We have a duty to protect our employees and other people who use our premises from the health and safety risks associated with the provision and use of work equipment.

We do this by:

- Nominating senior staff members to consider the health and safety issues surrounding any new equipment that we obtain and the equipment that we use in the course of our business.
- Making an assessment of the risks from work equipment when in use and during its maintenance.
- Developing and implementing procedures, control measures, policies and Safe Systems of Work.
- Ensuring that any work carried out on work equipment is carried out by competent workers or competent contractors.
- Providing and using personal protective equipment where appropriate.
- Regular maintenance and servicing.
- Statutory inspections by competent accredited engineers and surveyors where required.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the provision and use of work equipment.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

THE PROVISION, USE AND MAINTENANCE OF WORK EQUIPMENT

Action Plan

To protect workers and others from the risks from work equipment we need to:

1. Consider our activities and identify where and when workers may be exposed to risks to their health and safety from our use of existing equipment.
2. Consider the implications for the health and safety of our workforce when purchasing or looking to purchase new equipment.
3. Assess the risks from any such exposure to work equipment, identifying control measures in place and any additional measure that may be required to avoid risk.
4. Consider relevant issues including:
 - a. What risks to health and safety might be created?
 - b. Do any parts look dangerous?
 - c. Do the guards adequately protect against the risk? Do they conform to the current BS, IS or EN standard?
 - d. Do fumes or dust escape from the equipment?
 - e. Is it used in flammable or explosive areas or in wet and adverse conditions? Is it designed and protected for such use?
 - f. Can you understand the controls? Are they in English?
 - g. Is it excessively noisy or is there excessive vibration?
 - h. Are there any special maintenance requirements?
 - i. Are parts that need maintenance easily accessible?
 - j. Does any part get very hot or cold?
 - k. Are there any live electrical parts exposed?
 - l. Are the supplied manufacturer's instructions clear and comprehensive?
5. Arrange for work equipment to be routinely serviced and maintained and for statutory inspections where required.
6. Keep a written record of significant risk assessments and the control measures and any systems of work or procedures adopted.

7. Implement the procedures and arrangements making sure that Managers and Supervisors understand them. Consider whether they need any training.
8. Explain our procedures and arrangements to our workforce. Ensure they are understood and followed in practice. Provide training where necessary.
9. Monitor and review the operation of this procedure from time to time and after any incident, making changes identified as beneficial or necessary.

TRAFFIC MANAGEMENT (SITE)

We have a duty to protect our workforce and other parties from the risks created by the movement of vehicles. To effectively manage traffic we recognise that worksites should be organised so that vehicle movements will not put pedestrian at risk. We also recognise that we have specific responsibilities under construction health and safety regulations to effectively manage the movement of vehicles on sites.

We have made arrangements to comply with our legal responsibilities by;

- Nominating an individual member of management to take responsibility for planning and managing traffic on site.
- Completing a risk assessment for traffic management and the implementation of practical measures to ensure safe movement of pedestrians, mobile plant and vehicles on each site where we work.
- Where on-site parking is possible providing a car park for private vehicles with controlled access to the construction area.
- Ensuring that traffic routes are suitable, separating vehicles and pedestrians and are maintained and extended as work progresses.
- Providing suitable warning, directional and instruction signs.
- Co-operating with and explaining our arrangements and procedures to all parties on the site.
- Ensuring that these procedures are adopted by all parties who may be affected by moving vehicles.
- Monitoring and reviewing our systems with the aim of making improvements to the way we manage the movement of pedestrians and vehicles.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

TRAFFIC MANAGEMENT (SITE)

Action Plan

To protect the health, safety and welfare of our workers from the risk of moving vehicles we need to:

Conduct a risk assessment for the movement of vehicles that considers the following:

1.
 - a. The establishment of pedestrian routes that segregate pedestrians and vehicles; either by physical barriers or by a safe distance.
 - b. Traffic routes that minimise congestion and risk of collision.
 - c. Speed limits.
 - d. One way systems and turning areas.
 - e. Parking areas.
 - f. Material storage and lay down areas.
 - g. Signage.
 - h. Use of hi-visibility clothing.
 - i. Providing a car park for private vehicles, when possible, preferably accessed directly from a public road with access to office and welfare areas only.
 - j. Prohibiting private vehicle access to the construction area.
 - k. Ensuring that safe designated pedestrian routes are available to all work areas and extended as work progresses.
 - l. Provide competent signallers wherever there is a need for reversing, particularly where site access is difficult and when pedestrians cannot be completely segregated.
 - m. Providing a wheel wash or road sweeper if required to keep site and public roads clear of mud and other debris.
 - n. Ensure adequate supervision is in place to ensure compliance.

