



# Health & Safety Employee Handbook

Paddock Wood Town Council

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# Introduction

Our Organisation is committed to identifying and managing health and safety risks, meeting legislative requirements and achieving best practice standards. We'll do this by:

- Recognising the value and importance of our people and ensuring we all play a part in creating a safe and healthy working environment for ourselves, those we work with, and the public.
- Establishing an environment and culture that drives the prevention of injury and ill health.
- Providing our people with the right balance of knowledge, understanding and skills to enable all work to be carried out safely.
- Providing a clear and effective health and safety management system and delivering against challenging targets.
- Continuously improving our health and safety culture and performance.

In this way we will deliver a performance we're proud of.

## **We recognise that the benefits of good safety management are:**

- Safety for administration staff, directly employed site operatives, sub-contractors, the self-employed and the general public
- Reduced number of accidents and ill-health
- Protection of our best interests and reputation
- Compliance with legal duties
- Happier, better-motivated staff
- Greater operating efficiency.

## **If we fail to manage health and safety correctly the result could be:**

- Injuries and ill-health to administration staff, employed site operatives, sub-contractors, the self-employed and the general public
- Loss of business through interruptions/bad publicity
- Time spent investigating accidents instead of working towards our goals
- Disruption of our activities through absence following injury or as a result of ill health
- Disruption of our activities through defending claims and criminal actions
- Increased insurance premiums
- Feelings of personal guilt
- Criminal prosecution by enforcing authority
- Fines, imprisonment or other penalties imposed by a court of law.

As stated in the Health & Safety Act 1974 everybody has a responsibility to protect the health and safety of themselves and others when carrying out any activity.

Please take a few minutes to read this health and safety hand book and to familiarise yourself with the rules and requirements. If you have any questions, or are unsure of anything contained in this hand book, please speak to your Line Manager or the Health & Safety Responsible Person.

# Health and Safety Policy Statement

Our Health and safety Policy Statement expresses our clear commitment to minimise adverse effect to the health and safety of employees and others from our business activities.

It is essential that all management and staff comply with the policy and help to achieve its specific requirements.

To view the latest version of our Health and Safety Policy please see company notice boards or go onto your Brightsafe Health & Safety System online.

## Health and Safety Management Structure

The health and safety management structure for the organisation can be found on company notice boards or go onto your Brightsafe Health & Safety System online.

All Directors, heads of department, managers and team leaders who have people reporting to them have specific health and safety responsibilities.

## Health, Safety & First Aid Contacts

Should you wish to raise a Health and Safety issue, your **Line Manager** should always be the first person to discuss it with. Information regarding health and safety contacts and safety representatives is also displayed on your "Health and Safety, What you need to know" sign.

Should you suffer an injury or feel unwell at work then contact your nearest first aider. Information relating to first aid can be obtained from your line manager or first aid notices.

## Health and Safety Responsibilities

### Employer H&S Responsibilities

Under Health and Safety legislation, as employers we follow general duties:

- To ensure so far as is reasonably practicable the health, safety and welfare of employees and others who may be harmed by our acts and omissions e.g. contractors, visitors, persons on work experience, neighbours and emergency services staff.
- Provide and maintain safe premises so far as is reasonably practicable.
- Provide safe plant and equipment so far as is reasonably practicable.
- Provide information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of employees.
- Provide and maintain so far as is reasonably practicable safe access and egress to the workplace.
- Provide and implement a Health and Safety Policy including a statement of intent, details of the company organisation for H&S and specific arrangements.
- Implement risk assessments covering all relevant workplace hazards and risks to health, safety and welfare both on and off site.
- Ensure that the company has access to competent Health and Safety advice.
- Communicate and consult with employees on Health and Safety matters.
- Respond to employee Health and Safety concerns.
- Investigate workplace accidents and, if necessary, report them to the enforcing authorities.

### Employee H&S Responsibilities

We are all responsible for acting in a safe manner whilst at work. By understanding our responsibilities and following our safety rules, we will be helping to comply with our legal duties and contributing to the safe running of our workplace.

Employees will ensure that they:

- Are responsible for acting in a safe manner whilst at work.

- To take reasonable care of our own safety.
- To take reasonable care of the safety of others affected by what we do or fail to do.
- Not to interfere with or misuse, intentionally or recklessly, anything provided in the interests of safety.
- To co-operate so that we as individuals and our organisation can fulfil our legal duties e.g. comply with our safety rules.
- To set a good personal example in relation to health and safety
- Follow the requirements of our health and safety policy and management system.

**Employees who are First Aiders** will ensure that they:

- Administer First Aid in accordance with the current legislation and approved code of practice.
- Record all accidents that are reported to them in the Accident Book.
- Re-stock first aid boxes at regular intervals and when necessary.

**Employees who are Fire Marshal** will ensure that they:

Carry out the duties for which they are trained when emergency evacuation of the workplace is required.

Failure to carry out our individual Health and Safety duties may result in a breach of Section 7 of the Health and Safety at Work etc. Act 1974.

# Safety Rules

## Introduction

This Section contains general safety rules for our premises and site based work activities.

Our safety rules are subject to periodic review in light of changes in legislation, best practice, technology and work methods.

Section 7 of the Health and Safety at Work etc.1974 places a duty on our employees to ensure their own health and safety and to ensure their actions do not adversely affect others. One way of fulfilling this requirement is comply with our safety rules and other instructions in all matters relating to health, safety and welfare at work.

Safety rules are to be complied with by all employees and others who may have to follow them in certain circumstances.

## General Health and Safety Rules – All Employees

Although they are generally low risk environments, offices can still be dangerous places and therefore it is extremely important that you work in accordance with the Company rules and procedures.

### ACCESS AND EGRESS

- Keep material and other obstructions clear of passageways, in particular cables and stationery boxes, which can cause trips and falls.
- If it is necessary to leave material in accesses for short periods, make sure there is alternative safe access and mark the obstruction to highlight the danger.
- In the car park and areas surrounding the building, keep to recognised walkways and pedestrian routes as far as possible.

### ACCIDENTS AND HAZARD SPOTTING

- Accidents resulting in injury must be recorded in the Accident Book. You must co-operate with Line Managers and persons with health and safety responsibilities where an investigation is performed following the accident.
- If you observe a potentially hazardous situation, report it immediately to your Line Manager.

