H&H Construction Ltd
(Scotland)

H&H Construction (Scotland) Ltd

HEALTH & SAFETY MANAGEMENT SYSTEM

ISO 45001:2018
OCCUPATIONAL HEALTH & SAFETY MANUAL

REVISED: 1st June 2026

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1.0 INTRODUCTION

Good health and safety practices in the workplace are worth achieving for their own sake, but they can also make a significant contribution to the strength and development of every company by reducing the risk of accidents and their inevitable costs, both human and financial. We must all work on the principle that even a single accident is one too many.

Unsafe (acts or omissions by) People

create

Unsafe Conditions

which Cause

ACCIDENTS

and
these accidents often result in

Injury or Damage

This Safety, Health & Environmental Management System (SHE Management System) has evolved over a number of years and takes account of statutory obligations, the lessons of experience and the need for continual improvement. The format is based on the Health and Safety Executive guidance document HSG65 "Successful Health and Safety Management" and the requirements of ISO45001:2018.

Health and Safety is a shared responsibility. Everyone has a duty to take reasonable care of themselves and those around them. We must therefore all work together to prevent accidents and ill health and the resultant hardships that follow. The practices and procedures set out in this system are to assist our employees in their work practices and working environment and to advise them of their legal responsibility not only to themselves but also to others. They are common-sense precautions intended to avoid accidents, prevent injuries and eliminate hazards both on site and in the office.

Please take time to read this document, understand its contents and carry out your own duties and responsibilities in a manner which will satisfy the requirements of the system and also encourage your workmates and colleagues to do the same.

This manual is intended as a guide for all employees of H&H Construction (Scotland) Ltd in an endeavour to eliminate accidents and personal injury whilst carrying out their work. Whilst some of the points contained may appear obvious to experienced employees, this may not be the case for the inexperienced. They could be the means of preventing serious injury.

2.0 GENERAL POLICY STATEMENT

The Managing Director of **H&H Construction (Scotland) Ltd, Haldane Lindsay,** is committed to ensuring the Health, Safety and Welfare of all its employees and others, who may be affected by its undertakings, so far as is reasonably practicable, in accordance with the Health and Safety at Work etc. Act 1974, The Management of Health and Safety at Work Regulations 1999 and all other applicable legislation and guidance.

It is the intention of H&H Construction (Scotland) Ltd, so far as is reasonably practicable, to ensure that;

- there is provision and maintenance of plant and systems of work to ensure that they are safe and without risk to health;
- the Health & Safety Management system conforms to ISO 45001
- they set health and safety objectives and performance criteria for all managers and work areas Annually review health and safety objectives and managers' performance;
- they comply with all relevant health and health legislation, codes of practice, industry standards and all other requirements
- they investigate all reported incidents and injuries to identify all contributing factors and, where appropriate, formulate plans for corrective action;
- there are adequate arrangements for the use, handling, storage and transport of articles and substances for use at work, which are safe and without risk to health;
- the working environment of all employees is safe and without risk to health and that adequate provisions are made with regard to facilities and arrangements for their welfare at work;
- the operations will be carried out in such a way that persons not in our employment are not exposed to risks to their health or safety;
- all reasonable steps are taken to ensure adequate resources are available for this policy to be implemented effectively, monitored and improved;
- identified hazards will be eliminated and risks reduced as far as is reasonably practicable using the hierarchy of control methodology. In all situations, collective protection measures will have priority over personal protective equipment to control risks;
- they actively encourage the early reporting of any pain or discomfort
- appropriate personal protective equipment is provided where necessary and without cost to employees;
- suitable and sufficient information, instruction, training and supervision is provided to ensure competencies of all employees to enable them to carry out their duties with due regard to health and safety.
- they encourage employee consultation and participation in all health and safety matters to enable employees to elect health and safety representatives
- they ensure that all contractors and subcontractors are actively managing health and safety for themselves and their employees

Employees are involved in the development and improvement of health and safety policy and procedures
They promote a system of continual improvement of the health and safety management system, including annual reviews of policies and procedures
They will support both the physical and mental health and wellbeing of all employees by encouraging healthy lifestyles
Working safely will promote H&H Construction (Scotland) Ltd's reputation and lead to business benefits.

Employees are reminded of their own duties under the Health and Safety at Work Etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999 to take care of their own safety and that of other persons and to co-operate with the Management so that they are able to discharge their responsibilities successfully.

The Organisation, Responsibilities and Arrangements to enable this policy to be effective are set out in the attached documents.

This Policy and associated documents will be revised annually or as and when required and will be publicised within H&H Construction (Scotland) Ltd.

Haldane Lindsay
Managing Director
H&H Construction (Scotland) Ltd
Date: 1st June 2026
Next review date : June 2027

2.0 CONTEXT OF THE ORGANISATION

The Company

H&H Construction (Scotland) Ltd was founded in 2007 by our director, Haldane Lindsay, who brings extensive experience in construction and property development in the across Perthshire.

H & H Construction (Scotland) Ltd are an experienced Perth-based 'all trades' construction & building contractor carrying out a wide variety of work throughout Perthshire and beyond.

With nearly two decades of experience in both private and commercial contracts, Haldane and his team – many of whom have been with the company since its inception – have built a strong reputation as trusted contractors across Perthshire and beyond.

EXTERNAL AND INTERNAL ISSUES (THAT MAY AFFECT OH&S PERFORMANCE)

Issues	External/Internal	Possible outcomes
Legislative Framework	External	May affect current processes, disposal routes, transport means.
Competition & Market Conditions	External	May affect client business award, may lead to short cuts in planning methodology in order to maintain clients.
Relationships with contractors, suppliers, clients and other parties	External	May lead to heightened client monitoring of on site processes. Possible additional attention from regulatory agencies. May affect ability to react in a timely manner to customer demands.
Cultural, social, political, legal, financial, technological conditions.	External	Shifts in attitudes towards contractors, could have both positive and negative implications dependent on the shift. Failure to keep up with technology and new trends may have negative impacts.
Company size and nature of activities	Internal	Rapid growth needs to be controlled to ensure that all relevant systems and resource levels are allowed to grow with the company and not be left behind.
Company strategy, policy and direction	Internal	As above, the strategic direction needs to be part of the overall Management System in order that plans can be made to ensure resourcing to meet plans is put in place at the earliest possible stage and is not left to catch up.
Company governance, structure and accountabilities.	Internal	Changes in structure or in roles may lead to unfamiliarity with current requirements, as part of the planning process, it's important that all resources, including skills are evolved in line with company direction to allow secession planning.
Capability and Capacity	Internal	Although having all persons and equipment out working is viewed as a good thing, it is important to realise that running on the edges of capacity may have detrimental effects on clients should equipment break down. It may also lead to choosing incorrect or "not quite right" equipment to carry out a specific task as the correct equipment is utilised elsewhere.
New equipment or process introduction	Internal	The introduction of new processes or equipment is subject to a "bedding in" time until operatives become fully conversant with these, allowances will need to be made to facilitate this in order that time pressures do not

		affect operational safety.
Organisational style and H&S Culture	Internal	Changes to operational styles and culture may have a detrimental effect on both work methods and staff commitment to safety protocols, it is important to monitor staff morale and ensure that changes in Management and methods do not have an adverse effect on operational safety.
Working Time Arrangements	Internal	Some of the company's activities take place after hours or at weekends, staff fatigue can play a part in their situational and safety awareness and as such, monitoring of working hours and staff health is important.
Working Conditions	Internal	Continual exposure to poor working conditions may affect certain persons and monitoring of staff health, hygiene and morale is important to ensure that the working environment is maintained at an excellent level which is not detrimental to the health, safety and well being of staff.

1.

EXTERNAL AND INTERNAL STAKEHOLDERS & INTERESTED PARTIES

STAKEHOLDERS	INTERNAL / EXTERNAL	NEEDS & EXPECTATIONS	PRIORITIES
STAFF & OPERATIVES	Internal	Continuation of Employment, Earnings to meet the cost of living. Free from injury and ill health.	Employee Satisfaction, Employee Loyalty, support for business, adherence to rules and standards.
SUPPLIERS, CONTRACTORS & SUBCONTRACTORS	External	Expect continued business. Expect fair working conditions and a fair price for work.	Maintenance of relationships. Legal compliance.
WORKER'S REPRESENTATIVES	Internal	Continuation of Employment, Earnings to meet the cost of living. Free from injury and ill health. Meet legal requirements	No disruption, backing for application of rules and standards.
TRADE UNIONS	Internal & External	Continuation of Employment, Earnings to meet the cost of living. Free from injury and ill health. Meet legal requirements	No disruption, backing for application of rules and standards.
OWNERS / DIRECTORS	Internal	Remain Profitable, Income, Dividend Income, compliance with legal duties.	Continued investment in business, continued employment for all, continued service to clients.
CLIENTS	External	Expects services provided on time, in compliance with legal requirements and incident and injury free.	Client Satisfaction Legal compliance Contract Retention / Repeat Business
VISITORS	External	Safe site, safe people and processes. Safe access and egress, free from incident and injury.	Satisfaction. Legal compliance.
LOCAL COMMUNITY	External	To minimise all impacts arising from company activities. Noise, vehicle movements, disruption, environmental issues	Noise, vehicle movements, disruption, environmental issues. May expect involvement in the local community.
NEIGHBOURS	External	To minimise all impacts arising from company activities. Noise, vehicle movements, disruption,	Minimise Noise, vehicle movements, disruption, environmental issues. Become a good neighbour

		environmental issues	
SEPA / ENVIRONMENT AGENCY	External	Objective to be fully compliant with all relevant ENVIRONMENTAL legislation, ACOPS and licence conditions.	Legal compliance Client satisfaction
MEMBERS OF THE PUBLIC	External	To minimise all impacts arising from company activities. Noise, vehicle movements, disruption, environmental issues	Minimise Noise, vehicle movements, disruption, environmental issues.
VOSA / DVSA	External	Compliance with legal duties, fleet in good condition and roadworthy. Drivers trained and competent.	Legal compliance, Economic Sense, Moral Duty, Fleet projects company image – important to be well presented, Keep away from bad publicity.
ACCREDITATION BODY	External	Compliance with international, local and national standards with appropriate systems in place.	Maintain certification. Certification is a requirement from some customers.
HEALTH & SAFETY EXECUTIVE	External	The requirement to be fully compliant with all relevant Safety legislation and ACOPS.	Legal compliance, Economic Sense, Moral Duty, Good Neighbour, Keep away from bad publicity.
INSURERS	External	Rely on company to employ safe systems of work to minimise potential claims.	Legal compliance, good economic practice, moral duty to protect staff and others.
EMERGENCY SERVICES	External	All work carried out in a compliant manner to minimise the need for Emergency Services.	Legal compliance, keep away from

ORGANISATIONAL CONTEXT

H&H Construction (Scotland) Ltd is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organizational context.

H&H Construction (Scotland) Ltd identifies, analyzes, monitors and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as factors that may adversely affect the stability of our processes and the integrity of the management system.

To ensure that our health and safety management system is aligned with our strategy, whilst taking account of relevant internal and external factors; we initially collate and analyze pertinent information in order to determine the potential impact on our context and subsequent business strategy.

Such issues include factors that are affected by our organization or are capable of affecting our organization. Broadly, these issues are defined as:

Internal issues – conditions related to our organizational activities, products, services, direction, culture, people, knowledge, processes, and systems. Management Review provides our organization with a framework for reviewing and evaluating our strategies, and the position and direction of our organization, business propositions, and other ideas;

External issues – conditions related to cultural, social, political, legal, regulatory, financial, technological, economic, competition at local, national or international levels. These factors are constantly monitored and discussed internally to provide our organization with a framework for measuring our market and growth potential.

H&H Construction (Scotland) Ltd then monitors and reviews this information to ensure that a continual understanding of each group's requirements is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings.

The results of which are conveyed via minutes and business planning documents. We maintain and retain; in addition to this document, the following documented information to describe our organizational context and decisions relating to it.

4.0 LEADERSHIP & WORKER PARTICIPATION

4.1 Leadership & Commitment

Top management is proactively involved in implementing and maintaining our organization's health and safety management system. Effective safety management supports our efforts to drive towards an increasingly positive safety culture by increasing the visibility of Top management's support and improving active involvement of personnel in managing safety risk.

Effective safety management empowers a positive safety culture and a positive safety culture empowers effective safety management.

Our organization's positive safety culture is visibly supported by management, to encourage front-line personnel to feel a sense of shared responsibilities towards achieving our safety objectives.