UNDERGROUND SERVICES

We have a duty to consider the factors when preparing to work with, or near to, underground services.

We have made arrangements to comply with our legal responsibilities by;

- Nominating an individual member of management to take responsibility for managing operations near to underground services and provide them with sufficient training and resources.
- Liaising with public and private utilities and landowners for the existence of services and the use of service plans.
- Completing a risk assessment for any work near underground services.
- Use of cable and pipe locating devices by trained persons.
- Implementing a permit to work system.
- Employment of competent persons in relation to work near to underground services and compliance to official guidance on the avoidance of danger from underground services.
- Use of trial holes, hand digging and the prohibition of power tools or excavators within 500mm of services.
- Co-operating with and explaining our arrangements and procedures to other contractors working on the site.
- Monitoring and reviewing our systems with the aim of making improvements to the way we manage work in close proximity to underground services.

The person nominated with responsibility for overseeing these arrangements is identified within the Responsibility Table of our Health and Safety Policy.

UNDERGROUND SERVICES

Action Plan

To protect the health, safety and welfare of our workers from the risk of underground services we need to:

- Check with public and private utilities and landowners for the presence of services prior to work commencing, using plans only as a guide and being aware of their limitations.
- Use properly maintained and calibrated detection devices to look for signs of buried services.
- Work on the assumption that a service is live until it is confirmed as otherwise.
- Implement a permit to work system to ensure that all the conditions have been met before work commences.
- Conduct a risk assessment for any works to be undertaken. This is to be completed by a competent person and needs to consider the following:
 - PLAN the work.
 - LOCATE the buried services.
 - DIG using a safe method of work.
- Use of trial holes dug by hand to establish the exact location and depth of service.
- Power tools and excavators are NOT to be used within 500mm of services. Final exposure to be completed by hand or in a way that prevents damage such as the use of a compressed air lance.
- Follow the guidelines and advice issued by the electricity, gas, water and telecommunications industries.
- Ensure that every supervisor and worker involved in the works has been trained in the hazards and risks associated with the work and are also inducted and given instruction on the specific arrangements applicable to each site on which they work.
- Monitor working activities by workers to ensure that specific site precautions and arrangements are observed.

WELDING AND FLAME CUTTING

We need to protect employees and other people from the risks presented by welding and flame cutting operations.

We do this by:

- Nominating senior staff members to be responsible for identifying and managing the hazards and risks from welding and flame cutting.
- Assessing the risks to our workforce and others from welding and flame cutting.
- Developing and implementing control measures, procedures and Safe Systems of Work.
- Ensuring that our systems are developed and managed by trained competent people.
- Following our procedures and systems in practice.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks associated with welding and flame cutting.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

WELDING AND FLAME CUTTING

Action Plan

To ensure the safety of our employees and others whilst working in areas where they could be affected by the hazards and risks of welding and flame cutting we need to;

1. Assess our work activity to identify where and when workers or others may be exposed to the hazards and risks from welding and flame cutting.
2. Assess the risks to our workforce and others.
3. Involve the workforce in these assessments and in the identification of appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
5. Consider among other issues;
 - a. Planning the work.
 - b. Automating the tasks.
 - c. Trailing gas hoses.
 - d. Adjacent workstations.
 - e. Flying sparks and hot metal.
 - f. Training of Supervisors and workers.
 - g. Maintenance of plant.
 - h. Personal protective equipment.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health, making changes to the procedure identified as necessary or beneficial.

WELFARE, STAFF AMENITIES, REST ROOMS AND THE WORKING ENVIRONMENT

We are obliged to make and maintain arrangements for welfare and the provision of a safe and healthy working environment for our workforce whilst they are at work. This includes a duty to provide restrooms where work is arduous or conducted in a hostile environment and for the welfare of new and expectant mothers.

We do this by;

- Nominating senior staff members to oversee our provision and maintenance of welfare facilities and a safe working environment.
- Maintaining our workplace including buildings and fixtures in good order and according to required standards.
- Providing welfare facilities that are fit for purpose and include adequate hot, cold and drinking water, sanitary conveniences, hand washing facilities, facilities for meal breaks, sufficient light, heat and ventilation.
- Implementing housekeeping, cleaning and maintenance regimes.
- Providing and recording relevant instruction and training.
- Regular monitoring and review of our arrangements and facilities to ensure that they remain sufficient and are adequately maintained.

The personnel responsible for these measures are identified within the Responsibility Table of our Health and Safety Policy.

