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1. Introduction

This section of the Company Health and Safety Management System is a summary of the key elements and should be read and understood by all employees.

This document includes sections of the Company's Health and Safety Policy arrangements in a practical format and gives an explanation of what you are required to do.

Full details of the Company Health and Safety documents can be found at each branch, the location of these documents will be shown on the Safety Notice Board.

If at any stage of your employment, you have any questions about health and safety, or comments or concerns about it, please speak to your Line Manager as soon as possible.

2. The Company Health & Safety Management System

The Company Health and Safety Management System sets out the framework for the management of health and safety in the workplace and the prevention of injuries and ill health to its employees and others who may be affected by its activities.

The management system includes the Company's health and safety policy statement, organisation, arrangements, risk assessments and procedures for monitoring and review of safety performance.

The health and safety policy statement makes it clear that the Company takes employees health and safety seriously and will provide a safe place of work, a safe working environment, safe access and egress and adequate information, instruction and training. Although the ultimate responsibility for safety rests with the highest level of management in the Company, the Company realises that a healthy and accident free workplace cannot be achieved without the co-operation and active support

of its employees. The Company therefore has arrangements for consultation and for keeping you informed about matters of health and safety.

Safe working is not optional; it is a condition of your employment that you must consider your own health and safety, consider how others may be affected by your actions, co-operate with your employer, follow instructions and not tamper with or misuse anything provided in the interests of safety.

The organisation section of the Company health and safety policy gives details of the responsibilities of employees in the business. You must make sure that you are aware of your own responsibilities based on your job role.

Health and safety policy arrangements give details of all of the safety requirements for the activities of the Company and whilst this document includes the key arrangements for the Company's employees it is not exhaustive and the Health and Safety Policy manual should be referred to for the full range of Company safety arrangements.

3. Accidents & Incidents

An accident is an unplanned event that may result in injury to persons, damage to property, materials or equipment. It is the policy of the Company to record and investigate all accidents that result in injury and / or ill health. Where an incident occurs that **may** have resulted in injury, ill health or damage to property, materials or equipment (a near miss) the Company will also record and carry out an investigation to prevent a similar incident occurring in the future.

All employees are required to:

- Report all accidents or incidents, regardless of outcome, to their Line Manager
- All injuries must be recorded as soon as possible in the branch accident book, either by you (if you are the injured person) or by the First Aider or another responsible person
- Details of accidents or incidents should be forwarded to the Company Health and Safety Secretary
- If an accident falls within the scope of RIDDOR, the Branch Manager, Branch Secretary or, in the case of Ulting, Departmental Head should complete a draft RIDDOR report and provide to the Company Health & Safety Secretary for submission.
- Co-operate with any incident or incident investigation

The Branch Manager or, in the case of Ulting, Departmental Head will complete the necessary Incident Investigation, Witness Statement, Injury or Near Miss report/s. In the event of it being a RIDDOR reportable incident then the investigation will be led by a member of the Health & Safety Committee.

See also *Safety Arrangement 03.001 Accidents & Incidents*, held in the main Health and Safety Policy manual.

4. Consultation & Communication with Employees

The Company acknowledges the importance of employee involvement in health and safety matters and undertakes to consult directly with employees on relevant health and safety matters, such as the:

- Introduction of any measure that will affect the health and safety of employees
- Arrangements for appointing or nominating persons to assist the Company in complying with relevant legislation, and to assist in emergency procedures
- Provision of relevant information as required under health and safety legislation
- Planning and organisation of any relevant training required to be provided to employees under health and safety legislation

- Health and safety consequences of introducing new technologies into the workplace

It is the intention of the Company to positively encourage the involvement of employees in all such matters and to provide any facilities and assistance that might reasonably be required in order for this involvement to be effective.

Consultation may involve meetings between a designated member/s of the management team together with all employees where such a meeting is appropriate and reasonably practicable. Where it is not reasonably practicable to consult with all employees at a single event, the Company will arrange additional meetings.

