



Health & Fire Safety

Policy & Procedures

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Section 1: Introduction

This policy outlines our commitment to meeting our legal duties and providing, as far as is reasonably practicable, the required standard or above for the Health, Safety and Welfare of the company and the people affected by our business activities.

It outlines details of:

- Our organisation;
- The Health and Safety structure of our organisation;
- Responsibilities within the company for implementing our management system;
- Responsibilities of Personnel outside the company;
- Safety arrangements and procedures;
- Arrangements for auditing, monitoring, and reviewing the Health and Safety systems.

We have examined the way in which we carry out our business activities in line with the responsibilities placed on the company by the Health and Safety at Work Act 1974 (HASWA), established industry standards, nationally issued guidance, and codes of practice.

The policy will be reviewed on an annual basis or more frequently if required, to ensure that it is current and reflective of our arrangements and legal requirements. The Health and Safety Policy Statement will be displayed in a prominent position.

We will achieve appropriate standards for Health, Safety and Welfare within the work environment by engaging our employees through delegating responsibilities to managers and/or responsible persons, and any other personnel that have been given suitable and sufficient information, instructions, training and supervision.

All employees will understand their responsibilities for Health and Safety. The responsible person(s) for the implementation of this policy will be identified in the matrix later in this document. Compliance and performance will be measured during employee appraisals and company audits. This will be documented and kept on file with the manager and/or responsible persons.

We support a 'don't walk by' culture and encourage everyone to be an ambassador of safety for the company. We will continue to monitor and review our business activities to ensure we maintain and improve the Health and Safety of the Company.

Specialist advice and services will also be sought if required, and we will consult with our employees as deemed necessary.

Health & Safety Policy Statement

It continues to be the policy of the Directors to ensure that so far as is reasonably practicable, the health, safety, and welfare of all our employees when at work is maintained. Equally we accept that a responsibility exists for other persons who may visit our premises in the furtherance of our business.

We recognise that it is the responsibility of the Directors and/or Responsible Persons at all levels, to prevent personal injury by providing a safe working environment and effective training and supervision. Detailed Risk Assessments (Safe Working Practices) are published separately, and these are updated in response to changes in both legislation and working circumstances. The site responsible person(s) is always available to address any queries that may arise.

A continuing interest in, and awareness of, all aspects of health and safety at work will be maintained and regular reviews of the arrangements will occur. The Directors will determine the overall policy.

Whilst the Directors accept the responsibility for the overall effectiveness of the health and safety policy, the success of this policy rests largely with employees at all levels. Employees have a legal responsibility to ensure that they do nothing to endanger themselves or others whilst at work. They must also co-operate with the management and/or responsible person(s), and comply with regulations and indeed procedures for safe working.

The Directors will, whilst carrying out regular health and safety reviews, formally review this statement on an annual basis, or as the organisation changes dictate.

Signature: _____

Date _____

Environmental Policy Statement

It continues to be the policy of the Directors to ensure so far as is reasonably practicable, To maintain our operations in such a way as to ensure compliance with relevant environmental legislation, to promote environmental efficiency, and minimise the risk of environmental harm.

It is recognised that managers and/or responsible persons at all levels, have specific duties under the legislation to ensure that nothing is done to cause or create significant environmental harm. Detailed Risk Assessments (Safe Working Practices) are published separately.

All staff will receive the necessary training to enable them to understand and operate the Company systems. In the event of any queries the responsible person(s) is always available to assist.

A continuing interest in, and awareness of, all aspects of environmental practices and legislation will be maintained, and a review of policy will be ongoing. A formal review of this statement will be carried out annually, or as organisational changes dictate.

The overall policy will be determined by the Directors.

The Company will where possible, assist and support our industry in the development of approved codes of practice and in the consultation stage of legislation in this field.

Signature: _____

Date _____

Fire Policy Statement

This Fire Safety policy has been prepared by the Directors as the responsible persons for the premises, to comply with the Regulatory Reform (Fire Safety) Order 2005 [FSO].

The purpose of this policy is to ensure the safety from fire of all persons on, in, or in the vicinity of the premises, by effective planning, organisation, control, monitoring, and review of the preventive and protective measures.

This policy will be used to ensure the provision of suitable and sufficient general fire precautions, assessment of risk and management of necessary fire safety arrangements.

The following will be provided:

- The position of Fire Marshal will be responsible for the provision of safety assistance to assist the responsible person(s) in carrying out their duties under the FSO. These duties include a duty of care within the FSO not only to employees but to The Fire Authority undertaking their duties not only in an emergency, but also during routine visits and inspections.
- A suitable and sufficient Fire Risk Assessment will be prepared, regularly reviewed, and its significant findings acted upon.
- A suitable and sufficient Fire Emergency Plan will be prepared, regularly reviewed, and practised by the regular carrying out of fire drills.
- All staff will be trained to satisfactorily carry out the Fire Emergency Plan, regular fire drills and any other necessary actions to comply with the FSO.
- Employees will be provided with relevant information regarding the risks identified from the risk assessment and any other notification of risk by other employees, the preventative and protective measures, the fire emergency plan, and the identities of persons nominated to carry out the duties of the responsible person(s).

All necessary systems/equipment required as part of the general fire precautions will be tested and maintained in accordance with the relevant code of practice.

Signature: _____

Date _____

Organisation

The company recognises our legal duties to safeguard the Health, Safety and Welfare of all the people our business affects, as well as the environment. The Directors have overall responsibility for this task. We have looked at how our workplace operates as well as the factors that may affect our operations. We shall continue to monitor, review and act on our findings in our commitment to continuous improvement of our Health and Safety procedures.

General Responsibilities

As part of our responsibilities:

- The Management Team and/or Responsible Persons will actively encourage and demonstrate by example, a commitment to promoting a positive Health and Safety culture.
- Fully involve all staff in our Health and Safety procedures and consult at all levels to ensure good two-way communication.
- Ensure adequate cover for Employers' Liability Insurance is in place and display the certificate in our workplace.
- Ensure that the Health & Safety Policy and Welfare Management System is kept up to date.
- Review the Health, Safety and Welfare Management System on a regular basis or if there is a need to address any issues, at any time.
- Establish good reporting procedures and maintain a record of significant findings, in addition to the legal requirements to record and monitor our procedures.
- Liaise where necessary with an appointed Health and Safety Consultant and have access to Health and Safety advice, to ensure we work within the current legislation.
- Make sure that the risk management systems are in place and effective. We will consider these in identifying risks, evaluating their potential consequences and determine an effective method of eliminating or controlling personnel, and where the risks cannot be eliminated, action will be taken to minimise the impact.
- Make sure that the whole of the Health and Safety requirements of the company are addressed and that individuals are aware of their own responsibilities.
- Ensure that this policy will be supported by supplementary written procedures, arrangements and guidance.
- Provide the necessary support and assistance (interpreters, appropriate signage, etc.), should we employ or utilise the services of anyone who is non-English speaking.
- Employees have a legal duty to take reasonable care for the Health and Safety of themselves and other persons who may be affected by their acts or omissions and to fully engage in the environmental policy.

Consultation

We will consult with our all our employees in good time, on matters concerning their Health and Safety within the work environment.

We will provide adequate training in health and safety matters to all staff, to enable them to carry out their responsibilities in a competent manner and give notice that, if any member of staff fails to comply with the organisation's Health and Safety Policy, we will discipline them in line with our HR policy.

Good communication and reporting procedures are essential in improving our business. This will be achieved through team meetings, consultations, toolbox talks, open door policy and the use of a staff noticeboard.

We will ensure that:

- Our staff know their responsibilities and who to report to.
- We provide the necessary training to enable all aspects of the business to be carried out with the minimum of risk.
- We look at all aspects of our business including;
 - How we carry out works.
 - The patterns of work/shifts acceptable and best practice.
 - The way we communicate via strong clear messages and the resources to enable us to carry out our work safely.
 - Where work takes place.
 - The layout of the premises and workstations.
 - The equipment we use.
 - Materials and substances we use.
 - Changing anything to reduce the risks to Health and Safety of the people involved, equipment involved, materials in use, processes, etc.

Organisation Chart

Section 2: Responsibilities

Responsibilities of the Directors

The Directors have overall responsibility under the Health and Safety at Work Act 1974 for health and safety matters within the Company and in particular will:

- Take an active role around health and safety matters by promoting a positive work culture and acting promptly where deficiencies are identified;
- Ensure that resources are widely available for the successful implementation of the Health and Safety Policy;
- Where necessary delegate responsibilities to appointed, competent persons who will manage the Health, Safety and welfare arrangements within the company;
- Ensure agendas for meetings incorporate Health and Safety matters, to ensure that the policy requirements detailed above, are fulfilled;
- Regularly review the Health and Safety standards and practices within the company and ensure that at least annually or more frequently, this Health and Safety policy is reviewed and reflects any relevant changes (business activities or legislation and guidance);
- Take an active role within the investigation procedure for serious accidents, incidents and cases of ill health. We will ensure that serious incidents are reported in accordance with RIDDOR, and will seek assistance from the Health & Safety Advisor where necessary;
- The Directors have the ultimate responsibility for ensuring that all contractors carrying out maintenance and or construction work on the premises, are passed through the selection process, whereby we will require evidence of their competence and other supporting documentation (risk assessments, method statements, Health and Safety policy, accident reporting procedure, etc.). The Directors may wish to delegate this responsibility to another responsible person identified in the responsibility's matrix.

Responsibilities of the Management/Responsible Person(s)

The person(s) identified as the overall responsible persons for overseeing the day-to-day activities and maintaining high standards of Health and Safety within the company will.:

- Inform the Directors of any Health and Safety issues or concerns that have the potential to affect the company, our employees or others who may come into our company.
- Consult with employees and any other relevant persons on Health and Safety matters through team meetings, memos, toolbox talks or on the noticeboards.
- Consider arrangements if/when purchasing materials and equipment to ensure that the relevant Product Safety Legislation and Labelling requirements are complied with thorough manufacturer instructions, maintenance schedule and Safety Data Sheets;
- Ensure that the premises are maintained in a safe and sound condition by carrying out or, outsourcing testing, inspection, and maintenance as applicable.
- Make suitable arrangements for supervision and monitoring of employees (and subcontractors) so far as is reasonable, taking into consideration the level of risk from the work activities and the competence within the workforce;
- Ensure so far as is reasonably practicable, work equipment and PPE (Personal Protective Equipment) is supplied to employees, and any other persons who enter our workplace and may be affected by our activities.
- Ensure that our external Health and Safety advisory service, and any other specialist advisors as required, are informed of:
 - Any dangerous occurrence, incident or work-related illness which caused or had the potential to cause serious injury or ill health;
 - Any proposed changes to the business (premises location, activities or management structure);
 - Any potential new hazards are brought to their attention that may need to be assessed within the current risk assessments;
 - Any notification of health and safety failings from enforcing authorities through correspondence or visits;
- Where further assistance is required, the Management Team and/or Responsible Person(s) will contact the specialist advisor, to ensure that the relevant risk assessments for the company are suitable and sufficient, and are communicated appropriately to all employees.

Responsibilities of all Employees

All employees have legal duties under the Health and Safety at Work Act 1974. These duties are:

- To take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work;
- To co-operate with the management to enable the employer to carry out legal duties or any requirements as may be imposed;
- Not to intentionally or recklessly, interfere with, or misuse any item provided in the interest of Health, Safety and Welfare.

To fulfil these duties employees will:

- Upon receiving of any health and safety information, familiarise themselves with the procedures relating to their work activities;
- Abide by the requirements set out in the Policy and Risk Assessments and raise any issues with their Manage and/or Responsible Person.
- When working with company vehicles, machinery/equipment, materials, or substances, ensure that they are used in accordance with the manufacturers guidance and follow the information, instruction and training provided by the company.

This includes:

- Following the Risk Assessments (Safe Systems of Work) and not misusing equipment/machinery
- Not to knowingly use defective equipment and report immediately to the Management if any defects are found
- Wearing suitable PPE that has been provided, and ensure maintenance is carried out including reporting loss or damage.
- Report to the Management any colleagues who are not complying with the safety arrangements. This includes safety concerns, accidents and/or near misses;
- Not to work under the influence of alcohol or drugs.

All employees are aware that any activity carried out which places colleagues or others in danger, or those who breach their legal requirements under health and safety legislation is a criminal offence and following further investigation, action may be taken against the individual by the company or an Enforcing Authority.

Section 3: Arrangements (employee specific)

This section defines the standards, rules and procedures of the health and safety related issues and areas of risk that apply to all work activities.

It is the responsibility of all employees to observe these rules and procedures and to conduct themselves and carry out their work in a safe and reasonable manner.

Failure to comply with the following arrangements could render employees liable to disciplinary procedure or criminal prosecution. The company recognises that it is not possible to prepare in written form, every safety rule that applies to the work activities and to employees as circumstances may vary depending upon the nature of work.

Risk Assessment / Risk Management

The Company recognises that we have a responsibility to provide a safe and healthy working environment and acknowledge that this includes ensuring that all significant risks arising from work activities are adequately managed.

We will endeavour to comply with the relevant legal requirements, as contained within the relevant legislation, other applicable legislation and guidance notes issued by the Health and Safety Executive.