WELFARE, STAFF AMENITIES, REST ROOMS and the WORKING ENVIRONMENT

Action Plan

To ensure that we make the proper and necessary arrangements for welfare and to provide a safe working environment for our workforce we need to;

1. Consider the arrangements we have in place to provide for the welfare of our workforce whilst at work and to provide a safe working environment.
2. Assess the specific welfare arrangements, including rest rooms and catering areas, that we have provided against both minimum legal requirements and what might reasonably be expected by law; particularly where work may be arduous or in a hostile environment.
3. Consider among other relevant issues;
 - a. our worksite, the condition of the buildings;
 - b. temperature, ventilation and lighting in the workplace;
 - c. the use of chemical, biological and radiological substances;
 - d. the condition of floors, walls and ceilings;
 - e. traffic routes;
 - f. sanitary and washing facilities;
 - g. clothing accommodation, changing rooms and rest rooms;
 - h. drinking water and the means for making hot drinks and heating food;
 - i. workers in isolated locations;
 - j. the needs of nursing and expectant mothers;
 - k. the heating and cleaning of rest rooms and welfare facilities.
4. Involve workers in these considerations and in the development and maintenance of facilities and arrangements based on these considerations.
5. Keep a written record of significant assessments, actions identified and taken.
6. Provide information and any necessary training to employees, Managers and any staff nominated with responsibility to ensure that our arrangements and provisions are understood.
7. Monitor welfare arrangements and facilities to ensure that they remain sufficient, are maintained in a good clean condition and are fit for purpose.

WINDOWS, GLASS AND GLAZING IN THE WORKPLACE

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises from the risks posed by glass and glazing.

We do this by:

- Nominating senior staff members to reduce the risks from glass and glazing systems.
- Making an assessment of the risks from glass and glazing systems to our workforce and others.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to glass and glazing systems are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from glass and glazing systems.

The personnel responsible for the above measures and training relating to glazing within our workplace are identified within the Responsibility Table of our Health and Safety Policy.

WINDOWS, GLASS AND GLAZING IN THE WORKPLACE

Action Plan

To ensure the safety, health and welfare of our employees and others who enter our premises from the risks to their safety from inappropriate glass or glazing systems we need to;

1. Identify glass and glazing which, because of its use and position, could present a risk to the safety of building users.
2. Assess the risks to our workforce and others from the glass or glazing systems at our workplace.
3. Identify the control measures already in place and any additional measures that may be required.
4. Consider;
 - a. What type of glazing is installed?
 - b. Is there a risk of contact with the glazing?
 - c. Does the glass or glazing material meet current standards for that application?
 - d. Is all of the glazing obvious – will glass walls always be noticed by a passer-by?
5. Explain these arrangements to the workforce, their Supervisors and Managers.
6. Ensure they are understood and provide further training where necessary.
7. Implement the procedure and ensure that it is followed in practice.
8. Monitor and review the operation of this procedure from time to time and whenever there is an incident involving glass and glazing systems, making changes to the procedure identified as necessary or beneficial.

WORK AT HEIGHT

We have a duty to ensure the health, safety and welfare of our employees and others against the risks involved in working at height.

We do this by:

- Nominating senior staff members to be responsible for identifying and managing work at height.
- Assessing the risks to our workers and others from the risks involved in working at height. Wherever possible we avoid the need to work at height by complying with the hierarchy of controls specified in legislation.
- Where we cannot avoid work at height we develop and implement procedures, control measures and Safe Systems of Work.
- Ensuring that access and other equipment provided for work at height is fit for the purpose, correctly installed, used and maintained, and checked at the correct frequency.
- Ensuring that risk assessments and inspections are carried out by competent and trained personnel.
- Ensuring that control measures are installed and managed by competent trained personnel.
- Following our risk assessments, procedures, control measures and Safe Systems of Work in practice.
- Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from work at height.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

WORK AT HEIGHT

Action Plan

To ensure the safety of our employees and others whilst working in areas where they could be at risk because they are working at height we need to;

1. Assess our work activity to identify where and when workers or others may be exposed to hazard and risk due to work at height and wherever possible avoiding the need to work at height.
2. Where work at height cannot be avoided and a risk is identified complete a risk assessment for the task.
3. Involve the workforce in these assessments and in the identification of control measures to eliminate or reduce risk. Liaise with clients and others where necessary.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
5. Consider among other issues;
 - a. All work above ground where there is a risk of falling.
 - b. Occasional job tasks as well as routine tasks.
 - c. Does the work have to be done at height?
 - d. Use of appropriate access equipment.
 - e. Weather conditions.
 - f. Competency of workers.
 - g. Condition of ladders and access equipment.
 - h. Unexpected tasks e.g. leaking roof, overflowing gutter.
 - i. Safety nets.
 - j. Personal protective systems.
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide training where necessary.

