

The Window Glass Company (Bristol) Ltd



Health and Safety Handbook

2009/2010



ELLISWHITTAM

corporate support

INTRODUCTION

This handbook contains the health and safety information you require to comply with our Health and Safety Policy. After reading it you will be required to sign to confirm that it has been brought to your attention. If you have any queries regarding the contents please do not hesitate to ask.

The Window Glass Company takes its responsibility for health and safety very seriously and is committed to a programme of progressive improvement that requires input from all its employees. If you see anything during your work that gives rise to a concern you are positively encouraged to report it to your supervisor or manager.

Safety is everyone's responsibility and that includes you.

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Health and Safety Policy Statement

The management of The Window Glass Company (Bristol Ltd recognises that:

- it has a legal duty of care towards protecting the Health and Safety of its employees and others who may be affected by the Practice's activities, and that managing health and safety is a business critical function.

In order to discharge its responsibilities management will:

- provide an organisational structure that defines the responsibilities for health and safety
- regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement
- provide adequate resources to control the health and safety risks
- encourage staff to identify and report hazards so that we can all contribute towards improving safety
- communicate and consult with our employees on matters affecting their health and safety
- maintain our premises and provide and maintain safe plant and equipment
- provide information, instruction and supervision for employees
- provide adequate training and ensure that all employees are competent to do their tasks
- carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- eliminate risk through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection
- engage contractors able to demonstrate due regard to health and safety
- bring this Policy Statement to the attention of all employees

This Health and Safety Policy will be reviewed annually and revised as necessary. Any changes to the Policy will be brought to the attention of all employees.

Signed:

P J Whitmarsh

Dated: 20-03-09

Position:

Managing Director

Review Date: March 2010

Zasady Bezpieczeństwa i Higieny Pracy

Zarząd The Window Glass Company (Bristol) Ltd uznaje, że:

- mając na uwadze prawny obowiązek troski o bezpieczeństwo i higienę pracy swoich pracowników oraz innych osób powiązanych z działalnością przedsiębiorstwa, istotną funkcją przedsiębiorstwa jest zapewnienie BHP.

W celu prawidłowego wypełniania tych obowiązków Zarząd będzie:

- Zapewniać strukturę organizacyjną definiującą obowiązki w zakresie BHP.
- Regularnie monitorować wydajność i dostosowanie zasad i procedur, podążając wedle programu ciągłej poprawy.
- Zapewniać odpowiednie środki w celu kontroli zagrożeń dla zdrowia i bezpieczeństwa.
- Zachęcać pracowników do identyfikacji zagrożeń oraz ich wskazywania, tak aby można było przyczynić się do poprawy bezpieczeństwa.
- Porozumiewać się i konsultować z pracownikami w sprawach dotyczących ich zdrowia i bezpieczeństwa.
- Właściwie utrzymywać pomieszczenia oraz zapewniać i utrzymywać bezpieczeństwo maszyn i urządzeń.
- Zapewniać informacje, instrukcje i nadzór dla pracowników.
- Zapewniać odpowiednie szkolenia, tak by wszyscy pracownicy posiadali właściwe kompetencje do wykonywania swoich obowiązków.
- Wprowadzać w życie oraz regularnie dokonywać oceny ryzyka, by zidentyfikować proporcjonalne i pragmatyczne rozwiązanie zmniejszania ryzyka.
- Eliminować ryzyko poprzez wybór i projektowanie budynków, urządzeń, sprzętu i procesów. Jeżeli ryzyko nie może być wyeliminowane, powinno być fizycznie zminimalizowane lub, w ostateczności, za pośrednictwem systemów pracy i ochrony osobistej.
- Angażowanie podwykonawców mogących sprostać wymogom BHP.
- Przekazywać te zasady do wiadomości wszystkich pracowników.

Powyższe zasady BHP będą corocznie przeglądane i aktualizowane w miarę potrzeb. Wszelkie zmiany będą oznajmiane wszystkim pracownikom.

Podpis:

P J Whitmarsh

Data: 29-03-09

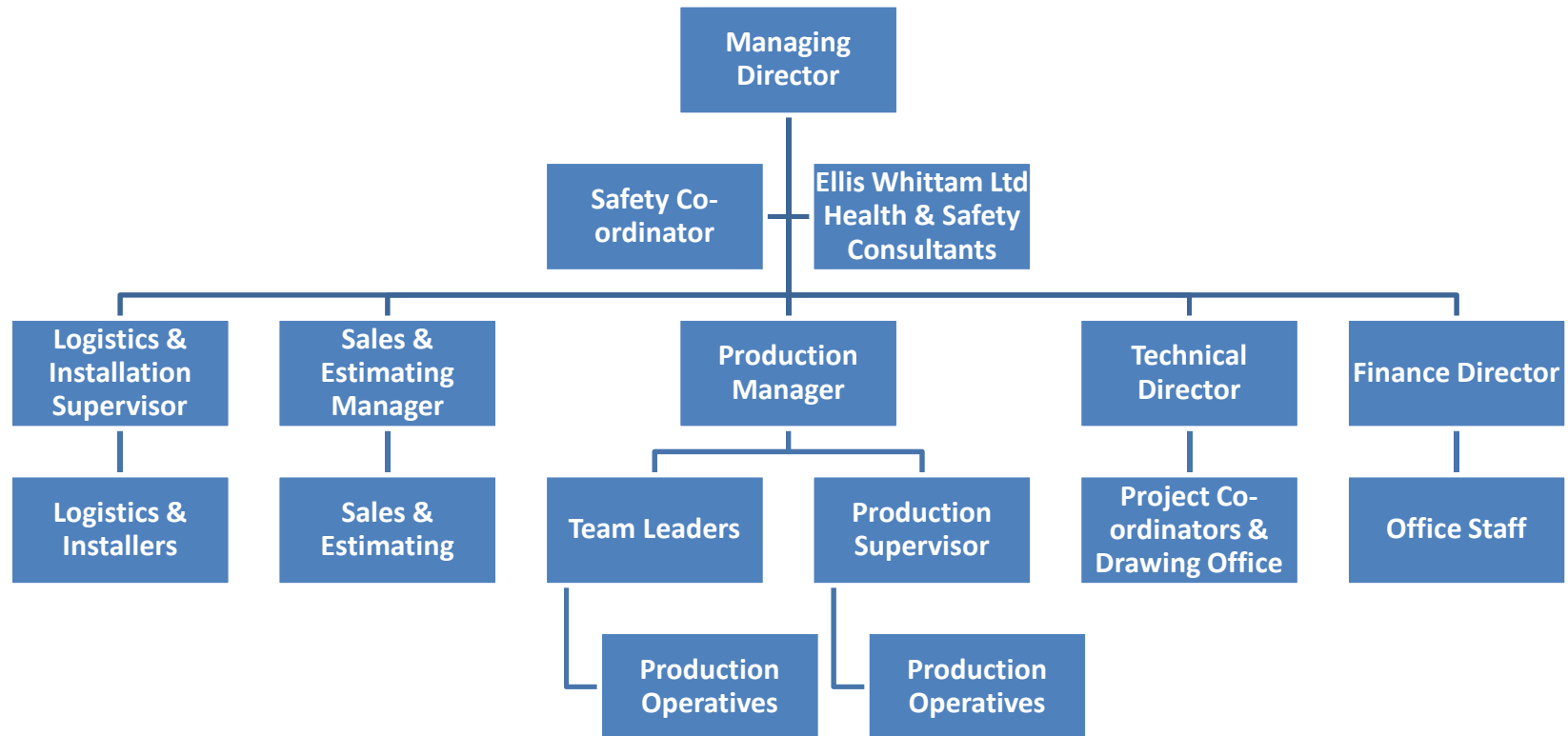
Stanowisko:

Dyrektor Zarządu

Data aktualizacji: Marzec 2010

The Window Glass Company (Bristol) Ltd

Our Organisation for the Implementation of Health and Safety



RESPONSIBILITIES AND RULES

Employee Responsibilities

It is the responsibility of all employees to co-operate in the implementation of this Health and Safety Policy within their areas of influence. All employees have a legal duty to ensure their own safety and the safety of others (for example, colleagues, visitors, contractors) under the Health and Safety at Work etc Act 1974. Employees must therefore:

- take reasonable care of their own safety
- take reasonable care of the safety of others affected by their actions
- observe the safety rules
- comply with the Health and Safety policy
- conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- dress sensibly and safely for their particular working environment or occupation
- conduct themselves in an orderly manner in the work place and refrain from any antics or pranks
- use all safety equipment and/or protective clothing as directed
- avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- maintain all equipment in good condition and report defects to their supervisor
- Report any safety hazard or malfunction of any item of plant or equipment to their supervisor
- report all accidents to their supervisor whether an injury is sustained or not
- attend as requested any health and safety training course
- observe all laid down procedures for processes, materials and substances used
- observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.