The Company has a Health & Safety Committee which meets a minimum of three times a year. The Committee is listed on the General Statement of Policy for Health and Safety at Work. Branch Managers, who represent their branches, are invited with their Secretaries to meetings on a rotational basis.

The Company will communicate health and safety issues via Company notice boards, Line Management, departmental meetings, bulletins, emails, Company memos or DoeNet.

See also *Safety Arrangement 03.062 Consultation with Employees*, held in the main Health and Safety Policy manual.

5. Control of Substances Hazardous to Health (COSHH)

Hazardous substances are used in the business for various work activities and can be produced as a result of work activities and processes. The Company recognises that exposure to hazardous substances may result in ill health.

The risk of ill health will be reduced if the following precautions are taken:

- Check workplace precautions are working correctly before starting work, for example local exhaust ventilation (LEV)
- Store and use all products in accordance with manufacturers' instructions
- Store and use all personal protective equipment (PPE) correctly and report any defects or damage to your Line Manager immediately
- Check all PPE before use, do not use faulty or damaged equipment
- Store dirty or contaminated personal protective equipment separately
- Ensure that you wear any PPE provided for the job role or activity that you are doing based on any manufacturers' instructions or the findings of Company risk assessments
- Do not eat, drink or smoke when using or in areas of hazardous substance use.
- Use the welfare facilities provided to ensure that your hands are clean before eating and drinking
- Always dispose of hazardous substances or hazardous waste correctly
- Report any health issues immediately to your Line Manager

See also *Safety Arrangement 03.003 Hazardous Substances (COSHH)*, held in the main Health and Safety Policy manual.

6. Contractors

The Company uses contractors to carry out work activities on its sites from time to time, these activities may include building maintenance, electrical works, cleaning, plumbing, etc.

It is the policy of the Company to ensure the health and safety not only of our employees and visitors, but also the health and safety of the contractors that we employ.

As contractors could potentially place at risk the health and safety of our own employees (or employees of other contractors), we demand the same standards of health and safety performance from contractors that we do from our own employees.

Only competent contractors will be engaged by the Company. All visiting contractors must sign in at Reception for their visitor's badge.

Where asbestos is suspected or known to be in the area of a contractor's work then they must be shown the asbestos register to notify them of the risk.

See also *Safety Arrangement 03.004 Contractors*, held in the main Health and Safety Policy manual.

7. Company Vehicles

Business activities often involve the driving of vehicles, machinery or plant and we recognise that this exposes employees to additional hazards and risks.

To reduce the risk of injury to persons and damage to property and equipment the following actions must be taken:

- Only suitably trained and authorised drivers will operate vehicles, machinery or plant. Training certification and / or licences must be correct and current for the type of vehicle, machinery or plant that is to be driven or operated
- The Company will provide specialised training, such as forklift truck operator, where it is required for an employee's job role. Employees not trained to use forklift trucks must never drive them.
- The Company will check driving licences periodically
- The Company will ensure that any vehicle, machinery or plant provided to employees is suitable for the purpose and task that it is to be used for, it is the employee's responsibility to ensure that the vehicle, machinery or plant is in a safe condition to operate
- The driver of any Company vehicle, machinery or plant must immediately report any defect to their Line Manager
- Where a defect is serious and may affect the safety of persons the vehicle, machinery or plant must be taken out of service immediately

All drivers of Company vehicles, machinery or plant should be aware of the content of *Safety Arrangement 03.035 Occupational Driving*, held in the main Health and Safety Policy manual and the requirements in *Chapter 10* of the Employee Handbook.

8. Display Screen Equipment (DSE)

Display screen equipment (DSE) is extensively used throughout the Company and it is recognised that frequent use of DSE can result in chronic and acute health problems, such as eyestrain, headaches and musculo skeletal problems.

The Company will, on request from the "user", authorise the cost of a DSE user eye and eyesight test by a competent person (up to the limits set by the Company HR department).

The test should be specific for DSE use and take account of the nature or the "users" work, including the distance at which their screen is viewed.