9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any injury due to work at height, making changes to the procedure identified as necessary or beneficial.

WORK IN CONFINED SPACES

We have a duty to ensure the health, safety and welfare of our employees and others whenever they are required to work in 'confined spaces'.

We do this by;

- Nominating senior staff members to be responsible for identifying and managing health and safety during work in confined spaces.
- Assessing the risks to our workforce and others from working in confined spaces.
- Developing and implementing control measures including confined space working procedures and Safe Systems of Work.
- Ensuring that where they are necessary 'permit to work' and confined spaces work systems are developed and explained to the workforce.
- Ensuring that the issue and completion of confined space 'work permit systems' is properly managed.
- Following permit to work procedures, control measures and Safe Systems of Work in practice.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks associated with work in confined spaces.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

WORK IN CONFINED SPACES

Action Plan

To ensure the safety of our employees and others whilst working in areas where they could be affected by the hazards and risks involved in working in confined spaces we need to;

1. Assess our work activity to identify where and when workers or others may at any time need to work in confined spaces.
2. Assess risks to our workers and others identified as having to work in confined spaces.
3. Involve the workforce in these assessments and in the identification of appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
5. Consider among other issues;
 - a. Elimination of the work.
 - b. Can the work be done from outside the confined space?
 - c. Draining tanks, vessels, pipes etc.
 - d. Purging tanks, vessels, pipes etc. of flammable vapours.
 - e. Permits to work, First aid.
 - f. Training of Supervisors and workers.
 - g. Maintenance of plant.
6. Longer term redesign of plant or process to avoid need for entry to a confined space.
 - a. Personal protective equipment.
7. Develop procedures, programmes and practices tailored to our workplace.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the procedure and ensure that it is followed in practice.

11. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health, making changes to the procedure identified as necessary or beneficial.

WORKING IN THE OPEN AIR

We have a duty to protect our employees from the risks posed from working in the open air.

We do this by:

- Nominating senior staff members to reduce the risks arising from working in the open air.
- Making an assessment of the risks to our workforce from working in the open air.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to open air working are undertaken by competent, trained personnel.
- Providing and using personal protective equipment.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from working in the open air.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

WORKING IN THE OPEN AIR

Action Plan

To protect workers from the risks posed from working in the open air we need to:

1. Assess our work activity to identify where and when workers may be exposed to harm from working in the open air.
2. Identify any workers with health issues that make them particularly susceptible to injury from external working.
3. Identify the control measures already in place and any additional measures that may be required.
4. Consider;
 - a. Excessive exposure to sunlight – provide sunscreen/sun block, water supply, regular breaks, covering exposed parts of the body.
 - b. Watercourse hazards – fall arrest equipment, inflatable life jackets, two-man working.
 - c. Lack of available light to work safely (e.g. during the winter months or at night) – provide appropriate artificial lighting and spare bulbs.
 - d. Exposure to dust and micro-organisms (resulting in sensitization or asthma) – is health surveillance or respiratory protective equipment required?
 - e. Life-threatening reactions from bites and stings - availability of antidotes, first aid provision, medical assistance, individual specific risk assessments.
 - f. Adverse weather conditions (hypothermia, heat exhaustion) - length of time of exposure, appropriate clothing, periodic rest breaks.
5. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
6. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Report any incidence of a reportable injury or disease to the Enforcing Authorities.

10. Monitor and review the operation of this procedure from time to time and whenever an employee is harmed as a result of working in the open air, making changes to the procedure identified as necessary or beneficial.

WORKPLACE HEALTH AND SAFETY CONSULTATION

We have a duty to consult with our workforce on matters affecting their health, safety and welfare whilst at work. To meet this obligation we have established a process for Managers to consult with employees and elected safety representatives about work-related health, safety and welfare issues. We also use this system to deliver simple safety messages and rules through short tool-box talks.

We do this by:

- Nominating Supervisors and Managers to organise and hold consultation meetings and tool box talks.
- Arranging scheduled formal consultation meetings or tool box talks between Managers, elected representatives and employees (see also Guidance Note – Workplace Health and Safety Consultation).
- Developing and implementing consultation procedures.
- Implementing and undertaking where necessary a 'one to one' consultation process with individual employees. Details of such sessions will be recorded.
- Taking and keeping minutes of consultation meetings, making them available to all staff.
- Being seen to listen and act on issues and concerns raised during 'one to one' consultation meetings.

The management and supervisory personnel responsible for implementing and operating this consultation process are identified within the Responsibility Table of our Health and Safety Policy.