## **CONTRACTORS AND VISITORS**

- If contractors and visitors enter the offices and seem uncertain about correct procedures, refer them to your Line Manager.
- If you see contractors or visitors acting unsafely, report it to your Line Manager.
- Do not enter work areas where barriers or warning signs have been erected.

## **CONSULTATION**

- You must follow the proper procedure when reporting conditions you consider to be unsafe or unhealthy by reporting to your Line Manager.
- Suggestions for improvements to health, safety and welfare standards can be referred to your Line Manager or health and safety representative.

## **ELECTRICAL EQUIPMENT**

- Never tamper with electrical equipment or attempt to make repairs.
- Report electrical faults to your Line Manager so that timely repairs can be carried out by a competent person.
- Always ensure that covers and doors protecting electrical apparatus remain securely in place.
- Keep trailing electrical cables to a minimum to avoid creating tripping hazards. If cables have to cross passageways or traffic routes, cover them with a cable cover to avoid tripping.
- Do not enter a switch room or substation unless authorised to do so. If you do have occasion to enter, read carefully the information displayed.
- Always check equipment and cables for loose connections and exposed wiring before use and report any damage at the soonest opportunity.
- Do not overload sockets.
- Do not bring in personal electrical equipment onto company sites for use.

## **EMERGENCY PROCEDURES**

- Familiarize yourself with the procedures for emergency evacuations including your designated fire assembly point.
- Always respond quickly to alarms and other emergency signals.
- Keep escape routes clear.
- If you evacuate the premises follow the correct procedure and assemble at the designated area.

## **STAIRS**

- Never run up or down stairs.
- Use the handrails provided.
- Do not carry items which may obstruct your line of vision.
- Never leave obstructions lying on stairs.
- Report any damaged or slippery surfaces to your line manager.

## **FIRE PREVENTION**

- Familiarise yourself with the nearest Fire Exit(s) and your designated fire assembly point.
- Make sure you are familiar with escape routes so that you know which route to follow in an emergency.
- Read fire instructions displayed on the premises and follow the correct procedure in the event of fire.
- Get to know the location and types of extinguishers within your place of work.
- Ensure that fire equipment, fire exit routes and doors are kept clear of material and other obstructions.
- Never tamper with fire equipment – leave it in its designated location unless you need to extinguish a fire.
- Ensure that you have a clear escape route when tackling a fire.
- Remove combustible and flammable material from your area on a regular basis.
- Only smoke in authorised places and make sure you extinguish matches, cigarettes, cigars or pipes in the receptacles provided.

## **FIRST AID**

- First aid equipment has been provided for treating injuries. Read the notices displayed.
- Familiarise yourself with the location of first aid boxes and trained first aid personnel.
- Never interfere with or remove first aid equipment.

- Report all injuries no matter how slight so that proper treatment can be given. Ensure that details of injuries and treatment given are recorded in the site Accident Book.

## **HOUSEKEEPING**

- Keep your work area tidy by removing unwanted waste regularly.
- Avoid clutter and keep a clean work area.
- Coil up cables when not in use.
- Clean up spills immediately.
- Never overload shelving.
- Keep walkways, passageways, fire exits and access to fire equipment clear at all times.

## **LIFTING AND CARRYING**

- Use mechanical means wherever possible to remove or reduce the need for manual handling e.g. trolleys/sack barrows.
- Ensure your intended travel route is clear of obstructions.
- Plan the lift – consider picking up, resting and putting down.
- Ask for assistance from colleagues if necessary.
- If you feel that you might cause yourself an injury while lifting or carrying, cease work and discuss the concerns with your Line Manager.

## **SLIPS, TRIPS AND FALLS**

- Pay attention to where you are going – people not looking out for obstruction cause many accidents.
- Walk – Do not run.
- Clear up as you go – put waste in the skips and bins provided. Do not assume that the cleaners will clean it up for you.
- Report poor floor conditions such as damage to carpeting or concrete floors.
- Wear suitable footwear at all times.
- Be particularly careful when carrying hot drinks.

## **WELFARE FACILITIES**

- Try to keep welfare facilities and areas clean and tidy by wiping surfaces, hanging up clothes, rinsing basins and flushing toilets properly. Clean up after yourself and do not rely on someone else to do it for you!
- Report damaged or broken equipment to your line manager.
- Always wash your hands before eating and after using the toilet.

## **HAZARDOUS SUBSTANCES**

- Under no circumstances attempt to work with a hazardous substance unless a competent person has given you adequate instruction and training as to its correct and safe use, handling and storage.

## **ALCOHOL AND DRUGS**

- Alcoholic drinks and unauthorised drugs are strictly prohibited on Company premises.
- Consumption of alcohol or unauthorised drugs on or off the premises during working hours is prohibited.

## **DRIVING**

- If you are required to drive on company business you must maintain a current driving licence.
- You must also adhere to the Highway Code while driving and parking.

## **PERSONAL PROTECTIVE EQUIPMENT**

- Personal protective equipment provided for your safety must be worn when required.

## **WORKING AT HEIGHT**

- Consider if there is an alternative way of doing the job without working at height e.g. use extendible handheld tools or ask for help from a taller colleague.

- Ensure that any access equipment used for a job e.g. stepladder or step stool is suitable for the work. Wherever possible use the 'platform and rail' type ladders.
- Where possible try to store regularly used items where they are easily accessible from ground level.

## Safety Rules for Field-Based Employees

### HOME WORKING

- You have a duty to take reasonable care of your own health and safety, and that of other people who may be affected by your activities at work.
- You also have a duty to co-operate with Management to enable the Company to comply with health and safety duties. This includes undertaking Display Screen Equipment Workstation self-assessments and other H&S assessments as requested.
- Use all work items provided by the company in accordance with the training and the instructions you have received.
- Inform your Line Manager of any work situation that could present a serious danger to health and safety or of any shortcomings in the Company's health and safety arrangements.
- Any accidents that arise out of or in connection to work while working at home should be reported to your Line Manager.
- Where deemed necessary by Management you must attend the office for H&S activities e.g. training, consultation and assessments.
- Where deemed necessary by Management, members of the Management Team or Safety Representatives may be required to visit your home working premises in order to undertake risk assessments.
- Conduct a visual inspection of portable electrical appliances in accordance with the portable electrical appliances section of this handbook.