In particular, the following rules and procedures will be applied in relation to these areas or work activities:

We will institute a programme of hazard identification and risk assessment of all its activities in order to eliminate, reduce or control, so far as is reasonably practicable, any harm or danger to employees or other affected persons.

- All risk assessments will be fully documented and recorded;
- All risk assessments will be reviewed annually (or sooner if an accident should occur or there is a change in the work process);
- All Risk Assessments will be monitored on a regular basis at a frequency determined by, and stated within the assessment.
- All relevant employees or other persons will be informed of the significant findings of risk assessments that relate to their work activities or otherwise affect them.

Definitions

Hazard - something that has the potential to cause harm.

Risk - is the likelihood of the harm being realised. The risk, therefore, reflects both the likelihood that harm will occur and its severity. It will generally be recorded as insignificant, low, medium, or high.

Control measures

Where work activities, items or areas with significant risks are identified, the risk assessment will contain details of the measures that must be applied or actions that must be taken to eliminate, reduce or control the risks in question and therefore allow the activity etc. to be carried out safely.

These required measures or actions are referred to as 'control measures'.

The following principles will be applied to adopting control measures:

- Avoiding the risks altogether;
- Evaluating the risks which cannot be avoided;
- Combating risks at source;
- Adapting the work to the individual;
- Adapting to technical progress;
- Replacing the dangerous with the non-dangerous or less dangerous;
- Developing a coherent overall prevention policy;
- Giving collective protective measures priority over individual protective measures;
- Giving appropriate instructions to employees.

Review and revision

The risk assessments must be kept up-to-date and be reviewed and modified, where necessary. If changes take place which mean that the current risk assessment is no longer valid or that it can be improved, the assessment must be reviewed. In all cases, risk assessments will be reviewed on a regular annual basis. All significant findings of risk assessments and subsequent monitoring must be recorded.

The significant hazards identified in the assessment - those which might pose serious risk to workers or others who might be affected by the work activity if they were not properly controlled;

- The levels of risk associated with the hazards;
- The existing or required control measures;
- The people who may be affected by the risks or hazards, including any groups of employees who are at special risk;
- Decisions taken as a result of the assessment.

Health surveillance may be required in order to detect adverse health effects to employees at an early stage. Examples may include:

- Where there is an identifiable disease or adverse health condition related to the work activity;
- Where there is a reasonable likelihood that the disease or condition may occur under the particular conditions of work;
- Where surveillance is likely to further the protection of the health of employees.

The company will ensure that all control measures identified in the Risk Assessment are implemented to minimise risk and will carry out assessment of risks related to potential ill health through work activities.

Safe Systems of Work and Working Procedures

The Company recognises that we have a responsibility to provide a safe and healthy working environment and acknowledge that this includes ensuring that safe systems of work and/or safe working procedures are developed, understood and followed.

We will endeavour to comply with the relevant legal requirements, as contained within the relevant legislation, other applicable legislation and guidance notes issued by the Health and Safety Executive.

In particular, the considerations that will be applied in relation to the preparation and development of safe systems of work and safe working procedures will include:

- The work or tasks being carried out;
- The associated potential hazards;
- Any existing instructions or procedures;
- Who is doing the work;
- The skills and abilities of the people;
- The level of control and supervision required;
- The tools or equipment that are required;
- The personal protective equipment required;
- The associated training requirements;
- Any isolation or locking-off requirements;
- Any permit to work requirements;
- Other activities being carried out;
- Communication requirements;
- Emergency planning;
- Handover procedures upon completion;
- Monitoring requirements;
- Review and updating requirements.

The following rules and procedures will be followed in relation to this area:

- All safe systems of work and safe working procedures will be developed by the relevant manager/supervisor in conjunction with the employees;
- All safe systems of work and safe working procedures will be documented in an approved format;
- All safe systems of work and safe working procedures will be brought to the attention of all employees and other persons that they affect;
- Regular monitoring of compliance with, and the effectiveness of, all safe systems of work and safe working procedures will be carried out;

- All safe systems of work and safe working procedures will be reviewed and amended, where necessary, on an annual basis or when significant changes in the activities or other matters to which they relate occur;
- All safe systems of work and safe working procedures will be reviewed and amended, where necessary, following an accident or incident arising from the related activities, or when the results of monitoring reveals problems of compliance or effectiveness.

Information, Instruction and Training

The need for effective communication between all parties in the workplace is recognised by the company.

To enable them to carry out their work activities, the company will ensure that its employees are provided with adequate information and suitable instructions.

Information and instruction will be provided in a form which takes account of any language difficulties or disabilities.

Information relevant to the safety of all will be communicated where the workplace is shared.

- We will not require any employee to perform any work activity or task unless he/she has received suitable and adequate information, instruction and training, or is working under the supervision of a trained and competent employee;
- We acknowledge the importance of providing information, instruction and training to all new staff as soon as is practicable after commencement of employment;
- We recognise that instruction and training may also be necessary for existing employees to act as a reminder and to accommodate any changes in their work practices or environment;
- We accept the responsibility of ensuring that all temporary employees are also given basic health and safety information, instruction and training appropriate to their work activities and environment;
- The training needs for all employees (or groups of employees) and their related work activities will be evaluated, and the results of the evaluation will form the basis of a training matrix;
- Training need's assessments will be reviewed periodically, and the training matrix updated as required;
- Records will be kept of all training provided to employees and any relevant outcomes.

Consultation

The Company recognises that communication is a two-way process.

The Manager or an appropriate supervisor will call regular meetings in which all onsite employees will be briefed as to what is required of them on a day-to-day basis and also, should an emergency arise, what steps should be taken.

At such meetings, in addition to the technical aspect of the work activities, safety will be discussed, and controls developed and handled on an equal level of priority with other elements of the business meeting.

Details of these meetings and discussions will be documented.

The consultation will involve not only giving information to employees but also listening to and taking account of what employees say before any Health and Safety decisions are made.

We will ensure that Safety Representatives have the required facilities, equipment and information for them to participate fully and effectively to enable them to carry out their functions, as proportionate to the workplace and that they are treated in line with the current Regulations and our HR Policy.

In order to communicate effectively, we will ensure that employees understand the meaning and purpose of the policy, vision, values and beliefs, which underline it.

Designated Managerial/Supervisory staff (as applicable) will establish lines of communication with other organisations/persons that may be affected by the Company's activities. This may be through the use of signage, verbally, in writing or a combination of these methods.

Likewise, Managerial/Supervisory staff (as applicable) shall expect that other organisations/persons will communicate health & safety or organisational issues that may affect the company's staff welfare & Health and Safety.

At all workplaces where employees are located, all relevant safety information will be provided. This will include:

- HSE law poster
- Fire safety instructions
- Names of Fire Wardens and First Aiders
- Employer's Liability Insurance Certificate
- Health & Safety, Fire & Environmental Policies

Section 4: Arrangements (all other)

Abrasive Wheels

The company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes dealing with the specific risks associated with the use of abrasive wheels.

The main hazards associated with abrasive wheels include:

- Breakage or bursting of the wheel;
- Injuries arising from flying particles;
- Contact with running wheels;
- Cuts to hands, legs etc.;
- Dusts emitted from materials;
- Loose clothing becoming entangled;
- Electric shock;
- Noise;
- Vibration;
- Fire and explosion.

We will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within the relevant legislation, and with the specific guidance (HSG 17) issued by the Health and Safety Executive.

In particular, the following rules and procedures will be applied in relation to this area and associated work activities:

- Any person who is required to inspect, examine, test, mount, change, balance, dress, adjust or mark abrasive wheels will be suitably trained in the tasks;
- Any person required to use an abrasive wheel and associated machinery will be suitably trained in the task or adequately supervised by a trained person;
- A record will be kept of all persons trained in the safe mounting of abrasive wheels;
- All reasonable measures will be taken to ensure that all abrasive wheels and associated machinery are suitable for their intended use and maintained in a safe condition;
- All abrasive wheels and associated machinery will be subjected to regular inspection and if found to have any defect that could give rise to injury will be taken out of use immediately;
- All abrasive wheels will be stored and transported in a safe and careful manner;
- All abrasive wheels will be suitably marked with their type, size and maximum operating speed;
- All persons who carry out any work activities involving abrasive wheels will be provided with, and be required to wear suitable personal protective equipment, including eye protection.

Access and Egress

Safe access and egress are essential features of any accident prevention strategy, whether relating to exits and entrances in showrooms, workshops or offices. It is particularly important that access for emergency vehicles is always kept clear to allow for fast response to any emergency.

Pedestrians and vehicles should be segregated wherever possible and signs should mark vehicular routes.

Indoor escape routes must be clearly signed and kept free of obstructions at all times.

Personnel must have free and unhindered access to any machinery they are required to operate with sufficient space to store tools, equipment and to carry out any checks or maintenance necessary.

Areas around machinery, pits, lifts, rolling roads or other hazardous areas should be defined by hazard marking of the floor e.g. black and yellow diagonal lines or hazard tape on the floor at a safe distance from the possible danger area.

Edges of steps or stairs should be hazard marked where persons are likely to be carrying large or heavy items or where visibility might be hindered.

All floors must be kept free of items or substances that might cause slips, trips or falls.

This means always ensuring that adequate housekeeping standards are maintained and that spillages are dealt with by adequate materials and methods as they occur.

All departments must be issued with instructions to position free standing signs, seen from all approaches, to inform employees and public of wet and slippery surfaces.

Access to upper levels and mezzanine floors should be by fixed stairs or steps.

The use of leaning ladders should be discouraged. and training given on the use of step-ladders.

If a ladder is required it should be secured at the top so that it cannot slip or move and the person using the ladder must be assisted by another person to assist with the safe transfer of tools, equipment or other items. If the ladder cannot be secured, then the accompanying person will support the ladder at all times.

All ladders are to be visually inspected before and after use with special attention being paid to condition of rungs, treads and stiles.

All steps and stairs are to be kept in good repair especially in relation to treads, carpets and handrails.

Bare steps and treads should be painted with slip resistant paint and step edges if required should have abrasive grip tape fitted.

Any area where persons may fall two metres or more is to be clearly marked and protected by a fixed barrier.

All powered roller shutter, concertina or sliding doors must either:

1. be fitted with a safety device which causes the door to stop immediately it contacts a person when descending or otherwise closing or;
2. or have its controls arranged so that the operator must keep their finger on the controls to cause movement.

All roller shutter doors must have both sides of the skirt highlighted with bright paint or hazard markings to make them obvious when partially open.

All manually operated roller shutter or sliding doors must be fitted with devices such as ropes or handles that allow two persons to open or close them easily.

All such doors must be inspected frequently to ensure correct and efficient operation and that there is no undue risk of manual handling injury.

Accident Reporting and Investigation

The company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledge that this includes ensuring that all accidents and incidents are reported and investigated.

We will endeavour to comply with the relevant legal requirements, as contained within the relevant legislation.

In particular, the following rules and procedures will be applied in relation to this area by the Company and its employees:

All employees are required to report all accidents to the Management as soon as possible. For these purposes, an accident is defined as any unplanned event which may give rise to injury, ill health, property or plant damage or any other potential loss, including near misses.

All accidents involving injury must be recorded in the accident book or equivalent form of recording. This record can be made by the relevant first aider, injured person or another suitable person e.g. manager, colleague or another appointed person.

- All accidents must be recorded by the appropriate manager/supervisor on the Accident Report Form. The completed accident report form must be forwarded to management for further analysis or investigation;
- All accidents must be investigated by the appropriate manager and recorded on the Accident Investigation Form;
- If the accident or incident is reportable under RIDDOR the required notification procedures as detailed below must be followed by the nominated person/s;
- Where an accident investigation reveals matters that are required to be implemented in order to prevent a recurrence, the required action must be taken immediately by the appropriate manager;
- Where an investigation reveals that immediate action is required to prevent a reoccurrence, but circumstances dictate that it is not possible or feasible, any required interim measures to ensure the safety of the persons affected must be taken (e.g. disconnection of equipment).

Airbags

(To include seat belt restraint systems where applicable)

Although various types of airbags are found they must be treated cautiously as they might contain:

- NITROGLYCERINE OR OTHER EXPLOSIVE
- NITRO CELLULATE – irritant.
- BORON – toxic
- CATALYST MATERIALS – sensitizers.

These materials may be harmful by:

- Inhalation
- Ingestion
- Eye or skin contact.

In addition, damaged modules produce carbon monoxide which may cause suffocation.

There will be no danger if handled or stored in accordance with the manufacturer's instructions. This is also true when they are deployed unless ignited or punctured.

Ignited modules become dangerous projectiles, discharging hot gases and with surface temperatures up to 700 degrees Celsius.

Care must be taken when changing modules, working on damaged vehicles and recovering vehicles from road traffic accidents.

All employees who might work with or come into contact with modules are to be made aware of the contents of the manufacturer's material safety data sheets and safe working procedures.

Departmental managers should record the training of the personnel who might have to work with airbag modules.

Air bags are to be stored as per the instructions of the local authority. This will mean in a strong locked metal cabinet, ammunition box, gun cabinet or possibly within a locked steel meshed cage. In all instances an explosive sign is to be displayed on the storage unit.

An explosives license is to be obtained from the local authority and must be kept current.