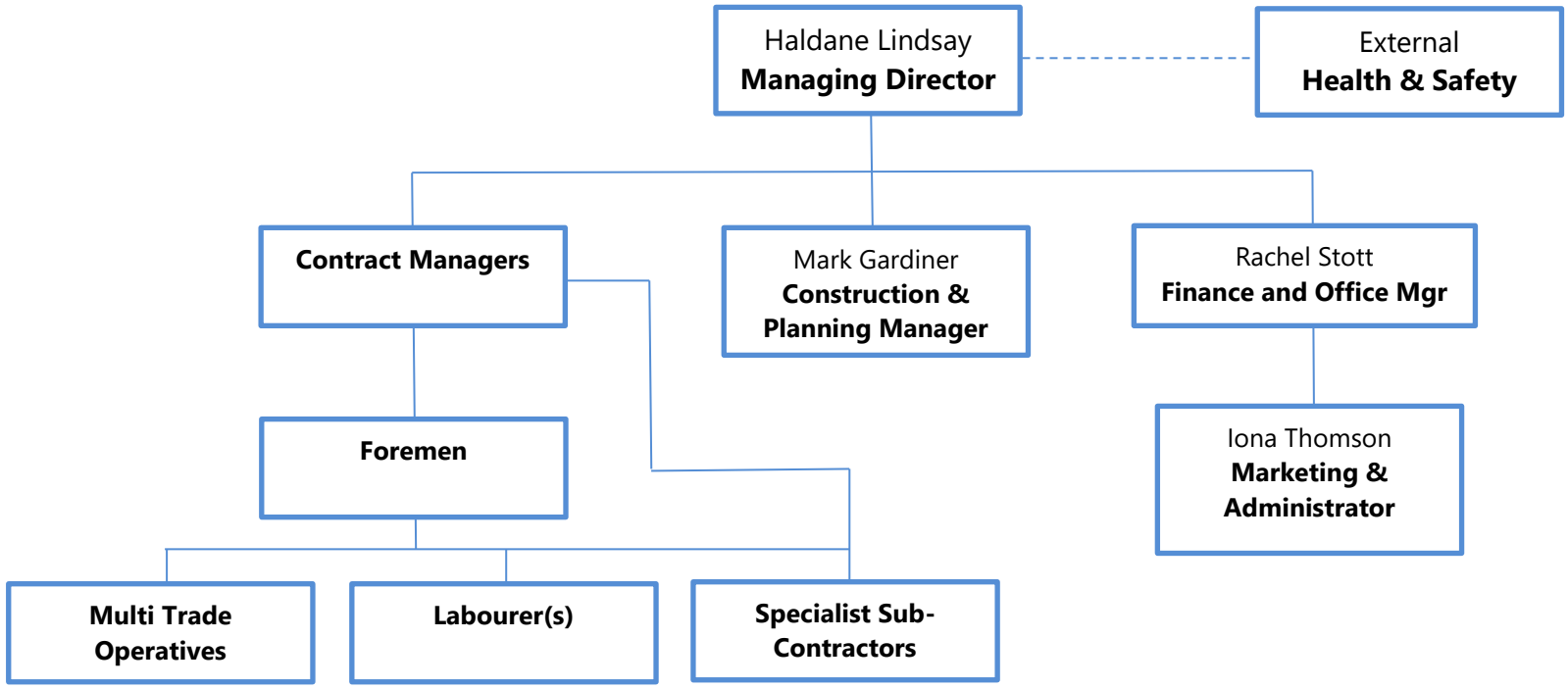
Top management provides accountability and governance to all activities related to the lifecycle of our processes and products. This includes defining the appropriate responsibilities, authorities, and methods of communication to ensure the safe and effective performance.

Top management ensures that all necessary resources, responsibilities, and accountabilities are allocated for the continual improvement of the health and safety management system.

Top management has appointed the Health & Safety Manager to ensure that the necessary financial, technological and organizational resources, including the services of specialists and competent Health & Safety Advisors, are available to implement monitor, maintain, and report upon the status of the health and safety management system.

Regular reviews and data reporting ensure that our health and safety management system is effective and has the ability to react to emerging issues. Top management is committed to implementing and developing the management system and this commitment is defined by our corporate policies and objectives.

4.2 ORGANISATION CHART



5.0 PLANNING

5.1 Actions to Address Risks & Opportunities

5.1.1 General

Top management is responsible for incorporating risk-based thinking into our organization's culture. This includes the establishment of risk management procedures and processes to ensure the effective risk and opportunity management principles are undertaken throughout the lifecycle of our operations, processes, health and safety management system, products, services, and activities by:

1. Providing sufficient resources to carry out risk and opportunity management activities;
2. Assigning responsibilities and authorities for risk and opportunity management activities;
3. Reviewing information and results from audits and risk and opportunity management activities.

H&H Construction (Scotland) Ltd considers the risks and opportunities arising business planning (4.1), workers and interested parties (4.2). our management system and its processes, our operations and supply chain (8.1) and takes action to ensure that our health and safety management system meets its intended outcomes, reduces undesired effects and achieves continual improvement.

Once the significant hazards, safety risks and other management system risks, safety opportunities and other SMS opportunities, legal and other requirements are identified, our organization then plans actions to avoid or mitigate the perceived risks, or to take advantage of opportunities that improve safety.

H&H Construction (Scotland) Ltd uses Management Review to identify and evaluate risks associated with our health and safety management system, and specifically, changes in the organizational context, strategy, and legal requirements that relate to the needs and expectations of our workers and other interested parties.

Action is taken in a variety of ways using management review meetings safety committee meetings, design review meetings, setting objectives, reviewing Procedures and policies, improving operational control, emergency preparedness planning, supplier evaluation, and other appropriate processes.

5.2 Hazard Identification & Assessment of Risks & Opportunities

5.2.1 Hazard Identification

H&H Construction (Scotland) Ltd recognizes that occupational ill-health risks can exist at all levels within our business. In order to proactively identify hazards before they lead to accidents, incidents or other safety-related occurrences, H&H Construction (Scotland) Ltd has adopted two methodologies for identifying hazards, one reactive and one proactive.

The **reactive** methodology involves analysis of past outcomes or events. Hazards are identified through an investigation of safety occurrences. Incidents and accidents are an indication of system deficiencies and therefore used to determine which hazard(s) contributed to the event. Hazards are also identified through safety data analysis to identify adverse trends and make predictions about emerging hazards, etc.

The **proactive** methodology involves collecting safety data of lower consequence events or process performance and analyzing the safety information or frequency of occurrence to determine if a hazard could lead to an accident or incident.

6.1 SUPPORT

6.2 Resources

Top management is responsible for planning, providing and maintaining the infrastructure and resources needed to achieve product and process conformance, including buildings, workspace and associated utilities; process equipment (hardware and software); and supporting services (such as internal transportation, material handling systems, and communications systems).
The resource requirements for the implementation, management, control and continual improvement of our health and safety management system, are defined in our operational procedures, work instructions and the following sections of this management system manual:

1. Planning; Section 6.0
2. Management review; Section 9.3
3. Human resources; Section 7.1.2
4. Infrastructure; Section 7.1.3
5. Work environment; Section 7.1.4
6. Planning operational control; Section 8.1
7. Determination of emergency response; Section 8.2

The Construction & Planning Manager, supported by the Health & Safety Manager, has overall responsibility for managing the related occupational health and safety hazards present at our facilities, and those which exist intrinsically within our equipment, methods, processes, or maintenance programmes, including:

1. Transportation, storage and material handling;
2. Equipment management, maintenance, and repair;
3. Process and production equipment management, maintenance and repair;
4. Facilities management, maintenance, and repair.

All maintenance is performed as per the original equipment manufacturers recommendations and is recorded on the *Equipment Maintenance & Service Log* for each piece of equipment. The accuracy and performance of the equipment are continuously monitored and special attention is given to items of key safety equipment that require statutory inspections.

6.3 Competence

Top management identifies emerging competency needs during management reviews. Emergent competency needs are converted into job descriptions for the type and number of positions that need to be filled through internal or external recruitment. To ensure the competence of our workers and contractors, job descriptions have been prepared and identify the qualifications, experience, interactions, and responsibilities that are required for each position.

Qualifications are reviewed upon hire when an employee changes positions or the requirements for a position change. Qualifications include desired requirements for education, skills, and experience. Appropriate qualifications, along with the provision of any required training, provide the competence for each position. The Human Resources Department review employee qualifications prior to hiring when an employee changes positions or the requirements for a position change.

7.0 OPERATION

7.1 Operational Planning & Control

General

H&H Construction (Scotland) Ltd has established and implemented a system to identify and assess occupational ill-health risks, and to implement the appropriate controls to mitigate the resulting risks. Occupational health and safety procedures are implemented by all teams and departments using the appropriate supporting documentation and competent workers, and safe routines.

H&H Construction (Scotland) Ltd ensures that all operational activities, including service outputs, meet the applicable safety requirements and regulatory standards. As required by regulations, all aspects of safety are controlled to mitigate risk to workers and end-users during the job/process life-cycle as appropriate, including:

1. Assessment of hazards and management of associated risks;
2. Management of safety critical items;
3. Analysis and reporting of occurred events affecting safety;
4. Communication of these events and training of affected workers and contractors.

The operation and maintenance of plant and equipment that have the potential to impact safety performance, as defined through risk analysis, is maintained, inspected and tested to ensure it meets design descriptions and specifications. Documentation for critical processes, plant, and equipment is retained and made available, and includes as applicable:

1. Codes and relevant legislation;
2. Hazard assessment reports;
3. Operating procedures and operating criteria;
4. Engineering drawings, specifications, and engineering standards;
5. Maintenance, inspection and testing strategies;
6. The characteristics of the product or materials essential for safe and proper use.

The Provision of Work Equipment Regulations (PUWER) 1998 covers the use of all kinds of work equipment from hand tools to a complete manufacturing process equipment. The operation of such tools includes starting, stopping, repairing, modifying, installing, dismantling, programming, setting, transporting, maintaining, servicing and cleaning. The specific requirements include:

1. Guarding dangerous parts of machinery;
2. Equipment is suitable for its intended use;
3. Equipment conforms with the EC product safety directive;
4. Equipment is in efficient working order and in a good state of repair.

Equipment selection criteria:

1. Sourced from a reputable supplier;
2. Supplied with clear and understandable operating instructions;
3. Provided with physical evidence of conformity to EC Directives;
4. Significant risks associated with its use must be assessed and adequately controlled;
5. All equipment is visually checked before use.

8.0 PERFORMANCE EVALUATION

8.1 Monitoring, Measurement, Analysis & Evaluation

General

H&H Construction (Scotland) Ltd measures its safety performance and compliance through by using leading (proactive) and lagging (reactive measures) to monitor and measure the safety performance data that is needed to make effective data-driven, safety decisions.

Top management receive regular reports on the health and safety performance and the actions of contractors. Performance reports are prepared on monthly basis by the Health & Safety Manager and communicated to the Top management. The frequency at which our safety processes are monitored, measured, analyzed, and evaluated is determined by:

1. Statutory and regulatory requirements;
2. Process performance and audit results;
3. Level of risk and types of control measure;
4. Trends in incidents or corrective actions.

Ongoing monitoring of normal operations includes the assessment of whether safety processes and safety procedures are followed correctly and, when they are not followed, investigations are carried out to determine and correct the root cause. H&H Construction (Scotland) Ltd achieves greater support for health and safety by involving our workers in monitoring.

Engineering controls are regularly inspected and tested to ensure their integrity. Engineering controls, including safety devices are regularly inspected and tested to ensure their integrity, effectiveness and correct operation. Inspection, measuring and testing equipment related to health and safety monitoring is identified, calibrated, maintained, stored, and used according to the manufacturer's instructions and/or specifications in relevant standards. Records of calibration are retained. Examples of inspection, measuring and test equipment includes:

1. Measuring Devices - calipers
2. Measuring Devices - gauges

Effective monitoring of sickness absence and workplace health can alert the board to underlying problems that could seriously damage performance or result in accidents and long-term illness. The collection of workplace health and safety data can allow the board to benchmark our organization's performance against others in our sector.

H&H Construction (Scotland) Ltd ensures that proactive measurements such as maintenance, testing, and examination of certain control measures and, in some circumstances, health surveillance are legal requirements; they are monitored for performance and compliance. Where required, health and medical surveillance is planned and is sufficient to:

1. Identify occupational ill health in workers, where any exposurecould reasonably give rise to an identifiable condition, with valid detection measures;
2. Identify any trends or clusters of occupational ill health;
3. Identify if control measures are effective.

9.0 IMPROVEMENT

9.1 General

The Managing Director uses a range of the performance evaluation tools highlighted in Section 9 to make recommendations for improvement and to achieve the intended outcomes of our health and safety management system. Recommendations may emerge from workers or interested party suggestions or concerns, Health & Safety Committee meetings, hazard reviews, task analysis, physical inspections, and internal audits findings.

In order to determine and select opportunities for improvement or to implement any necessary actions to meet the requirements of workers and relevant interested parties, H&H Construction (Scotland) Ltd drives improvement via the analysis of relevant data. The data inputs for the improvement process include:

1. Risk and opportunity evaluations
2. Assessment of the changing needs and expectations of interested parties
3. Assessment of the changing needs of the business
4. The conformity of existing operations, products, and services
5. The effectiveness of our health and safety management system and trends in;
    i. Accident, Incident Frequency Rate (AFR)
    ii. Number of Incident Reports
    iii. Total Recordable Injury Rate
    iv. Injuries beyond First Aid at work
    v. Near Miss Reports
    vi. Property Damage Incidents
    vii. Vehicle Incidents
    viii. Occupational Illnesses
    ix. Complaints
    x. Insurance claims.
6. Supplier performance
7. Reducing or eliminating adverse OH&S hazards
8. Complaints and feedback
9. Internal and external audit results
10. Corrective action and non-conformance rates

H&H Construction (Scotland) Ltd also ensures that opportunities for improvement from daily feedback on operational performance are evaluated by the Health & Safety Manager as appropriate. Changes are typically implemented through the corrective action system.

9.2 INCIDENT/ NON-CONFORMITY & CORRECTIVE ACTION

Incident Investigation

H&H Construction (Scotland) Ltd has implemented an Incident Investigation Procedure for the handling of, and the investigation of accidents, incidents and near misses. The procedure defines the controls for reporting and establishing the root-cause of all types of accident, incident or near miss that may occur on our premises. Any staff member who is involved in an accident, near miss or any dangerous incident must report the occurrence.