### FIELD WORK / WORKING ON CLIENT SITES

- If you feel that your safety is in imminent danger you must immediately withdraw from the area, notify the client contact/person in charge of the site/premises and then contact your Line Manager for further advice.
- When visiting other business premises comply with any safety rules and emergency procedures in place and wear any PPE required.
- Be aware of personal safety issues – see the personal safety section of this Handbook.
- If manual handling is carried out (for example carrying a laptop or moving files from the boot of the car) then manual handling suitable techniques and control measures should be followed.
- Equipment provided in the interests of health, safety and welfare must not be interfered with or removed from site.
- Direct any concerns regarding Health & Safety to the client contact or person in charge of the site/premises.
- Strictly adhere to the client's smoking at work policy.
- If you are required to drive on company business you must maintain a current driving licence.
- While driving on company business you should follow the Highway Code at all times. See the section on driving at work in this handbook.

## Accidents, Ill-Health and Hazard Spotting

### If you are involved in an accident:

- If necessary, go to a place that is safe.
- If danger exists, raise the alarm.
- Seek assistance from other staff if required.
- Seek first aid assistance if necessary.
- Keep calm.
- Try to remember what happened.
- Report the accident to your Line Manager.
- Make an entry into the accident book (or get somebody to do it for you) as soon as practicable.

Remember: all accidents, work-related diseases and near misses must be reported to your Line Manager.

### If you witness an accident:

- If necessary, go to a place that is safe.
- Remain calm.



- Raise the alarm if danger exists.
- Summon first aid assistance if required. See first aider contact details earlier in the handbook.
- Provide assistance to others if safe to do so.
- Prevent others from entering a place of danger, if safe to do so.
- Try to remember what happened.
- Report the accident or incident to a supervisor/line manager.

*Remember: do not put yourself at risk.*

**If you observe uncontrolled hazards:**

- Stop the hazardous activity.
- Withdraw immediately from the area if it is dangerous.
- Notify your Line Manager or, if they are unavailable, a Health and Safety representative.

## Control of Substances Hazardous To Health

We require you to co-operate with the company to enable compliance with applicable legislation covering the use of hazardous substances.

Hazardous substances could be anything carcinogenic, corrosive, toxic, harmful, irritant, sensitising, explosive, flammable or oxidising. Hazardous substances could be in the form of chemicals or substances used in business activities or created as a result of business activities such as fumes, effluents, dusts and residues.



**Do:**

- Ensure you are adequately trained to use hazardous substances at work.
- Comply with the findings of any risk assessment dealing with the use of hazardous chemicals and, if appropriate, make use of information provided by labelling and safety data sheets
- Make proper use of control measures, including personal protective equipment. Always read the instructions and look at the levels marked on containers; and only use the substance in accordance with those instructions.
- Return equipment after use to any storage place and report any defects found in the equipment
- Attend medical examinations at the appointed time and give any information about their health that may reasonably be expected.
- Report any accident or incident involving substances hazardous to health.
- After using hazardous substances always wash your hands before using the toilet or eating and drinking.

**Don't:**

- Attempt to work with a hazardous substance unless a competent person has given you adequate instruction as to its correct and safe use, handling and storage.
- Mix hazardous substances together – this may create even more harmful substances or reactions
- Attempt to dispose of substances by pouring them down drains or into water courses. Only dispose of waste substances as instructed by your supervisor.
- Eat or drink in areas where hazardous substances are present.

## Display Screen Equipment - Working Safely with Computers

**Work pattern**

- Rotate work activities if possible. You should aim to spend around ten minutes in each hour carrying out work activities away from the computer.
- Take regular screen breaks.

**Your desk and equipment layout**

- Remove anything from under your desk which is causing you to twist when sitting.
- Arrange pieces of equipment you use frequently, e.g. the telephone, so you do not have to stretch to reach them.
- Use a document holder if you frequently refer to hard copy documents at the same time as working on your visual display unit e.g. when entering data.
- Do not cradle the telephone receiver between your neck and shoulder. A telephone headset should be requested if you spend prolonged periods on the phone at the same time as working on your visual display unit.

### **Your chair**

- Adjust the seat height so you can work in comfort. Your elbows should be just above desk height.
- Sit close to your desk with your feet flat on the floor, or on a footrest if your feet do not comfortably reach the floor when you are sitting at the correct height in relation to your desk.
- Adjust your chair so it supports the small of your back.
- Adjust the chair back angle so you are sitting fairly upright.
- If possible, adjust seat length to give a small gap between the seat edge and the back of your knee.
- Adjust or remove chair armrests so you can sit close to your desk.

### **Your monitor**

- Face your monitor directly i.e. square-on, with the screen at approximately arm's length away.
- Adjust the height of your screen so the top of your monitor is approximately level with your eyes, achieving a slightly downward viewing angle.
- Your screen should be tilted upwards slightly so it is perpendicular to your line of sight.
- Position your keyboard directly in front of you. Leave a little space in front of the keyboard so you can rest your arms between periods of keying.
- Position your mouse close to your body so you can use it without stretching.
- Sit close to your desk when typing or using the mouse. Your upper arms should be approximately vertical and your forearms approximately horizontal, with an elbow angle of around 90°.
- Maintain a neutral (straight) wrist posture when keying and using the mouse to avoid straining tendons and nerves.
- Avoid putting pressure on the underside of the wrist, e.g. from desk edges or hard wrist rests. Soft foam or gel-filled wrist rests and mouse pads can help minimise pressure and maintain a neutral wrist posture.
- When using the mouse, hold it lightly - do not grip. Remove your hand from time to time and change hands periodically if you are able to work with either hand.
- Alternate between the keyboard and mouse use as much as possible when working. Use keyboard shortcuts to break up long periods of mouse use.