Handling procedures

- Never put your body in front of an un-deployed airbag module, even when removing it from a vehicle.
- Always carry the module with the trim cover facing away from your body.
- Never place the module or steering wheel face down with the trim against a hard surface.
- Always place non-deployed airbags in a secure position which, should the airbag accidentally deploy cause the airbag to come into contact with surrounding items such as hard surfaced objects, causing them to become dangerous projectiles.
- If a sensor is dropped from a height of 60 cm or more it is not to be fitted but should be replaced.
- Do not attempt to repair the module or sensors always use new parts.
- Wear gloves and eye protection when working round a deployed air bag. Clean all interior surfaces by vacuuming and wiping with a damp cloth.

When handling an airbag module take great care to follow the recommended handling precautions.

This is for your safety and those around you. Airbags are explosive devices that can cause injury.

Airbag safety precautions

1. Always disconnect the negative battery terminal and wait the specified amount of time before attempting any work on the vehicle. The time delay ensures that all back-up power has been discharged from the module. If the discharge time is uncertain then leave for a full 30 minutes to cover all types.
2. Do not heat the airbag module over 93 degrees Celsius. Manufacturers specifications differ but the lowest possible chance of auto-ignition starts at this temperature. Air blown paint drying systems present no problems.
3. Do not attempt to repair the module itself. The chemicals used to inflate the airbag, sodium-azide and potassium nitrate are both poisonous and extremely flammable.

4. Wear gloves and eye protection when working adjacent to a deployed airbag. Chemical residues may be present on the vehicle interior, which can cause skin irritation. Wipe and vacuum all surfaces to remove this residue.
5. All un-deployed airbags should be treated as hazardous material and handled according to detailed procedures.
6. Deployed airbags can be disposed of in a normal manner being classed as scrap material and pose no hazard in their waste form.
7. Airbag units must not be treated with grease or cleaning agents.
8. Never test using a lead lamp or test meters. The airbag should only be tested in installed conditions with specially designed test equipment.
9. Some sensors and other components contain mercury, depending on the manufacturer, so always use utmost care.
10. When replacing parts all replacement components used must match exactly the specifications of the components replaced.
11. Do not attempt to re-use old or damaged fasteners or substitute ones. Only use fasteners that come with the unit and use all the fasteners specified.
12. Exercise caution when welding near any system components. Extreme heat can damage some parts. If in doubt remove parts where necessary.
13. When repairing minor damage, where the airbag has not deployed, disconnect the battery and wait until the power has dispersed. This will avoid any sharp knocks triggering the system.

Asbestos

Common sources of asbestos in buildings include:

- Sprayed asbestos and asbestos loose packing - generally used as fire breaks in ceiling voids;
- Moulded or preformed lagging on pipes and boilers;
- Sprayed asbestos used as fire protection in ducts, firebreaks, panels, partitions, soffit boards, ceiling panels and around structural steel work;
- Insulating boards used for fire protection, thermal insulation, partitioning and ducts;
- Millboard, paper and paper products used for insulation of electrical equipment;
- Asbestos pipe lagging;
- Asbestos insulation board;
- Perforated ceiling tiles;
- Asbestos cement products including corrugated roofing, gutters and rainwater pipes.

In premises under its control, the Company recognises its duty to manage asbestos.

To establish the presence of asbestos, any premises under the control of the company will be surveyed.

Information produced from that survey must be provided to any person carrying out work within those premises where the asbestos could be disturbed.

Asbestos condition monitoring and an assessment of the likelihood of anyone being exposed to the materials must be considered and adequate provisions for this be made.

The asbestos management plan will be reviewed annually or if deemed necessary, more frequently.

Where asbestos is present and is in such a condition that it represents a significant risk, shall be removed under suitable controls.

Batteries and Charging (12V Non-Electric Vehicles)

During, and after charging, batteries give off hydrogen. This is an easily ignited and explosive gas. Connecting or disconnecting batteries or changing connections to battery terminals creates sparks. If the sparks ignite the hydrogen, the batteries may explode, releasing highly corrosive acid.

Whenever possible, battery charging should take place in a designated area, from which all sources of ignition are excluded. Signs should be displayed around the area to the effect "Caution Battery Charging - No Smoking, No Naked Lights".

If it is necessary to use a portable battery charger, or a fast start device, you should make sure there are no sources of ignition in the immediate area.

Batteries should not be charged at rates in excess of the manufacturer's recommendations.

Switch off the battery charger before connecting or disconnecting the charger's clips. If possible, connect the clips away from the battery, for example to the starter motor. Keep crocodile clips clean and free from corrosion and, except for the contact surfaces, insulated.

Clean battery terminals before fixing charger clips.

- Do not check for power by bringing the two clips together.
- Do not use battery discharge testers immediately after testing.
- Do not wear metal finger and wrist jewellery when working with batteries as contact with battery terminals can cause severe burns and flash injuries.
- A face shield should always be used to prevent serious injury from acid if hydrogen gas is ignited causing the battery to explode.
- Metallic items should also be prevented from falling across terminals wherever batteries are handled, charged or stored.
- Always use a battery carrier when moving batteries.

Contractors

Contractors undertaking work within the premises will be subject to our contractor control arrangements.

Legally there is a shared responsibility with contractors for the health, safety and welfare of anyone who is affected by their activities.

The Manager/Supervisor will request, review and hold annually copies of Insurance and Health & Safety practices for all Contractors working on site.

Regular contractors such as valeters, window cleaners, jobbing builders etc. should be formally contacted by letter annually to provide this information.

For major or long term works pre-project meetings must be held and health, safety and environmental information should form part of the tendering arrangements.

By only using reputable, qualified contractors who demonstrate health and safety awareness can it be shown that we are attempting to fulfil our legal obligations.

See Contractor Compliance Form next page....p

Contractor Compliance Form

You have undertaken to carry out services for this company and to enable us to comply with our obligations to the Health and safety Regulations we require you to provide the following information before work commences on our site (s).

In addition to the provision of the required information your employees might be required to comply with a 'Permit to Work' issued by a manager on the site where work is being undertaken.

Please provide the following information prior to commencement of work:

1. Copy of company Health and Safety Policy which includes organisational details (not the policy statement)
2. Copies of risk assessments and safe procedures relevant to the work being undertaken. These must include the provision and use of any barriers and safety signs used during the proposed work
3. Copies of COSHH assessments relevant to all hazardous substances that will be used
4. Name of person on site that will be supervising all work operations
5. Names of First Aiders on site and the number of suitable first aid kits to be brought on to site
6. A copy of the Company Liability Insurance certificate.
7. Verification that only 110 volt or battery powered electrical equipment is to be used. If this is not possible all electrical equipment is to be used through contractors RCD or ELCB's
8. Where hot working is involved relevant fire extinguishers must accompany staff who must be trained in their use
9. A method statement detailing proposed working procedures for prolonged or multi-stage work must be provided
10. An emergency contact name and telephone no must be provided for contact outside of normal working hours
11. A mission statement/risk assessment detailing environmental impact and waste disposal methods is required. Evidence of Registration for Hazardous Waste is required if applicable. If not applicable a disclaimer statement must be provided

Name (please print): _____ **Signature:** _____

Date _____

Checked by (please print name): _____ **Signature:** _____

Position: _____ **Date** _____

Control of Substances Hazardous to Health (COSHH)

The purpose of the COSHH regulations is to ensure the identification and control of any hazardous substances, which may cause harm to any individual coming into contact with them.

Common routes of entry are by inhalation (highest risk), ingestion, and absorption through the mucous membrane of the eyes or contact with the skin.

An assessment is necessary to control the use of all hazardous substances on the premises.

When conducting assessments, the purchase, storage, use and disposal of the substances must be considered separately. Where practical, identified hazardous substances should be substituted for a safer alternative.

Each department is to maintain a COSHH file consisting of material safety data sheets (MSDS) provided by the supplier or manufacturer of the department's hazardous substances and appropriate risk assessments. These can be stored electronically but must be current at all times

Where there is any doubt regarding hazardous properties, airborne concentrations or control measure suitability, appropriate advice must be sought from a competent person.

Personal Protective Equipment (PPE) is to be used only as a last resort control measure in all cases.

Managers/supervisors are to personally ensure the induction of all new employees in respect of COSHH risk assessments and the issue of PPE.

Display Screen Equipment

Cases of Musculoskeletal Disorders (see separate section within this Policy) and eye problems have been linked to the use of Display Screen Equipment (DSE).

The main health problems associated with the use of display screen equipment include:

- Aches and pains in the hands, wrists, arms, neck, shoulders or back;
- Eyestrain or similar visual problems;
- Headaches;
- Stress and fatigue;
- Skin irritation or rashes.

The Company will identify all "Users" in accordance with current legislation – those employees who use DSE for a significant part of their working day.

For all "Users", a suitable assessment of the risk will be carried out. As far as is reasonably practicable, any risks identified will be reduced.

Adequate training and information in the correct set up and use of DSE will be received by all "Users" on a regular basis. The company will pay for annual eye tests for all DSE "users".

Any user who works at home or away from the Company's premises will receive adequate information on the correct set up and use of DSE. This information should enable the person to complete their own DSE risk assessment, which once done, must be returned to their Managerial/supervisory staff (as applicable).

Any risks identified will be reduced to as low as is reasonably practicable.

Driver Safety and Security

The statistics released annually by the HSE and information in the media, is recognised by the Company who acknowledges the risks from driving when at work. Controlling the health, safety and welfare of their employees whilst driving either company or self-owned vehicles used for work, is our responsibility.

The hazards and problems associated with driving include:

- Fatigue due to excessive driving hours;
- Distractions during driving;
- Driving without care or attention;
- Driving without a valid licence or insurance;
- Driving when disqualified or under the influence of alcohol or drugs;
- Exceeding speed limits due to unreasonable demands;
- Loading and unloading of vehicles;
- Failing to report accidents or offences;
- Driving in adverse weather conditions;
- Unsafe conditions of vehicles;
- Overloading or unsafe loading of vehicles;
- Theft from vehicles and associated violence.

It is the duty of management to fully assess any risk associated with driving, and to produce control measures (safe working conditions and procedures). Additionally, there is a duty by those carrying out the operations to adhere to the stated conditions and procedures.

Drivers must be in control of their vehicle at all times, this is company policy. Even for the shortest period when in control of a vehicle, no electronic devices are to be used. Means of communication including mobile phones are to be used only if the vehicle has stopped in a safe place with the handbrake applied.

- Drivers must be fit to drive. It is forbidden for any employee who is under the influence of drugs, alcohol or any substance likely to cause a danger to themselves or others to drive. A Supervisor or Manager should be immediately informed, should any member of staff feel unfit to drive for any reason;
- Only those employees who hold a current valid driving licence for the vehicle type they plan to drive are authorised to do so;
- A copy of all drivers full UK driving licence will be held on file in order for authority to drive company vehicles/on company business to be given;
- It will be required of authorised drivers to notify the Company of driving convictions and offences. For all drivers, business use insurance must be in place;
- The required Road Tax and MOT (if applicable) will be held and a register kept and held on file for all company vehicles;

- Company vehicles will be subject to maintenance and servicing, in accordance with manufacturer's instructions. Additionally, regular checks will be carried out on the roadworthiness of all company vehicles;
- Driving without the correct glasses or contact lenses (where required), when fatigued, when under the influence of alcohol or drugs, or if suffering from any illness or taking any medication that may affect their ability to drive safely, will be highlighted to employees as circumstances when they must not drive;
- Employees should avoid the use of mobile phones when driving in order to avoid the disturbance of their concentration; The Company will not put any pressure on its employees to answer calls whilst driving;
- Calls should be made prior to the start of the journey or when the journey has concluded; If calls need to be taken or made during a journey, employees will only do so when they are parked in a safe area and the engine switched off. There is a duty by management to fully assess the risks and to produce control measures (safe working conditions and procedures) and a duty by those carrying out the operations to adhere to the stated conditions and procedures

Drugs and Alcohol Misuse

The health and safety of employees and others effected by the company's work, or on the company's premises, could be adversely impacted by alcohol or drug misuse by their employees or contractors.

Therefore, alcohol and/or drugs are prohibited in the workplace and whilst representing the company as a matter of policy.

A report must be made to the appropriate supervisory or management representative in the event that any persons are known to be, or strongly suspected of being affected by alcohol and/or drugs. Arrangements will be made for the person under the influence to be removed from the workplace.

Substance abuse is divided into three main categories:

- Alcohol Dependence/Excessive Consumption;
- Taking or possession of illegal drugs;
- Solvent abuse (inhalation of glues or gases).

Substance dependency is a condition where an employee's consumption of alcohol/drugs/solvents continually or repeatedly interferes with his/her health, attendance or work performance.

If any employees feel there may be an issue with any of the above in relation to themselves or colleagues, they will inform the Management.

Electric/Hybrid Vehicles.

E&HVs introduce hazards into the workplace, in addition to those normally associated with the repair and maintenance of vehicles, roadside recovery and other vehicle related activities. These include:

- the presence of high voltage components and cabling capable of delivering a fatal electric shock.
- the storage of electrical energy with the potential to cause explosion or fire.
- components that may retain a dangerous voltage even when a vehicle is switched off.