Health and Safety Rules

General

1. It is the duty of all employees to co-operate with management in fulfilling our legal obligations in relation to health and safety.
2. Employees must not intentionally or recklessly interfere with anything provided in the interests of health, safety or welfare.
3. Employees are required to notify to management of any unsafe activity, item or situation.

Working practices

1. Employees must not operate any item of plant or equipment unless they have been trained and authorised.
2. Employees must make full and proper use of all equipment guarding.
3. Employees must not clean any moving item of plant or equipment.
4. Employees under the age of 18 years must not operate any item of plant or equipment unless they have received sufficient training or are under adequate supervision.
5. Employees must not make any repairs or carry out maintenance work of any description unless authorised to do so.
6. Employees must use all substances, chemicals, liquids etc, in accordance with all written instructions.
7. Employees must not smoke except in prescribed areas.

Hazard/warning signs and notices

1. Employees must comply with all hazard/warning signs and notices displayed on the premises.

Working conditions/environment

1. Employees must make proper use of all equipment and facilities provided to control working conditions/ environment.
2. Employees must keep stairways, passageways and work areas clear and in a clean and tidy condition.
3. Employees must dispose of all rubbish, scrap and waste materials within the working area, using the facilities provided.
4. Employees must clear up any spillage or liquids within the work area in the prescribed manner.

5. Employees must deposit all waste materials and substances at the correct disposal points and in the prescribed manner.

Protective clothing and equipment

1. Employees must use all items of protective clothing/equipment provided as instructed.
2. Employees must store and maintain protective clothing/equipment in the approved manner.
3. Employees must report any damage, loss, fault or unsuitability of protective clothing/equipment to their supervisor.

Fire precautions

1. Employees must comply with all laid down emergency procedures.
2. Employees must not obstruct any fire escape route, fire equipment or fire doors.
3. Employees must not misuse any fire fighting equipment provided.
4. Employees must report any use of fire fighting equipment to a fire marshal.

Accidents

1. Employees must seek medical treatment for work related injuries they receive by contacting a designated first aider. Upon returning from treatment they must report the incident to their supervisor.
2. Employees must ensure that any accident or injury treatment is properly recorded in the Accident Book.
3. Employees must notify management of any incident in which damage is caused to property.

Health

1. Employees must report to management any medical condition or medication which could affect the safety of themselves or others.
2. Employees must co-operate with the management on the implementation of the medical and occupational health provisions.

Employer's transport

1. Employees must carry out prescribed checks of their vehicles prior to use and in conjunction with the laid down checking procedure.
2. Employees must not drive or operate any vehicles for which they do not hold the appropriate driving licence or permit.
3. Employees must not carry unauthorised passengers or unauthorised loads.

4. Employees must not use vehicles for unauthorised purposes.
5. Employees must not load vehicles above the stated capacity.
6. Employees must not drive or operate vehicles whilst suffering from a medical condition or illness that may affect their driving or operating ability.

Site Safety Rules

1. All employees visiting or resident on site must ensure they are aware of, and comply with, the site Safety Regulations including the emergency evacuation procedures as laid down by the Principal Contractor for the site.
2. All employees must attend the site induction programme before entering the site.
3. Ensure you are aware of the fire prevention measures for the site including the procedure for reporting fires, as designated by the Principal Contractor.
4. Make sure you are aware of the first aid facilities available on site and the location of the Accident Book which must be used to report an accident in addition to our own Accident Book.
5. Always tell your supervisor/manager when you are going to site, for what purpose, and when you expect to be back.
6. If required by works rules, obtain a 'permit to work' or a 'clearance to work' or sign in at the Contractors' site office.
7. Use the personal protective equipment provided.
8. Always use proper routes and gangways. Avoid short cuts.
9. Wear safety footwear, high visibility clothing and hard hat as directed or as required by the Principal Contractor.
10. If people are working overhead DO NOT stand underneath.
11. Look out for 'Wear Hearing Protection' and 'Wear Eye Protection' signs and obey them.

Non Operational Sites

1. Before visiting a site record the details at the office to include the site address and expected time of arrival and departure.
2. Familiarise yourself with any site risk assessments before leaving the office.
3. Ensure that you wear the appropriate personal protective equipment for the site as designated by the site risk assessment.
4. If visiting a site alone carry a mobile phone to call emergency assistance if required.

Rules covering gross misconduct

An employee will be liable to summary dismissal if he/she is found to have acted in any of the following ways:

1. a serious or wilful breach of Safety Rules
2. unauthorised removal or interference with any guard or protective device.
3. unauthorised operation of any item of plant or equipment.
4. unauthorised removal of any item of first aid equipment.
5. wilful damage to, misuse of or interference with any item provided in the interests of Health and Safety or welfare at work.
6. unauthorised removal or defacing of any label, sign or warning device.
7. horseplay or practical jokes which could cause accidents.
8. making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence.
9. misuse of any item of equipment, utensil, fitting/ fixture, vehicle or electrical equipment.
10. deliberately disobeying an authorised instruction.

ARRANGEMENTS FOR HEALTH AND SAFETY

Accident Recording, Reporting and Investigation

An **accident** is an unplanned event that causes injury to persons, damage to property or a combination of both.

The Accident Book

All accidents resulting in personal injury must be recorded in the Company's Accident Book.

Employees must ensure that they are aware of the location of the accident book.

The Accident Book is located in: **The First Aid Room**

Asbestos

The Company will protect employees and other persons potentially exposed to asbestos as far as is reasonably practicable. This will be achieved by minimising exposure through the management of asbestos-containing materials in the workplace whether at the premises or on site

Everyone who needs to know about the presence of asbestos will be alerted. No one will be allowed to start work that could disturb asbestos unless the correct procedures are to be employed.

Assessment

The premises have been surveyed to determine the presence and condition of asbestos-containing materials (ACM).

A Written Plan

A register that sets out the location of the asbestos-containing material and how the risk from this material will be managed, has been prepared and actions undertaken.

Access to Asbestos-containing Materials

Access to asbestos-containing materials in the premises will be controlled so as to prevent inadvertent disturbance of the material and the release of asbestos fibres. Systems have been put in place to ensure that anyone liable to disturb asbestos-containing materials is made aware of their location.

Asbestos On Site

As we operate as a sub contractor on sites, information regarding ACM is sought from the main contractor. Where it is identified that a risk exists, then no work will be undertaken on that site until the hazard has been removed or contained.

Communication and Consultation

It is a legal requirement for the Company to establish arrangements to communicate and consult with employees on issues affecting their health and safety and to take account of their views.

To achieve this objective we will:

1. establish effective lines of communication
2. involve and consult with employees through:
 - individual conversations
 - notice boards
 - internal publications
 - staff meetings
 - health and Safety Committee meetings.
3. display the 'Health and Safety Law – What You Should Know' poster.
4. consult with employees when changes to processes, equipment, work methods etc. are to be introduced that may affect their health and safety.

Confined Spaces

The Company will take all reasonable steps to secure the health and safety of employees and/or contractors, who are required to enter into confined spaces.