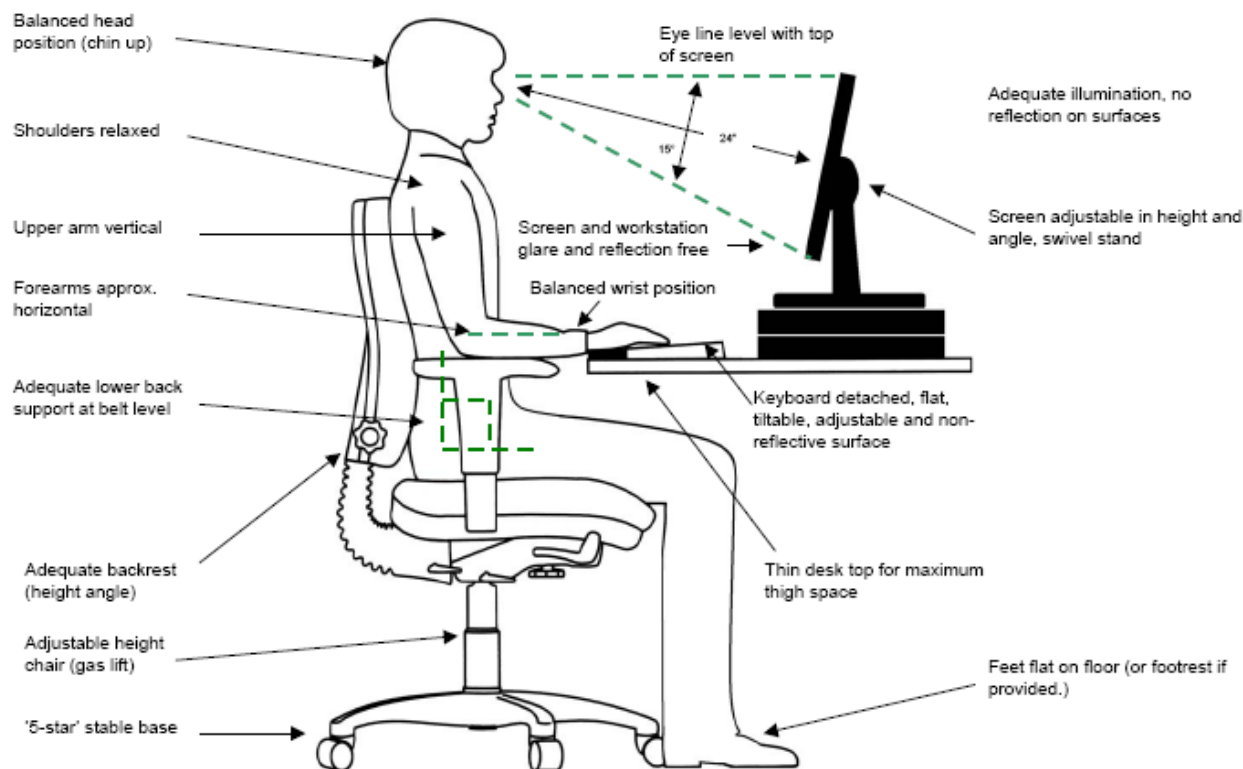
### **Lighting and vision**

- Close blinds to avoid reflective glare.
- Adjust screen brightness and contrast to a comfortable level.
- Take regular screen breaks to avoid eye strain. Focus on distant objects. Conscious blinking helps if your eyes become dry.
- Use a task lamp where the overall level of light does not adequately meet your needs.
- Have regular eye tests. Contact your local HR department for free eye test vouchers. The company meets the cost of eye tests and spectacles required especially for visual display unit work.

If suffering from upper limb and muscle strains, head aches or eye strains, then report it to your line manager and also review your workstation set up to ensure it is correct.

### **Workstation Setup**

The following diagram highlights the recommended ergonomic workstation setup: Check your workstation.



### Work-related Upper Limb Disorders (WRULDs)

'Work-related Upper Limb Disorders' is a collective term for a number of physical conditions including upper limb strain injury, repetitive strain injury (RSI), tendonitis, tenosynovitis, over-use injuries, cumulative trauma disorder, muscle-tendon syndrome.

WRULDs can be caused or exacerbated by work with computers. If you find that you suffer from discomfort, aches and pains, swelling, and injury in the wrist, hand and arm area then inform your Line Manager, who will be able to arrange an occupational health consultation for you. Furthermore seek medical input from your GP.

Where possible, AVOID the following when working:

- Looking down by tilting the head forward e.g. when looking at a computer monitor. The top of the screen should be level with your eye line.
- Leaning forward in your seat.
- Positioning arms away from the body e.g. lifting to the side, having your keyboard/mouse too far away or stretching forwards, for extended periods of time.
- Turning your head or trunk from a normal central position e.g. looking at a screen offset to one side. This posture causes the muscles of the neck to work asymmetrically and be under strain, resulting in pain and compression of nerves and blood vessels.
- Slouching in your seat or setting up the backrest incorrectly – see above diagram.

## Driving at Work

Members of staff that are required to drive as part of their work activities must comply with the requirements of the Company Car Policy.

In general you must not:

- Use a mobile phone while driving
- Drive under the influence of alcohol or drugs
- Smoke in any company cars, vans, lorries and enclosed tractors which other employees are expected to use
- Drive when tired.

You must ensure that:

- Yourself and any passengers wear a seatbelt while driving; this includes in vans and delivery vehicles
- If you use your own vehicle, you have insurance cover permitting use for work purposes
- Personal vehicles used for work purposes are taxed, MOT'd and road legal (with adequate tyre tread, functioning lights, etc)
- You comply with national speed limits and any driving restrictions imposed by road conditions.



Company drivers are required to submit their driver's license for checking on request of the company at any time.

## Emergency Preparedness and Response



### Introduction

The company has in place a suitable emergency plan. As part of this, it is important that you familiarise yourself with our emergency measures, evacuation procedures and assembly points.

### Emergency Measures

If you discover a fire, or other emergency situations raise the alarm. In the event of a fire to warn others and evacuate the building. Shout 'Fire'; trigger the nearest fire alarm call point if available. Fire extinguishers are also provided – these should only be used by trained persons unless it is your only means of escape.



### What to do if you can smell gas in a building

Smells of gas in a building are not normal and steps must be taken to eliminate a hazard or potential hazard that could arise from leaking gas. If you smell gas:

- Raise the alarm and inform your line manager immediately. Turn off the supply of gas to the building at the meter or cylinder. Don't assume that turning off at the meter will stop the leak, as it may be coming from a nearby main or service.
- Eliminate ignition sources by extinguishing any naked flames, preventing smoking, preventing striking of matches and lighters and by not touching any electrical switches.
- If lights are on, leave them on.
- Ventilate the building by opening all the doors and windows.
- Do not enter the gas-affected area.