WORKPLACE HEALTH AND SAFETY CONSULTATION

Action Plan

To set up a system for consulting with our workforce on health and safety at work matters we need to;

1. Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to operate the system effectively.
2. Provide suitable training for those who don't.
3. Create the system and make sure it is known to all members of our workforce.
4. Consider as part of the system;
 - a. recognising and involving representatives of the workforce from all levels.
 - b. permitting employee representatives to have time off to attend relevant health and safety training.
 - c. provide training for employee representatives if necessary or beneficial to the process.
 - d. scheduling health and safety as an agenda item for Consultation meetings.
 - e. implementing and undertaking 'one to one' consultation sessions with individual employees.
 - f. formally recording the outcomes of all consultation meetings and retaining these records.
 - g. making the outcomes of consultation meetings available to all those employees affected by them.
5. Explain these arrangements to our workforce. Ensure they are understood.
6. Implement the procedure and ensure that it is followed in practice.
7. Monitor and review the operation of this procedure from time to time to check that our workforce is consulted about health and safety matters that affect them whilst at work.

WORKPLACE SIGNS

Where it is appropriate we have a legal duty to display safety signs to warn our workers and others of hazards that may be present in our workplace.

We do this by:

- Nominating senior staff members to consider and identify where we need to use safety signs.
- Identifying and implementing procedures for the purchase and installation of signs.
- Ensuring that signage is adequate for its purpose and it is maintained and checked.
- Ensuring that assessments of our requirements are made by competent, trained personnel.
- Ensuring that workplace signs are adhered to.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the use of safety signs.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

WORKPLACE SIGNS

Action Plan

To protect the health, safety and welfare of our employees and others from the hazards and risks present in our workplace we need to use safety signs as a way of warning personnel that those hazards exist. We need to;

1. Identify where on our worksite hazards exist that need to be marked with warning signs.
2. Identify signs already in place and any additional signs that may be required.
3. Consider, as part of our assessment, issues such as;
 - a. Where prohibition signs should be used.
 - b. Where signs should be used as a caution.
 - c. Where signs should be used to require positive action.
 - d. Where signs are required to indicate a mandatory action.
 - e. Whether signs are made, coloured and displayed according to legal requirements.
 - f. Replacement of damaged signs – now and in the future.
4. Involve our workforce in developing these arrangements and systems.
5. Keep a written record of assessments and decisions made.
6. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain decisions to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure and the provision of signs from time to time.

WRULD (WORK RELATED UPPER LIMB DISORDERS)

We have a duty to protect our workforce from the risk of Work Related Upper Limb Disorders (WRULD) which could arise from our work activities.

We do this by:

- Nominating senior staff members to coordinate the way we deal with the risk of WRULDs.
- Developing and implementing control measures, strategies and procedures etc.
- Ensuring that the development of our control measures, procedures and strategies is undertaken by competent, trained personnel.
- Providing and using mechanical aids where appropriate.
- Employees and others adhering to our procedures and arrangements and using any control measures provided.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks of work related upper limb disorders.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

WRULD (WORK RELATED UPPER LIMB DISORDERS)

Action Plan

To protect the health, safety and welfare of our workers from the risk of work related upper limb disorders we need to;

1. Consider the arrangements we have in place to protect the health, safety and welfare of workers who perform repetitive tasks.
2. Assess the specific hazards and risks to the health, safety and welfare of workers performing repetitive tasks.
3. Identify any workers with particular health issues that make them particularly susceptible to WRULD.
4. Identify any control measures in place and any additional measures that may be required.
5. Consider among other relevant issues;
 - a. The job
 - b. Mechanical aids that are readily available
 - c. Repetitive bending, twisting, reaching movements, repetitive hand and wrist movements
 - d. Postural matters
 - e. Temperature and drafts
 - f. Workstation layout, tools and jigs, ergonomic design
 - g. Physical attributes of the worker
 - h. Seating
 - i. Job rotation
 - j. Rest breaks away from the workstation
6. Involve workers in developing procedures based on these considerations.
7. Keep a written record of significant risk assessments, the control measures and systems of work adopted.
8. Make sure that Managers and Supervisors understand the procedures. Consider whether they need any training.

9. Explain these arrangements to our workforce. Ensure they are understood and provide training where necessary.
10. Implement the procedure and ensure that it is followed in practice.
11. Report any incidence of medically diagnosed work related upper limb disorder to the Enforcing Authority.
12. Monitor and review the operation of this procedure from time to time and after any report of a worker developing or suffering from a WRULD, making changes identified as necessary or beneficial.