The Company will:

1. provide a nominated competent person(s) to carry out risk assessments when entry into confined spaces is planned
2. maintain a documented permit-to-work system, which must be used whenever entry into confined spaces is required
3. when entry into confined spaces is required for employees, the company will:
 - I. maintain sufficient serviceable sets of appropriate breathing apparatus or respiratory protective equipment and other safety equipment to ensure safe entry where there is danger from gases, fumes, vapours, etc or where there could be a deficiency of oxygen
 - II. provide training in the use of breathing apparatus or other safety equipment for those employees who may be required to use such equipment when working in confined spaces.
4. when entry into confined spaces by contractors and sub-contractors (including the self-employed) is required, the company will:
 - I. ensure that only serviceable sets of approved breathing apparatus, respiratory protective equipment and other safety equipment are used, so as to allow safe entry into confined spaces where there is danger from gases, fumes, vapours, etc or where there is a deficiency of oxygen

- II. ensure that users of such equipment have received adequate training in their use.

Supervisors authorised to issue permits to work in confined spaces are responsible for the correct implementation of the safety arrangements of the system.

All those involved in working in confined spaces are responsible for their own duties in relation to the Permit to Work and for ensuring that their activities do not harm the health and safety of others.

Information and Training

The Company will provide sufficient information, instruction and training as is necessary to ensure the health and safety of workers who are required to enter into confined spaces.

Managers and supervisors who are responsible for workers required to enter confined spaces will also be given appropriate training.

Contractors

When working on our premises it is considered that contractors are joint occupiers for that period and therefore we have both joint liabilities in “common areas”. In order to meet our legal obligations with regard to contractors we will ensure that prior to engaging any contractor they are competent and that any works are carried out safely.

Similarly we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract.

We will stop contractors working immediately if their work appears unsafe. Staff should report any concerns to a manager immediately.

Disabled Workers

The Company will give full and proper consideration to the needs of disabled employees and visitors.

To achieve this, the Company will:

1. treat all disabled employees and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation’s facilities
2. ensure that risk assessments are undertaken of the special needs of the disabled and carry out reasonable adjustments to the premises and/or employment arrangements
3. encourage employees with special needs to suggest any premises or task improvements to their line managers
4. discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity

5. in a fire or bomb threat evacuation, expect other employees to help disabled people to leave the premises swiftly.

Display Screen Equipment

All reasonable steps will be taken by the Company to secure the health and safety of employees who work with display screen equipment.

To achieve this objective the Company will:

1. carry out an assessment of each workstation
2. implement necessary measures to remedy any risks found as a result of the assessment
3. provide adequate information and training to persons working with display screen equipment
4. endeavour to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity
5. review software to ensure that it is suitable for the task and is not unnecessarily complicated
6. arrange for the provision of free eye tests prior to employment, at regular intervals thereafter and where a visual problem is experienced
7. arrange for the supply, free of charge, of any corrective appliances (glasses or contact lenses) where these are required specifically for working with display screen equipment
8. advise existing employees, and all persons applying for work with display screen equipment, of the risks to health and how these are to be avoided
9. investigate any discomfort or ill health believed to be associated with the use of display screen equipment and take appropriate remedial action
10. make special arrangements for individuals with health conditions that could be adversely affected by working with display screen equipment.

Employees must:

1. comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided
2. inform their departmental supervisor/line manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with DSE (this information will be treated confidentially)
3. report to their departmental supervisor/line manager any discomfort or health concern believed to be associated with the use of DSE (this information will be treated confidentially).

Drugs and Alcohol

Employees must not drink alcohol on the Company's premises or the premises of its customers or clients.

Any employee who is found consuming alcohol on the Company's premises or the premises of its customers and clients or is found to be intoxicated at work will normally face disciplinary action on the ground of gross misconduct under the Company's disciplinary procedure.

Existing and prospective employees may be asked to undergo a medical examination, which will seek to determine whether he/she has taken a controlled drug or has an alcohol abuse problem.

A refusal to give consent to such an examination or a refusal to undergo the screening will result in the immediate withdrawal of any offer made to prospective employees and will normally be treated as gross misconduct for employees.

The possession, use or distribution of drugs for non-medical purposes on the Company's premises is strictly forbidden and a gross misconduct offence.

If you are prescribed drugs by your doctor which may affect your ability to perform your work you should discuss the problem with your manager or supervisor.

If the Company suspects there has been a breach of this policy or your work performance or conduct has been impaired through substance abuse, the Company reserves the right to require you to undergo a medical examination to determine the cause of the problem.

If you refuse to undergo a medical examination in such circumstances your refusal will normally be treated as gross misconduct.

If, having undergone a medical examination, it is confirmed that you have been positively tested for a controlled drug, or you admit there is a problem, the Company reserves the right to suspend you from your employment (with or without pay) to allow the Company to decide whether to deal with the matter under the terms of the Company's disciplinary procedure and/or to require you to undergo treatment and rehabilitation.

The Company reserves the right to search you or any of your property held on Company premises at any time if there are reasonable grounds to believe that this policy is being or has been infringed or for any other reason. If you refuse to comply with these search procedures, your refusal will normally be treated as gross misconduct.

The Company reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its employees on the Company's premises.

Electricity

All reasonable steps will be taken to secure the health and safety of employees who use, operate or maintain electrical equipment.

Employees must:

1. visually check electrical equipment for damage before use
2. report any defects found to their line manager/supervisor
3. not use defective electrical equipment
4. not carry out any repair to any electrical item unless qualified to do so
5. switch off equipment from the mains when left unattended for long periods
6. not bring any electrical item onto the company premises until it has been tested and a record of such a test has been included in the appropriate record
7. not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage.





Fire

All reasonable steps will be taken to prevent a fire occurring and in the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

The Company does not require persons to attempt to extinguish a fire, but extinguishing action may be taken if it is safe to do so. Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points.

Re-entry of the building is strictly prohibited until the fire brigade officer or a senior person present declares it is safe to do so.

Employees are encouraged to report any concerns regarding fire procedures, so the organisation can investigate and take remedial action if necessary.

Fire Extinguisher Chart							
Extinguisher		Type of Fire					
Colour	Type	Solids (wood, paper, cloth, etc)	Flamable Liquids	Flamable Gasses	Electrical Equipment	Cooking Oils & Fats	Special Notes
	Water	✓ Yes	✗ No	✗ No	✗ No	✗ No	Dangerous if used on 'liquid fires' or live electricity.
	Foam	✓ Yes	✓ Yes	✗ No	✗ No	✓ Yes	Not practical for home use.
	Dry Powder	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✗ No	Safe use up to 1000v.
	Carbon Dioxide (CO2)	✗ No	✓ Yes	✗ No	✓ Yes	✓ Yes	Safe on high and low voltages.

FIRE NOTICE

The warning sound for fire in this building is **a continuous bell**

IF YOU DISCOVER A FIRE:

- 1. Operate the nearest fire alarm.**
- 2. Immediately vacate the premises by the nearest available exit and proceed to the assembly point indicated below.**

DO NOT RE-ENTER THE BUILDING TO COLLECT PERSONAL BELONGINGS.

IF IT IS SAFE TO DO SO AND IF YOU HAVE AUTHORISATION AND APPROPRIATE TRAINING, attack the fire with the fire fighting equipment provided

Always ensure there is a safe exit route before attempting to extinguish any fire.

Leave the building immediately if you cannot control the fire or your escape route is threatened.

WHEN INFORMED OF A FIRE:

- **immediately vacate the premises by the nearest available exit**
- **proceed to the assembly point indicated and await roll call**
- **close all doors behind you**

Report to the person in charge of your assembly point which is located at:

Front of Main Entrance

DO NOT RE-ENTER THE BUILDING UNTIL TOLD TO DO SO BY THE SENIOR PERSON PRESENT

VISITORS

All visitors should be directed to assemble at the location identified above where a roll call of visitors will be held – it is important that they do not leave the area before notifying the senior person present.