### Emergency Evacuation

In the event of an emergency where you need to evacuate the building immediately:

- Vacate the building by the nearest available safe Fire Exit and go to the designated fire assembly point(s),
- Follow the instructions of your area's Fire Marshal
- Do not stop to collect personal belongings or close or lock doors, do not use lifts
- If you have any visitors on site, accompany them to the designated fire assembly point(s)
- Do not re-enter the evacuated building until told safe to do so.

It is important that you familiarise yourself with your area's assembly point and the nearest available Fire Exits – refer to your local site escape exit plans. If in doubt, ask the designated Fire Marshal for your area.

# Gas and Gas Cylinders

All gases will diffuse in air. Gases that are lighter than air, such as natural gas rise, mix with air and dissipate quite quickly. Gases that are heavier than air, such as LP Gas tend to collect at the lowest point. If LP Gas builds up on the ground or in a confined space, dissipation will be slower as air may be in contact only with the surface of the gas.

Gas cylinders are a convenient way to transport and store gases under pressure

The hazards of escaping unburnt gas are:

1. Fire
2. Explosion
3. Asphyxiation



The hazards of partially-burnt gas are:

1. Asphyxiation
2. Carbon Monoxide Poisoning

## Ensure Safe Handling and Use

- Follow risk assessments and implement the required control measures
- Use gas cylinders in a vertical position, unless specifically designed to be used otherwise.
- Securely restrain cylinders to prevent them falling over.
- Always double check that the cylinder/gas is the right one for the intended use.
- Before connecting a gas cylinder to equipment or pipe work make sure that the regulator and pipe work are suitable for the type of gas and pressure being used.
- When required, wear suitable safety shoes and other personal protective equipment when handling gas cylinders.
- **Do not** use gas cylinders for any other purpose than the transport and storage of gas.
- **Do not** drop, roll or drag gas cylinders.
- Close the cylinder valve and replace dust caps, where provided, when a gas cylinder is not in use.
- Where appropriate, fit cylinders with residual pressure valves (non-return valves) to reduce the risk of back flow of water or other materials into the cylinder during use that might corrode it (e.g. beer forced into an empty gas cylinder during cylinder change-over).
- Ensure that the valve is protected by a valve cap or collar or that the valve has been designed to withstand impact if the cylinder is dropped.

See the section on emergency preparedness and response regarding what to do if you smell gas.

## Ladder / Step Ladder Safety

Where possible avoid working at height and only use ladders if you are permitted to use them at work. See your line manager if you are unsure.

Prior to using a ladder or step ladder, always do a quick check for:

- Missing, damaged or worn anti-slip feet (these are essential for good grip);
- Items stuck in the feet such as swarf, stones grease or dirt, preventing the feet from making direct contact with the ground;
- Mud, grease or oil either on the rungs or the stiles (the sides);
- Cracks in the rungs or stiles of the ladder;
- Missing, broken or weakened or bent rungs;
- Missing or damaged tie rods;
- Cracked or damaged welds
- Missing or loose screws/rivets.

Safe use of Ladders & Step Ladders:

- Ensure you are fit to use ladders or step ladder if you suffer from certain medical conditions or taking certain medicines (if in doubt speak to a medical professional) do not use them and ask someone else to perform the task.
- Ensure you wear clean robust sensible footwear (flat or low heel shoes) ensure laces are not trailing

- Ensure ladder or steps are stable and level
- Ensure no one is working below where you are working on a ladder (to avoid injuring persons if you drop an item while on the ladder / step ladder).

On a ladder or step ladder, don't:

- Move them while standing on the rungs/steps;
- Support them by the rungs or steps at the base;
- Slide down the stiles;
- Stand them on moveable objects, such as pallets, books, trolleys etc.

## Lone Working



Lone workers are those “whose activities involve a large percentage of their working time operating in situations without the benefit of interaction with other workers or without supervision”. This definition clearly covers those workers who carry out their work in isolation from others for significant periods.

The following are examples:

- people working at different times from others, eg:
  - cleaners
  - caretakers
  - security staff
  - maintenance staff
  - carers
- Ensure you know the hazards of lone working, see lone working risk assessment. Follow control measures and safe systems of work put in place to safe guard you when conducting lone work activities
- Implement dynamic risk assessment while lone working
- Communicate with your supervisor / line manager regularly
- Carry and use any lone worker devices as required

## Manual Handling

Manual Handling accidents account for more than a third of all accidents reported to the enforcing authorities. It is very important manual handling activities are avoided where possible or where required they are conducted properly using safe manual handling techniques.

The following are some general rules for safe lifting.

### Stop and think:

- Never lift anything beyond your capability.
- If in doubt, get some help or speak to your Line Manager.

### Avoid the lift:

- Is it necessary to manually lift the load?
- Can mechanical aids such as a trolley or sack barrow be used?

### Assess the load:

- What is its weight?
- What is its shape and size?
- Is the heaviest side closest to your body?

### Plan the task:

- Is the route clear?

- Do doors need opening?
- Is the route level?



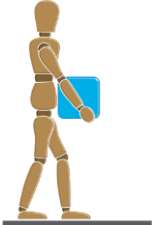
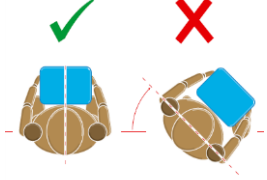
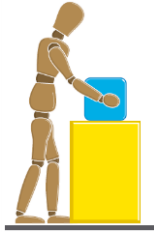

#### Team work:

- Do you need help?
- Who will give instructions?

#### Information:

- Have you been trained to lift this load?
- Have you sought guidance from management?

#### When lifting a load:

<p><b>1) Adopt a stable position with feet apart and one leg slightly forward to maintain balance.</b></p> 	<p><b>2) Maintain the same posture while lifting. Lift using your legs.</b></p> 
<p><b>3) Keep the load close to your waist.</b></p> 	<p><b>4) Avoid twisting the back or leaning sideways especially while the back is bent.</b></p> 
<p><b>5) Put down the load before adjusting.</b></p> 	<p><b>6) If placing the load at ground level do so in a good posture, the same as when lifting.</b></p> 

## Noise

Hearing damage caused by exposure to noise is permanent and incurable. Hearing loss is usually gradual due to prolonged exposure to noise, although hearing damage can also be caused immediately by sudden, extremely loud noises. As well as causing permanent hearing loss, exposure to noise can also cause tinnitus, which is a sensation of noise in the ears, such as ringing or buzzing. Tinnitus may occur in combination with hearing loss.