10.0 SCOPE & APPLICATION

H&H Construction (Scotland) Ltd.'s health and safety policy statement of intent, signed and dated by the Managing Director, is displayed in the Company's premises. A copy of the statement can be obtained on request. This will be reviewed annually by the organisation and revised as appropriate.

Corporate vision

The Directors of H&H Construction (Scotland) Ltd not only accept its legal duties of care as set out in the Health and Safety at Work etc. Act 1974 and subsequent legislation but also its moral and ethical obligations to employees and to all other persons who may be affected by operational practices and procedures.

Corporate Direction

Members of staff are charged to give due care and consideration in their work to health and safety issues. In particular, safety, health and environmental implications must be considered when reaching decisions about other priorities.

Commission

Every member of staff working for H&H Construction (Scotland) Ltd is expected, as part of their contractual duty, to take all reasonable care to meet the safety, health and environmental aims of the organisation.

11.0 SAFETY MANAGEMENT SYSTEM

This Health & Safety Management System outlines H&H Construction (Scotland) Ltd's plan to satisfy the Health & safety requirements of ISO45001:2018.

It is applicable to all the companies operations including those within H&H Construction (Scotland) Ltd premises and operations taking place in customer premises and work sites.

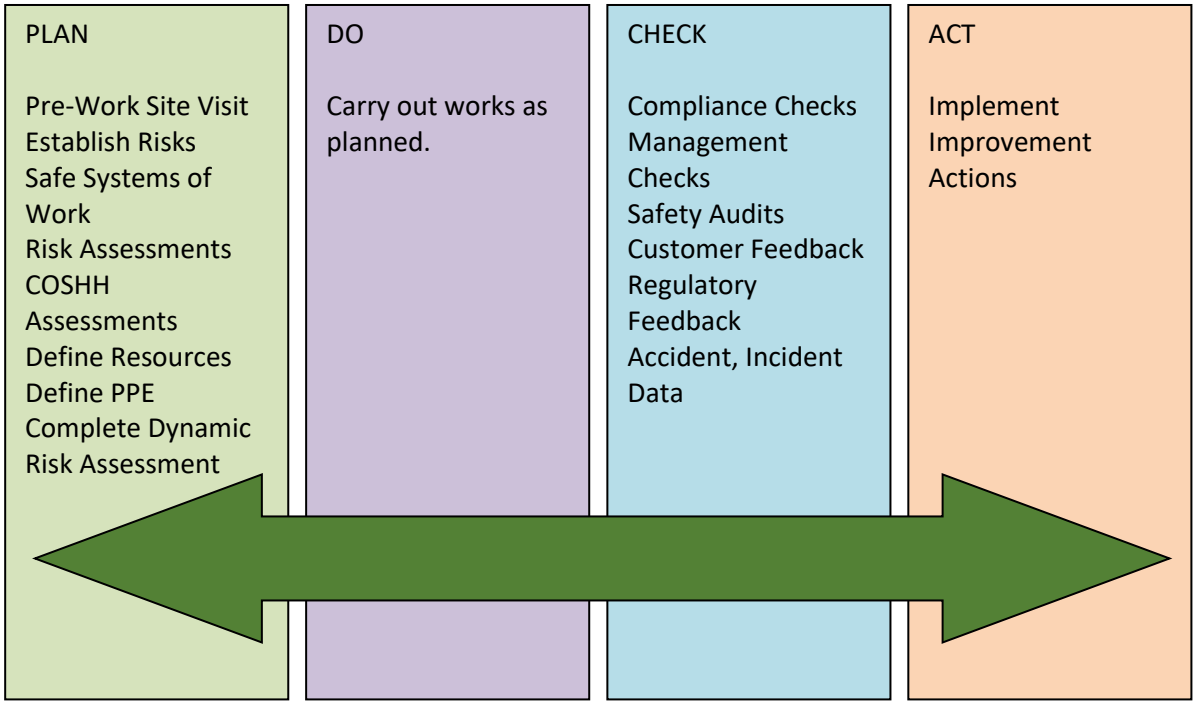
The manual is a "controlled" document, however "uncontrolled" copies can be distributed to any interested party upon approval of H&H Construction (Scotland) Ltd. This manual is intended to describe the core elements of the management system and their interaction; and provides direction to related documentation as required under "ISO45001:2018 4.4.4 Documentation."

This Health & Safety Management System is intended to directly meet the requirements of the following legislation and regulations:

- Health & Safety at Work Act 1974 – Section 2(3) requires organisations to have a health & safety policy which should include:
  a) Statement of Intent (i.e. health & safety mission)
  b) Organisation (i.e. structure, roles & responsibilities)
  c) Arrangements (i.e. procedure and guidance)
- Management of Health & Safety at Work Regulations 1999 – Regulation 5 requires organisations to have arrangements for undertaking effective planning, organisation, control, monitoring and review of the preventive and protective health and safety measures
- HSG65 Successful Health & Safety Management – This guidance outlines the management system

requirements for implementing the arrangements required within regulation 5 of the Management of Health and Safety & Work Regulations 1999.

This plan, do, check, act approach will provide the mechanism for managing other legislative, regulatory and other policy requirements (e.g. risk assessment, training, etc).



12.0 STATEMENT OF INTENT

The organisation is committed to ensuring the occupational health and safety of our employees and other persons who may be affected by our acts and omissions, whilst complying with relevant legislative, regulatory and other requirements to which the organisation subscribes.

Haldane Lindsay has been nominated as the Director responsible for formulating and implementing the Health & Safety Policy and his duties are detailed in the Company Health & Safety Management System Manual.

The organisation is committed to continual improvement of health & safety performance, and its management system, effectively and efficiently to meet changing business and regulatory needs. This will be achieved through proactive implementation of its health and safety management system using a risk based approach. Good health and safety management can improve business performance by reducing losses from accidents, raising employee morale and enhancing the company status with customers and suppliers.

Directors and senior managers have the responsibility to implement, maintain and co-ordinate the health and safety management system. They will set health and safety objectives and assign adequate financial and physical resources to meet them. Reports on the performance of the occupational health and safety management system will be presented to top management for review and as a basis for improvement of the system.

The successful implementation of the Policy relies on a high level of commitment from employees at every level. The company will consult and communicate with its employees, directly and through their representatives at regular meetings. Employees will be encouraged to be pro-active in the management of health and safety and work towards achieving the highest standards of safety performance. They will be given the necessary information, instruction and training to do this.

Employees will be made aware of their duty to co-operate with their employer to discharge his statutory duties and to take care of their own safety and the safety of others.

The organisation's health & safety management system provides the framework for planning, implementing, checking and reviewing performance as a means of realising the commitment to continual improvement.

This framework includes the establishment, deployment, and monitoring of procedures and objectives which express our planned performance improvements. A diagrammatic representation of the framework is provided above:

This health & safety policy is publicly available to all interested parties to provide the assurance of the organisation's commitment and framework for continually improving health & safety. Management will review the continuing adequacy of this health & safety policy on a 12-monthly basis.

13.0 RESPONSIBILITIES FOR HEALTH AND SAFETY

13.1 Mr. Haldane Lindsay, (Managing Director) shall ensure that:

- The Health and Safety Policy is updated as and when required and is made known to the Employees of H&H Construction (Scotland) Ltd.
- Oversee the effective application of the Company Safety, Health and Environmental Policies, taking in to account the implications of the company's operations, and the effect on employee's and others.
- Employees are given such information, instruction and training as necessary and adequately supervised to enable them to carry out their work without risks to their safety, health or security.
- All injury accidents and dangerous occurrences are investigated reported and notified to the Health and Safety Executive in accordance with the Accident Reporting Procedure.
- Fire safety procedures and precautions are established and implemented within H&H Construction (Scotland) Ltd premises and other locations where work is undertaken.
- Waste management procedures are established and environmental concerns addressed.
- Matters concerning health, safety, welfare or the environment raised by an employee are thoroughly investigated, and where necessary, effective remedial action taken.
- Regular meetings are held where any matters relating to health, safety and welfare may be discussed.
- Matters requiring professional advice and assistance are referred to Health and Safety Services (Glasgow) Ltd who have been engaged as H&H Construction (Scotland) Ltd's Health and Safety Consultant.
- A training programme exists to instruct persons under your control in the requirements of the Occupational Health and Safety Policy and in the safe systems of work relevant to their place of work and work activity.
- All persons under our control are adequately trained to carry out their Health and Safety responsibilities as identified within the Safety, Health and Environmental Management System.
- Effective contingency arrangements are in place to control potentially serious hazards or situations of imminent danger.
- The Health and Safety monitoring activities are carried out at the recommended frequencies.
- The appropriate insurance cover, which embraces both statutory and business needs, is being met and maintained. A copy of the Employer's Liability Insurance Certificate is displayed where employees can refer to it.

13.2 The Finance and Office Manager, Mrs. Rachel Stott, shall: -

- Make herself aware of the Legislation, Codes of Practice, Guidance Notes and Safe Working Practices relevant to any contract, and implement the Company Safety, Health and Environmental Policies.
- Ensure that an adequate budget is allocated to enable compliance with all statutory duties of The Health and Safety at Work etc Act 1974.
- Ensure that arrangements are in place to deal with any emergency arising during the work activities.
- Ensure that employees of the Company receive information, instruction/training and supervision as appropriate to enable them to competently discharge their duties.
- Safety is a prime consideration in all forward planning and budgetary requirements.
- Enforce the Company's disciplinary procedure in regard to breaches of statute and the Company's Safety Policy.
- Act upon sound advice and recommendations given by members of the Health and Safety Executive and the Scottish Environmental Protection Agency.
- Give priority to the Safety and Health of the public and all other persons in the vicinity of work activities.
- Ensure that matters of health and safety are dealt with in a timely manner.

13.3 ALL DIRECTORS shall:

- Read, understand and implement the Safety, Health and Environmental Policies.
- Make themselves aware of the Legislation, Codes of Practice, Guidance Notes and Safe Working Practices relevant to any contract.
- Determine and implement –
  - Safe methods of working.
  - Systems to identify hazards and unsafe situations.
- Where appropriate produce written Procedures and/or Safety Rules and issue them to those affected.
- Proactively review all work instructions and risk assessments on a structured time scale and ensure that work is carried out as per the work instruction prepared for the project.
- Ensure that arrangements are in place to deal with any emergency arising during the work activities.
- Ensure that plant and equipment supplied is suitable and sufficient for purpose and all operatives have received adequate information, instruction, training and supervision on its use and that such plant is operated only by authorised persons.
- Ensure that plant and equipment test certificates where required are current.
- Ensure that all injury accidents are reported, recorded and investigated as appropriate in accordance with the Company Accident Procedure and RIDDOR 2013 ACOPs. Serious injury accidents and dangerous occurrences are immediately notifiable to the Health and Safety Executive.
- Ensure that Company Employees or Contractor's Employees work safely and in accordance with Risk Assessments, while working on any contract.
- Act as a focal point to ensure that the safety of members of the public or of other persons is not put at risk in carrying out the work activities.
- Ensure that provision is made on site for first aid, fire safety and any other incident connected with the work activity.
- Draw the attention of the Managing Director, to matters of health and safety which he has not the authority to deal with.
- Ensure adequate provisions are made with regard to facilities & arrangements for their welfare at work

13.4 THE MANAGERS, QUALITY and TECHNICAL staff shall:

- Read, understand and implement the Safety, Health and Environmental Policies.
- Make themselves aware of the Legislation, Codes of Practice, Guidance Notes and Safe Working Practices relevant to any contract.
- Ensure that supervisors, operatives and staff under their control are working in compliance with documented work instructions and risk assessments and that their activities do not cause undue hazards to others
- Ensure that all injury accidents are reported as appropriate in accordance with the Company Accident Procedure and RIDDOR ACOPs.
- Adequate procedures are in place to dispose of all waste safely and securely in accordance with company Environmental Policies.
- Ensure that Company Employees or Contractor's Employees work safely and in accordance with Risk Assessments, while working on any project.
- Ensure that provision is made on site for first aid, fire safety and any other incident connected with the work activity.
- Draw the attention of the Directors, to matters of health and safety which they have not the authority to deal with.
- Ensure adequate provision of personal protective equipment and that provided PPE is used where required.

13.5 ALL EMPLOYEES shall ensure that they:-

All employees have a responsibility to do everything they can to prevent injury to themselves, their fellow employees and others affected by their actions or omissions at work. They are expected to co-operate with management and to follow company procedures in particular, to report any incidents which have or may have led to injury or damage. All employees should ensure that they use any equipment provided in accordance with the training and instruction that they have received, inform their supervisor about any serious or imminent danger, and also report any shortcomings that they see in the protection arrangements. If the supervisor or manager is not available, an employee may stop work and immediately proceed to a place of safety in the event of being exposed to serious, imminent and unavoidable danger. Any employee who is faced with such a conflict between the demands of safety and his or her job should raise the matter as soon as possible with the supervisor after the danger has ceased or has been dealt with.

Disciplinary action will be taken against any employee who is found to continuously fail to adhere to health and safety policies and procedures as laid out by H&H Construction (Scotland) Ltd's health and safety management systems.