THE SENIOR PERSON PRESENT WILL:

- a. ensure the fire service has been summoned
- b. initiate a roll call for employees and visitors
- c. liaise with the fire officer about the location of the fire, any missing persons, any dangerous substances present, service isolation points, eg gas, electricity etc.
- d. not re-enter the building until told that it is safe to do by the Senior Fire Officer
- e. ensure that discharged fire extinguishers are replaced
keep a record of the incident.

First Aid

The Company is committed to providing sufficient provision for first aid to deal with accidents and injuries that arise at work.

To achieve this objective the Company will:

1. appoint and train a suitable number of first aid personnel to cover all work patterns
2. provide and maintain suitable and sufficient first aid facilities including first aid boxes
3. provide any additional first aid training that may be required to deal with specific first aid hazards.

Employees must make themselves familiar with the location of the nearest first aid point and the names of the first aid personnel.

Fork Lift Trucks

All reasonable steps will be taken by the Company to ensure the health and safety of employees engaged in or affected by lift truck operation.

Fork lift trucks will be serviced by the company and maintained in a safe condition.

Only trained and authorised drivers are allowed to drive a fork lift truck.

Pedestrians need to be alert to the routes of fork lift trucks at all times and observe all signs and rules in force.

Hazardous Substances (COSHH)

All reasonable steps will be taken to ensure all exposure of employees to substances hazardous to health is prevented or at least controlled to within statutory limits.

The Company will give sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measures provided. Information will also be given to others who may be affected such as contractors, temporary staff and visitors where appropriate.

Health Surveillance

Health surveillance is the early detection of adverse health risks associated with a work activity. It allows staff at increased risk to be identified and additional precautions to be taken as necessary. It is also a means of checking the effectiveness of our existing control measures. As our business is deemed to be low risk, health surveillance will take the form of a medical questionnaire, which will be issued annually. However, any employee suffering ill health that they believe to be associated with work must contact their supervisor/manager immediately.

Health records will be kept for a minimum of 40 years.

Employees will be allowed reasonable access to their health records and a copy offered to individuals when they leave the company.

Home Working

Home workers are subject to the same health and safety requirements as workers based on company premises and their health and safety will be managed accordingly, to achieve this objective the organisation will:

- ensure that appropriate risk assessments are completed
- ensure that risk assessments are reviewed annually
- ensure home workers are provided with suitable induction training on commencement of employment
- ensure appropriate equipment is provided for the home worker's health, safety and welfare
- ensure all equipment that is provided for use in the employees' homes is properly installed and tested
- arrange for the maintenance of all electrical equipment supplied for use in the employees' home. (The hard wired electrical sockets and ring mains supplies are the employee's own responsibility)
- provide, where practicable, scope for varying work patterns and to allow employee input in how the work is carried out to ensure home workers take periodic breaks during the working day
- ensure that managers and home workers have the opportunity to be kept informed of what is going on within the company. Recognising and satisfying the need for social interaction will reduce stress
- encourage home workers to 'network' with colleagues
- make the home worker aware of their duty to report any incidents or accidents that occur as a result of work related activities to the Company using the Company accident procedure
- ensure home workers are aware of the need to monitor their own working conditions and report any problems to their line manager.

Legionnaires' Disease

All reasonable steps will be taken to identify potential legionellosis hazards and to prevent or minimise the risk of exposure.

At risk systems include the hot and cold water storage and distribution system and the wet cooling of air in the air conditioning system.

To achieve control of legionella bacteria the company will implement the following:

1. Avoidance of Conditions Favouring Growth of Organisms
2. Avoidance of Stagnation
3. Minimisation of Water Sprays from Cooling Towers
4. System Maintenance
5. Sampling
6. Record keeping

A contingency plan in case of an outbreak of legionellosis will be prepared. This will include the:

1. identification of people who may have been exposed
2. involvement of public health authorities
3. dissemination of information to employees and other interested parties as to the nature of the risks.

Lone Working

The Company will ensure, so far as is reasonably practicable, that employees and self-employed contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

Employees and others will be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone.

Employees will be required to follow the safe working procedures devised including:

- when working alone, in an isolated area of a building, for example, with all doors closed, ensure that someone is aware of your presence
- check that work being done has been subject to risk assessment and check the assessment yourself – some work may have been identified as requiring the assistance of a second person
- if possible, and if it has been arranged beforehand, keep in regular contact with someone else, for example, by using a mobile phone to call into the office indicating your movements every couple of hours
- do not put yourself at risk, if you do not feel safe discuss the situation with your immediate manager.

Machinery Maintenance

The Company will take all reasonable steps to ensure the safety of all employees maintaining the machinery as well as the safety of those affected by the maintenance work. The Company will liaise with the suppliers of all new machinery to establish how that machinery should be maintained safely.

The Company will give sufficient information, instruction and training as is necessary to ensure the health and safety of all maintenance staff and any others affected by maintenance of the machinery. Managers responsible for supervising the maintenance of the machinery will be appropriately trained.

Manual Handling

To prevent injuries and long term ill-health from manual handling the Company will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the Company will carry out an assessment to determine what control measures are required to reduce the risk to an acceptable level.

To implement this policy the organisation will ensure that:

1. manual handling assessments are carried out where relevant and records are kept
2. employees are properly supervised
3. adequate information and training is provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution
4. any injuries or incidents relating to manual handling are investigated, with remedial action taken
5. employees adhere to safe systems of work
6. safety arrangements for manual handling operations are monitored and reviewed
7. where relevant, employees undertaking manual handling activities are suitably screened for reasons of health and safety, before doing the work
8. special arrangements are made for individuals with health conditions which could be adversely affected by manual handling operations.

Reducing the risk of injury

In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task. Techniques of risk reduction will include:

- mechanical assistance
- redesigning the task
- reducing risk factors arising from the load
- improvements in the work environment
- employee selection.

No employee will be required to lift any item that they do not feel confident of doing without risking personal injury.

Mobile Phone Use In Vehicles Policy

The Company is committed to reducing the risks which its staff face and create when driving at work. The Company asks its entire staff to play their part, whether they use a company vehicle, their own or a hire vehicle. Staff driving for work must never make or receive calls on a mobile phone, whether hand-held or hands-free, while driving. Persistent failure to do so will be regarded as a serious matter.

Staff who drive for work must:

- never use a hand-held or hands-free phone while driving
- plan journeys so they include rest stops when messages can be checked and calls returned
- ensure their phone is switched off and can take messages while they are driving, or allow a passenger to use the phone
- co-operate with monitoring, reporting and investigation procedures.

New and Expectant Mothers

The Company recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant mothers and there may be occasions when, due to their condition, different and/or additional measures will be necessary.

To implement effective measures for new and expectant mothers the company will ensure that:

1. employees are instructed at induction to inform their relevant manager of their condition at the earliest possible opportunity and that the highest level of confidentiality is maintained at all times
2. risk assessments are carried out for all work activities undertaken by new and expectant mothers and associated records and documentation maintained
3. necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, revised
4. new and expectant mothers are informed of any risks to them and/or their child and the controls measures taken to protect them
5. any adverse incidents are immediately reported and investigated
6. appropriate training, etc is provided where suitable alternative work is offered and accepted
7. provision is made to support new and expectant mothers who need to take time off work for medical reasons associated with their condition

8. where relevant a suitable rest area is provided to enable the new or expectant mother to rest in a degree of privacy and calm
9. where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary providing suitable alternative work or suspension with pay.

Permits to Work

Non-routine work, such as maintenance, cleaning, equipment installation and refurbishment, can produce health and safety risks over and above those normally encountered in our day to day activities. Permits to work are designed to check that all eventualities have been considered when planning and organising this type of work and are an important means of minimising any risks involved.

Employees, contractors and visitors are all expected to comply with the requirements of any permits that are in force.

Employees working off site, i.e. on another organisation's premises, are expected to abide by all permits to work operated on that site.

Should employees experience any problems with the operation of permit-to-work systems, they should immediately inform a responsible person (usually a manager or supervisor) so the organisation can investigate and rectify the situation.