Occupational health policy and procedure

Policy

Occupational health is a shared responsibility. Under Law, M W Waste Services is responsible for the health and safety of its employees, employees have to look after their own health and safety and we all have to take care of the health and safety of others.

Occupational health embraces:

- the effect of work on health, whether through sudden injury or through long-term exposure to agents with latent effects on health, and the prevention of occupational disease through techniques which include health surveillance, ergonomics and effective management systems;
- the effect of health on work, bearing in mind that good occupational health practice should address the fitness of the task for the employee, not the fitness of the employee for the task alone;
- rehabilitation and recovery programmes;
- helping the disabled to secure and retain work;
- managing work-related aspects of illness with potentially multi-factorial causes (e.g. musculo-skeletal disorders, coronary heart disease) and helping employees to make informed choices regarding lifestyle issues.

Medical confidentiality

All of the records including medical questionnaires, medicals and health surveillance are categorised as medically confidential.

Occupational health records can only be accessed by M W Waste Services Occupational Health Advisors (contacts), and by the employee in accordance with Data Protection legislation. This also includes any information obtained from GPs and specialists with the written consent of the employee under the Access to Medical Reports Act 1988. The only exception to this is where prior written consent has been given by the employee for the information to be disclosed to other named persons.

Employment medical screening

The purpose of employment medical screening is to:

- ascertain whether an individual is fit and safe to perform the job for which he/she is being considered;
- advise on any requirement for reasonable adjustments that may need to be made to the work activity or environment, in view of the individual's capabilities.

All offers of employment are made subject to medical screening. Employees and prospective employees may be required to undergo a medical examination. Full account will be taken of Disability Discrimination legislation.

Health surveillance

The purpose of health surveillance is to:

- provide appropriate health surveillance for employees, based on an assessment of the potential risk of harm through work activity;
- provide employees with general advice on other health matters.

Employees will be encouraged to attend and co-operate with Health Surveillance as requested and to inform M W Waste Services of any medical condition that may affect his or her potential to complete work safely, or which they suspect may have been caused or exacerbated by work activity.

As health surveillance is designed to meet relevant statutory safety requirements, co-operation with the policy is required. Refusals to attend statutory elements of health surveillance by an employee will be explored sensitively, but unreasonable refusal to co-operate may result in disciplinary action. Individual employee's reasons for not attending i.e. religious or other personal factors will be fully taken into Account.

The Health Surveillance Policy and Procedure is held in the Safety Documents Folder and a copy is included in the additional information section.

Absence management and rehabilitation

The purpose of absence management and rehabilitation is to:

- demonstrate commitment to employee's health, safety and welfare;
- monitor and manage sickness absence in a fair and equitable way;

take positive action to improve attendance (eg through well thought out rehabilitation programs);
rehabilitate employees to enable an earlier return to work following illness or injury;
promote early intervention for conditions known to respond well to such action;
reduce levels of sickness and association absence;
minimize the incidence of ill-health retirement.

Employees may be referred by management to Occupational Health to ascertain if a medical examination is necessary.

Job function assessment

Referral to local Nationwide occupational health service

Occupational Health Advisors (Contacts)

This referral will be made in full consultation with the employee and with the welfare of the employee in mind. The employee is expected to attend such referrals. Any refusal to attend will be explored sensitively, but unreasonable refusal to co-operate may result in M W Waste Services acting on the facts as known or in disciplinary action. Individual employee's reasons for not attending i.e. religious or other personal factors will be fully taken into account.

In exceptional circumstances an employee who does not want to discuss a health issue with his/her line manager may be referred to Occupational Health by the Personnel Department or by a Trade Union Representative who is an Employee Representative on the National Joint Forum. The Trade Union Representative will advise the Personnel Department if such a referral is made.

Absence Management and Rehabilitation procedure

The emphasis throughout this procedure is not to force employees who are unfit back to work, but to take positive action to improve attendance through well thought out rehabilitation programs. An early return to work will often prove therapeutic, and provide a better outcome than an employee at home and alone will produce.

Organisational responsibilities

Everyone has a responsibility to ensure high levels of attendance. Specifically, these responsibilities are:

Employees should:

report any absence from work to their manager/supervisor in accordance with M W Waste's Sickness Absence Reporting procedure.
co-operate with requests to attend OH assessments. Refusal to attend following a referral at Management request, will result in M W Waste Services making a decision on the only available information and may result in disciplinary action.