All employees are expected to:

a) Comply with H&H Construction (Scotland) Ltd Policy and Arrangements for Health and Safety and Section 7 of The Health and Safety at Work etc. Act 1974

b) Take all reasonable steps to ensure their own safety and the safety of others who may be affected by their activities

c) Adhere to any training and instructions given to them on Health and Safety matters

d) Prior to the start of work on site, and in addition to any client instructions, that Company Risk Assessment sheets are completed

e) Bring to the attention of the Manager / Supervisor any matters causing them concern in relation to Health and Safety

f) Use all the personal protective equipment provided for their use and notify any damage or shortage of equipment to the Manager/ Supervisor

g) Notify H&H Construction (Scotland) Ltd of any injury accident without delay and ensure that the details are recorded in the Accident Book

13.6 TEMPORARY WORKERS

Where temporary workers are used within H&H Construction (Scotland) Ltd operations, they must be provided with adequate information.

The Managers are required to inform their contracted employees/ agency workers of any specific qualification or skills required to carry out the work safely.

In addition, they must be instructed on the safe operating procedures operated by H&H Construction (Scotland) Ltd**,** for the tasks they are expected to undertake whilst working for H&H Construction (Scotland) Ltd. They must also be informed if the work requires health surveillance and what protective measures are necessary, whilst working within H&H Construction (Scotland) Ltd working environments.

H&H Construction (Scotland) Ltd and the employment agency or training provider both have duties to employees, which overlap, which should ensure that any health and safety matters are NOT overlooked.

14.0 THE ARRANGEMENTS FOR HEALTH & SAFETY

14.1 HEALTH AND SAFETY ADVICE

The Company have engaged the services of Health and Safety Services (Glasgow) Ltd as their Health and Safety Consultant to provide health and safety advice and assistance as is required under The Management of Health and Safety at Work Regulations 1999.

14.2 ACCIDENT REPORTING AND INVESTIGATION

All injury accidents shall be reported and recorded in the Accident Book and thereafter, where appropriate, notification made to the Health and Safety Executive in the area as required by RIDDOR 2013.

All Reportable (over seven days' absence*) and Notifiable serious injuries shall be notified to the Health and Safety Executive (RIDDOR 2013). All such accidents shall be investigated, reported on and action taken to prevent a recurrence.

Serious injury accidents and dangerous occurrences will be subjected to an in-depth investigation at the discretion of the Managing Director.

An internal Accident Report form will be completed to take details of the person and accident, where appropriate witness statements will be compiled and enable the Health and safety advisor to finalise an Investigation report to the Managing Directors. The investigation will aim to:

- determine the immediate and underlying causes
- prevent recurrence
- gather information for criminal or civil proceedings
- confirm or refute claims
- prepare to notify the HSE
- implement recommendations

The degree of investigation will be dependent on the seriousness of the accident.

NOTE:
The RIDDOR Regulations changed in October 2011 to remove the facility to report by telephone – all injuries, except major injuries and fatalities must now be reported online. Major Injuries and fatalities should still be reported by telephone. The website for reporting injuries is :

http://www.hse.gov.uk/riddor/report.htm

All incidents can be reported online but a telephone service remains for reporting fatal and major injuries **only** - call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

From 6 April 2012, the over-three-day reporting requirement for people injured at work changed to more than seven days. From then, you only have to report injuries that lead to a worker being incapacitated for **more than seven consecutive days** as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days). The report must be made within 15 days of the accident.

Incapacitation means that the worker is absent or is unable to do work that they would reasonably be expected to do as part of their normal work.

You must still keep a record of the accident if the worker has been incapacitated **for more than three consecutive days**. An entry in the accident book can be treated as a record for the purposes of RIDDOR.

14.3 FIRE SAFETY

The requirements of the Fire (Scotland) Act 2005, and other associated legislation will be fully complied with.
A fire risk assessment has been carried out, and arrangements are in existence to ensure that adequate fire precautions are taken and maintained. Arrangements are in existence to ensure that adequate fire precautions are taken and maintained and that employees are aware of the action to take in the event of a fire.

Where hot works are undertaken, extra fire precautions will be implemented and specified within the risk assessment for that task.

All workplaces must have some form of emergency procedure to be carried out in the event of an emergency. Employees as well as employers have a duty to ensure that they are familiar with such procedures and know what to do in the event of an emergency. The main thing is to remember to take the necessary action to remove yourself from harm without putting others at risk.

What to Do If You Discover a Fire
Whatever the emergency, the first action to take is to raise the alarm in accordance with company procedures. Ensure that the appropriate emergency service has been summoned. Only use a phone that is a safe distance away from the emergency.
Never tackle a fire unless help has been summoned and you feel completely able to do so.
You may only tackle the fire if you have raised the alarm and summoned help.
Never allow yourself to be blocked off by the fire from your exit. If the fire is not put out with one extinguisher, do not try to continue with another one.
As a general rule, only consider fighting the fire if you were present at the time and place where the fire started. In these circumstances, you will know what is burning and the fire might be quickly put out.
Evacuate from the building or area to the assembly point and convey whatever information you have concerning the fire to whoever is in charge. This will include where exactly the fire is, what is burning, how fast it is spreading & in what direction. Information about the amount of smoke & heat etc should also be relayed.

What to Do on Hearing Alarm
On hearing the alarm, everyone should immediately stop work and make their way calmly to the nearest safe exit. If there is someone nearby who may not know the procedure or the way to the nearest exit, they should be escorted.
Do not stop to collect belongings or equipment. Go straight to the muster point and wait for your name to be read out on the roll call. Only go back in to the affected area when someone in authority has said it is safe to do so.

14.4 FIRST AID

The Company will arrange suitable provision of either:

a) The presence of a trained First Aider / Appointed person, or
b) Provide access and / or communication to a first aid point.

A first aid kit should be maintained in the site office or within a company vehicle and made readily accessible.

Management should ensure that the first aid kit is kept fully stocked and replenished as necessary.

In the event of an accident the named first aid person is to be called to give emergency first aid. The first aid person will then decide on next action i.e. call and organise emergency services or refer person to their doctor.

Details of first aid location and person will be displayed within premises and given to operatives during induction.

In cases of serious injury or illness employees are taken to the nearest hospital or medical help sought with the minimum of delay.

14.5 HEALTH AND SAFETY INDUCTION & TRAINING

Induction
All Company employees are familiarized with Company health and safety requirements at Induction. The Induction process is in two stages:
Company Induction – upon joining the Company
Site/task specific Induction/Training

Company Induction
Given to all persons under the control of the Company working on Site, including Company directly employed personnel, temporary workers and sub-contract personnel. This induction details Site Rules, Emergency Procedures, access and egress and any other specific requirements.

Task specific (Safe Systems of Work)
Task specific induction explains requirements for safe working and identifies methods of work(s), risks as detailed in the task/area specific Method Statements, related assessments (Risk, COSHH, Manual Handling, PPE, etc.), Environmental Plan and related Environmental Risk Assessments. Sub-contractors are required to carry out task/area specific inductions. Records are retained to substantiate these Inductions.

Training needs have been identified for all employees and training will be given to ensure that employees are competent to carry out their duties in a safe and proper manner.

Records of all training are kept and planned training is recorded within the company training matrix.

Training records are monitored to ensure that where the application period of training is time limited, that refresher or re-qualification training can be provided in a timely manner.

Training will be provided for all operatives required to operate machinery or equipment. Employees are expressly prohibited from operating plant or equipment for which they have not received training on.

Where new Health and Safety legislation is introduced which has a direct bearing on the Company and the work activities, training as appropriate will be provided.

14.6 SAFE WORKING PROCEDURES

Where tasks are identified as being potentially hazardous and could lead to serious injury or result in ill-health then appropriate measures must be taken to ensure that suitable safe working procedures are put in place, i.e. working at heights. A written safe system of work will be drawn up and implemented for each of these jobs, which details the necessary precautions to eliminate the risks.

The Managing Director will ensure that any such documentation is available to Supervisors and/or Site Teams. Such procedures are issued on a job-by-job basis and the personnel involved in the work receive appropriate instructions on the correct application of these procedures.

Personnel are expected to work strictly in accordance with the Safe System of Work; they will be required to sign onto any such documentation.

14.7 PERSONAL PROTECTIVE EQUIPMENT (PPE)

Where hazards exist in the work activity and there is a need to provide protective equipment, such equipment is provided free of charge.

P.P.E. is provided to offer protection from the perceived risk to health and safety. Employees have a statutory duty to use such equipment .
Training in the proper use, maintenance and storage of PPE will be provided.

P.P.E. is purchased to comply with the appropriate British/European Standards currently in force.

It is the duty of the Manager and Supervisors to ensure that adequate supplies of necessary protective clothing or equipment are maintained on site for issue as required.

It is the duty of all employees to ensure that all protective clothing and equipment provided for use is used at all appropriate times and any defect or need for replacement is reported to the Management.

Type of PPE will be specified in relevant Safe Systems of Work, COSHH and Risk Assessments for a particular task.

A PPE Issue record will be documented for each employee who receives PPE. This record will show the date, the employee and the type and amount of each item of PPE received.

Reference should be made to the Personal Protective Equipment Risk Assessment and the Code of Practice - **P.P.E.**

14.8 THE CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

These regulations refer to chemicals, dusts, vapours and liquids. The purpose of the regulations is to ensure employees and members of the public are not exposed to concentrations or volumes that may cause ill health as a result of our activities. To protect the workforce and members of the public, the company will carry out COSHH Assessments for all substances.

These assessments provide information to employees e.g. What type of control? What kind of PPE (Personal Protective Equipment) is required and how unprotected exposure may affect them i.e. breathing difficulties, skin conditions, burns etc. COSHH Assessments are provided as part of a site package which incorporates:

- The documented Safe System of Work
- The Risk Assessments
- Relevant COSHH Assessments

Employees are briefed on the contents of the above documentation prior to commencing works on site, work on site shall not commence until this briefing has taken place.

Workplace exposure limits for substances are included on most Material Safety Data Sheets, where this information is not available on the MSDS, EH40/2005 will be used to determine the relevant exposure limits. These limits will be included on the COSHH Assessment issued to site personnel.

Before PPE is used as a control measure, a hierarchy of controls shall be reviewed and introduced with PPE being the last form of control.

Dependence on PPE as a control measure should only be used when the risk cannot be reduce by other means e.g.

a) Local exhaust ventilation.
b) Substitute materials for safer ones.
c) Select suitable equipment to protect from exposure i.e. PPE
d) Reduce exposure times.

Health surveillance by a competent occupational health practitioner is recommended by the Health and Safety Executive as a means of highlighting health problems from work activities that may affect employees during their employment.

Assessment:

All substances used within the Company have been identified and listed. Material Safety Data sheets have been obtained from various suppliers and catalogued for reference.
Assessments for hazardous substances are provided for each Contract and operatives have access to the assessments as a means of obtaining information and advice.

New substances introduced to the Company are assessed and the completed assessment issued to Site Operatives with issue of the materials.

Storage:
Storage of hazardous substances will be in compliance with Manufacturer's recommendations.

Control;
Operatives using hazardous substances are given advice and suitable protection for the particular hazard, i.e. Goggles, Respirator or Masks, Gloves etc.

Fire Prevention:
Manufacturer's recommendations will be implemented.

Fire Fighting:
Suitable extinguishers will be provided.

First Aid:
Recommendations will be implemented from information obtained from Hazard Data sheets.

Further Information is contained within the Code of Practice- The Control of Substances Hazardous to Health and to the COSHH assessments.

14.9 MONITORING OF HEALTH AND SAFETY STANDARDS

Health and Safety Audits are carried out where work is undertaken with the objective of ensuring that the Company arrangements and standards are being complied with.

These audits/inspections are carried out by the Company's Senior Management and the Company's Health and Safety Consultants

14.10 RISK ASSESSMENTS

Where required under regulations such as The Management of Health and Safety at Work Regulations 1999, general risk assessments and specific risk assessments are carried out with the objective of assessing the risks and of taking appropriate measures to control, reduce or remove the risk factors identified.
Risk Assessments will be required for the following activities:

- General Risk Assessments
- Task Specific Risk Assessment
- Work at Height Risk Assessments
- COSHH Risk Assessment
- Noise Assessment
- Vibration Assessment
- First Aid Risk Assessment
- Manual Handling Assessment
- Fire Risk Assessment

Process
Where possible, prior to commencement of any contract works, each site is visited by a member of the Management / Supervisory Team to conduct a detailed survey of the site, the surrounding area and the surrounding environment to ascertain whether there are any additional hazards present in addition to those involved in the works.

All aspects of the proposed works including preparation, proposed works sequences, types of plant and equipment to be utilised, traffic management, debris disposal, environmental management and site security are evaluated for potential hazards.

Information gathered from the investigation and analysis of any previous incident, accident or near miss shall also be consulted while creating or updating risk assessments.

Where significant hazards are identified the degree of risk is measured by considering the possible outcomes of an accident in terms of the severity of injury and the likelihood of such an accident occurring.

The responsible Manager shall prepare a written risk assessment setting out the significant risks identified, the nature and severity of the risk, persons who may be affected by the risk and the control measures to be put in

place to eliminate or reduce the risk. The date of the assessment, the scope of the work and the name of the assessor is recorded and a date for review of the assessment is determined.
All operatives receive induction as to the content of the assessment and the controls to be implemented.