- electric motors or the vehicle itself that may move unexpectedly due to magnetic forces within the motors.
- manual handling risks associated with battery replacement.
- the potential for the release of explosive gases and harmful liquids if batteries are damaged or incorrectly modified.
- the possibility of people being unaware of vehicles moving as when electrically driven they are silent in operation.
- the potential for the electrical systems on the vehicle to affect medical devices such as pacemakers.

Safe Working with E&HVs

Additional skills and training will be necessary to allow people to work safely with E&HVs. The levels of competency required will vary greatly and are dependent on the type of work that people are expected to do. For example, an awareness of the additional risks is likely to be all that is required for people who undertake vehicle sales or valeting. People involved in vehicle repair and maintenance are however likely to need a much greater level of competence in order to work safely on these types of vehicles. Specific training with qualifications awarded by organisations such as IMI Awards is available.

Four categories of work have been identified. These are:

- Valeting, sales and other lower risk activities
- Incident response including emergency services and vehicle recovery
- Maintenance and repair excluding high voltage electrical systems
- Working on high voltage electrical systems

Appropriate Risk Assessments (Safe Working Procedures) will be shared with all employees.

Electricity

Electricity can be a major hazard causing serious and fatal accidents in industry each year, and extensive property loss or damage, most of which could have been avoided if these simple rules were followed:

Only competent persons must be allowed to work with electricity no matter how small the job.

No one is to work on 'live' systems unless it is impractical for the work to be carried out on 'dead' systems. In this case a senior manager must issue a 'Permit to Work'.

All equipment must be inspected before use by the user. This is a safe working procedure control measure. The inspection will ensure that the plug, lead and casing of the equipment is in a satisfactory condition. Further guidance can be obtained from the HSE website

A qualified person must carry out an inspection and testing of all portable appliances and a register kept of the results, (PAT-Portable Appliance Tests). Any faulty equipment must be removed from use until repaired or replaced. Guidance on the recommended periods can be obtained from the HSE website.

A qualified electrician must examine fixed electrical systems at periods not exceeding 5 years. This will identify a need for programmed maintenance of certain plant and equipment, which must be completed in accordance with the manufacturer's recommendations. It is the duty of the senior manager to instruct inspecting electricians to report any dangerous system or equipment to him/her. The manager will then ensure that rectification work is completed immediately, or the faulty system or equipment is taken out of service or otherwise made safe.

All isolators, switches and fuse boxes are to be clearly identified.

If any work is carried out on an electrical system, switches are to be 'locked off,' fuses removed and suitable signs such as 'Danger do not switch on' displayed where appropriate.

Mains powered portable appliances are to be protected by residual current devices (RCD's) or Earth Leakage Circuit Breakers (ELCB's where there is a risk of water entry and its contact with the electrical system or where there is a risk of cable damage such as with power washers or grinders. All such devices must be tested before the electrical equipment is used. It is advisable for RCD's to be regarded as Personal Protective Equipment and issued to all staff where relevant and used with any portable appliance.

Personnel should be discouraged from using their own electrical appliances at work. Where this is allowed, any equipment must be regarded as the company's equipment for the purpose of the regulations with regard to examination, testing and safe use.

New appliances with a guarantee need not be tested until the next annual inspection.

Lighting fitted to walls at a height of less than 2 metres must also be guarded and protected from damage and any subsequent fire and explosion risk.

Wherever possible, low voltage inspection lamps, especially battery powered LED types, or those powered through a mains transformer should be used. They should be fire and explosion proof especially when working with solvents or petrol. Inspection lamps clipped on to battery terminals, whilst being of low voltage, if accidentally knocked off the battery can short and causing a spark and possible subsequent explosion if in an explosive atmosphere. They should not be used under these circumstances.

Electrical 'block' type adaptors should not be used as they are often loose fitting, which could cause electrical arcing, and a subsequent fire. If extra sockets are required, then a qualified electrician should fit 13amp fuse sockets into the mains circuit.

If extra temporary outlets are required then a fused multi- gang extension lead should be used, but this should be no more than 2 metres long, with the cable not providing a trip hazard. This cable should have a neon indicator to show that the power is on.

Fire Safety and Other Emergencies

The company will endeavour to control the associated risks and to comply with the legal requirements relating to fire safety and other emergencies, as contained within the Regulatory Reform (Fire Safety Order) 2005 and the Management of Health and Safety at Work Regulations 1999, and with the specific guidance notes issued by the Health and Safety Executive and Fire Authority.

The following rules and procedures will be applied in relation to this area and associated work activities:

- The company will take such general fire precautions as will ensure, so far as is reasonably practicable, the safety of all employees and other persons that may be affected by its activities;
- Risk assessments will be completed for all premises occupied by the Company for the purpose of identifying the general fire precautions required to be implemented;
- The significant findings of the assessments and details of any groups of persons identified as being especially at risk will be recorded and brought to the attention of relevant employees and other affected persons;
- All relevant risk assessments will be subject to periodic monitoring at a frequency prescribed by the assessment;
- All relevant risk assessments will be subject to periodic review at a frequency prescribed by the assessment or when they are no longer valid or significant changes have occurred;

- Where dangerous substances may be present in or on premises, the risk assessment will take account of any relevant special hazards with a view to eliminating or reducing the risks so far as is reasonably practicable;
- All premises will be equipped with appropriate fire-fighting equipment and with fire detectors and alarms where considered to be necessary, as determined by the risk assessment;
- All non-automatic fire-fighting equipment will be easily accessible, simple to use, and their location will be indicated by signs.
- Suitable and sufficient emergency routes and exits in order for employees and any other persons to evacuate as quickly as possible;
- All emergency routes and exits will lead to a place of safety and will be indicated by signs;
- All emergency exits and the routes to emergency exits from premises must be kept clear at all times. All emergency exit doors will open in the direction of escape and allow easy and immediate opening. All emergency exit doors must remain unlocked and unfastened at all required times;
- All emergency exits and routes requiring illumination will be provided with suitable emergency lighting;
- All fire alarms will be maintained in efficient working order, good repair, serviced at required intervals and tested at regular intervals, as determined by the risk assessment. A suitable record of such tests will be kept and maintained;
- Fire drills / emergency evacuations will take place at required intervals. A suitable record of such drills shall be kept and maintained;
- All employees will be provided with suitable and sufficient instruction and training on the appropriate precautions and actions required to be taken by them in case of fire or other emergencies. This training will be provided at induction and repeated periodically and/or when required;
- All visitors to company premises, including contractors, will be provided with suitable information and will be required to record their details in a register, including times of arrival and leaving.

We will appoint one or more suitable `Competent Persons` for each site, who will be responsible for ensuring that all preventative and protective measures for fire and other emergencies are in place. All such appointees will be provided with adequate information, training and other resources in order to carry out his/her role and duties effectively.

We will appoint a sufficient number of fire marshals at each site in order to implement and manage the emergency evacuation procedures. Duties of fire marshals will be as detailed below.

The company will prepare and publish a Fire / Emergency Plan for all company premises as detailed below.

Emergency Procedures.

All emergency procedures are to be complied with as detailed in the current fire evacuation procedures and as identified in fire awareness training.

Fire drills are to be practised at periods not exceeding six monthly intervals and are to take into account different areas not being accessible as escape routes

All staff are to be made aware of the areas containing dangerous substances and the associated fire, explosion and other risks.

Fire Emergency Plan

Any person discovering a fire shall raise the alarm and then notify the fire marshal or appropriate Manager/Supervisor. The Fire Marshal or Manager/Supervisor shall ensure that the relevant emergency services are telephoned giving the following information:

- Company name and site address;
- Name of person making call and telephone number;
- Nature of incident (if known);

All personnel should vacate the premises calmly and quickly by the nearest available emergency exit and assemble at their nominated point.

If safe to do so the Fire Marshal/s shall conduct a sweep of the premises to ensure everyone has made a safe and swift exit.

If staff have any questions in relation to the above, they can inform their Manager/Supervisor.

First Aid

The Company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring the provision of adequate numbers of trained first aiders and adequate first aid equipment and facilities.

We will endeavour to provide and maintain suitable and adequate first aid facilities and to comply with the relevant legal requirements, as contained within the relevant legislation, and with the specific Approved Code of Practice (L74) issued by the Health and Safety Executive (HSE).

In particular, the following rules and procedures will be applied in relation to this area:

The Company will ensure that adequate and appropriate equipment, facilities and personnel are provided at all workplaces to enable first aid to be given to employees and other persons if they are injured or become ill at work;

The level of provision of first aid facilities at each workplace will be determined by an assessment of the particular circumstances and risks involved;

When carrying out an assessment to determine the level of provision of first aid facilities the factors that will be considered will include:

- Any significant risks present as identified within a risk assessment;
- Any specific risks present e.g. hazardous substances, dangerous machinery;
- Areas where different levels of risk have been identified;
- Records of accidents or ill health;
- Numbers of employees;
- Employees with special problems or disabilities;
- Special site location issues;
- Shift work or out-of-hours working;
- Employees who travel or work alone;

- Employees on sites occupied by other employers;
- Work experience trainees;
- Access by members of the public.

Suitable and sufficient first aid boxes will be provided in all workplaces and work situations;

All first aid boxes will be stocked in accordance with the outcomes of the first aid assessment

Where no significant risks or other factors are revealed by the assessment, boxes will contain a minimum stock of the items recommended by HSE guidance;

First aid boxes will be located in conveniently accessible positions in workplaces and these locations will be clearly marked;

The company will ensure the appointment of suitable and adequate appointed persons and first aiders for every workplace;

The numbers of appointed persons and first aiders in each workplace will be determined by the first aid risk assessment and in accordance with HSE guidance;

A list of current first aiders and appointed persons will be displayed on all company notice boards or otherwise brought to the attention of employees;

All appointed persons and first aiders will receive suitable and sufficient training in accordance with HSE guidance and will receive appropriate refresher training as and when required;

Duties of First Aiders:

- To ensure the first aid facilities are available and boxes are stocked according to the issued instructions;
- To maintain records in all of the cases that they treat;
- To inform Management of any matter relating to the provision of first aid that they deem necessary;
- To carry out the duties of an Appointed Person as appropriate;
- To maintain a current first aid certificate;

Duties of Appointed Persons

- To take charge of situations where someone is injured or falls ill;
- To ensure a first aider is summoned (if available);
- To call an ambulance and/or other emergency service;
- To give any emergency first aid treatment to the level for which they have been trained;
- Maintain the First box and replenish as necessary.

Fork-Lift Trucks

Lift trucks can be dangerous machines. If you don't use them properly, they can kill and injure people. Follow this advice to help you and those you work with stay safe.

Operating

Always:

- carry out a pre-shift check of the lift truck;

- wear operator restraints, where fitted;
- look all around before moving off;
- look in the direction of travel;
- travel at a speed suitable for the location and the load you are carrying;
- travel with the forks lowered, but clear of the ground;
- watch out for pedestrians;
- watch out for obstructions;
- avoid sudden stops and violent braking;
- slow down at corners, doorways, and at every danger spot and sound the horn where necessary;
- apply the parking brake when leaving the lift truck;
- face the lift truck and use steps and handholds when getting in or out.

Never:

- operate a lift truck unless you are trained and authorised to do so;
- use a lift truck or equipment you know is not working properly;
- operate controls from outside the cab, unless it is designed so you can do this;
- stand on or near the controls to reach the load or anything outside the cab;
- travel on uneven ground unless the lift truck is suitable for this;
- run over unprotected cables or flexible pipes;
- try to carry out repairs – leave this to a qualified maintenance engineer;
- operate a lift truck when under the influence of alcohol or drugs;
- use mobile phones or other hand-held devices while operating or travelling.

Loads

Always:

- observe floor loading limits – find out the weight of the laden lift truck;
- ensure there is adequate clearance for the lift truck and load, including overhead;
- lower loads at a safe speed;
- use suitable attachments for lifting unusual or wide loads and follow the manufacturer's instructions;
- ensure you are properly trained, competent and authorised to operate the lift truck with the attachment being used.

Never:

- lift loads greater than the capacity of the lift truck;
- move a load that appears unsuitable or unstable (including on a damaged pallet);

- travel with a bulky load which blocks your view;
- travel with a raised load, unless the lift truck is designed for this;
- use an attachment unless a competent person, an authorised dealer or manufacturer has derated the lift truck (reduced the actual capacity).

Slopes

Always:

- travel slowly when going down slopes;
- when carrying a load, ensure the forks face uphill when travelling up or down slopes;
- without a load, ensure the forks face downhill when travelling up or down slopes;
- adjust the tilt (where fitted) to suit the gradient and raise the forks to clear the ground.

Never;

- attempt to turn on or travel across a ramp or a slope;
- leave a lift truck on a gradient except in an emergency, in which case always
- chock the wheels.

People

Always:

- use a safe work method when using working platforms.

Never:

- lift a person on the forks, or on a pallet, or similar, balanced on the forks;
- carry passengers, unless the lift truck is designed for this;
- allow people to walk under raised forks or loads;
- pick up a load if someone is standing close to it.

Lift trucks can be dangerous machines. If you don't use them properly, they can kill and injure people. Follow this advice to help you and those you work with stay safe.

Gas Cylinder Storage and Use

The hazards associated with the storage and use of gas cylinders include:

- Impact from the blast of a gas cylinder explosion;
- Impact from the rapid release of compressed gas;
- Impact from parts of gas cylinders that fail or flying debris;
- Contact with a released gas or fluid;
- Fire resulting from escape of flammable gas or fluid;

- Impact injuries from falling cylinders;
- Musculoskeletal disorders from the handling of cylinders.