It is important that if noise is a hazard at work that you:

- Use any controls supplied to control exposure to noise and to report any defects in control measures.
- Wear any hearing protection provided to protect your from noise exposure.
- Attend hearing checks when required, providing they are during working hours.



When using telephones or headsets ensure;

- The volume is set to a comfortable level
- You know how to disconnect the headset quickly with the quick release mechanism if a loud noise is experienced

- Move the telephone away from your ear if you experience any loud noises from the receiver.

## Other Health and Safety Information

Our H&S Management System is available to view online through our Croner Site. It contains the following:

- H&S Policy Statement (Statement of Intent)
- Organisation and Responsibilities
- Specific H&S Policies and Procedures
- Relevant H&S Records

### Health and Safety “What You Need to Know” Law Poster

The H&S Law Poster details the employee’s rights under Health and Safety Law. It is on display in key locations around the site.

Fire Instructions detailing the action to take in event of an evacuation are posted in work areas throughout the premises.

First Aid signs are displayed in key locations throughout the premises stating where first aid boxes are located and who the site first aiders are.

### General Health and Safety Information

Further general H&S information is available on the Health and Safety Notice Board.

### Safety Signage

The following are examples of common workplace Safety signs:

#### Prohibition Sign

This is prohibiting particular action that may increase danger e.g. smoking in a store where there are flammable liquids or no access for unauthorised persons.

Prohibition signs are round with a black pictogram on a white background with red edging and diagonal line.



#### Warning Sign

This sign gives warning of a hazard e.g. electricity.

The warning sign is triangular in shape and has a black pictogram on a yellow background with black edging.



#### Mandatory Sign

These signs are used when something must be done e.g. keeping fire doors closed.

The sign is round with white pictogram on a blue background.





### Emergency Escape or First Aid Sign

These signs give information on “safe conditions” e.g. emergency exits, first aid facilities.

These signs are rectangular or square shape with a white pictogram on a green background.



## Personal Protective Equipment

We are required to protect our employees from hazards within the workplace. Risk assessment may identify personal protective equipment (PPE) as being part of an overall prevention or control strategy to protect you, but it should always be a last resort.

PPE is all equipment worn or held by people at work to protect them against one or more risks to their health or safety. PPE includes:

Protective clothing such as:

- Aprons
- Weather protection
- Gloves
- Footwear
- Helmets
- High-visibility wear

Protective equipment such as:

- Eye and face protectors
- Respirators
- Breathing apparatus
- Safety harnesses.

Employees must use PPE provided in accordance with the training and instructions received.

The PPE should be returned after use to the storage places provided, if possible.

Employees must report any loss or obvious defect in their PPE to the employer as soon as possible.

## Personal Safety

### Who is responsible for personal safety at work?

Personal safety is a joint responsibility between every employer and their employees. It is important to make sure that you understand any control measures put in place by your line management and be sure to report any incidents relating to personal safety to your line manager.

We believe strongly in the safety of our employees and take a zero-tolerance stance against violence in any form.

### Reducing the risks

There is a lot you can do to reduce the risks to your personal safety and that of others. Thinking in advance about what to do will give you the confidence to respond positively in times of stress and choose the most appropriate course of action, for example:

- Continually assess situations and take action to avoid or reduce risk.
- Avoid actions which may appear aggressive.
- Remember always to trust your instincts – make excuses and leave if required.

### Communication

Effective communication is one of the best ways to prevent violence or aggression at work. Being aware of the messages people send us through non-verbal communication is part of staying safe. Also being aware of your own body language is important.

#### **P.L.A.N.**

PLAN stands for; Prepare, Look, Avoid and Never. If you think about what to do in difficult situations before they arise you are more likely to respond positively.

##### **Prepare:**

- Before you go anywhere think about where you are going and how you will get there.
- Let someone know where you are going and when you plan to get back.
- If you have an external appointment, make sure you leave the details with a colleague e.g. where you are going and who you are visiting.
- Alternatively put all the details in an accessible diary and/or up on a notice board.
- Advise or phone with any change of plans.

##### **Look:**

- Situations which could be difficult to handle.
- Avoid confrontation: do all you can to defuse a violent or aggressive situation.
- Assess and reassess situations to help you become aware of the risks as early as possible.

##### **Avoid:**

- Look confident, purposeful, and alert.
- Be aware of your surroundings.
- If things go wrong, try not to show it. Take a few moments to calm yourself and re-think.

##### **Never:**

- Assume that it won't happen to you. Don't become complacent.
- Assume that your fears are unfounded. Trust your instincts: they are there to warn you of possible danger.
- Assume that people are what they seem. Appearances can be deceptive.

## Personal Safety for Off Site Visits

### Planning a journey

Every time you set out on a journey:

- Look at a map, plan your route and write down some directions if you are going somewhere new or unfamiliar.
- Let someone know where you are going or leave details in an obvious place, including the time you expect to arrive. Ensure your paper or electronic diary is up to date with details of who you are visiting and the location.
- Check you have enough fuel before making any journey, however short.
- Carry out the safety checks on your vehicles, e.g., oil, water, tyre pressure etc.
- Check that your breakdown membership is up to date.
- Do ensure you have a mobile phone with you to call for help in case of emergencies (remember - do not use your phone while driving).

While you are driving:

- Keep the doors locked and the windows closed, particularly in slow moving traffic.
- Do not leave valuables on the seat beside you. Use the glove compartment or place them on the floor. Be extra alert at all junctions, stop signs, traffic lights and in slow moving traffic.
- Never pick up hitch-hikers.
- When parking, reverse into the bay so you can pull out quickly and easily.
- Never leave the keys in the ignition, even when you are away from the car for just a few minutes.
- If you see an accident or someone tries to flag you down, ask yourself if it is genuine and if you could really help - it might be best to drive on to report it to the police as soon as possible and safe to do so.
- Do not stop if you feel you are being followed by another vehicle. Drive to a public place and raise the alarm. Consider the benefits of a mobile phone.
- If followed into your own drive do not get out of the vehicle. Ensure the doors are locked and sound your horn to attract attention.