Monitoring of Controls
The control measures set out in the risk assessments will be monitored to ensure their effectiveness. This includes checking that the selected control measures are properly and consistently used. Monitoring is carried out to identify any discrepancies between the use of controls identified in the risk assessments and the actual practice of operatives on sites or office based workers. Safety monitoring will be undertaken on a daily basis by Supervisors and by periodic safety inspections.

Review of Assessments
Review of risk assessments must be undertaken if:
- There is reason to believe it is no longer valid.
- There has been a significant change in the matter to which it relates.
- There has been a change in personnel.
- Where new staff have been engaged.
- Where new plant or equipment has been introduced.

Every risk assessment shall have a date for review which should be based on the level of risk. The review should look at the whole of the risk management process to re-evaluate each stage of the process.

Audit
The company's safety management system including risk assessments will be audited annually. With respect to risk assessments the audit will utilise the results of the monitoring process to determine:

- Risk assessments in place.
- Risk controls are functioning correctly.
- Risk assessments are properly documented.
- They are properly recorded in a way that can be demonstrated to any external agency.
- Corrective and Preventative Action

Any non-conformance identified by the monitoring and auditing process will be corrected and preventative action taken in accordance with Company procedures.

14.11 DISCIPLINARY

Employees who are in breach of Health and Safety Codes of Practice and Company Safety Rules will be disciplined in accordance with the Company Disciplinary Procedures.

In cases of serious breaches the Employee/s concerned may be instantly dismissed.
This information is provided to employees during induction.

14.12 ELECTRICAL SAFETY

All hard-wired electrical equipment is electrically safety tested on installation by the contractor, and then every five years after that. It is the responsibility of the manager or supervisor to inform the person responsible for arranging electrical test when new electrical equipment is purchased and brought into the premises.

All mains connected electrical equipment within the company is subject to Portable and Transportable (PAT)

electrical safety testing. The period between testing and inspection is dependent upon the type of equipment, its use, its portability and its environment

All users of electrical equipment shall check that the equipment is not damaged In any way as well as having a PAT sticker or label on it that has a Test Expiry Date which is still current. If not, the equipment should not be used and should be quarantined in a location or marked 'Do Not Use'.

The PAT Test Company have the authority to withdraw, or render unusable, any item of electrical equipment to safeguard the health & safety of members of the staff, visitors and contractors.

Any members of staff who wish to bring personal electrical equipment (tools, radios, kettles etc) into the workplace shall submit the equipment for approval and PAT Testing prior to use, by contacting Management.

Electrical Do's and Don'ts

- DO check that all electrical items have an "in date" sticker
- DO NOT use any item where the PAT test is out of date
- DO NOT use any item that does not have a label treat as untested
- DO check the condition and integrity of any electrical item prior to use
- DO check plugs and leads prior to use
- DO NOT attempt to repair faulty electrical items or fit plugs
- DO NOT use privately owned equipment unless tested
- DO NOT "Jockey" or "daisy chain" extension leads
- DO NOT over-ride or change fuses until the original fault has been repaired
- DO isolate faulty equipment from the mains
- DO NOT attempt to hard wire any equipment to the mains
- DO use an RCB if necessary
- DO NOT overload wall sockets
- DO NOT use electrical extension cables whilst fully rolled up
- DO not use any item that appears to be overheating
- DO report any faults as soon as practicable to do so
- DO NOT leave faulty items lying around for others to use

Further information is contained in the Code of Practice - **Electrical Safety**

14.13 NOISE

The hazard of exposure to high noise levels has been recognised and the use of ear defenders is required whenever employees are exposed to levels exceeding 85dB(a).

In normal circumstances exposure to noise exceeding 85dB(a) is limited and for restricted duration. From time to time the company will undertake activities where there may prolonged periods where noisy equipment is operated. In these circumstances an exclusion zone will be established and a rotation of operatives implemented to limit the duration of exposure to operatives.

Management and Supervisors shall be responsible for ensuring that hearing protection is used properly and that, where required, rotation systems are adhered to.

Hearing Protection equipment has been selected, based on its ability to reduce noise levels to below the 80dB(a)

Lower Action Level.

A noise assessment has been carried out and areas identified where such protection is mandatory.

The noise characteristics of equipment are taken into account when selecting new equipment for purchase.

Method Statements and Risk Assessments for activities will specify whether hearing protection is required.

All employees shall wear their ear protection where directed to do so and when working in noisy environments that exceed 85dB(A).

Typical dB(A) values:

Handheld angle grinder operating 93 db(A)
Welding Plant 87 dB(A)
Circular Saw Operating 98 dB(A)
Chop Saw Operating 106 dB(A)
Hammer Drill Operating 116 dB(A)

All machinery that exceeds 85 dB(A) shall carry the Mandatory Blue Sticker indicating ear defenders shall be worn. Where the public or other people are at risk from noise caused by the company's operations an effective 'Ear Protection Zone' (EPZ) will be enforced with signs and/or barriers. In restricted work sites i.e. Roadsides and footpaths where an EPZ cannot be enforced adequate signs warning pedestrians/motorists or bystanders of the noise hazard shall be in place.

N.B. Further information is contained in the Code of Practice - Control **of Noise at Work**

14.14 VIBRATION

Prevention of Hand Arm Vibration Syndrome (White Finger) to employees is part of our overall safety system.

The Company accepts the guidance contained in HSE HS (G) 170 Guidance and accordingly the following control measures have been put in place:

1. A Risk assessment will be carried out for operations.
2. Employees exposure shall not exceed 2.5m/s² over an 8 hour day.
3. Regular inspection and maintenance on all vibratory equipment will form part of the controls.
4. Replacement equipment will be investigated and the lowest vibratory rated items will be purchased.
5. Where 2.5m/s² is likely to be exceeded then alternative procedures will be investigated to design out the risk. As a last resort then rotation of Operatives will be considered.
6. Employees are encouraged to report any symptoms of HAVS. e.g. tingling sensation of fingers, hands, etc.
7. Operatives at risk from vibration should be reviewed regularly by occupational health specialists to detect

at the earliest stage the potential onset of vibration white finger syndrome or any other related disease.

N.B. Refer to the Codes of Practice: **Vibration** and the HAVS Risk Assessment.

14.15 WELFARE FACILITIES

Suitable and sufficient arrangements are in place to provide appropriate welfare facilities in compliance with the Workplace (Health, Safety & Welfare) Regulations 1992.

The company premises have suitable welfare facilities as described below. Company work on site is normally on a client's site and we will normally request that operatives are provided the use of clients facilities where works are likely to last a significant length of time.

Definition:
Welfare facilities include:-

- Toilets
- Washing facilities
- Changing and rest areas
- Drinking water
- Eating facilities

14.16 STATUTORY INSPECTIONS

Plant, lifting tackle, pressure vessels and other equipment to which Regulations apply are inspected, examined and tested in accordance with the requirements and records kept.

See Arrangements for Provision and Use of Work Equipment, Access Equipment.

14.17 THE ENVIRONMENT

The Company are committed to the reduction of any adverse impact on the environment due to their activities and have in place procedures to ensure any such problems are adequately controlled. All waste is disposed of in accordance with the requirements of the Environmental Protection Acts by arrangement with registered/licensed waste contractors.
The Company also seeks to promote environmental concerns and awareness within the workforce.
See - **Environmental Policy**

14.18 DISPLAY SCREEN EQUIPMENT

These Regulations originate in the European Directive on work with display screen equipment. They cover display screen equipment (DSE) such as Visual Display Units (VDU's), microfiche and process control screens. The Regulations apply wherever DSE is used, including offices, classrooms and computer suites.

Employer's duties are:

- Assess risks to health from DSE workstations and reduce the risks identified by assessments to the lowest

level reasonably practicable. Assessments shall be kept up to date;

- Ensure that workstations in use comply with standards laid down by the Regulations;
- Plan the work of DSE users so that there are periodic breaks or changes of activity reducing their workload at the display screen equipment;
- Ensure that DSE users are provided with eye and eyesight test on request and further tests at regular intervals;
- Ensure additional tests are provided on request for users who experience visual difficulties (such as headaches);
- Provide corrective eyewear (Spectacles) where tests show these are needed for DSE work;
- Provide information on all aspects of health and safety relating to workstations, and on measures taken to comply with the Regulations.

"Workstation" in these Regulations means more than just a desk. It also means, for example, the screen, keyboard, disk drive, printer, document holder, chair, work surface, and lighting, temperature, noise and space around the display screen equipment.

For further information, refer to Display Screen Equipment Code of Practice

14.19 CONSULTATION

To comply with the Health and Safety (Consultation with Employees) Regulations 1996 the Company have made arrangements which allow employees to consult with management on matters of health and safety. The Company recognises the need for good consultation procedures and an open door Policy is operated.
Employees, Trade Union and Non-Trade Union personnel are invited to nominate Safety Representatives to attend a Joint Health and Safety Committee.

Employees are also encouraged to consult with Supervisors on any matter that may be of concern and/or make suggestions to improve Health and Safety.

14.20 MANUAL HANDLING

Manual handling activities will be restricted whenever practical and use shall be made of appropriate mechanical aids whenever possible. Lifting activities will be suitably planned and if necessary, carried out by trained personnel or competent contractors.

Duties under the Manual Handling Operations Regulations 1992 require the company to carry out a 'suitable and sufficient' risk assessment for every manual handling operation, and that control measures are put in place to eliminate or reduce risks, so far as is reasonably practicable, based on the findings of the assessment.

The company will protect the Health, Safety and Welfare of employees at work by eliminating manual handling operations, where reasonably practicable, and where this is not reasonably practicable, assess the risks and put in place preventative and protective measures where risks of injury to employees are identified.

Definitions:

Load: refers to any discrete object which is moveable by manual handling.
Injury: includes injury to the back, or any other part of the body, resulting from the weight, size, shape, or physical properties, of the load or from movement or shifting of the load. (Does not include injuries or ill-health resulting from spillage or leakage of the contents of the load which should be covered by other legislation).
Manual Handling Operation: refers to transporting or supporting of a load and includes lifting, putting down, pushing, pulling, carrying or moving a load by hand or by any other part of the body. It also includes loads moved with the use of equipment such as ropes and pulleys, sack barrows, etc and the steadying of loads being moved by powered equipment.

The company will ensure that:

- Work and the workplace is arranged to avoid manual handling where possible – eliminate manual handling by redesigning the job or introducing mechanical handling equipment – using a sack barrow, crane, fork lift truck or sling, for example.
- Where manual handling cannot be avoided, a risk assessment is carried out to identify the risks to employees' health and safety.
- Protective and preventative measures, (Safe Systems of Work), are put in place to reduce the risk of manual handling injury to employees, based on the findings of the Risk Assessment.
- Manual handling risk assessments are recorded and reviewed, and that the effectiveness of Safe Systems of Work are monitored and reviewed. (Where employees are injured or their health is affected by manual handling injuries, they may require to be placed under appropriate health surveillance).
- Employees are provided with information and have attended a manual handling training course (see training guide) on hazards and risks along with specific training and information on safe systems of work designed to protect their health and safety. Regular refresher training is also required.
- Sufficient persons are trained in carrying out manual handling risk assessments.
- Health and Safety Inspections, audits, etc, are used to check that the Manual Handling Policy has been implemented and is being adhered to, and that any necessary protective and preventative measures have been put in place and are effective.

N.B. See the Manual Handling Risk Assessments.
Further guidance is contained in the Codes of Practice – **Manual Handling and Safety in Lifting Operations**

14.21 GAS SAFETY

The company premises has a gas supply and gas appliances for cooking/heating purposes. The appliances are serviced on an annual basis by a GasSafe Registered company.

Further information on Gas Safety is contained in Code of Practice **- Gas Safety**

14.22 FLAMMABLE LIQUIDS and SUBSTANCES

The requirements of the Dangerous Substances and Explosive Atmospheres Regulations 2002 are strictly adhered to.

Flammable liquids shall only be stored in an approved metal or plastic container. This shall be kept secure in stores or vehicles when not in use. Fuel Cans and other flammable liquids shall be stored at the worksite in accordance with AFAG 301 & INDG 317. No smoking or bonfires are permitted within 20m of fuel or flammable

liquid.

Stores SHALL be adequately ventilated and clearly signed.

Reference should be made to the Codes of Practice -
Storage of Flammable Liquids and Storage of Dangerous Substances in the Workplace

14.23 PLANT & EQUIPMENT

All plant and equipment used by the Company shall be subject to regular testing and inspection and where necessary be calibrated through an appropriate accreditation party. Hired equipment will be accompanied by the necessary test documentation and all other equipment subject to statutory inspection will be tested by competent contractors.

Electrical Tools - Portable Tools are rated at 110v and inspected regularly for defects, wear and tear etc. Operatives have been instructed to report all defective equipment and under NO circumstances shall faulty, damaged or defective equipment be used.

Electrical Safety Testing is carried out at a period determined by the equipment and the type of use it receives – site based equipment will be subject to more frequent checking than office based equipment. A Register of Testing will be kept for all electrical equipment.

Control Measures:

- All cable connections shall be properly made by a competent person.
- Only 110v equipment or battery operated equipment will be used on site.
- The correct extension cables will be used, to cope with wet and rough conditions. The use of extension cables should be kept to a minimum.
- When using cables they will be routed so as to be protected from damage, not to cause tripping or similar hazards.
- Whenever possible, site electrical supplies will be protected by residual current and other such protection devices.
- All portable tools, cables, etc., shall be identified and regularly inspected and maintained by a competent electrician.
- Portable generators should be regularly inspected and tested. If fitted with an earth rod, then the connections shall be maintained in good condition.
- Daily pre-use visual checks should be carried out with any defects reported to the Supervisor.