The company recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that the health and safety risks associated with the storage and use of gas cylinders are adequately controlled.

- Gas cylinders must only be purchased or hired from an approved and reputable dealer in order to ensure that they are designed and manufactured to the required standard;
- Cylinders must not be used for any purpose other than that for which they are intended. Any modifications or repairs are strictly prohibited;
- Cylinders must always be stored and used in a vertical position, unless specifically designed and indicated to be otherwise;
- Large cylinders must be securely restrained to prevent falling over;
- Suitable safety shoes must be worn when handling cylinders and care must be taken to avoid dropping cylinders during handling;
- Where necessary, suitable lifting equipment (cradles, slings, clamps etc) should be used for moving cylinders. The use of fork lift trucks should be avoided unless suitable means of securing are available;
- Before using cylinders a double check must be made regarding the suitability for the intended use. If employees have any doubts regarding suitability the appropriate manager/supervisor must be advised immediately;
- Before connecting gas cylinders to equipment or pipework checks must be carried out regarding the suitability to the type of gas and pressure being used;
- When not in use cylinders must be returned to the allocated storage area with valves closed and dust caps replaced;
- Any defective cylinders, fitting or pipework must be reported immediately to the appropriate manager/supervisor.

Hazardous Substances/COSHH (Control of Substances Hazardous to Health)

A Hazardous Substance is any material, substance or process to be used, or likely to be encountered which could be a hazard to the health of employees or others.

Hazardous substances could include:

- Substances used directly during work activities (e.g. adhesives, paints, cleaning agents);
- Substances generated during work activities (e.g. fumes, vapours, gases);
- Naturally occurring substances (e.g. grain dust);
- Biological agents (e.g. bacteria and other micro-organisms);

Risk assessment(s) related to the use of products or the creation of by-products, to identify whether those substances are hazardous to health will be carried out. A workplace/job specific Control of Substances Hazardous to Health (COSHH) assessment will be produced if necessary. To ensure the health and safety

of personnel that could be affected by the use of substances hazardous to health and the protection of the environment, appropriate control measures must be identified and implemented. To provide collective protection and/or personal protection, such control measures may seek to eliminate/substitute the substance.

General Precautions

The following general precautions apply to the use, handling and transporting of chemicals and other hazardous substances:

- must never be allowed to come into contact with the eyes and skin;
- Products Personal protective equipment and clothing must be worn, if required;
- Always observe good industrial hygiene practices;
- Do not swallow materials or use in areas where food is being consumed;
- Inhalation of chemical vapours or dust should be avoided;
- Adequate ventilation must be provided;
- Suitable respiratory protection must be worn, if required;
- Facilities for the washing and cleansing of the skin must be made available with the necessary cleaners and barrier creams;
- Store all products in ventilated areas away from extremes of temperatures;
- Clean up spillages instantly and dispose of waste using suitable containers;
- Except for transport in closed packages, materials must only be handled by authorised personnel;
- Ensure the correct equipment for handling the products is made available;
- Any person using or handling chemicals and other hazardous substances who shows symptoms which may possibly have been caused by exposure to the product should immediately be removed from the area and medical advice sought. Reference should always be made to the relevant COSHH assessment and material safety data sheet.

Health Surveillance

Certain substances and materials that may pose risks to health are sometimes required to be used by operatives. Activities or work in environments which may equally affect the operative's health may additionally be carried out.

Health surveillance is an integral part of the Health and Safety Policy. A number of activities are known to be potentially harmful unless strictly controlled. Health surveillance will confirm effectiveness of control measures. Many occupational diseases can be treated successfully if they are detected early enough.

Workers may suffer from ill health caused or made worse by work, which we recognise. For example, this may be due to:

- Work-related stress;
- Musculoskeletal disorders (MSDs), including work-related upper limb disorders (WRULDs) and back injuries;
- Occupational dermatitis etc.

Reporting of any suspected work-related ill health through Managerial/Supervisory staff (as applicable) is encouraged for employees, so that action can be taken to manage the situation.

Employees who are nominated to undergo periodic health surveillance are to have such surveillance carried out in company time. Co-operation in surveillance programmes is a condition of employment.

Individuals must be informed of the purpose of the surveillance and the results. Checks can be conducted by competent persons for dermatitis symptoms.

Information, which can identify any individual, is not to be transmitted in any form to anyone else without the written consent of the individual concerned. Managers are to treat any such reports produced in as 'Medical' therefore confidential

Any employee found to be displaying redness, irritation or cracked skin is to be referred to a doctor for further investigation as there is a possibility of a reportable industrial disease being present

Health & Safety Training

Health and safety training is a legal requirement and a major part of every accident prevention strategy. People can only take the precautions necessary to protect themselves and others if they are aware of the risks they are exposed to and of the appropriate control measures.

General health and safety awareness training must be given to all personnel in the following circumstances:

- Induction.
- Change of employment i.e. different job within the company.
- Introduction of new equipment or processes.

Some work activities are covered by specific Approved Codes of Practice and Special Regulations and these will require formal training supported by certification.

The following courses are therefore mandatory:

- Induction training relevant to the job description, including safe working procedures and risk assessment information
- Abrasive Wheel-mounting and dressing for those responsible for maintenance of abrasive wheels.
- Fire safety awareness- at induction.
- Fork-lift truck operator- training course and certificate required before use of truck is allowed.
- COSHH awareness training.
- Manual handling training.
- Display Screen Equipment-users to be assessed and trained before use of DSE allowed.

It is essential that individual training records are maintained and available for inspection by any authorised authority.

It is extremely important that all new staff receive induction training before being allowed to start work and that a written record of the induction is placed in their personnel file.

Industrial accidents are often caused by:

- Lack of experience.
- Lack of awareness.

- Complacency through over familiarity.
- Failure to communicate effectively.

The following procedure is to be followed by the manager responsible for the appointment of a new staff member:

- Screen the pre-employment questionnaire for the following conditions:
- Heart or stress related conditions.
- Asthma.
- Dermatitis or eczema (technicians only).
- Loss of hearing in either ear.
- Back or other muscular-skeletal injuries or disorders.
- Proven work-related upper limb disorder i.e. injury common to DSE users sometimes referred to as 'Repetitive Strain Injury.'
- If any of the above are indicated then the employees consent must be obtained to contact their doctor for confirmation of their suitability for the offered position or submit themselves to an independent examination.
- Write to the parents or guardians of any young persons (under 18 years of age) advising of job hazards. (See separate section).

Highly Flammable Substances

The Dangerous Substances and Explosive Atmospheres (DSEAR) Regulations 2002 govern the use and control substances such as solvents, petrol, wood dusts etc. that could give rise to the risk of fire and explosion. (The Highly Flammable Liquids and Liquefied Petroleum Gases Regulations 1972 have been revoked)

Substances in use, stored or present

Highly flammable substances in the form of solvents are used in refinishing, valeting,

Cleaning of vehicles and components and premises.

In addition to these materials airbags and seat belt restraint devices are removed from vehicles during repair. These are stored in separate marked metal cabinets and new items are only obtained from the manufacturers as required. These are transported by a licenced carrier in recommended manufacturers packaging.

Lead acid batteries are charged which gives rise to explosive gas.

Body repair workshops carry out sanding operations giving rise to flammable dusts.

Petrol and fumes are present during routine work or when draining fuel systems.

In the latter case a fuel retriever/bowser, marked as 'Highly Flammable' is used.

These substances and the operations associated with their use or storage are referred to in the relevant operational risk assessments or the appropriate sections of the Fire Risk Assessment completed for the building and working operations. Reference is made to the Material Safety Data Sheets which includes fire risk prevention.

Specific operations and the use and storage of refinishing materials to include solvents.

The use of refinishing materials has been subject to the conditions applied by the local Environmental Health Department under the Environmental Protection Act so the following arrangements have been made.

1. Paint and solvent storage has had to comply with the relevant regulations in terms of fire and explosion proof lighting as well as fire containment and adequate provision of fire-fighting equipment. These conditions have had to be upgraded as required to conform to Fire Authority requirements
2. All solvent containers to be securely capped and to display appropriate signage, even if they are empty.
3. Any solvent contaminated waste is to be contained in a covered metal container within the paint storage and mixing room.
4. Any spillages are to be dealt with immediately. Spillage materials to be kept in the area and staff to be made aware of the need to clean up spillages and arrange for the correct disposal as a priority measure
5. Waste solvent quantities for recycling are to be kept to a minimum
6. All cupboards containing highly flammable materials are to be of metal construction and are to display highly flammable signs as are any mixing rooms and paint storage areas. All doors on these cupboards and rooms are to be kept closed.
7. All areas where highly flammable substances are stored or in use are to display 'No Smoking' and 'Highly Flammable' signs.
8. All spraying is to take place in spray booths.

The use and storage of valeting materials

The same conditions apply to the storage and disposal of solvent materials. Care must be taken that solvent sprays, including aerosols are not used near naked flames or incandescent material e.g. near heaters or welding operations or where lead lamp bulbs might break.

The use of battery chargers.

The risk assessments must be adhered to when charging batteries especially in relation to accidental movement of leads giving rise to sparks. Smoking must not be allowed near charging batteries.

Operations involving airbags and seat belt restraints.

Risk assessments and manufacturer's instructions must be adhered to especially in relation to storage and activation of airbags prior to disposal.

Draining of petrol

The risk assessments must be adhered to especially in relation to correct storage in a well-ventilated area and carrying out a monitored operation with adequate fire precautions.

Body repair shop sanding operations

Where the operation is carried out by hand then the amounts of flammable dust are not considered a high risk.

Where power tools are used then the volumes could be a high risk if any incandescent source is available which could cause an explosion and subsequent fire.

Local exhaust ventilation (LEV) must always be used with power sanders to keep inflammable dust contained.

All LEV must be regularly inspected and maintained as per the manufacturer's recommendations

Legionella

The most common places where legionella can be found include purpose-built water systems, cooling towers, evaporative condensers, hot and cold water systems and spa pools. There are also a number of other systems that may pose a risk to exposure to legionella, eg humidifiers, air washers, emergency showers, indoor ornamental fountains etc.

Any water system that has the right environmental conditions could potentially be a source for legionella bacteria growth. There is a reasonably foreseeable legionella risk in your water system if:

- water is stored or re-circulated as part of your system;
- the water temperature in all or some part of the system is between 20–45 °C;
- there are sources of nutrients such as rust, sludge, scale and organic matters;
- the conditions are likely to encourage bacteria to multiply;
- it is possible for water droplets to be produced and, if so, if they can be dispersed over a wide area, eg showers and aerosols from cooling towers; and it is likely that any of your employees, residents, visitors etc are more susceptible to infection due to age, illness, a weakened immune system etc and whether they could be exposed to any contaminated water droplets.

What are my duties?

Under general health and safety law, as an employer or person in control of a premises (e.g. a landlord), you have health and safety duties and need to take suitable precautions to prevent or control the risk of exposure to legionella. Details of the specific law that applies can be found in part 1 of Legionnaires' disease: The control of legionella bacteria in water systems.

Carrying out a risk assessment is your responsibility and will help you to establish any potential risks and implement measures to either eliminate or control risks. You may be competent to carry out the assessment yourself but, if not, you should ask someone with the necessary skills to conduct a risk assessment. This can be done by someone from within your own organisation or from someone outside, e.g. an external consultant.

How do I identify and assess sources of risk?

To identify the risks in your water system you, or a competent person who understands your water systems and any associated equipment, should establish any possible exposure to legionella risks, as listed above, as part of a risk assessment.

Your risk assessment should include:

- management responsibilities, including the name of the competent person and a description of your system; any potential risk sources;
- any controls currently in place to control risks;
- monitoring, inspection and maintenance procedures;
- records of the monitoring results, inspection and checks carried out; and a review date.

If you decide that the risks are insignificant and are being properly managed to comply with the law, your assessment is complete. You will not need to take any further action, but it is important to review your assessment periodically in case anything changes in your system.

Lifting Equipment

A wide range of equipment is incorporated and categorised as “lifting equipment”. For example, lifts in buildings, hoists, cranes, vehicle mounted tail lifts, excavators, forklifts, cradles, pulley blocks, etc.

Suitability for the task must be assured for all lifting equipment prior to use. Adequate information from the installer or supplier of lifting equipment on its safe and proper use will be obtained by the Company.

Thorough examination and inspection in accordance with the relevant standards, for any lifting appliance or lifting equipment provided or delivered to a workplace, must be completed for this appliance or lifting equipment and it must have been tested.

All lifting equipment including lifting accessories, are identified on a schedule which is used to ensure that each item has received the maintenance and inspection required. At the workplace copies of inspection certificates, register entries etc. must be available.

On a daily basis, when in use, the equipment will be subject to inspections by the operator and on a regular basis dependant on its use and environment.

Equipment weight capacity must not exceed the safe working load of that lifting equipment or be used in a way or for a purpose for which it is not intended. This equipment must only be used by employees trained in the use of all such apparatus.

Equipment is clearly marked with its 'safe working load' (SWL). As appropriate, equipment is also signed to indicate its prohibition for the carriage of persons or where applicable, is marked to indicate the maximum number of persons which it is designed to carry. Suitable storage is provided for lifting accessories to prevent accidental damage or corrosion.