- If a car pulls up alongside you and the occupants try to attract your attention, ignore them and don't make eye contact.
- If a car pulls in front of you and forces you to stop, never switch off the engine. Stay calm and ensure all your doors and windows are locked. If the driver leaves his car to approach you, reverse as far as you can while continually sounding the horn and activating your hazard lights.

If you break down:

- Switch on your hazard lights.
- Pull as far off the road as you can.
- Use your mobile phone, or walk to the nearest phone and call your breakdown organisation or the police.
- Make sure your passengers are safe - do not leave them in the car if you are parked on a hazard spot.

### **Parking your car**

- Avoid using poorly lit car parks. Whenever possible, choose a manned car park and park as close as you can to the attendant.
- Reverse into the space. It would allow you to exit the car park quicker on your return.
- Make sure the interior light is working. Shut all windows and sunroof. Lock all doors.
- Note exactly where you have parked your car.
- If you collect a ticket on entering the car park, do not leave it in the car, as this will make it easier for a thief to steal your vehicle.
- When returning to your car, have your keys ready so that you can get in quickly.
- Once you are in the car lock the doors immediately and drive off quickly.
- Lock all the doors every time you leave your car.
- Never leave vehicle documents in your car.
- Do not leave any luggage or valuables on display, as they will catch the eye of the opportunistic thief.

### **On foot**

Many of us feel most vulnerable when on foot, but if you learn to recognise potential dangers you can usually avoid them. The following are sensible precautions:

- Try to avoid being out and about on your own, particularly after dark.
- Radiate confidence not vulnerability.
- Walk facing the oncoming traffic to prevent you being followed by vehicles without your knowledge.
- Avoid taking shortcuts along dark alleys, parks or wasteland. Keep to the middle of the pavement away from car doors and hedges. Use only well lit, busy roads.
- Always carry a personal attack alarm.
- If possible arrange to go home with a friend.
- Let someone know what time you expect to be home.
- Do not hitch-hike or accept lifts from strangers.
- Cover up expensive looking jewellery.
- Do not carry large amounts of cash or important documents such as your passport unless you need them.
- Try not to use a personal stereo - you are less aware of those around you and of traffic.
- Try to avoid using your mobile phone in plain sight – they are easy targets for 'grab and run' thieves.

If you think you are being followed:

- Cross over the road, if you are followed, cross back again.
- If you are still concerned, go to the nearest public place, a shop, pub or house with lights on and call the police on 999.
- Do not use enclosed pay-phones, in which you could become trapped.
- If someone tries to grab your possessions, do not resist. Try to get a good look at them, and then call the police, giving your location, the description and the direction the assailant went off in.

If you are threatened:

- Set off your personal alarm.
- Scream and shout.
- Get away as quickly as possible.
- Always ring the police immediately having retreated to a place of safety. Don't leave it until you get home.
- If a vehicle is involved try to note the make, colour and registration.

## Using public transport

- Always wait for a bus or train in a well-lit place, near other people if possible.
- Try to avoid waiting at isolated bus stops.
- On a bus or coach, sit as close as possible to the driver.
- Have your pass or the correct change in your hand, so that your wallet is out of sight.
- Do not sit in an empty compartment on a train or tube.
- Do not leave your handbag loose on your lap or on the seat next to you.
- If you feel threatened, try to get away from the situation, either by moving seats or by getting off at the next stop.
- If the danger worsens, make as much noise as possible to attract the driver's attention or sound the emergency alarm.

## On site

- If you are ever alone e.g. working early or late, does anyone know that and when you plan to leave?
- Are there areas where you feel uneasy e.g. poorly lit entrances, corridors, car parks away from the main block?
- Are there main entrances to the site which are open at all times? If so, what checks are there on all movements in and out of the venue?
- Do you know what to do if you encounter an aggressive situation?

## Dealing with Aggression and Violence

We take all instances of violence seriously. Violence in the workplace includes not only physical assault but also verbal aggression and intimidation. Our employees are not expected to accept any form of violence in the course of their employment.

If you find yourself in a potentially violent situation:

- Assess the situation and try to anticipate whether aggression may lead to violence.
- Do not meet aggression with aggression, this only leads to confrontation and increased likelihood of violence.
- If you feel that you cannot diffuse the situation then get away, but try to remain aware of your situation.
- Tension and stress can make you behave unpredictably - try to keep calm.

## Portable Electrical Appliances

Typical items of portable and transportable appliances used for work are as follows.

- All hand-held mains-powered tools including drills, soldering irons, pressure washers, hot air guns, e.g. paint strippers, heat shrink guns, plastic welding tools.
- Office equipment including computers, monitors, printers, fax machines, photocopiers, shredding machines and vending machines.
- Kitchen appliances (white goods) including fridges, freezers, microwaves, ovens and kettles.



All Portable Electrical Appliances shall be tested at regular intervals by a portable appliance tester. For home based workers a visual inspection by the user is required until equipment cables are required to be brought in for testing by the portable appliance tester.

Any defects or problems must be reported to the user's line manager and the equipment not used until it has been replaced or fixed.

### Portable Appliance User Visual Inspection

A visual inspection of portable appliances will detect the majority of defects that can cause danger.

The typical defects to look for are:

- Damage to cable coverings: cuts and abrasions (apart from light scuffing)
- Damage to plugs: casing cracked or pins bent
- Non-standard joints in cables: taped joints, connector blocks

- Outer covering (sheath) of the cable not being gripped where it enters the plug or the equipment (look to see if the coloured insulation of the internal wires are showing)
- Equipment being used in conditions where it is not suitable: wet or dusty environments
- Damage to the outer covers of the equipment or obvious loose parts or screws
- Overheating: burn marks or staining.

## Pregnancy at Work

### Talk to your doctor, midwife or occupational health professional

As soon as you know, or think, that you are pregnant, or if you have just given birth or are breastfeeding, discuss the nature of your work with your doctor, midwife or occupational health professional. This is particularly important if you are experiencing problems with your condition. The doctor, midwife or occupational health professional may be able to offer some practical advice or can write and inform your employer (with your consent) of any restrictions necessary to ensure your health and safety.