Further information is contained in the Code of Practice-
Provision & Use of Work Equipment

14.24 THE CONTROL OF LEGIONELLA

Procedures have been prepared for the identification and control of substances which are by definition "hazardous to health".

A Water Hygiene Survey & Risk Assessment has been carried out for the premises via Competent Person. A Water Hygiene Logbook is held on the premises. Temperature monitoring is carried out and recorded.

There are no high-risk systems on site. Hot and cold water storage and systems are inspected and maintained as required by the assessment. Specialist equipment / machinery e.g. calorifiers etc. are inspected and maintained via contractor.

Reference should be made to the Code of Practice:
Legionella, and to the Risk Assessment / Logbook.

14.25 CONTRACTORS WORKING ON THE PREMISES

Contractors are required to comply with all relevant statutory requirements as these affect the work activities. Generally Contractors are required to submit a Risk Assessment and Method Statement prior to work on site.

Reference should be made to the Code of Practice:
Safety rules for Contractors engaged by the Company.

14.26 ASBESTOS MANAGEMENT

To comply with the Regulation 4 of the Control of Asbestos at Work Regulations 2012, a Management Site Survey has been completed for the premises. Asbestos Containing Materials (ACM) have been identified on site. Details are contained in the Asbestos Management Plan.

Procedures are in place to ensure that the (ACM) are managed. In particular Contractors engaged on the Company's premises are made aware of the presence of (ACM), to ensure that there is no disturbance of the materials.

Reference should be made to the detailed guidance in the Asbestos Management Code of Practice

14.27 ASBESTOS – GENERALLY, WITHIN OUR OWN PREMISES

There are three main types of asbestos:

1. Crocidolite
2. Amosite
3. Chrysotile

Unfortunately, there are many asbestos containing materials (ACM) which may be encountered during work operations.

In the main, laboratory sampling is the only sure method for determining whether a material contains asbestos or not.

If a suspect material is encountered, do not disturb it:

a) Cease operations immediately and report the circumstances to the person responsible for the workplace: Manager / Site Manager / Supervisor.

b) Warn other workers of the circumstances and display a warning notice and if possible, cordon off the area

securely.

The Site Manager or Supervisor will arrange for samples to be tested by a licensed and accredited asbestos removal company.

If the sample is positive, then removal of the material is required.

Work will not be resumed until air tests show the air is clear of asbestos fibres.

Training:

Operatives will be trained to observe the types of materials that may contain asbestos, for example:

- Pipe Lagging
- Fire protection materials
- Ceiling tiles
- Heat insulation panels
- Certain cladding materials etc

14.28 WASTE

All waste created from operations and projects undertaken by the Company is appropriately stored and disposed in accordance with Local Authority requirements.
The company holds a Waste Carriers Licence (Carrier of Controlled Waste) issued by SEPA – number WCR/R/3008067

14.29 YOUNG / PERSONS WITH DISABILITIES

The Company recognizes the special needs when employing young and handicapped people and consequently ensures suitable training is provided and a high and appropriate level of supervision given.

14.30 TRANSPORT SAFETY

Staff are required as part of their duties to carry out driving / operation of a Company vehicle. The Company recognises the requirement to ensure work – related transport safety is given a high priority.
Checks are carried out to ensure driver competency.
Vehicles are maintained to a high standard and serviced as specified by the manufacturer.
Employees are required to report any vehicle defects and to cease operation if the defect is in anyway likely to affect the safe operation of the vehicle.
The use of mobile telephones while driving company vehicles is expressly prohibited and will result in disciplinary action being taken against that employee.
Drivers are responsible for completing pre-use checks and safe use of any vehicle they are driving and including the safety of loads carried or trailed. This includes their own vehicles, company vehicles and hired vehicles.

Company Vehicles

Only authorised staff may drive company vehicles and shall have an appropriate licence for the category and class of vehicle and combination under their control. A copy of their licence shall be held at the Office before staff may drive a company vehicle. If any changes to the licence occur then a new copy of the licence shall be submitted to head office as soon as possible.

The company will request checks to be carried out on all employee driving licences every 6 months.

The Managing Director shall be informed of any driving offences resulting in penalty points being added to your licence as soon as possible. Failure to do so may result in disciplinary action.

Loading Vehicles
The driver is responsible for the safety of the load they are carrying.

All drivers shall ensure they are aware of the vehicle's 'Maximum Authorised Mass' (MAM = gross vehicle weight) and ensure that it is not exceeded at any time. Particular attention SHALL be paid to the combination of vehicle and trailer weights when both or either are loaded.

All loads shall be secured and at no time cause a nuisance to other road users or pedestrians. Loose loads liable to shed dust shall be sheeted or netted down. Load (ratchet) straps and or appropriately rated rope may be used to secure loads. Bungee straps SHALL not be used. Loads SHALL be secured so as to restrain them in the event of sudden braking.

Private Vehicles
Where private vehicles are used for company business or for travelling to and from work adequate insurance cover shall be in place, which covers business use if appropriate. Where vehicles are used for business purposes a copy of the insurance certificate will be required. A current Road Fund Licence (Tax Disc) shall be valid and the vehicle shall be in a roadworthy condition and where appropriate, have a valid MOT certificate.

Mobile Telephones
Mobile telephones are a necessary and important communication tool within the business. Where a mobile phone is seen as an essential item for individual employees to fulfil their responsibilities a phone will be supplied.

Research has shown that damage may occur to the brain due to long-term exposure from microwave radiation emitted from the antenna of mobile phones. In the light of this the following shall be considered when using the mobile phone:

- Keep conversations as short as possible
- Hold the phone away from the head and direct the antenna away from the head
- Use a hands-free phone kit whenever possible

Driving & Mobile Phones
It is currently illegal to hold and use a mobile phone whilst driving even if stationary in traffic. It is also illegal to be using a mobile phone on hands free where it affects your care or attention when driving. The general policy therefore is that Mobile Phones should not be used whilst driving and all those issued with a mobile phone are not obliged to use them whilst driving.

- If a call is received it shall only be via a hands-free kit.
- The driver should find a safe place to stop the vehicle to make or receive the call.
- Any call SHALL be kept as short as possible.
- Calls may be answered only when the driver feels the traffic and road conditions make it safe to do so.

- Calls should not be made whilst driving and if they are only where traffic and road conditions make it safe to do so.
- Under no circumstances may a call be placed unless via one touch speed dial or voice activated.
- Under no circumstances may text messages be read or written when driving.

Any driver found to be using a mobile phone without a 'hands free kit' whilst driving will be subject to disciplinary procedures.

14.31 VIOLENCE

Employees are entitled to work in an environment that is without risk in terms of violence and aggression. They have been instructed to withdraw from such situations whenever these conditions threaten and not to act in any way which may aggravate the situation. Should physical violence be exerted they have instructions to report this and if necessary, the police will be informed.

14.32 LADDER SAFETY

It is recognised that work undertaken by the Company necessitates the use of ladders. The Company understands that ladders should only be used for low risk, short duration work. If a ladder is the right equipment to use, it will be in good condition, prevented from slipping and used by competent people.

Training/Refresher Training
All employees that have cause to use ladders/stepladders will be provided with formal training prior to them being allowed to use the equipment for the first time. Following this refresher training will be provided at four yearly intervals.

Equipment
All equipment purchased and provided for use will be manufactured according to the following standards.
Aluminium Ladders – BSEN 131 – Industrial Class 1
Aluminium Stepladders – BS2037 – Industrial Class 1
Glass Fibre Stepladders - BSEN 131 – Industrial Class 1

Or BS EN131 – Professional Class which is the revised standard for professional use (Ladders to the earlier Industrial standards are still valid).

Inspection
Pre use inspection
All ladders/stepladders shall be inspected by the user every day prior to use, any defects shall be reported to the user's line manager immediately and the ladder taken out of use and quarantined.

Weekly Inspection
All ladders and stepladders will be given unique identification numbers.
All ladders and stepladders will be inspected weekly and their condition will be recorded on the ladder register.
In the event that any equipment is found to be defective it will be removed from use immediately and quarantined to prevent its use until such time as it has been destroyed and disposed of or repaired.

Ladder/Stepladder inspection will include an examination of the following:

- missing, damaged or worn anti-slip feet on metal and fibreglass ladders (these are essential for good grip)

- items stuck in the feet such as swarf, stones grease or dirt, preventing the feet from making direct contact with the ground
- mud, grease or oil either on the rungs or the stiles (the sides)
- cracks in the rungs or stiles of the ladder
- missing, broken or weakened rungs;
- missing or damaged tie rods;
- check metal ladders for cracked or damaged welds and missing or loose screws or rivets.

Limitations on the Duration of Work from Ladders/Stepladders

In accordance with guidance provided by the HSE, employees will wherever possible limit the duration of time spent working from ladders/stepladders on individual tasks to 30 minutes.
N.B. Reference should be made to the Code of Practice: **Working at height, Ladders and Stepladders.**
See also, Arrangements for **Work at Height, Access Equipment.**

14.33 SAFE SYSTEMS OF WORK / PERMIT TO WORK

Safe systems of work are adopted by the Company and employees are required to comply with these systems. When appropriate suitable method statements and specific risk assessments will be prepared for projects where significant hazards have been identified, or where there is serious risk to other workers or members of the public.

14.34 CONTRACTORS

Contractors and all personnel engaged by the Company shall comply with all legal requirements relating to them and their work. Particular attention shall be given to the Health & Safety at Work etc. Act 1974, The Management of Health & Safety at Work Regulations 1999 and all other statutory legislation.

Sub-contractors are selected on the basis of their technical expertise and their ability to demonstrate compliance with health and safety requirements. Sub-contractors health and safety arrangements are assessed by requiring the subcontractor to submit the following documentation for review by The Contract Manager or Contract Director:

- Completed sub-contractor questionnaire
- Sub-contractor method statements
- Sub-contractor risk assessments

Documentation submitted by sub-contractors is retained and the results of the assessment are recorded and kept or future reference

Supervision and monitoring of sub-contractors
Sub-contractors are supervised on site by Contract Managers and Site Supervisors. On arrival on site, sub-contractors will receive site safety induction and will be required to record their receipt of induction. In addition, sub-contractors will provide the method statement and risk assessments applicable to their works for approval by the Site Supervisor/Contract Manager/Director.

Review of Sub-Contractors
In the event of any serious breaches of health and safety procedures the sub-contractor's status as an approved supplier will be subject to immediate review.

Sub-contractors are required to submit a completed Sub-contractor's Health and Safety Questionnaire on an annual basis to determine whether there has been any material change in their overall health and safety performance which may affect their continuing to act as an approved supplier.
Reference should be made to the Code of Practice: **SAFETY RULES FOR CONTRACTORS - CDM**

14.35 WORK AT HEIGHT

Working at heights presents hazards where the risk of severe injury is ever present, all work of this nature will be adequately programmed and controlled and where necessary suitable method statements will be prepared.

Duty holders' responsibilities

The Work at Height Regulations requires the Company to ensure:

- all work at height is properly planned and organised;
- all work at height takes account of weather conditions that could endanger health and safety;
- those involved in work at height are trained and competent;
- the place where work at height is done is safe;
- equipment for work at height is appropriately inspected;
- the risks from fragile surfaces are properly controlled; and
- the risks from falling objects are properly controlled.

No work will be performed at height unless it is safe and reasonably practicable to do it other than at height;
All work at height will be properly planned, appropriately supervised, and carried out in as safe a way as is reasonably practicable;
A plan for emergencies and rescue will be created.
Where the company cannot eliminate the risk of a fall, work equipment or other measures to minimise the distance and consequences of a fall should one occur will be used.

Weather

The Company will ensure that the work is postponed while weather conditions endanger health or safety.

Staff training

All employees involved in the work at height will be competent (or, if being trained, is supervised by a competent person). This includes involvement in organisation, planning, supervision, and the supply and maintenance of equipment.

Where other precautions do not entirely eliminate the risk of a fall occurring, the company will (as far as it is reasonably practicable to do so) train those who will be working at height how to avoid falling, and how to avoid or minimise injury to themselves should they fall.

The place where work is done

The company will ensure that the place where work is done at height (including the means of access) is safe and has features to prevent a fall, unless this would mean that it is not reasonably practicable for the worker to carry

out the work safely (taking into account the demands of the task, equipment and working environment).

Selecting equipment for work at height

The company will use the most suitable equipment for the purpose;
Collective protection measures (e.g. guard rails) will be given priority over personal protection measures (e.g. safety harnesses);
The company will take account of the working conditions; and risks to the safety of all those at the place where the work equipment is to be used.
The company will ensure equipment is in good condition

14.36 HEALTH SURVEILLANCE

Where risk assessment shows a need for health surveillance either on an immediate or ongoing basis the company will engage the services of an Occupational Health Specialist to carry out this work.

The results of health surveillance activities will be recorded and monitored to ensure no ongoing adverse health effects are present.

Where health surveillance activities show that further action is required, the work activities will be halted and further evaluation to determine a course of action which reduces or eliminates those effects will take place.

All operatives who work with asbestos are required to undergo regular medical checks to establish their standard of health and indications of deterioration. Other employees are assessed through pre employment health questionnaire and where appropriate other health surveillance will be carried out e.g. lead exposure

14.37 ALCOHOL AND DRUGS

The Company absolutely prohibit the consumption of alcohol and the taking of drugs during the hours of employment. The Company also absolutely prohibit the bringing of, or attempting to bring, any alcohol or drug substances to work.