Equipment is subject to a maintenance regime in accordance with good practice and taking into account manufacturers' instructions. Equipment is also subject to periodic thorough examination and testing to a schedule, meeting the requirements of the Lifting Operations and Lifting Equipment Regulations (LOLER) and an inspection report is issued. Equipment must also be examined on assembly. Improvements identified through inspections are undertaken as required.

Pre-use inspections are carried out by operators of lifting equipment and the results recorded. Defective equipment is taken out of service whilst awaiting repair or replacement.

Crane Lifts

All crane lifts are to be planned and documented. Suitably trained and competent persons should carry out all planning activities. Other than those carried out by suitably trained and competent persons, no alterations to lifting plans are permitted.

Nobody other than suitably trained and competent persons are to operate cranes. Suitably trained and competent persons are to supervise all crane lifts. Trained banksman and slinger/signallers will be available, in accordance with the requirements of the lifting plan and good practice.

Prior to commencement of any lift, means of communication between all parties will be agreed.

Local Exhaust Ventilation (LEV)

Where necessary, local exhaust ventilation may be provided to remove the hazardous substance away from the operative and workplace. This reduces the risks from operative hazardous substance exposure and we will ensure our employees use the extract systems at all times.

The purpose of LEV is to remove an airborne contaminant from as close as possible to its source and discharge it safely, possibly using a filter.

Airborne contaminants will include:

- Dust-body fillers and abrasive dusts from sanding and grinding.
- Vapours- paints, adhesives, cleaning and other solvents.
- Gases-welding and exhaust gases.
- Fume –welding and cutting.

Combinations of the above may or may not be visible to the naked eye. Each type is capable of producing ill effects ranging from nausea and asthma to damage to brain, liver and kidneys. Asthma is probably the fastest growing occupational disease and many of the substances we use at work are classed as respiratory sensitisers.

Sensitisers permanently affect the respiratory system and the affected individual may well have to give up working with that particular substance. Even tiny trace elements could trigger an attack.

Where personnel are known to be working with hazardous airborne contaminants LEV should be provided. Its provision and use is not to be solely relied upon to protect individuals. LEV is only effective when it is working totally reliably and is often affected by draughts, poor seals and leaks. All operators are to wear oro-nasal RPE with canisters when mixing paints or welding, air fed masks when spraying and dust masks when sanding or working with particulate emissions.

Workshop personnel must use extraction hoses to remove exhaust fumes from vehicles that must have engines running for work to be carried out. Opening workshop doors may not be acceptable as it may well break the Health, Safety and Welfare Regulations in regard to comfort of staff i.e. working temperatures.

Inspections

All L.E.V are subject to inspection/testing by a competent person at least every 14 months to comply with COSHH regulations. Department Managers are to ensure inspection of LEV on a weekly basis. Any faults found in the systems are to be repaired immediately. Note is to be made of excessive smell in any area or smoke discharge from chimney stacks so that investigation and rectification can be completed.

Airborne sampling

In area where employees are exhibiting adverse medical signs or symptoms or where concern is expressed over excessive smell etc. then airborne sampling is to be arranged.

Lone Working

The Health and Safety Executive (HSE) defines a lone worker as "someone who works by themselves without close or direct supervision".

The company recognises that some staff are required to work by themselves at customers premises without close or direct supervision, sometimes in isolated work areas or out of office hours.

It will often be safe to work alone. However, the law requires us to think about and deal with any health and safety risks before people are allowed to do so, including violence, stress and mental health or wellbeing, and a person's medical suitability to work alone

Lone workers face the same hazards at work as anyone else, but there is a greater risk of these hazards causing harm as they may not have anyone to help or support them if things go wrong.

Under the Management of Health and Safety at Work Regulations, the company must manage the risk to lone workers.

Management will consider who will be involved and which hazards could harm those working alone. The company will provide training, supervision, monitoring and support for lone workers including;

- Identifying and assessing any areas of risk
- Identify any requirements for training
- Consider levels of experience and how best to monitor and supervise them.
- Having systems in place to keep in touch with them and respond to any incident.

Machinery, Plant and Equipment

The main hazards associated with machinery, plant and equipment include:

- Entanglement;
- Trapping (e.g. shearing, drawing in, and crushing);
- Impact;
- Contact (e.g. friction, abrasion, cutting, stabbing, puncture and burns);
- Ejected materials or particles;
- Dust and fumes;
- Ergonomic issues;
- Electricity;
- Fire;
- Noise;
- Vibration.

We will ensure that:

- We take steps to eliminate any risks associated with work equipment by ensuring all equipment is assessed and any risks identified;
- If elimination is not possible, we take steps to reduce these to an acceptable level. As a last resort, PPE will be provided to address any outstanding issues;
- Employees notify us of any defective or dangerous parts or occurrences;
- No equipment brought onto site will be used without having first been approved and identified as safe;

- Safe systems of work are compiled, assessed and put into practice with all associated training and information;
- Competent maintenance support is applied to all equipment and machinery including breakdowns and maintenance.

Manual Handling

The main injuries associated with manual handling include:

- Musculoskeletal disorders (MSDs) e.g. back strain, slipped discs;
- Hernias;
- Lacerations, crushing of hands or fingers;
- Repetitive strain injuries e.g. tenosynovitis;
- Bruised or broken toes or feet;
- Various sprains and strains.

The Company will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within the relevant legislation, and with the specific guidance notes (INDG 143) and (L23) issued by the Health and Safety Executive.

The following rules and procedures will be applied in relation to this area and associated work activities:

- The Company will, wherever possible or feasible, avoid the need for potentially hazardous manual handling by providing mechanical means or other working systems;
- Where it is not possible or feasible to avoid potentially hazardous manual handling, suitable and sufficient risk assessments of the tasks involved will be carried out, with a view to reducing the risk of injury by the implementation of control measures;
- All manual handling assessments will be designed to look at the following areas:
 1. The tasks involved;
 2. The individual capacities required;
 3. The loads involved;
 4. The working environment involved;
 5. Other factors (PPE).
- Suitable records will be kept of all manual handling assessments, which will be brought to the attention of all relevant employees.
- Suitable and sufficient instruction, training and supervision will be provided in the correct handling and lifting techniques to all employees involved in manual handling tasks.
- Suitable and sufficient required personal protective equipment will be provided to all employees involved in manual handling.
- Employees will not be required to lift or move any loads that are beyond their individual capabilities.

- Employees will be encouraged to seek assistance when lifting or moving loads from other employees when required
- The selection of persons to carry out manual handling or lifting tasks will be based on the training given, age, physique etc.

Mobile Telephones

These must not be used in any workshop, paint mixing room or store, petrol station forecourt or where any explosive or highly flammable substances exist or whilst driving. Persons must not knowingly make calls to persons driving

They must not be used in workshops as their use can reduce concentration leading to accidents

This applies to both making and receiving calls

Mobile telephones must not be used on public highways unless the vehicle is parked with the ignition off.

Noise

Control of Noise at Work legislation requires employers to reduce and control the exposure to noise to their employees. By assessing the risk and taking account of exposure levels set within the Regulations, this is achieved.

The main problems associated with occupational noise include:

- Noise induced hearing loss;
- Temporary and permanent threshold shift;
- Tinnitus;
- Stress;
- Injuries arising from distracted attention.

Either a daily or weekly exposure based on 8 hours is applicable under the exposure levels - dB (A) in a working day, the maximum noise (peak sound pressure) - dB (C):

Lower Exposure Action Value

Personal Noise exposure (daily or weekly) – 80 dB (A) Peak sound – 135 dB (C). To establish potential risk and where hearing protection is required to be made available, assessment is required.

Upper Exposure Action Value

Personal Noise exposure (daily or weekly) – 85 dB (A) Peak sound – 137 dB (C). Where this is not successfully controlled despite noise reduction (ideally through mechanical means), then control through mandatory use of appropriate hearing protection is required.

Exposure Limit Value has additionally been set:

Personal Noise exposure (daily or weekly) of 87 dB (A) Peak sound – 140 dB (C). Even taking account of the protection afforded by hearing protection, this must not be exceeded.

Suitable and sufficient risk assessment for all activities where it is believed that there is a risk of employees being exposed above the lower action value of 80 decibels, will be carried out by the company.

Where it is practicable to do so, we will eliminate or control noise at source. We will provide our employees with suitable and sufficient hearing protection selected according to the noise risk to which the employees are exposed, where noise elimination or appropriate control is not considered practicable.

The management will:

- Ensure suitable ear protection is supplied for the conditions of exposure;
- Workplace Management and Supervisors will ensure compliance with any noise levels;
- Ensure plant and equipment is selected and maintained to minimise noise levels;
- Ensure that all employees, contractors and visitors receive such information as is necessary to warn them of the risk. Furthermore, ensure that they will obey any instructions and warning notices concerning the wearing of hearing protection in areas where a risk exists;
- Ensure adequate means of communication in noisy environments, especially if relevant alarm sounds may need to be heard.

The measures that the company provides under the regulations should be adhered to by employees, who have a duty to comply. These measures include:

- Not to misuse or interfere with hearing protection and report any defects to the employer
- To use any controls as determined by the risk assessment
- To wear any hearing protection provided when exposed at or above the Upper Exposure Limits or where mandatory areas have been designated.

Personal Protective Equipment

The Company recognises PPE will be selected following a risk assessment identifying its need. The use of PPE is part of the Company's strategy to control risk.

PPE shall be provided free of charge, to all personnel requiring it to carry out their allocated tasks. The selection will be based on the PPE's ability to afford the best protection.

It will be ensured that suitable and adequate quantities of PPE are available at all workplaces and used appropriately.

Personnel shall report any loss or damage of PPE. Employees will utilise issued PPE fully and correctly.

PPE will be personally issued to the individual and where required, suitable and sufficient storage accommodation will be provided for PPE when not in use;

Other considerations include:

- We acknowledge that, as a means of hazard elimination, the use of PPE is the last consideration;
- Where it has been established that PPE is the only means, or is required to supplement other control measures, we will ensure that adequate supplies of suitable PPE are available and maintained;
- Each department will maintain a list of all tasks requiring PPE and specify the standard of the PPE required;
- Where appropriate, all PPE will conform to the applicable British Standard, and/or the relevant 'Certificates of Approval' issued by the Health and Safety Executive, or will be required to have the appropriate CE marking;

- All employees required to wear PPE will receive suitable and adequate information, instruction and training in its use, maintenance, cleaning and storage and the relevant risks it will avoid or limit;
- All employees required to wear PPE must use it in accordance with the training and instructions provided;
- All employees must report any defects to PPE or loss to their Manager/Supervisor.

Pregnant Workers

An employee is required to notify the Management (in writing) that she is pregnant, has given birth within the previous six months, or is breastfeeding.

A certificate from a registered medical practitioner or a registered midwife showing that she is pregnant is required to be provided by the employee.

In the event that an employee notifies the Company that she is pregnant, and on return to work following birth, we will undertake a specific risk assessment of her work taking into account HSE guidance and any particular information which the employee has provided.

This assessment will take into account the following considerations:

- Stress;
- Night-time working;
- Long working hours;
- Violence from customers;
- Manual handling;
- Radiation;
- Noise;
- Exposure to toxic substances, e.g. lead, pesticides, mercury etc.

Reviews of the assessment at regular intervals by Managerial/Supervisory staff (as applicable) or as/when the employee requests it, will be carried out.

Suitable facilities for pregnant and breastfeeding mothers to rest while at work will be provided.

Some activities involve risks to new or expectant mothers at work e.g. use of chemicals, exposure to vibration, risk of specific infections, exposure to lead, heavy lifting, etc. As a result, additional risk control measures which are implemented on notification of pregnancy should be informed to the employee and anyone else who would need to know and be observed by all parties. These control measures will be the outcomes of a specific risk assessment for the employee, which will take into account such considerations as the impact of their pregnancy on them, the nature of the work and physiological changes during the period they are pregnant.

Recommendations arising from the assessment are implemented promptly and the assessment is reviewed every 3 months or as required.

If a new or expectant mother has a medical certificate stating that night work could adversely affect her health, we will offer alternative day time work or if such work is not available, will suspend her from work on paid leave.

Pressure Systems

The company has systems/vessels which fall within the requirements of the relevant legislation.

A written scheme of examination has been drawn up by a competent person and that written scheme is held in a location readily accessible to the plant and personnel. Examination and testing is carried out by our insurance inspector/other competent person in accordance with the written scheme.

We have appointed our responsible person to oversee the operation of the pressure system on a day to day basis by those deemed competent, including undertaking [daily/periodic] checks and the completion of a planned preventative maintenance schedule.

To ensure competency, operatives have been trained in the Safe Systems of Work, which have been devised as a result of risk assessments of the work activities. Operatives have been made aware that the system may not be modified without the changes being first evaluated by the competent person.

The safe operating limits of the equipment are clearly displayed for the information of our maintenance personnel.

Records are retained of all inspections, testing, examinations and maintenance which takes place and of any other correspondence or report relating to the system. Our maintenance log is also used to record any abnormal or particularly arduous operating conditions and these records are made available to the competent person during the next examination.