Managers/Supervisors should:

take prime responsibility for absence management.
maintain contact with absent employees.

ensure that new employees are informed of M W Waste Services sickness absence reporting procedure and that all employees follow this agreed procedure.
ensure that all absences are recorded and that accurate attendance/non-attendance records are maintained.
conduct a return to work interview on the employee's return to work, to discuss reasons for the absence, and, where necessary via the OH service, arrange a health assessment to identify the need for any work restrictions etc.
identify any occupational causes of ill health, and trigger action to improve the situation
seek advice from OH contacts in determining whether repetitive absence has an underlying medical cause
speed return to work as appropriate following reference to OH advice/expertise
ensure that employees receive sympathetic counselling/advice
where necessary, ensure that employees receive positive encouragement to improve attendance and to take appropriate action where other measures have failed.

Occupational Health should:

provide professional occupational health advice to M W Waste Services
support managers/supervisors in planning return to work programs
make recommendations for specialist treatment when appropriate
ensure good communications especially during the early part of a rehabilitation programme
regularly review rehabilitation programme objectives, priorities and end dates

Short term sickness absence: absence less than consecutive 10 working days.

Long term sickness absence: absence of 10 consecutive days or more.

Repetitive absence: where an employee's absenteeism index score is 150 or more.

The index score is calculated as follows: $S \times S \times D$ where

S = the number of spells in a specified period

D = the number of days of absence in a specified period

However, managers should take into account that some employees with an accepted underlying medical reason may have a score in excess of 150; such individual circumstances, including employees disabled as defined under disability legislation, will be recognised and treated sympathetically.

Rehabilitation: is the restoration to health and working capacity of a person debilitated by illness (physical or psychological) or by injury.

Early intervention - absences due to depression/anxiety/stress, back pain and accidents at work are conditions known to respond well to early intervention. In these cases line management will make an immediate referral to Occupational Health.

Absence monitoring

On reporting absence

In accordance with sickness absence reporting of M W Waste Services Employment Provisions, the employee should contact the manager to report his/her absence and speak to the line manager in person. The line manager will establish

from the telephone conversation the reason for the absence, the expected length of absence and will counsel the employee where appropriate. If the reason for absence is due to a condition which is known to respond to early intervention then the line manager will discuss an immediate referral to Occupational Health with the employee. It is essential that the line manager maintains regular contact with the employee throughout his/her absence. This will help the individual realise they are missed, encourage his/her return to work and allow managers to offer an occupational health referral or any other assistance if appropriate.

On return to work

Following any absence, a return to work interview should be held with the employee by his/her immediate line manager. The purpose of the interview is:

- to agree that the employee is safe to resume work where appropriate by reference to Occupational Health
- where there is a high level of absence, or the absence is thought not to be genuine, to express concern over the situation, and explore it in more depth.
- to allow referral to be made to medical advice from the OH service, if appropriate

If appropriate a brief record of this interview and relevant conclusions should be made.

If the absence falls into one of the categories below, further action may be necessary.

Action

Short term sickness absence

If absence is for one of the conditions defined under early intervention, an immediate referral is made by the line manager to Occupational Health.

If the absence is for other reasons, the line manager should maintain contact with the employee, at a suitable frequency, offering assistance where appropriate.

Repetitive absence

When an individual's sickness absence falls into this category (see definition above), all available information should be gathered to identify, as far as possible, the reasons for absence and any patterns of absence.

Informal

An informal meeting should be arranged between line manager and employee to discuss

- the reasons and patterns for absence
- what, if any, medical advice has already been sought
- whether there are any underlying medical conditions on which Occupational Health could advise any personal or domestic problems or concerns.
- any personal or domestic problems or concerns.

Any mitigating factors will be taken into account. If a satisfactory explanation is not forthcoming, an Informal Caution should be given. The employee should be advised that his/her absence level is too high and that his/her sickness record will be carefully monitored and reviewed.

If the absence is identified as being due to a possible underlying medical condition, as a first step, referral should be made to Occupational Health. If a medical condition is identified, Occupational Health will give appropriate advice. If there is no satisfactory medical explanation, this should be discussed with the individual employee and an Informal Caution may be appropriate.

Formal

Written caution

If the employee continues to have incidents of sickness absence, and there is no evidence of an underlying medical problem, a formal hearing should be arranged. The hearing will be conducted by a manager, who has not been previously involved, in the presence of a representative of the Personnel Department in an advisory capacity.

At the hearing, the employee should be asked, in a reasonable, compassionate manner, whether he/she has any explanation for his/her absences. If so, this should be followed up and any constructive help given which may contribute to an

improvement in the employee's attendance record. This may include a referral to Occupational Health. If some root cause for the absence is found, which is related to health, then it may be appropriate for the matter to be dealt with through the procedure for cases of long term sickness absence.