### Inform Human Resources

As soon as you can, inform the Human Resources department in writing of your condition, even if you do not wish anyone else to know — The Company is legally bound to keep the information confidential. We are only obliged to alter your working conditions, hours of work or suspend you if you have provided the necessary information in writing.

We are entitled to ask for confirmation of your condition, in which case you must obtain a MatB1 certificate from your doctor or midwife to this effect within a reasonable period of time.

### Participate in the risk assessment

A Health and Safety responsible person shall carry out an assessment of the risks you are, or are likely to be, exposed to in your work activities and workplace. You should be involved in the assessment process. You should provide the risk assessor with any information relating to your condition that could affect the assessment, especially if the associated risks are increased.

### Follow control measures

The risk assessment will identify what measures we need to take to protect you and your baby's health and safety. You should be told what the risks and control measures are and what you actually have to do.

### Report any shortcomings or changes

If you feel that the measures put in place do not protect you or if you have any concerns about your health and safety because of your condition, you must report them to Human Resources and your manager immediately.

### Report adverse incidents

You must report any accident or incident at work to your employer immediately.

## Risk Assessment & Safe Systems of Work



We have a duty to carry out suitable and sufficient risk assessments of risks to the health and safety of our employees and others. The risk assessments identify health and safety hazards, who might be harmed from the hazard, what control measures are already in place to control the hazard and resulting risk, and also the identification of additional control measures that may need implementing to reduce the risk further.

- Ensure you read and understand the risk assessment(s) of your work activities. Such assessments may also include specific risk assessments such as manual handling, control of substances hazardous to health or display screen equipment.
- Ensure you implement the required control measures identified in the risk assessment to ensure the risk is controlled
- Ensure you work in accordance with any established safe systems of work. A safe system of work is a planned work sequence that avoids exposed persons conducting the work to danger.
- Report to your line manager any uncontrolled risks that you feel may pose a danger to your health and safety.

## Smoking at Work

Smoking at company premises is only permitted in specifically designated smoking areas that are located external to the building.

Smoking is not permitted in company cars or in vehicles where there is anyone else in the vehicle.

## Stress at Work

If you feel you are suffering from work related stress or you notice a colleague suffering then speak to your line manager or site Human Resources Advisor if you feel you cannot talk to your line manager.

Common signs that an individual is experiencing stress include the following:

- The individual becomes withdrawn
- The standard of the individual's work suffers
- The individual calls in sick more frequently
- The individual's timekeeping alters — they may start coming in very early or working very long hours
- The individual becomes short-tempered, irritable or cynical.

## Slip Trips & Falls

Over a third of all serious injuries in the workplace involve slips and trips on the same level, and a quarter of workplace fatalities involve falls from over 2m in height.

### Main Causes of Slips, Trips and Falls

Slips often take place when there is not effective contact between a shoe sole and the floor surface. This can be due to:

- Faults with the floor surface
- An inappropriate floor surface
- Inappropriate footwear or contamination between the shoe sole and the floor surface such as mud, oils, greases and water.



Trips, on the other hand, occur when an obstruction prevents the normal movement of the foot and this results in a loss of balance, eg objects left on the floor, uneven floor surfaces and poorly maintained floor surfaces.

- Ensure spillages are cleaned up immediately
- Do not leave obstacles, trail cables in walk ways
- Report any slip, trip or fall hazards such as faults with floors or obstructions to your line manager
- Ensure your footwear is not contaminated

Working at height must be avoided where possible but if required it must be properly planned (including the selection of equipment), appropriately supervised and carried out in a manner which is, so far as is reasonably practicable, safe.

# Visitors & Contractors

Workplace hazards can put visitors even more at risk than employees, since visitors are likely to be unfamiliar with the particular hazards and activities of the workplace. Occupiers of a premises have a duty of care to visitors whilst on site.

It is important to identify if any visitors to company premises have any disabilities that may need to be taken into account especially in an emergency evacuation situation.

- Ensure your visitors sign the visitors book on entry and exit to the premises and wear a visitors badge
- If you invite visitors on site then ensure they are aware of parking requirements and when on site they are supervised and informed of the location of the welfare facilities and emergency evacuation procedures

Contractors may be working on site undertaking building or maintenance work under the responsibility of key persons within the organisation.

If you see a contractor working unsafely or have any other problems with contractors please contact your line manager or the site H&S responsible person.

Members of staff must observe any warning signs and barriers put up by contractors and must not try to walk through contractors' working sites.

Members of staff whose role requires them to engage contractors should refer to the health and safety management system Contractors Procedure.

## Working on other Premises

When visiting or working on other premises that you may be unfamiliar with it is important that you take into account different hazards you may be exposed to. To reduce risks to your health and safety while on other premises ensure:

- You adhere to the premises health and safety rules and instructions and any requirement to wear personal protective equipment.
- You work to safe working practices and implement risk assessment control measures.
- You do not enter any areas that are out of bounds
- You report any accidents you may have whilst working on other premises at the premises where the accident took place, inform your line manager and ensure it is noted in our company accident book.

## Work Equipment

The term 'work equipment' covers a wide range of items such as machinery, printers, computers, telephones, hand held tools, lifting equipment, step ladders, and vehicles.



There are many hazards associated with work equipment, which vary according to the type of equipment and the environment in which it is used. The following are examples of the most commonly found hazards:

- Trapping, entanglement or contact with dangerous parts of machinery.
- Being struck by falling or flying objects.
- Inadequate or faulty controls.
- Stored energy.



Regarding All Work Equipment:

- If you use, clean, maintain, set up or drive something as part of your work, then the item is probably "Work Equipment".
- The equipment must be suitable for the purpose intended.
- Where appropriate, it must be erected or dismantled safely in accordance with the manufacturer's instructions.
- Only authorised persons should use and maintain equipment.

- Users and supervisors must be provided with adequate information, instruction and training regarding the use of the equipment.
- Dangerous parts of equipment must be properly guarded and precautions taken against other operating hazards. Guarding must never be removed.
- Adequate control systems and controls must be provided, together with means of power isolation.
- Do not use a piece of work equipment if you do not have sufficient knowledge of the equipment or have not been trained how to use it.