Employees who may have a problem related to alcohol or drugs are encouraged to seek professional help and the Company will provide all necessary assistance.

Employees or sub-contractors employees under the influence, or suspected of being under the influence of alcohol or drugs will be escorted from site. Such employees will be interviewed next day and advised of the consequences of any future occurrence, and depending on the outcome of the interview, may be referred for counselling or dismissed.

14.38 HOUSEKEEPING

All staff are to ensure that their individual working areas, whether it is an office or workshop are kept free from rubbish and excessive waste and are maintained in a tidy condition. Cleanliness within the workplace is initially to be the responsibility of each individual.

Items of equipment and papers not necessary for immediate use will be placed in a suitable container such as a

locker, cupboard, bookcase, box or similar receptacle. If not needed for longer periods of time, these items should be stowed in a suitable storage area (not in corridors, passageways or near exits). Offices are not to be used as storerooms or workshops unless properly equipped and designated as such.

Storage of items on top of cupboards or high shelving is avoid to minimise the risks from stretching or from using access equipment. Filing cabinets will be loaded from the bottom drawer upwards, with heavier items in the lower drawer.

14.39 HAND TOOLS

Many accidents occur because of the misuse of such hand tools as hammers, screwdrivers, chisels, saws, axes, picks, shovels and crowbars. Most accidents happen because people do not use the correct tool for the job or they fail to maintain them in good working order.

Employees must:-
- Ensure that hand tools provided by the company are in good condition.
- Always use the correct tool for the task and don't improvise.
- Always keep tools clean and put them away after use.
- Check tools regularly and arrange for them to be replaced if they are worn or damaged.
- Ensure handles are securely fitted to files, screwdrivers, hammers etc.
- If tools are faulty these must be taken out of use and returned to the office

14.40 SAFETY COMMITTEES AND SAFETY REPRESENTATIVES

The Company undertakes to consult with representatives of office personnel on a quarterly basis. All minutes of such meetings will be available for staff. Additionally, H&S topics will be discussed at weekly site meetings between the Manager and operatives. Employees are encouraged to bring any other Health and Safety matters to the attention of their line manager at any time.

14.41 SAFETY EQUIPMENT, CLOTHING & PERSONAL PROTECTIVE EQUIPMENT (PPE)

The company shall provide all necessary safety clothing and equipment for the workforce including safety helmets, hearing protection, eye protection, high visibility clothing, safety footwear and anti-vibration gloves. All issues of safety equipment will be recorded.

14.42 NON-ENGLISH-SPEAKING WORKERS

Individual within or on our workplace will be identified as part of our risk assessment and control measures set in place to reduce the risk and ensure the safety and health of non-English speaking workers through effective communication, comprehensible information, instruction and training. Where appropriate we will provide:

- A Buddy system by using English speaking compatriots to act as interpreters to pass on information and minder the non-speaker. Practical tests may be undertaken to ensure comprehension. In large groups of non-English speakers, every 1 in 3 operatives must speak English.
- Information around the workplace will be provided in various formats and languages such as posters, pictograms, videos to provide vital emergency and high-risk details.
- Inductions and toolbox talks will be held with the assistance of an interpreter where appropriate and

those with poor literacy skills must seek further support and verbal advice from site management.
- Supervision needs to be increased and in-house training for non-English speakers, such as mentors.
- Translations and translators of key information such as method statements, risk assessments and commonly used terms and phrases.

14.43 UNSATISFACTORY OR UNSAFE CONDITIONS

The following procedure has been established for reporting unsatisfactory conditions.

- Employees have been instructed to report unsafe conditions or acts to their Supervisor so that remedial action can be taken
- If the condition prevails without a clear explanation as to why it has not been actioned, the employee should raise the matter with his/her immediate Supervisor.
- The communication channels outlined above must always be followed when reporting such matters in order to avoid misunderstanding or confusion.
- No disciplinary action will be taken against any employee who stops work because of health & safety reasons. All employee stoppages due to health and safety reasons will be fully investigated by the Management team and action taken to resolve these as soon as possible.

14.44 DERMATITIS

The Company recognises the risks to employees from contact with substances leading to dermatitis and have implemented the following procedure:

Recognition of Dermatitis
Contact dermatitis is inflammation of the skin that can arise from contact with a range of materials. The main signs and symptoms are dryness, redness, itching, swelling, flaking, cracking and blistering, and it can be very painful. Dermatitis usually affects the hands and forearms; however, the face, neck or chest and legs can also be affected. There are two types of dermatitis:

Irritant contact dermatitis – is a local inflammation of the skin which can develop after a brief, heavy single exposure (acute) or be due to repeated and prolonged exposure to hazardous agents.

Allergic contact dermatitis – occurs when a person becomes allergic to something that comes into contact with their skin. The allergic reaction can appear hours or days later.
Once the allergy has developed, subsequent contact with even tiny amounts of the material can trigger an allergic reaction.

Assessment
Employees are encouraged to self-check for signs of dermatitis and information posters are provided on site detailing what to look for and who to report any findings to.

Elimination/Control Measures
Wherever practicable, the substance or activity which presents a risk of causing dermatitis must be eliminated e.g, do not use the substance.

Where the substance or task cannot be eliminated, wherever practicable the product or substance will be substituted for something less harmful.

Where practicable mechanical handling will be used rather than manual handling.

All operatives will be provided with and are required to use the personal protective equipment issued by the company. This equipment includes overalls and gloves.

In general, the company will use the APC approach to control measures as follows:

- **A**void direct contact between unprotected hands and substances, products and wet work where this is practical
- **P**rotect the skin by using overalls and suitable gloves
- **C**heck hands regularly for the first signs of itchy, dry or red skin

Management of Remaining Risk
Welfare facilities equipped with running hot and cold water, soaps/cleaners and soft cotton or disposable paper towels for washing will be provided at all sites, offices and all places where the company is working.

Where appropriate, shower facilities will be provided

All employees are required to wash their hands before eating and drinking and before wearing gloves. Employees must wash any contamination from their skin promptly.

All employees must receive instruction and training in relation to the following:

What dermatitis is and how to recognise the symptoms
What causes dermatitis and job/task specific hazards identified in COSHH/Risk Assessments
How they can protect themselves by keeping their skin clean
How to use protective clothing and how to store it and keep it clean.
How to carry out skin checks (what to look for)

14.45 RESPIRATORY PROTECTIVE EQUIPMENT

RPE must be selected carefully to ensure it gives adequate protection. The following aspects should be taken into account:

- the toxicity of the agent
- the size of the particle
- the amount of movement involved in the task and working conditions
- the individual, e.g. face shape, presence of beard, glasses etc. and
- the Workplace Exposure Limit (WEL) of the substance and contaminant levels.

Respiratory protection may be required against

- Gases, vapours and fumes
- Dusts and aerosols
- Biological agents etc.

The need for RPE will be identified through carrying out a **COSHH risk assessment.**

RPE does not provide absolute protection against a respiratory hazard but provides a degree of protection. The level of protection is given by the **Assigned Protection Factor** number.
There are several British Standards for different RPE and these standards (the BS EN numbers) will give guidance on the hazards different types of RPE will protect against and protection factors.

NOTE: All mask type respiratory protective equipment must be tested to ensure that the mask forms an appropriate seal around the face and thus will give adequate protection to the worker. This '**Face Fitting'** must be done by an appropriately trained person.

14.46 EMERGENCY/INCIDENT PROCEDURE

All incident and emergency procedures will be notified to all employees along with designated site evacuation muster point(s). This may be either at induction and/or detailed in the Method Statement.

All alarm points installed around the site will be identified, along with notices indicating escape routes and fire exits.

During any site evacuation all employees must assemble at designated muster point(s) so they can be accounted for by site management.
All employees working on the site and visitors to the site must sign in.

During any emergency the personnel will adhere to the following procedure:

- If possible and **ONLY** without personal risk and injury attempt to carry out any rescue of personnel and make the incident area safe
- Render first aid
- Notify Management who will notify the appropriate emergency services and sound the Fire or Evacuation alarm (if required)

The Director (or his depute) will then:

- Carry out an employee and visitors 'roll call' (if site evacuation is actioned)
- Give instructions to enter buildings again only when safe, or as directed by the emergency services
- Record all incidents onto an Occurrence/Near Miss Report and Site Diary
- Record all accident details in the Accident book and Site Diary
- Carry out any further actions required by the Client
- Notify the Safety Advisor and/or the Managing Director

The Safety Advisor will:

- Notify the Health & Safety Executive if the occurrence or accident is notifiable under RIDDOR
- Carry out an investigation if the occurrence or accident is notifiable under RIDDOR or if deemed necessary
- Try to identify the cause of the incident, and any effects of the incident on third parties, surrounding areas, services and the environment

14.47 ROAD RISK MANAGEMENT

The management of road risk and the ability of their drivers to drive safely at all times is a primary responsibility and The Company expect all their drivers to have this expectation and behave accordingly. Best Safe Practice is never jeopardised for the sake of any other business process.

a) Journey Planning:

- Drivers will always, to the best of the Company's ability, have their journeys planned and delivery commitments agreed to ensure their required rest breaks are permitted and driver's hours are not

breached.
- No drivers will be required to drive when either sick, tired or if weather conditions make it unsafe to do so.

b) Driver Responsibilities:

- All drivers (employed or temporary) will not be permitted to drive Company vehicles unless previously assessed by a Driver Assessor and their driving considered acceptable to the Company's Standard.
- Drivers are issued with both a Driver's Manual and a Drivers Health & Safety Handbook. Both contain information and advice relative to Best Driving Practice and Safe Working Procedures.
- All drivers will have their licences regularly checked and it is their responsibility to notify the Company should their licences be endorsed or suspended.
- Drivers are required to carry out basic daily / weekly checks on their vehicles and will have been trained in those procedures.
- It is the responsibility of the driver to be 'fit to drive' If s/he is in any doubt they must advise the Company and not drive.
- Where a driver's standard of driving is below that which is the required standard, s/he will be subject to further training and assessment.
- The Company operates a No Alcohol & Drugs Policy. In most circumstances any driver found to be under the influence of alcohol or non-prescription drugs is liable to instant dismissal. Recognised equipment is on hand and can / will be used if a driver is considered unfit to drive.
- Drivers involved in road accidents are expected carry out the procedure as detailed in the Driver's Manual. All accidents will be investigated.

14.48 NEW & EXPECTANT MOTHERS

We have a duty to protect the health of new and expectant mothers from hazards that might be present in the workplace. We also have a duty to assess the risks to women of child bearing age from our activities and inform them of any potential risks that might affect a pregnancy.

We do this by:

- Nominating senior staff members to identify and assess the hazards which pose risk to new and expectant mothers.
- Developing and implementing systems and procedures that will protect all women of child bearing age from risks to unborn children.
- Developing and implementing systems and procedures that will protect new and expectant mothers and their children from hazards and risks in our workplace or risks from the work activity.
- Considering the personal needs of each new and expectant mother.
- Ensuring that the assessments are sensitively carried out by competent, trained personnel.
- Implementing the findings of each assessment.
- New and expectant mothers and other workers following agreed procedures and control measures.
- Recording our assessments and agreed plans.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage potential risks to new and expectant mothers.

To protect the health of new and expectant mothers and women of child bearing age we need to;

1. Assess the risks that our business activities may have on women of child bearing age and any potential foetus.
2. Inform the workforce of those risks.

3. Reduce those risks so far as is reasonably practicable.
4. Assess the risks to any worker who notifies us that they are pregnant or are returning to work after having given birth.
5. Consider factors such as;
    a. Substances to which they might be exposed.
    b. The size and shape of their workstation.
    c. Posture.
    d. Vibrations.
    e. Environmental factors.
    f. Ability to stand or sit for long periods.
    g. Night working.
    h. Lifting and carrying.
    i. Noise levels.
    j. Welfare arrangements.
6. Discuss the results of the risk assessment with the worker.
7. Consider how to reduce risks.
8. Find alternative work for the worker if it is not possible to reduce risks in her current job to an acceptable level. Alternatively give her paid absence from work.
9. Implement our decisions.
10. Make sure Supervisors and other employees are aware and understand the measures to be taken.
11. Review the risk assessment as pregnancy develops or as the pregnant worker makes any concerns or problems known.

14.49 EMPLOYING CHILDREN AND YOUNG PERSONS

When we employ children and young persons or give them work experience we have particular duties to protect their safety, health and welfare whilst at work.

We do this by:

- Nominating senior staff members to be responsible for the young people and to identify the hazards which pose risk to young persons.
- Developing and implementing young person risk assessments, procedures, Safe Systems of Work and control measures.
- Ensuring that any young person assessments are particularly thorough and undertaken by competent, trained personnel.
- Explaining these assessments to the young people and their Supervisors.
- Ensuring that young persons are closely managed and supervised.
- Regularly inspecting the premises to identify any new processes, personnel or changes to the building's structure which would trigger the need for re-assessment.
- Employees and others adhering to the contents of procedures, control measures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks to young people whilst they are working for us.