Misuse of compressed air and associated equipment can cause serious injury if material and/or compressed air is accidentally, or deliberately, injected through the skin or into a body orifice. Care should be taken to avoid accidental injection by compressed air equipment. Great care may be called for when using high pressure greasing equipment, particularly in awkward situations.

Compressed air lines must not be used for blowing down clothing.

If you know, or think, you have suffered compressed air, or compressed air/material injury, you must tell your manager immediately. He must ensure that medical advice is taken without delay.

All air receivers must be regularly examined by competent persons under The Pressure Systems and Safety Regulations 2000 and maintained as required with appropriate records kept.

Security of Staff, Cash & Vehicles

Poor security procedures can present serious risks to personnel who may be threatened or attacked by aggressive colleagues, customers or others wishing to attempt to steal cash, valuables or vehicles.

Simple procedures must be established to prevent the above and will typically include:

Abusive behaviour

Staff should be careful not to use body or verbal language that could be construed as being aggressive or threatening when dealing with customers or colleagues.

Staff should be told to walk away from threatening situations and seek assistance from management or colleagues.

It must be a condition of employment that employees treat colleagues, customers, and others alike, politely and with respect. The use of foul or abusive language should not be tolerated as it can give rise to aggressive physical behaviour. Any instances of physical or mental abuse of staff must be reported to management so that a thorough investigation can be completed, and appropriate action taken.

Bullying is not to be tolerated including so called 'initiation ceremonies'. All staff must be made aware, during the induction process, of the standards of behaviour expected of them.

Security of display vehicles

Vehicles on display or parked must not have their keys left in them. Keys should be kept in a locked cabinet, not in drawers, with access only to authorised staff. In the event of fire, safety of persons is of utmost importance, so no attempt will be made to drive vehicles out of showrooms.

Where practical, batteries should be disconnected, and vehicles displayed outside showrooms should be further immobilised by the use of wheel clamps or other mechanical devices.

Outside display areas should be protected by concrete plinths, fixed metal barriers or other devices,

Showroom windows should also be protected as above against 'ram raiding'

Remember that not only is there a danger of aggressive confrontation whilst attempting to stop anyone stealing cars or even other items, but stolen vehicles usually depart at speed with the driver not paying due attention to his/her driving leading to possible injury or death to innocent persons.

Test drives

Where practical customers should only be offered test-drives by prior appointment. Regardless of arrangements, those requesting a test drive should provide some proof of identity, and a valid driving licence, for insurance purposes, before being allowed to take a test drive.

The customers own vehicle and keys should be left at the dealership during the test drive.

If CCTV is used the person requesting a test drive should be positioned in front of the camera (with or without their knowledge) for possible future identification.

There must be a system to record who is on test drives and an estimated time of return.

Where practical test drive routes should be pre-determined to provide varying conditions suitable for the vehicles being tested. Agreed time limits will give an indication of potential accident or theft issues.

At no time will a person undertaking a test drive be allowed to be alone in the car with the keys in the ignition. On changing drivers sales staff must remove the ignition key and retain it in their possession until they are in the car with the potential customer.

Due consideration should be given to any request for more than one person to accompany a sales staff member on a test drive. If there is any doubt then another member of staff should be taken on the test drive as well.

Sales staff should always carry a fully operational mobile telephone when away from the premises.

Cash to bank

Cash holding limits must be established in line with any applicable insurance limits. Where practical payment by other than cash should be made.

Movement of cash to the bank should preferably be made by a security company to reduce risk to staff, but if this is not possible then two employees must be used.

Routes, times and vehicles should be varied and staff issued with personal alarms.

In the event of a robbery then employees must not endanger their own safety to protect the cash or any other property.

Slips, Trips and Falls

The Company will ensure that areas and operations which involve a high risk of slip, trip and fall accidents will be eliminated, so far as is reasonably practicable.

We will designate a senior member of staff to oversee and implement the necessary control measures.

We will look in detail at the design of work areas and traffic routes and ensure regular maintenance.

Risk assessments, processes, methods and controls will be developed, implemented and clearly communicated to all involved.

All risk assessments must consider the hazards that could result in slips and trips and, where identified, measures must be taken to eliminate, reduce or control the risks involved. When carrying out risk assessments, account must be given to the access of areas by members of the public and possible vulnerable groups (e.g. older people and disabled).

We will ensure there are periodic visits and monitoring of work areas and traffic routes by the Responsible Person and carry out checks on site to ensure that the applicable controls are maintained.

We will ensure that our staff are kept safe by identifying the risks and providing the necessary training for which the appropriate records will be kept.

Other measures that the Company will include:

- Selecting floor surfaces must include consideration of the slip resistant qualities and general suitability to the areas in question and the activities or processes carried out;
- Spillage procedures must ensure the rapid clean-up of any spillages or contamination by designated personnel without further endangering employees and other persons. Where floors are greasy a suitable cleaning agent must be used;
- Warning signs and barriers must be erected during the removal of spillages;
- Levels of lighting must be provided and maintained in all areas and walkways;
- Suitable footwear will be provided for employees, taking into account the conditions, the work and the individual, where necessary;
- Trailing leads must be avoided in all working areas and walkways;
- All accidents and incidents involving slips and trips must be recorded and investigated fully, with consideration being given to the underlying causes and required improvements to prevent a recurrence. Employees must report all spillages immediately to their Manager/Supervisor together with any building defects or other problems that are causing floors to be wet, slippery or uneven.

Smoking at Work

With no exceptions, smoking is prohibited throughout the entire workplace. Any Company vehicles are also inclusive of this. Employees, contractors, or visitors are covered by this policy.

To smoke or permit smoking in a smoke-free area is an offence. Should anyone be seen smoking in a smoke-free area this should be reported to Managerial/Supervisory staff (as applicable).

On clear display at or near the entrances to smoke-free premises, public spaces and within vehicles are 'No Smoking' signs of the appropriate size and containing the information required by the relevant regulation.

Stress

Working in current times, stress in the workplace is a reality.

The likelihood of an employee having or contributing to an accident, becoming a hazard to himself/herself as well as to others, may significantly be increased by an employee who is severely stressed.

We will review the impact of stress at work and acknowledges they have a responsibility to control the health, safety and welfare of its employees. The HSE's management standards for stress shall be applied in order to manage stress in the workplace.

Primary sources of stress at work are covered by these:

- Demands - workload, work patterns and the work environment
- Control – how much say the employee has in the way they do their work
- Support – the encouragement, sponsorship and resources provided by the employer, management and fellow employees
- Relationships – includes promoting positive working, the avoidance of conflict and dealing with unacceptable behaviour
- Role – whether the employee understands their role and conflicting roles are avoided Change – how change is managed and communicated.

The symptoms of stress in individuals and in groups should be looked for by management and supervisory staff who should have a good awareness of this. Additionally, any employee strongly suspecting a fellow employee or themselves are being affected by stress must refer this to the appropriate Manager who will arrange for the person to be assessed or monitored.

The Company's employee's work performance and workload will regularly be reviewed under this policy. Every chance to air views and grievances at these reviews will be offered

Tyre removal, replacement and inflation

Tyre removal, replacement and inflation should only be tackled by competent staff. The main hazards which can arise include:

- manual handling injuries, which account for nearly a half of all tyre-related incidents reported;
- tool-related injuries (which make up a quarter of incidents), particularly from handtools such as tyre levers; and
- compressed-air accidents eg from a ruptured or burst tyre or violent separation of the component parts of the wheel. These accidents tend to result in serious injuries, including fatalities.

Safety during tyre inflation

Inflated tyres contain a large amount of stored energy, which varies according to the inflation pressure and the surface area of the tyre (eg the sidewall of a typical commercial vehicle tyre has to withstand over 34 tonnes of force from compressed air before additional carriage weight is taken into account).

If the tyre fails, an explosive force can be released at an angle of up to 45 degrees from the rupture (which is often, but not always, the face of the sidewall). This has resulted in numerous fatalities over the years.

It is crucial that the airline hose between the clip-on chuck and the pressure gauge/control is long enough to allow the operator to stand outside the likely trajectory of any explosion during inflation. This will vary depending on the size of the tyre and its positioning.

Car tyres generally contain less energy than truck tyres and their size and profile make them less likely to fail catastrophically. Sensible precautions are still required, but a restraining device such as a safety cage is not normally necessary.

Light commercial tyres are now commonly found with pressures around 70psi, which may be sufficient to cause serious injury. If so, use enhanced safety measures such as those required for conventional truck/bus tyres. When inflating above 15psi this will include using a restraint such as:

- A secured horizontal stool and associated clamping mechanism
- A strong, firmly secured cage. Consider lining this with mesh to retain debris. For fixed installations it is helpful to mark the safety exclusion zone on the workshop floor as a reminder to staff

Airlines should have quick-release couplings at both ends to allow the tyre to be deflated from outside the likely explosion trajectory if a fault (e.g. a potential 'zipper' failure of the sidewall) is detected. The valve connector should not require the operator to hold it place.

The pressure gauge/control valve should never be jammed in the open position, nor should 'unrestricted' airlines (i.e. without a gauge or pressure control device) be used to inflate any tyre.

Split rim wheels are now uncommon, but they may be found on older vehicles and in some specialist applications. Unfamiliarity can increase the risk of a catastrophic failure so additional training will probably be required.

Valet activity

Valeting will typically involve the external washing and degreasing of vehicles, using detergents, pressure washers and acid-based products as well as the internal cleaning and preparation of vehicles, using solvent bases products and vacuum cleaners.

A range of hazards may be associated with valet activity leading to harm to individuals by:

- Contact with harmful substances by:
- Inhalation of vapours, fumes and aerosol mists.
- Direct skin contact with substances.
- Absorption through the skin
- Electric shock through contact with 240 volt electricity in a wet environment:
- The use of unprotected electrical supplies.
- Faulty or incorrectly fused appliances.
- Damaged plugs, leads or casings.

Harm to the environment from substances due to:

- Direct discharge into the drainage system.
- Accidental spills.
- Failure of fuel and cleaning substance storage vessels.

The following simple checklist is to be followed wherever valet activity takes place:

- COSHH (Control of Substances Hazardous to Health)
- A manager must be responsible for all valet activity.

- A COSHH file must be produced containing safety data sheets for all products in use (obtainable from suppliers).
- This file must be reviewed on a regular basis and wherever possible harmful products replaced with less harmful ones.
- COSHH assessments must be produced for the use, storage and disposal of all harmful products i.e. any substance displaying a harmful symbol on the container or data sheet.
- COSHH information and safety precaution posters or notices must be displayed in the valet area.
- COSHH assessments for the most harmful or frequently used substances must be displayed in the valet area.

Personal protective equipment (PPE):

All staff must have PPE issued as appropriate with a record kept of issue and receipt. Replacement issue will be recorded in the same way.

The items required will be:

- Chemical resistant gloves*
- Wellington boots for pressure washing*
- Goggles or face shield
- Gloves appropriate to the risks posed by the hazardous substances used (NOT LATEX)
- Waterproof suit for use by staff when pressure washing

Items marked * are to be personal issue.

Pressure washing:

- Ensure that any exhaust from kerosene or diesel fuelled washers is safely vented to prevent the concentration of fumes.
- Ensure that electricity supplies are RCD protected (fitted with a test switch and capable of tripping within 30 milliseconds) and plugs are waterproofed.
- Ensure eye protection is worn along with waterproof clothing.

Internal cleaning:

- Keep all containers lidded when not in use to prevent the escape of vapour.
- Always read the instructions on the containers/MSDS and dilute concentrated products accordingly.
- Wear appropriate gloves to avoid skin contact.
- Always work in well-ventilated areas with doors, windows and sunroofs open.
- Ensure that harmful vapours have dispersed before handing over vehicle to customers or being driven by anyone.
- Ensure that where necessary solvent vapour masks are worn. (These can be of a disposable general issue type).
- Always check the condition of plugs, leads and casings on vacuum cleaners and other appliances before use.

Chemicals (the popular term used to describe substances that are of a harmful nature) and drainage:

- Apply for consent to discharge trade effluent into the water system (apply to local water provider).
- Store all bulk fuels and chemicals (over 25 litres) either in a bunded area or on spillage control pallets. Use can be made of disused 205 litre drums as bunds for smaller containers but care must be taken when removing the tops of drums that have contained explosive or highly flammable substances. They should be thoroughly purged before cutting commences.
- Spillage control materials such as absorbent granules or sand must be readily available.
- All drainage channels and gullies must be kept clear of debris.

General:

- Ensure that contractors display a certificate of liability insurance. Ensure that first aid equipment is readily available.

Vehicle & Pedestrian Movements

Injuries have been caused by technicians attempting adjustments to vehicles while they have been under test on rolling roads, or by failing to follow the basic safety operations, before commencing work on the rolling road.

1. Ensure that any "dead mans" controls are working.
2. Ensure that other employees, not involved in the testing operation, are unable to gain access to the rolling road area.
3. Ensure that guards are fitted at the side of rollers where access cannot be prevented.
4. Ensure that tools, debris or other items, that could be thrown forward, backward, or upward, are not obstructing the roller when the rolling road is switched on.

Do not carry out any other testing or adjustments, on the vehicle, while the rolling road is moving.

You should note that you must not move vehicles unless you have the appropriate licence and are authorised to do so by your manager. You should not drive automatic vehicles unless you are totally familiar with their operation.