Permits to work exist to cover tasks carried out under certain circumstances and over limited time periods. They will therefore be displayed while the work specified is under way but will cease to operate when the tasks have been completed.

Personal Protective Equipment

The Company provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other means. When it is provided, it is because health and safety hazards have been identified that require the use of PPE and it is therefore necessary to use it in order to reduce risks to a minimum.

PPE must be worn as instructed.

Employees issued with PPE are responsible for maintaining it in good condition. Defects must be reported to your supervisor/manager.

Employees provided with PPE for their own personal use at work will be required to sign to confirm its receipt.

Risk Assessment

Risk Assessment involves identifying the hazards present in the work place or arising out of any work activity, and evaluating the extent of the risks involved to employees and others, taking into account existing precautions and their effectiveness. The Company will arrange for competent people to carry out risk assessments of all activities, substances, equipment, plant or working conditions likely to give rise to a significant risk of injury or ill health.

Employees will be advised as to the results of the risk assessment process and the additional control measures to be implemented to reduce risk to an acceptable level.

Smoking

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

It is the policy of the Company that all of its workplaces are smoke-free and all employees have a right to work in a smoke-free environment.

Smoking is prohibited throughout the entire workplace with no exceptions. This includes Company vehicles that are used by more than one employee. If you have a Company car that is designated for your sole use and that is never used by other employees then you can smoke in it if you wish – but the Company recommends that you do not do so. This policy applies to all employees, customers and visitors.

Implementation

All staff are obliged to adhere to and to facilitate the implementation of the policy.

The Company will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

Appropriate 'no smoking' signs will be clearly displayed at or near the entrances to the premises. Signs will also be displayed in Company vehicles that are covered by the new law.

Non-compliance

Non compliance with this policy and relevant law will be treated as a disciplinary offence.

Stress at Work

Stress at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly-demanding work colleagues. As a reasonable Company, we try to ensure that you are in a pleasant working environment and that you are as free from stress as possible.

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns through the Company's grievance procedure.

Managers, when performing risk assessments on the activities of their department, will pay special attention to potential risks from stress and signs of stress at work will be noted.

If deemed appropriate, the Company will offer an employee assistance scheme which will offer confidential and individual counselling to employees who may need it.

Any employee with clear stress-related problems shall receive (if requested) appropriate counselling and help from the Company employee assistance scheme but it is understood that this is not an alternative to looking at the cause of the stress and, if work-related, seeking to alter the structure and working arrangements of the job.

Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the employee concerned, efforts shall be made to reassign that person to other work for which the risks are assessed as tolerable.

Temporary Employees

The Company will take the necessary measures to ensure the health and safety of any temporary and casual staff in its employment.

To achieve this, the Company will provide temporary employees with the following information prior to starting work:

1. details of the qualifications and skills are required to do the work safely
2. the health surveillance to be provided under statutory provisions
3. any risks to health and safety identified by workplace risk assessments
4. the preventive measures to be taken
5. safe working procedures
6. the action to be taken in the event of an emergency.

The competence of temporary workers will be assessed to ensure they are capable of working safely.

Training For Health and Safety

Training in health and safety is a legal requirement and also helps create competent employees at all levels within the organisation to enable them make a far more effective contribution to health and safety, whether as individuals, teams or groups.

All employees will receive **induction training**. Such training will cover:

Fire procedures, warning systems, actions to be taken on receiving warning, locations of exits/escape routes, evacuation and assembly procedures, first aid/injury reporting procedures, names of first aiders/appointed persons, instruction on any prohibition areas

(i.e. no smoking), issue of protective clothing/equipment and its use, instruction under COSHH, compulsory protection areas, thorough instruction applicable to their particular duties at work etc.

Training needs will be reviewed as a result of job changes, promotion, as a result of new activities or new technology, following an accident/incident and a result of performance appraisal.

Records of training will be kept for all employees.

Employees must:

1. participate in the induction training activities they have been required to attend or carry out
2. work according to the contents of any training they receive
3. ask for clarification of any points they do not fully understand
4. not operate hazardous plant or equipment, use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed.

Vehicles

The Company acknowledges that requiring staff to drive company cars or their own vehicle as part of their work activities exposes them to specific hazards and risks. To minimise this risk the organisation will:

- identify any driver training or instruction that may be necessary with regard to accidents, servicing, regular vehicle condition checks, breakdown, maximum working and driving hours and personal safety
- provide additional driver skills training or instruction, as appropriate
- check all driver licenses on a periodic basis
- ensure that all staff are fully trained, insured and in a fit state of health to drive company or their own vehicles for work-related activities
- ensure that vehicles provided for staff are safe and in a roadworthy condition
- ensure that company vehicles are serviced and maintained in good condition and at intervals recommended by the manufacturer
- ensure that vehicles provided are suitable for the individual who has to use them, e.g. sufficient adjustments, head and leg room, position of controls etc.

Vibration

Regular exposure to continuous vibration from a work process has the potential to cause long term ill health including a range of occupational diseases collectively known as hand-arm vibration syndrome. To minimise the risk from vibration the organisation will:

- assess the risks to health from exposure to continuous levels of vibration, and determine the control measures needed
- introduce effective control measures to ensure levels of exposure to hand-arm vibration and whole body vibration are eliminated or reduced as far as is reasonably practicable
- record the assessments, and review them periodically or when changes occur
- ensure that the most appropriate equipment is used for the job
- ensure that those persons responsible for managing work likely to result in exposure to hand arm vibration and whole body vibration are adequately trained and competent
- inform, instruct and train employees about the risks and the precautions to be taken to protect themselves from the harmful effects of continuous exposure to vibration
- ensure no new equipment or processes are introduced into our work activities where there is a foreseeable risk of hand-arm or whole body vibration without a risk assessment and approval of a designated manager
- maintain an inventory of all vibration equipment used that is likely to cause hand arm vibration and whole body vibration
- monitor exposure of hand arm vibration and whole body vibration, and undertake appropriate health surveillance, where necessary
- maintain tools to the manufacturer's specifications to avoid worsening vibration.

Violence to Staff

The organisation recognises that in certain situations violent behaviour towards staff may occur and therefore will take all reasonable measures to protect staff from violence and aggression.

To achieve this objective the organisation will carry out risk assessments of potential conflict situations to determine the control measures necessary to protect staff.

The Company will:

- inform all employees of the procedure following a challenging behaviour incident
- not tolerate violence or challenging behaviour towards our employees
- train our employees who may be exposed to challenging behaviour situations
- support the employees involved in any incident
- support their decisions regarding the pressing of criminal charges
- provide any counselling or post-incident assistance required by the employees
- keep records of all incidents of violence and aggression and review the control measures with a view to continual improvement in employee safety.

Work Equipment

The Company will provide a safe working environment in relation to work equipment safety and ensure all employees receive appropriate safety information and training in their work equipment.

Working at Height

The Company will take all reasonable steps to provide a safe working environment for all employees who may be affected by work at height activities.

The Company will ensure that:

1. all work activities that involve work at height are identified
2. the need to undertake work at height will be eliminated whenever it is reasonably practicable to do so
3. adequate and secure working platforms with guard rails and toe boards will be used in preference to ladders which will be used for light, short duration work only and secured to prevent displacement
4. when necessary, only scaffolds and scaffold towers that have been erected by a competent person will be used
5. roof lights and other fragile surfaces will be protected to prevent falls
6. fall arrest equipment will be used if other means of prevention (safety nets, harnesses with running lines, etc.) are not practical or justified
7. risks associated with those activities where work at height cannot be eliminated are evaluated and steps are taken to control them
8. all the necessary equipment to allow safe access to and egress from the place of work is provided
9. all the necessary equipment to ensure adequate lighting and protection from adverse weather conditions is provided
10. suitable plant is provided to enable the materials used or created in the course of the work to be safely lifted to and from the workplace and stored there if necessary
11. any working platform and its supporting structures are selected and/or designed in accordance with current standards
12. regular inspections of all equipment required for working at height are undertaken
13. competent persons are appointed to be responsible for the supervision of all work at height and associated activities
14. any contractors from whom they procure services comply with this policy.