To protect children and young people who work for us or with us on work experience schemes we need to;

1. Appoint a Manager to oversee the employment of children and young persons.
2. Assess the risks to children and young persons from our activities and the work we give them to do.
3. Consider;

a. The jobs they do.
b. The substances that they might come into contact with.
c. Machinery and equipment they might be asked to use.
d. Their lack of experience.
e. Their lack of appreciation of industrial risks.
f. Their attention span.
g. Their immaturity.
h. Exposure to toxic, carcinogenic, mutagenic and tetragenic substances.
i. Physical and environmental hazards.
j. Close supervision is required.
k. Are their hours of work within the legal limits?
l. Is health surveillance required? If yes at what level?

4. Develop arrangements and procedures based on these considerations – involve the workforce.
5. Explain these arrangements and procedures to the young workers and their parents.
6. Explain the arrangements to our workforce. Ensure they are understood, especially by those who will be working alongside the young workers and provide further training where necessary.
7. Keep a written record of the risk assessment, the control measures and systems of work adopted. Record details of training given.
8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
9. Implement the arrangements and procedures and ensure they are followed in practice.
10. Monitor and review the operation of this procedure from time to time and after any incident causing injury or with the potential to cause injury to a young worker.
11. Make any changes to our procedures and arrangements identified as necessary.

14.50 CONTINUAL IMPROVEMENT

H&H Construction (Scotland) Ltd shall ensure:

- They promote a system of continual improvement of the management system by reviewing policies and procedures and implementing changes to improve safety standards
- They encourage employee involvement and participation, enabling them to elect health and safety representatives and pro-actively consulting on all health and safety matters
- Identified hazards will be **eliminated** as far as is reasonably practicable with employees actively contributing to the risk assessment process.
- This policy will be communicated to all BSC employees and published to interested parties on request.

14.51 AUDITING

H&H Construction (Scotland) Ltd operates a procedure for carrying out a regular safety audit of all business activities. This enables Senior Management to take an overview of the Company's overall performance, gauging the effectiveness of systems, identifying areas of failure or concern, positive developments and improvements and making recommendations for continual improvement. Following the audit, an action plan and schedule will be agreed for implementation of recommendations and the Health & Safety Policy will be modified accordingly.

14.52 WORK RELATED STRESS

The company in its commitment to protecting the health, safety and welfare of employees recognises work-

related stress as an organisational issue. The company acknowledges the requirement under the Management of Health, Safety and Welfare at Work Regulations 1999 to assess and control the risks arising from work-related stress. This policy will apply to all company employees.

Managers are responsible for implementation of the policy.

DEFINITION OF STRESS

The Health and Safety Executive define stress as: "The adverse reaction people have to excessive pressure or other types of demand placed on them. It arises when they worry that they can't cope"

This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress, which can be detrimental to health. Following the HSE guidance HSG218 - "Tackling work-related stress" the company will proactively identify workplace stressors and provide suitable strategies to eliminate or minimise the risk of stress amongst the workforce. After a stress risk assessment has been carried out, the effectiveness of measures taken to reduce stress must be reviewed on a regular basis. The company will consult with employees on all issues around the Stress Policy and any provision for training. Employees are encouraged to consult with their managers around issues relating to work related stress. The company will provide training for designated managers around stress risk assessment and all managers on stress awareness.

14.53 MENTAL HEALTH & WELLBEING

H&H Construction (Scotland) Ltd is committed to achieving a healthy workforce by placing value on both physical and mental health. The Company also recognises that mental health issues can be triggered by excessive levels of work related stress and it is the Company's duty of care to take measures as reasonably practicable to preserve the mental health and well-being of its employees whilst at work.

H&H Construction (Scotland) Ltd recognises the importance of ensuring that all employees are able to work in a supportive, professional and caring environment, where they are valued and respected. By applying these values to our work practices we aim to promote mental wellbeing and prevent stress by promoting a supportive work place culture.

H&H Construction (Scotland) Ltd recognises that it is required to provide employees with a safe and healthy work environment, so far as is reasonably practicable, under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, HSE Management Standards for Work-Related Stress 2004 and The Equality Act 2010.

The concept of positive mental health and well-being implies a state of health characterised by emotional and spiritual resilience that allows us to enjoy life and to survive pain, disappointment and sadness. Mental health problems can be triggered by stress arising from the workplace or outside world; mental wellbeing at work is determined by the interaction between the working environment, the nature of the work and the individual.
The Company promotes a comprehensive approach to tackling mental health issues arising from the workplace or personal circumstances by addressing prevention, management and support. This policy requires a shared understanding between employees and managers that mental ill health can be a legitimate health issue in the workplace.

Employees experiencing difficulties that could lead to them experiencing mental ill health should be encouraged to seek help and support. Employees have a duty to themselves and others to help minimise mental ill health in the workplace and should take an active part in mental well-being management initiatives.

14.54 LIFTING OPERATIONS & LIFTING EQUIPMENT

Prior to any lifting operation all equipment shall be assessed for suitability i.e. Winches, Hoists (Material or Passenger), Cranes and Forklift Trucks. When suitability and type of lifting equipment has been assessed a fully detailed written Method Statement is to be implemented, showing:

a) Trained Personnel i.e. Banksman, Crane Operator, Hoist Operator.
b) Type of Lift (what is being lifted)
c) Lifting equipment i.e. Winch, Chains, Slings etc.
d) Assessment of material to be lifted and to where.

Prior to lift being carried out checks shall be made on:

a) Test Certificates for the Lifting Equipment and;
b) Test Certificates for Chains, Hoist, Ropes etc.

All persons involved in any lifting operation require to be trained, competent and fully aware of Method Statement and Risk Assessments.

All equipment used within lifting operations will be subject to Statutory Requirements as follows:

All equipment including chains, hoists, slings etc should be suitably and clearly marked with its Safe Working Load (SWL).
Lifting Accessories and equipment used for lifting people should be subject to a thorough examination by a competent person (Insurer) on a 6 Monthly basis.
Mobile Lifting Plant will be subject to thorough examination, inspection and testing by a competent person/organisation before first use and every twelve months thereafter and a report provided.
Mobile lifting plant will be subject to daily checks by the operator and the outcome of these checks will be recorded.

Any defects raised by inspection, checks or during use must be reported immediately and corrective action will be taken. If the defect is or could become a danger, then the equipment shall be removed from service until the defect is rectified.

14.55 WORK WITH LEAD

Where lead work is carried out, suitable hygiene facilities will be provided on site to allow for washing before consumption of food and before leaving the site

In all cases where work involving lead is undertaken appropriate levels of Personal Protective Equipment will be provided and must be worn.

'The Employer' shall ensure that where persons may be exposed to lead, a suitable assessment of that exposure shall be carried out.

Blood Lead monitoring will be carried out for all persons working with lead, the frequency of these tests will be determined by the Doctor carrying out the tests.

'The Employer' shall ensure that the following legislation and associated guidance notes are adhered to:-
Legislation:

- Control of Lead at Work Regulations 2002.
- Approved Code of Practice Regs & Guidance
- Workplace Health safety And Welfare Regulations 1992
- Management of Health & Safety At work Regulations 1999
-

Guidance
HSE Guidance Notes:-

- EH28 Control of Lead: Sampling Techniques and Strategies
- EH29 Control of Lead: Outside Workers
- GS29 Health & Safety in Demolition Work, Part 4, Health Hazards

Employees have a duty to follow the systems of work laid down by the employer, to promote safety when working with lead.

14.56 ABRASIVE WHEELS

It is our policy to ensure that abrasive wheel arrangements are in place for our employees. This includes providing adequate and appropriate training for our employees who are involved in the use and maintenance of abrasive wheels.

The legal position
Risk assessments require to be conducted under the Management of Health and Safety at Work Regulations, 1999. Procedures. This company uses cut off saws and hand grinders and the following rules must be followed for operation and changing of all saws and grinders:

- Abrasive wheels should only be changed or mounted by a competent person who has undertaken formal training and is appointed by entry in the Abrasive Wheel Register, which is held in the Head Office.
- Statutory notices and eye protection signs should be displayed in all workplaces where abrasive wheels are used.
- All types of abrasive wheels should have the spindle speed in RPM clearly marked. Multi-speed wheels driven by a series of belts or through a geared drive should have alternate speed marked and gear and belt settings indicated for each speed.
- Control buttons or switches for abrasive wheels should be clearly marked and readily accessible to the operator.
- Eye protection must be used by operators and any personnel nearby who may be at risk.
- Safety shields must be fitted to all pedestal mounted abrasive wheels.
- Guards should be adjusted so as to expose the minimum amount of wheel area to accommodate the work piece.
- Where cut off saws are used to cut stone, brick, block, masonary etc – suitable ‘on tool’ suppression shall be provided.

Staff Training
All employees who may be required to operate and/or maintain abrasive wheels equipment, will be given suitable and sufficient training to ensure their competency and achieve the required certificate of training.

14.57 HOT WORK

Hot work can cause serious fires if not carried out under carefully controlled conditions. Faskin Group recognises that there is a potential for injury to people and damage to property that can result from fire or sparks that arise when hot work is undertaken.

Fires can be caused by hot work in a number of ways, which include:

- Ignition of nearby combustible materials
- Smouldering fires or heat which are not observed while the work is being carried out and which later take hold and develop into serious fires
- Sparks or hot debris flying away from the heat source which can fall onto combustible material or into gaps within the structure of the building such as walls and floors
- Conduction of heat spreading through the material being heated, particularly pipework, and coming into contact with combustible material
- Ignition or explosion of fuel source, such as flammable fumes or liquids, gas bottles, etc.

The Company aims to take into account the risks related to hot work and includes specific safe systems of work that must be followed whenever hot work is carried out highlighting H&H Construction's commitment to health and safety.

Hot work operating procedures and this policy shall apply to all H&H Constructions staff and all contract personnel conducting hot work at, in and around properties where F H&H Constructions has been contracted to carry out works.

Any work activity involving hot works must be subject to a risk assessment and the following of a safe system of work as appended to this policy.

In all situations where the requirements of the work falls outside the scope of the given conditions, or is not specifically included within the safe systems of work procedure, guidance should be sought from the operative's immediate line manager.

Hot works may only commence once a risk assessment has been issued or a dynamic risk assessment been carried out and all safety criteria identified, have been established. The operative must ensure they are familiar with the use of the safe working procedure.

External contractors must provide their own safe system of work procedure. Otherwise they must ensure they are familiar with the safe system of work procedure as appended to this policy.

Should a permit to work be required, the authorised issuer and contractor to undertake the work must sign the appropriate sections of the permit at the appropriate times prior to commencing work.

Before hot work takes place:

1. Operatives must ensure that all risk assessments have been consulted and any control measures highlighted are in place. This includes the operative carrying out their own dynamic risk assessment and

acting upon it.

2. Ensure the area has been cleared of all loose combustible materials and any flammable liquids or gases
3. Ensure all areas adjacent to the work that may be affected by heat transfer or conduction (including the other side of walls or partitions) have been checked to ensure all combustible materials have been removed
4. Ensure that any immovable combustible material is fully covered with an appropriate non-combustible material
5. Ensure the work area is screened using non-combustible material
6. In the case of gas-fuelled work any cylinder that is not held in the hand is secured in a vertical position
7. Flash back arrestors are fitted to all oxy-acetylene cylinders
8. Gas cylinders not designed to be held in the hand can and will be located at least 2 metres from the burners or other gas flame.
9. The operator will have at least one appropriate portable fire extinguisher in close proximity for the duration of the work being carried out.
10. If it is necessary to protect one automatic detector head this is carried out immediately before work starts.

Once hot work is complete:

1. Directly after completion of hot work reinstate any isolated automatic detector heads (if applicable)
2. Clear the work area and check the work area and any adjacent areas that may have been affected by transferred or conducted heat to ensure that they are safe
3. Carry out an inspection of the work area and any adjacent areas that may have been affected by transferred or conducted heat 60 minutes after completion of hot work to ensure that there are no smouldering heat sources

14.58 LONE WORKING

The nature of the Organisation's work requires that some employees work in an environment where lone working is a normal requirement. The Organisation has made arrangements to ensure that good communication is established between the employee and the Company and supervisors regularly monitor each site / location during the course of each shift.

If you are working alone ensure that:

- Your location and expected time(s) on site are known at the office or by a Manager/Supervisor.
- You carry a mobile phone.
- You have access to first aid equipment.
- In areas of poor or uncertain mobile phone reception you carry a whistle or alternative form of
- communication.

A procedure for calling-in to the office or other agreed contact shall be arranged before leaving the office or entering the site. It is the responsibility of the lone worker to arrange an appropriate procedure for calling in according to their risk assessment. The frequency of the calls will depend on the individually assessed level of risk but will usually be at normal break times and when leaving the site.

In the event of the lone worker failing to call in as agreed the agreed point of contact should take the following action:

- Call the lone worker at appropriate intervals depending on the assessed level of risk. This would normally be at 15-minute intervals in low-risk environments & 5 minutes in higher risk environments.
- If no contact has been made within a reasonable time i.e. 1 hour (low risk) or 20 minutes (high risk), another employee or appointed person should carry out a site check if practicable to do so.
- If no contact has been made in a further 20 minutes or 1 hour contact the emergency services.
- Site checks and / or contact with the emergency services should be carried out immediately.

Office Procedure

Where staff are lone working in Offices particularly out of normal working hours they should ensure all external doors are secured to prevent access by any unauthorised persons.

If a lone worker discovers an intruder they shall NOT put themselves at personal risk. Where appropriate ensure their own security and contact the Police or raise the alarm. DO NOT approach the intruder unless safe to do so but avoid confrontation.