If no satisfactory explanation is forthcoming, however, the individual should be issued with a Written Caution. This will indicate that previous levels of absence have been unacceptably high and state that a significant improvement is required, or dismissal may ensue. The Written Caution will remain on the employee's record for six months.

Final written caution

If the employee fails to achieve the required improvement, this will result in a further formal hearing being arranged and, unless mitigating circumstances are revealed, a Final Written Caution should be issued, indicating that continued failure to achieve the stated level of attendance will result in dismissal. Sufficient time for improvement must be given, with specific reviews being undertaken every three months. The Final Written Caution will remain on the employee's record for twelve months.

Dismissal

If the employee still fails to achieve and maintain the required improvement, a further formal hearing will be arranged. The employee's age, length of service, performance, the likelihood of a change in attendance, the availability of suitable alternative work and the effect on the business of past and possible future absences, should all be taken into account in determining appropriate action. Unless mitigating circumstances are revealed, the employee will be dismissed.

Appeals against decisions

Individuals may appeal against decisions made at formal hearings. He/she should appeal to the appropriate Personnel Manager, in writing, within ten working days of receiving confirmation of the decision. The letter should include a statement of the grounds upon which the appeal is based.

The Personnel Manager shall arrange for the appeal to be heard at the earliest possible opportunity, normally not later than ten working days from receipt of the appeal, whilst providing an opportunity for all sides to reflect on the circumstances and for the employee to prepare his/her case.

The Appeal Hearing shall be heard by a manager at a higher level of authority to the manager who conducted the absence hearing and who has not been involved at any stage of the procedure, advised by a representative of the Personnel Department. The case will be put by the line manager who presided at the original hearing.

Right to representation

At these formal hearings, individuals will have the right to be accompanied by a Trade Union representative or a colleague.

Long term sickness absence

Regular contact should be maintained with the employee. Occupational health advice is likely to be required in cases of lengthy absence. The line manager should refer the employee to Occupational Health as rehabilitation or fast track referral may be appropriate.

Fast track referral form

M W Waste Services will consider assisting employees through funding of a private medical investigation/examination, where this early intervention is likely to restore an employee to full fitness and has direct cost effective benefits to the business.

Referral may be considered where an employee has made Occupational Health aware that they are waiting for a consultant appointment to provide a diagnosis/recommendation of treatment, or that they are on a waiting list for a medical procedure/treatment, e.g. physiotherapy.

M W Waste Services will attempt to provide productive work for all employees who are temporarily restricted by an injury/illness, unless being at work would be detrimental to the employee's recovery, or risk re-injury, or risk the health and safety of others.

Returning an employee to productive work promptly is in the best interests of the recuperating employee, both physically and psychologically, and of M W Waste Services. Occupational Health will communicate closely with the employee's medical advisors, as appropriate, to ensure that work given is compatible with his/her physical/psychological limitations.

If the employee is unable to carry out his/her normal duties, alternative work will be considered. It must however be useful and within the scope of the employee's capabilities.

Occupational Health will advise the manager on the likely duration of rehabilitation, details of any duties that the employee will be restricted from undertaking and, an indication as to how long these restrictions will apply, whether further review is required and the date that this should take place.

When deciding upon a programme of rehabilitation for an employee, it is essential that as well as assessing whether the employee can undertake the proposed job effectively, the assessment considers whether the employee can do it safely and that it will not further endanger his/her health.

If, after trying alternative work the employee or his/her line manager feels that it is unsuitable or harmful, the situation should be referred back to Occupational Health.

If rehabilitation is not appropriate or not successful, suitable alternatives including redeployment to work within the individual's capability should be explored.

If an alternative position is identified then, in principle, the employee should be paid in accordance with the Salary Band and Profile Zone associated with the alternative position. If this would result in a reduction in the employee's salary payments,

consideration would be given to appropriate protection, taking into account any difference in responsibility level and the financial implications for M W Waste Services. Normally it would be expected that an employee's salary payments would be maintained at the higher rate for up to three years. At the end of the salary protection period a joint review of the individual circumstances would be undertaken. Full account would be taken of all circumstances including disability issues and an extension of the period could be agreed if appropriate.

In accordance with Disability Discrimination legislation, where an employee has a disability following illness or injury, steps will be taken to make reasonable adjustments and/or to redesign the job or change the pattern of work such that he/she can continue to work. If this proves to be impossible, efforts should be made to re-deploy the employee into alternative substantive work.

If, ultimately, the employee cannot be rehabilitated back in to the workplace the employment will, unfortunately, be terminated on the grounds of capability. This decision will be taken after full consultation with the employee and in a compassionate manner offering appropriate help and advice according to individual circumstances.