Young Workers

While precautions taken to protect the health and safety of the workforce as a whole will, in many cases, also protect young persons, there are occasions when different and/or additional measures will be necessary due to their lack of experience, knowledge or absence of awareness of potential risks.

A young person is defined as one who is below the age of 18 years.

To ensure the safety of young persons the organisation will:

1. Carry out risk assessments to cover the activities of young persons
2. Implement the actions determined by the risk assessment process.
3. Inform the young persons of any risks associated with their work and the control measures taken to protect them
4. Provide a copy of the risk assessment to the parent/guardian of any young person below the school leaving age.
5. Provide additional appropriate information, instruction, supervision and training, etc as determined by the risk assessment.

GUIDANCE

Display Screen Equipment (DSE)/Visual Display Unit (VDU)

Some practical tips:

Getting comfortable

- Adjust your chair and VDU to find the most comfortable position for your work. As a broad guide, your forearms should be approximately horizontal and your eyes the same height as the top of the VDU.
- Make sure you have enough work space to take whatever documents or other equipment you need.
- Try different arrangements of keyboard, screen, mouse and documents to find the best arrangement for you. A document holder may help you avoid awkward neck and eye movements.
- Arrange your desk and VDU to avoid glare, or bright reflections on the screen. This will be easiest if neither you nor the screen is directly facing windows or bright lights. Adjust curtains or blinds to prevent unwanted light.
- Make sure there is space under your desk to move your legs freely. Move any obstacles such as boxes or equipment.
- Avoid excess pressure from the edge of your seat on the backs of your legs and knees. A footrest may be helpful, particularly for smaller users.

Keying In

- Adjust your keyboard to get a good keying position. A space in front of the keyboard is sometimes helpful for resting the hands and wrists when not keying.
- Try to keep your wrists straight when keying. Keep a soft touch on the keys and don't overstretch your fingers. Good keyboard technique is important.

Using a mouse

- Position the mouse within easy reach, so it can be used with the wrist straight. Sit upright and close to the desk, so you don't have to work with your mouse arm stretched. Move the keyboard out of the way if it is not being used.
- Support your forearm on the desk, and don't grip the mouse too tightly.
- Rest your fingers lightly on the buttons and do not press them hard.

Reading the screen

- Adjust the brightness and contrast controls on the screen to suit lighting conditions in the room.
- Make sure the screen surface is clean.
- In setting up software, choose options giving text that is large enough to read easily on your screen, when you are sitting in a normal, comfortable working position. Select colours that are easy on the eye (avoid red text on a blue background, or vice-versa).
- Individual characters on the screen should be sharply focused and should not flicker or move. If they do, the VDU may need servicing or adjustment.

Posture and breaks

- Don't sit in the same position for long periods. Make sure you change your posture as often as practicable. Some movement is desirable, but avoid repeated stretching to reach things you need (if this happens a lot, rearrange your workstation)
- Most jobs provide opportunities to take a break from the screen, eg to do filing or photocopying. Make use of them. If there are no such natural breaks in your job, your employer should plan for you to have rest breaks. Frequent short breaks are better than fewer long ones.

Ladders and Stepladders

This guidance is to help you:

- know when to use a ladder;
- decide how to go about selecting the right sort of ladder for the particular job;
- understand how to use it;
- know how to look after it; and
- take sensible safety precautions.

When is a ladder the most suitable access equipment?

As a guide, **only** use a ladder or stepladder:

- in one position for a maximum of 30 minutes;
- for 'light work' - they are not suitable for strenuous or heavy work. If a task involves you carrying more than 10 kg (a bucket of something) up the ladder or steps it will need to be justified by a detailed manual handling assessment;
- where a handhold is available on the ladder or stepladder;
- where you can maintain three points of contact (hands and feet) at the working position;

On a **ladder** where you cannot maintain a handhold, other than for a brief period of time, other measures will be needed to prevent a fall or reduce the consequences of one. On **stepladders** where a handhold is not practicable you will need to consider whether it is safe to work or not.

Is it a safe place to use a ladder or stepladder?

As a guide, **only** use a ladder or stepladder:

- on firm ground or spread the load (e.g. use a board);
- on level ground - for **stepladders** refer to the manufacturer's instructions, for **ladders** the maximum safe ground slopes on a suitable surface (unless the manufacturer states otherwise) are as follows:
 - side slope 16° – but the rungs still need to be levelled
 - back slope 6°
- on clean, solid surfaces (paving slabs, floors etc). These need to be clean (no oil, moss or leaf litter) and free of loose material (sand, packaging materials etc) so the feet can grip. Shiny floor surfaces can be slippery even without contamination;

Never stand ladders or stepladders on moveable objects, such as pallets, bricks, lift trucks, tower scaffolds, vans, stacks of paper or boxes etc. If the ladder or stepladder won't reach, you need to use a more suitable type of access equipment.

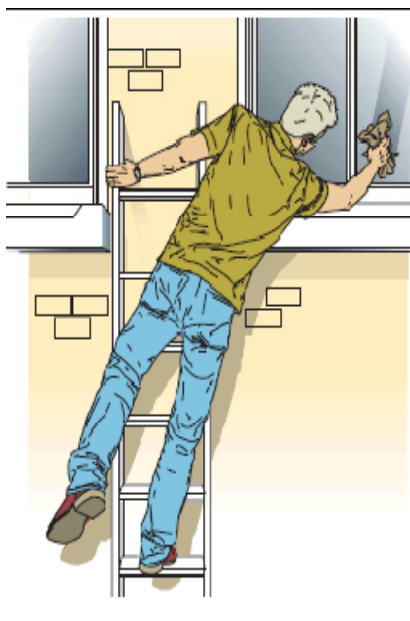
You should **only** use ladders or stepladders:

- where they will not be struck by vehicles, by protecting them with suitable barriers or cones;
- where they will not be pushed over by other hazards such as doors or windows, by securing doors (not fire exits) and windows where possible. If this is impractical, have a person standing guard at a doorway, or inform building occupants not to open windows until they are told it is safe to do so;
- where pedestrians are prevented from walking under them or near them, by using barriers, cones or, as a last resort, a person standing guard at the base.

Safety in use – ladders

On a ladder **do not**:

- overload it – you and anything you are carrying should not exceed the highest load stated on the ladder;
- overreach - keep your navel inside the stiles and both feet on the same rung throughout the task;
- rest ladders against weak upper surfaces e.g. glazing or plastic gutters. Use effective spreader bars instead;
- don't use the top three rungs;
- move the ladder while someone is using it;
- slide down the stiles.



Overreaching – not maintaining 3 points of contact



Maintaining 3 points of contact

Do:

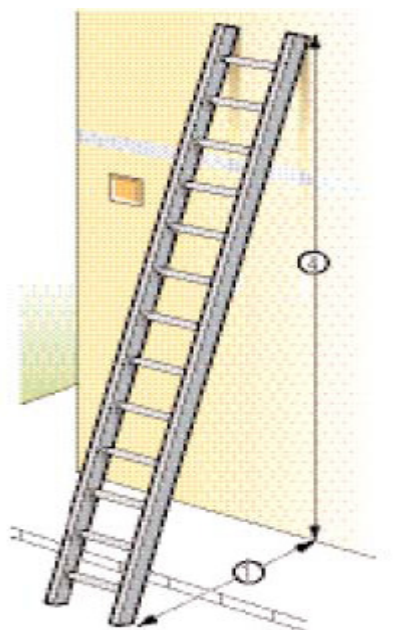
- make sure the ladder rungs are level. This can be judged by the naked eye. Ladders can be levelled using specially designed devices but not by using bits of brick or whatever else is at hand;
- check that the weather is suitable - do not ladders in strong or gusting winds;
- wear sensible footwear. Shoes should not have the soles hanging off, have long or dangling laces, or be thick with mud or other slippery contaminants. High heels are also unsuitable!
- check that you are fit. Certain medical conditions or medication, or a fear of heights, could mean that you shouldn't be working at height;
- extend a ladder while standing on the rungs;
- know how to tie a ladder properly.