Always take great care when moving vehicle. Remember that visitors to the dealership may not be aware of vehicle movements. Children could also be on site.

Please remember....

- To observe a 5 MPH speed limit.
- To drive with dipped headlights and to use hazard flashers.
- To wear a high-visibility waistcoat at all times when both in and outside the vehicle.
- When moving vehicles in restricted spaces or near blind corners, the driver should ask another employee to watch out for him. Do not reverse on/off site in a large Van without the aid of a 'banksman'.
- Not to smoke anywhere on our site.
- Not to use mobile phones unless in a stationary/parked vehicle.
- Not to use personal headsets.

- Make sure that unattended vehicles are not left with their ignition keys in. These should always be removed and held in the secure key cabinet.
- All company sites should have a 5 mph speed limit displayed.

Vibration Control

Employers are required to make a suitable and sufficient assessment of the risks posed by either hand/arm and/or whole-body vibration under current legislation on the Control of Vibration at Work.

In the first instance, employers must introduce control measures to eliminate the vibration at source or, where this is not reasonably practicable, reduce the vibration to as low a level as reasonably practicable.

The common early symptoms associated with exposure to vibration include:

- Tingling and numbness in the fingers;
- Loss of sense of touch;
- Loss of grip strength;
- Pain in the wrist (carpal tunnel syndrome);
- White and red colouration in the fingers (vibration white finger);
- Back pain.

Exposure action and limit values

For hand-arm vibration the exposure values, assuming an 8 hour working day, are: Exposure action value: 2.5 m/s² A(8) - Exposure limit value: 5.0 m/s² A(8);

- For whole-body vibration the exposure values, assuming an 8 hour working day, are: Exposure action value: 0.5 m/s² A(8) - Exposure limit value: 1.15 m/s² A(8).

Avoiding the risk wherever possible is the basis of the risk assessment. However, the following steps will be taken if the job cannot be done without exposure to vibration equipment:

- Select - Select equipment that produces the least possible vibration or by using remote control equipment, removes the operative from the source of the vibration;
- Provision - Consider other equipment that can be used in conjunction with the vibrating equipment that reduces the risk of injuries caused by vibration, for example foul weather protection for cold and damp;
- Maintain - Good maintenance can reduce vibration levels considerably; instruction in basic maintenance such as the replacement of blunt drills or chisels should be provided to all operatives;
- Limitation - Ensure that appropriate rest periods are taken and limits/durations are set on tasks;
- Train - Make operatives aware of the risks and the precautions, for example gripping tools properly;
- Inform - Up to date information on the vibration risks should be provided;
- Review - Review the use of vibrating equipment as technological advances are made available.

Waste Material Control

All waste materials, accrued because of work being performed on the site, within the premises, or its boundaries will be disposed of in line with our legal duties.

We will designate a senior member of staff to oversee and implement the necessary control measures. Processes, methods, and controls will be clearly communicated to all involved.

We shall ensure that any waste produced by our company or being created on our behalf by contractors, is placed in suitable applicable waste bins, or sealed skips, in a compound whenever possible to prevent this from being accessed by vermin, or vandals, who may otherwise spread it beyond this control and cause an environmental hazard. Hazardous wastes will be controlled and dealt with using our COSHH systems and safe means of disposal will be utilised.

Welding

Welding is a common activity, and the hazards should be well known and documented. If precautions are not followed the results can be catastrophic in terms of injury and property loss. It is essential that safe working procedures be used in respect of:

1. Gas welding and cutting and arc welding

The main hazards are:

1. Fire and explosion
2. Respiratory damage from inhalation of fumes
3. Electric shock
4. Radiation burns to the eyes (arc eye)
5. Burns to the body

THE FOLLOWING PRECAUTIONS MUST BE TAKEN:

- Storage- Gases should ideally be stored outside in secure cages signed 'no smoking.' The floor should be free of holes, gratings or depressions where leaking gas might accumulate. Bottles must be segregated by type.
- If welding bottles have to be stored inside buildings they must be secured upright by chains or straps, not near sources of combustion and in well-ventilated areas.
- Welding trolleys must have the welding bottles securely attached and the trolley should have a suitable fire extinguisher attached.
- All systems must have flash back arrestors fitted to prevent explosion
- Welding is not to take place in confined spaces or on tanks unless the tank has been purged and a Permit to Work issued.
- A ready supply of water should be available to immerse burns and large burn dressings should be available in dedicated welding areas. All welders should be instructed in first aid treatment for burns.
- Air fed respirators and local fume extraction systems must be used.
- Suitable fire extinguishers must be available in every welding bay in addition to the extinguisher on the welding trolley. The welding bay extinguisher should be at least a 5kg. dry powder.

- Electric shock/resuscitation posters must be displayed in welding areas.
- The skin must not be exposed to radiation burns from electric welding so arms and neck must be covered.
- Portable welding screens must be used around welding operations not only to prevent arc damage to body tissues but extensive travel of sparks.
- Welding equipment must be regularly checked for safety and regulators and flash back arrestors checked by a specialist/competent person at periods not exceeding 5 years. The function of flash back arrestors must be checked annually by a competent person.

Welfare Facilities

Welfare and hygiene standards feature as an important part of company health and safety policy as poor standards can adversely affect staff morale and customer attitudes.

The following standards are the minimum acceptable standards for all company departments.

Welfare

Minimum and maximum temperatures.

The temperature of indoor working areas should provide reasonable comfort without the need for special clothing. The temperature should be 16 degrees Celsius unless much of the work involves severe physical effort in which case the temperature must be 13 degrees Celsius. Thermometers must always be available to check temperatures.

Where it is not practical to maintain these temperatures, the temperature must be as close as possible to those stated and all reasonable precautions such as self-closing doors to reduce draughts or the use of additional clothing, local heating etc. must be considered.

Where the temperature may be high due to processes such as welding, use of computer equipment etc., then consideration must be given to increased ventilation, blinds or reflective film on windows, re-siting of desks, fans and portable air conditioning equipment etc.

In extremes of conditions employees should be given breaks away from the uncomfortable temperatures where they can rest in more suitable temperature and obtain hot or cold drinks.

Marked and safe drinking water must always be available.

Outside workers

Employees that work outside in extremes of temperature and weather must be provided with adequate work wear such as waterproof clothing.

Employees must be warned of the dangers of sunburn and must not be allowed to work with their upper bodies exposed. Hats should be provided as protection against the sun and its effects such as heat exhaustion or stroke.

Rest facilities

There is no requirement to provide canteen facilities for employees but a clean area that cannot be contaminated with harmful substances must be provided for rest breaks and food consumption.

All employees must be provided with facilities to hang outer clothing during working hours, e.g. a coat hook where it might dry and air. Where employees change into a uniform or working clothes, secure accommodation should be provided for personal belongings.

Hygiene

Toilet facilities

All employees must be provided with readily accessible toilet facilities. Where possible customer facilities should be separate from those of technical staff to ensure a consistent standard of cleanliness.

Where possible, separate sex toilets should be provided. If this is not possible, the toilet must be clearly signed to show use by both sexes and must be fitted with a lock on the inside of the main entrance door.

In all cases toilets must be:

- Well lit
- Clean and well ventilated
- Provided with:
 - Hot and cold running water
 - Suitable hand drying facilities
 - Soap

If it is not possible to have drinking water provided outside of the toilet facilities then a cold tap should be marked 'Drinking Water' and a suitable cup provided.

Food preparation and hygiene

Although there is no legal requirement to provide microwave ovens, cookers or refrigerators their provision is now commonplace. Where these are provided they must be kept clean at all times to prevent the possibility of food poisoning.

All these items along with kettles are classed as 'Portable Electrical Appliances' so are subject to routine electrical testing. A qualified engineer should also routinely test microwave ovens for leakage and serviceability.

Housekeeping

Poor housekeeping is a common cause of slip, trip and fall accidents as well as fires. A high standard of housekeeping is to be maintained in all departments with all employees responsible for their own immediate working area.

Working at Height

Only where the use of more suitable work equipment is not justified, will ladders be used. Factors such as risk and short duration of use or, because of existing features within the workplace, which cannot be altered, which make ladders the only possible suitable equipment, are examples of reasons for this.

Unless a risk assessment shows that this is the only reasonably practicable and final option, **NO** work will be conducted from ladders. The company will make every attempt to eliminate the use of ladders and step ladders as an option for working at height.

Where it is decided that ladders are the only option, only if a risk assessment shows the following will they be used:

- That the task is low risk;
- That the operative can maintain three points of contact;

- Ladders are clearly identifiable and subject to regular inspections;
- Ladders are industrial use class 1 or EN131;
- That the task is of short duration (under 30 minutes);
- Ladders can be set at an angle not exceeding 75 degrees (1 out to 4 ratio).

To reduce the risks to a minimum, additional control measures will be introduced (if practicable). Ladder stays stand offs or other proprietary ladders or ladder securing devices will contribute to such measures.

Persons using ladders will be familiar with the hazards associated with the use of this equipment and will have attended training in the use of ladders and any associated accessories.

Only when the risk assessment determines that their use has a low risk and is of a short duration (less than 30 minutes), and where other equipment cannot fit due to space restrictions, will step ladders be used. For work whilst the operative is on the steps, priority will be given to selecting work equipment with a working platform and some type of edge protection or rail. In the first instance, podium steps or similar design equipment will be considered.

Young Persons Employment

Definitions of young people and children by age

A young person is anyone under 18.

A child is anyone who has not yet reached the official minimum school leaving age (MSLA). Pupils will reach the MSLA in the school year in which they turn 16.

The motor vehicle repair trade is a hazardous place for young persons to work in. The definition of a young person is a person under 18 years of age and will typically include:

- Trainees
- Those on work experience placements
- Casual workers

Before any young person is employed a letter (see example) must be sent to their parents or guardian.

All young persons must be provided with a nominated mentor i.e. a qualified and competent person responsible for their health, safety and welfare. They must not be allowed access to workshops or other hazardous areas or participate in any potentially hazardous operations unless under the direct supervision of such a person as their mentor.

Department managers must personally induct all young persons and ensure that they read and understand all relevant risk assessments.

All young persons are to be issued with PPE/RPE relevant to the environment they will be in.

Hazardous operations

The regulations require every employer to protect young persons (under eighteen years of age and over the school leaving age e.g. a child) from risks to their health & safety caused by their lack of maturity, experience or knowledge of potential risks.

This means no employer is to employ a young person for work –

- which is beyond his physical or psychological capacity

- involving exposure to agents which are toxic, carcinogenic, cause heritable genetic damage or harm to the unborn child or which in anyway chronically affect human health
- involving harmful exposure to radiation
- involving the risk of accidents which it may reasonably be assumed cannot be recognised or avoided by young persons owing to their insufficient attention to safety or lack of experience or training or where there is a risk to health from extreme cold, heat, noise or vibration.

An assessment must be made to ensure that no harm will ensue from any working operations.

Within the regulations there is no barrier to prevent the employment of a young person, who is no longer a child:

- where it is necessary for his training
- where the young person will be supervised by a competent person
- where any risk will be reduced to the lowest level that is reasonably practicable

Provided that the safe working practices identified in the risk assessments and safe working procedures are adhered to and adequate supervision is provided young persons are able to carry out the work undertaken within the company.

The following page is an example of the letter to be sent to a young person's parents or guardian prior to working or training on the company premises.

Dear (insert name)

Re Employment of young persons

Your son/daughter/ward has applied for a permanent/temporary position in our company.

You should be aware that the introduction of inexperienced personnel into a busy work place might expose them to processes and procedures that could present unfamiliar risks.

I would like to reassure you that until your son/daughter/ward is deemed to be competent, they would be placed in the care of an experienced member of staff. During this period they will be prohibited from carrying out the following operations unless under direct supervision:

- The operation or maintenance of powered equipment.
- The movement or driving of vehicles.
- Lifting, lowering, pushing or pulling of any load beyond their own physical capability.
- Handling any chemical or other substance, explosive or highly flammable material considered harmful to health.
- Any work involving exposure to voltages in excess of 110 volts.

Employees undertaking a period of work experience within the company will be required to report for work equipped with safety footwear. All other personal protective equipment will be supplied as part of our induction process, its use being a condition of employment.

Work within the company may expose personnel to substances or processes that could adversely affect existing ill health conditions such as:

Asthma and other respiratory conditions- exposure to paints, fillers, dusts, solvent vapours, welding fume and exhaust gases.

Skin allergies and conditions- as above plus direct contact with lubricants, chemicals, anti-freeze etc.

Hearing loss- pneumatic or percussive tools. Musculo-skeletal disorders such as hernias, slipped disc, muscle injury or disorders- manual handling i.e. lifting, carrying and pushing.

Anyone who is suspected to be vulnerable to working with the above substances or processes should make their concerns known to me, to ensure that appropriate advice is sought before engagement. It will also enable us to make adequate provision to protect your son/daughter/ward if the advice indicates that we can safely accommodate them.

As a responsible employer, we are committed to safeguarding the health, safety and welfare of all our employees. I would be delighted to discuss any concerns that you may have with any of the above, prior to the engagement of your son/daughter/ward.

I would be grateful if you would acknowledge receipt of this letter, which will allow us to proceed with the necessary arrangements.

Yours sincerely,