You should also avoid holding items when climbing (for example by using tool belts). If you must carry something you must still have one free hand to grip the ladder. Remember the **THREE POINTS OF CONTACT RULE** – 2 hands and 1 foot or 2 feet and 1 hand **MUST BE** on the ladder at all times when climbing and descending.

Ladders must be erected at an angle of 75°. To judge the angle use the angle indicator marked on the stiles of some ladders or the 1 in 4 rule (1 unit out for every 4 units up, as shown in Figure 3);

Ladders used for access to another level must be tied and should extend at least 1 metre above the landing point to provide a secure handhold (see Figure 4).

Correct 1 in 4 angle

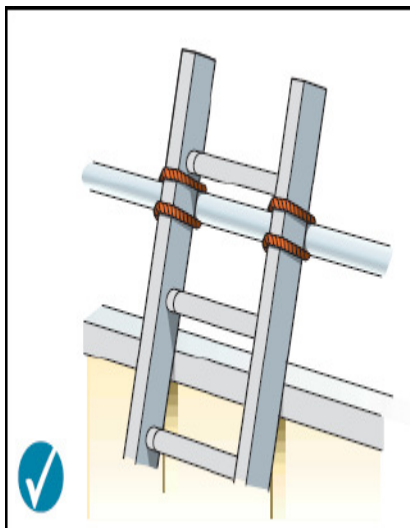


Securing a ladder

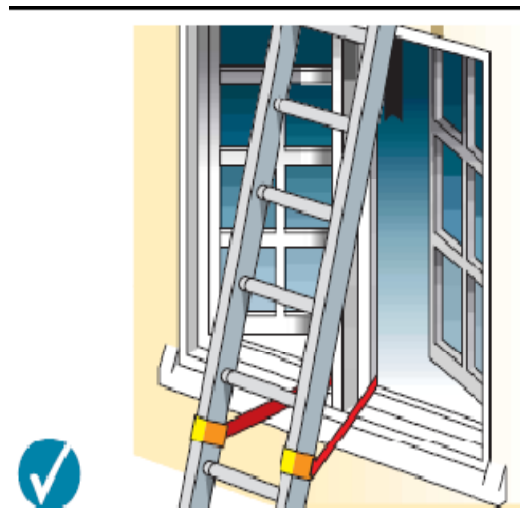
To prevent the ladder slipping away from the wall, or slipping sideways, you must secure it. The options for securing a **ladder** are:

- tie the ladder to a suitable point, making sure both stiles are tied;
- where this is not practical, use a safe, unsecured ladder or a ladder supplemented with an effective ladder stability device;
- if this is not possible, then securely wedge the ladder e.g. against a wall;
- if none of the above can be achieved, foot the ladder. Footing is the last resort and other methods of securing the ladder should be used in preference.

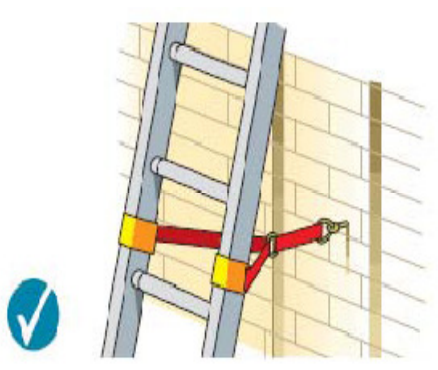
If you do have to foot a ladder, be aware that this will not stop a ladder slipping sideways at the top. Individuals footing ladders should apply weight downwards on the ladder by standing on a rung, or by pushing against the ladder stiles (although this is less effective).



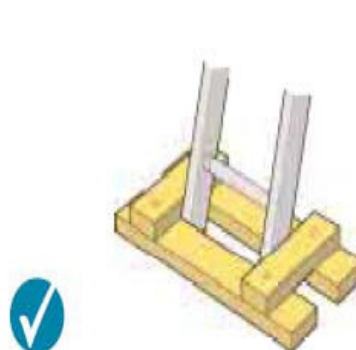
Ladder tied at the top stiles (correct for working on, but not for access)



Tying part way down



Tying near the base

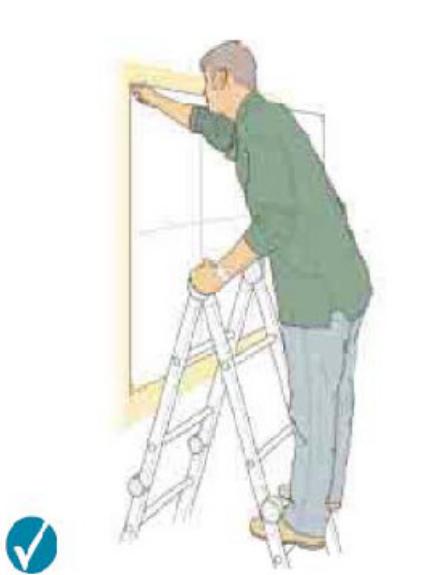


Securing at the base

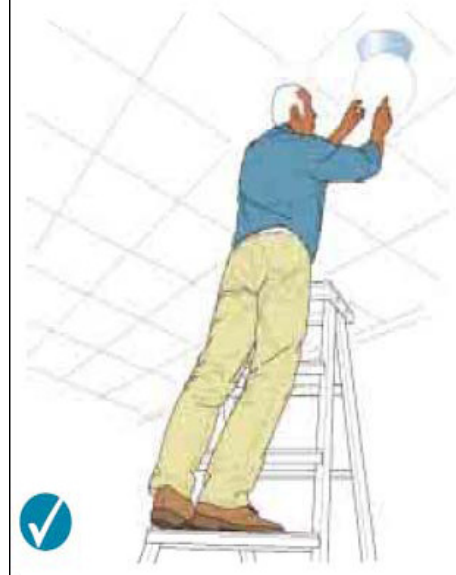
Safety in use – stepladders

On a stepladder **do not**:

- overload it – you and anything you are carrying should not exceed the highest load stated on the stepladder;
- use it in locations where the restraint devices cannot be fully opened. Any locking devices must also be engaged;
- use the top two steps of a stepladder, unless a suitable handrail is available on the stepladder;
- don't use the top three steps of swing-back or double-sided stepladders, where a step forms the very top of the stepladder.

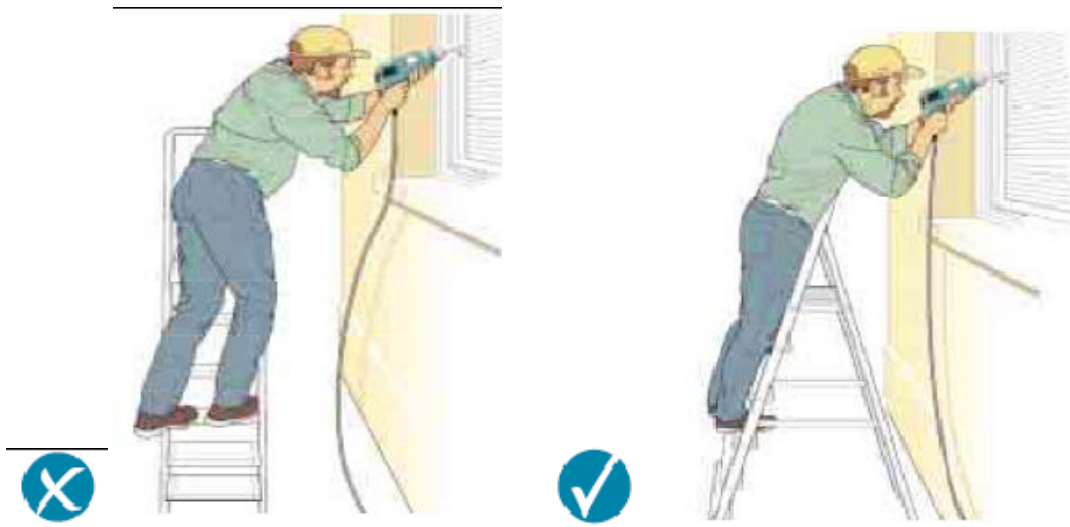


Correct – two clear rungs. Don't work any higher up this type of stepladder.



Correct – 3 clear rungs, do not work any higher on this type of stepladder

When using stepladders, avoid work that imposes a side loading, such as side-on drilling through solid materials (e.g. bricks or concrete), by having the steps facing the work activity. Where side-on loadings cannot be avoided you should prevent the steps from tipping over, for example by tying the steps to a suitable point, or you should use a more suitable type of access equipment.



Incorrect – steps side on to work activity

Correct – steps facing work activity

Where you cannot maintain a handhold (e.g. putting a box on a shelf), the use of a stepladder will have to be justified by taking into account:

- the height of the task;
- a safe handhold still being available on the stepladder;
- whether it is light work ;
- whether it avoids side loading;
- whether it avoids overreaching
- whether your feet are fully supported; and
- whether you can tie the stepladder.

Consider tying a **stepladder** where possible and helpful to the task (e.g. side-on working or where two free hands are needed). Stepladders should not be used for access to another level unless they have been designed for this.

Is the ladder or stepladder safe to be used?

You must check that the ladder or stepladder is in a safe condition before using it (a daily pre-use check). As a guide, **only** use ladders or stepladders that:

- have no visible defects.
- have a current detailed visual inspection (look for an inspection label).
- are suitable for work use. Use Class 1 or EN 131 ladders or stepladders at work because domestic (Class 3) ones are not normally suitable for use at work;
- have been maintained and stored in accordance with the manufacturer's instructions.

Also, you must always use a non-conductive ladder or steps for any necessary live electrical work.

Pre-use checks

Look for obvious visual defects before using a ladder or stepladder. Check that:

- all the ladder feet are fitted;
- the feet are in good repair (not loose, missing, splitting, excessively worn, secure etc);
- the feet are clean - the feet should be in contact with the ground. Ladder feet should also be checked when moving from soft/dirty ground (e.g. dug soil, loose sand/stone, a dirty workshop) to a smooth, solid surface (e.g. paving slabs), to ensure the foot material and not the dirt (e.g. soil, embedded stones or swarf) is making contact with the ground;
- all the screws, bolts and hinges are secure;
- on a stepladder, that the “spreaders” on the ladder can be locked into place.
- There are no other obvious signs of damage such as cracks.

If you find a problem, DO NOT USE the ladder. It should be repaired (if practicable) or destroyed.

Storage

When storing ladders and stepladders, store them in a well ventilated area to prevent sagging and warping. Store straight ladders in flat racks or on wall brackets, don't hand them from the rungs. Store step ladders in the closed, vertical position.

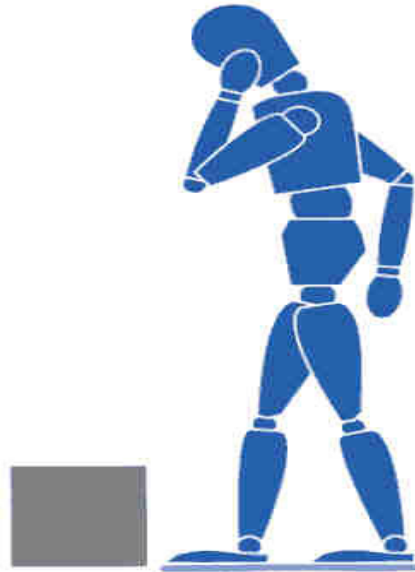
The information in this Guidance is based on the HSE leaflet 'Safe use of ladders and step ladders'

Manual Handling

PRINCIPLES OF GOOD HANDLING TECHNIQUE

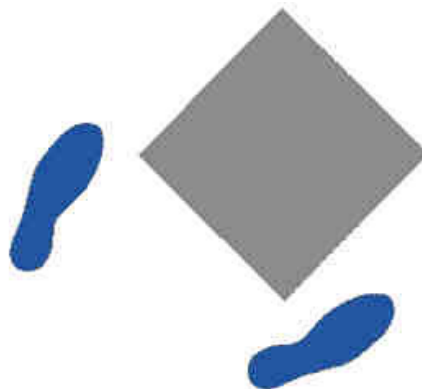
1 Planning

Plan the lift, consider where the load is to be placed, the distances involved, are there any obstructions such as closed doors? is assistance required?, can handling aids or equipment be used?



2 Feet

The feet should be positioned apart (shoulder width), one foot ahead of the other in the direction of the intended movement



3 Knees

Adopt a good posture for handling with the knees bent (not squat – don't kneel), in order to gain the most effective power from the thigh muscles

4 Back

The back should be straight - not necessarily vertical (15 - 20°) from vertical is alright, keeping the natural curve of the spine. It may help to tuck in the chin. If necessary, lean forward a little over the load to get a good grip and to keep the centre of gravity over the load.

5 Arms

The arms should be close to the body (nearer the centre of gravity) with the shoulders level and facing the same direction as the hips.



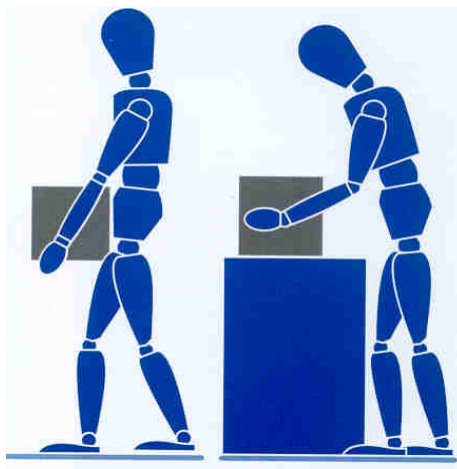
6 Hands

Ensure a firm grip on the load using the roots of the fingers and the palm of the hand. Holding the load this way is also less tiring than keeping the fingers straight.

7 Head

Raise the chin out and up as the lift begins, otherwise this results in round shoulders and a curved spine.

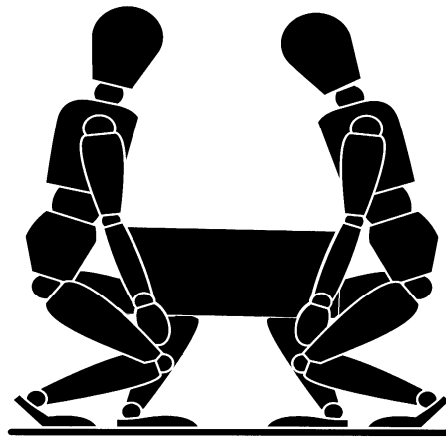
8 Moving the load



- Keep the load as close to the trunk for as long as possible, and where relevant, keep the heaviest side of the load close to the body. Slide the load towards you if required.
- Lift smoothly
- Move the feet not the trunk when turning to the side, i.e., don't twist.
- Put the load down and then slide the load into the required position if necessary.

9 Team Handling

Handling by two or more people may make possible an operation that is beyond the capability of one person, or reduce the risk of injury to a solo handler.



Additional difficulties may arise if team members impede each other's vision or movement, or if the load offers insufficient good handholds. This can occur particularly with compact loads which force the handlers to work close together or where the space available for movement is limited.

When lifting loads at or near floor level is unavoidable, handling techniques which allow the use of relatively strong leg muscles rather than those of the back are preferable, provided the load is small enough to be held close to the trunk. In addition, if the task includes lifting to shoulder height, allow the handlers to change hand grip. Bear in mind, however, that such techniques impose heavy forces on the knees and hip joints which must carry both the weight of the load and the weight of the rest of the body.

The closeness of the load to the body can also be influenced by foot placement. The elimination of obstacles which need to be reached over or into will permit the handler's feet to be placed beneath or adjacent to the load before beginning the manual handling operation.