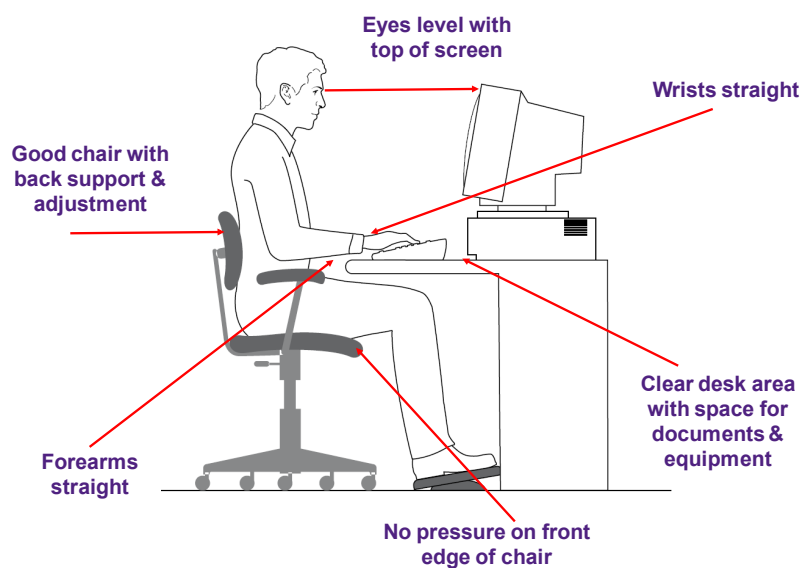
Where glasses are prescribed for DSE use, the Company will meet the cost of providing the basic pair of frames and lenses, which are of a type and quality adequate for the function. Should the "user" request more expensive eyewear; the additional cost will be met by the "user".

A DSE "user" is an employee that regularly uses DSE as a significant part of their normal work (daily, for continuous periods of an hour or more); source HSE document 'indg36 Working with display screen equipment (DSE).

- The Company will provide suitable training for DSE users

- Each employee should set up their display screen equipment following the guidelines given in any training session or by following the details in the Company Health and Safety Policy manual, a simple guidance diagram is included at the end of this section
- DSE users will complete a DSE User Assessment, carried out in conjunction with their Line Manager or the Company's HR department
- Any issues with the set-up of display screen equipment must be reported immediately to a Line Manager
- Health problems resulting from the use of display screen equipment must be reported immediately to a Line Manager

Display Screen Equipment Set Up



See also *Safety Arrangement 03.006 – Display Screen Equipment*, held in the main Health and Safety Policy manual.

9. Electricity (Fixed & Portable Equipment)

All Company premises have a range of fixed and portable electrical systems. Fixed systems consist of all switchgear and distribution systems throughout each premises, whilst portable equipment includes items such as workshop electrical tools, IT equipment, electric heaters, fans, portable lighting, etc.

The Company recognises that the operation and maintenance of electrical equipment can be hazardous and will ensure that all reasonable actions are taken to reduce the level of risk as far as is practicable.

All employees must adhere to the following precautions:

- Only use electrical equipment for its designed purpose
- Only use electrical equipment provided by the Company (unless authorisation has been given by your Line Manager and the equipment has a current PAT test record available)
- Visually inspect portable electrical equipment prior to use, ensuring that a current PAT test label is attached
- Report any faults with equipment immediately to your Line Manager, and isolate from the power source, if safe to do so

- Do not carry out any repairs, adjustments or modifications to electrical circuits or portable appliances unless authorised, trained and competent to do so
- Do not overload sockets or extension cables

See also *Safety Arrangements 03.008 Electricity & Electrical Equipment and 03.009 Electrical Equipment - Portable*, held in the main Health and Safety Policy manual.

10. Emergencies

In the event of an emergency, the fire alarm will sound and one or more designated employees shall assume control, ensure the evacuation of all persons present to their assembly point/s, contact the emergency services when required and where possible to ensure compliance with any relevant emergency procedure.

The paramount consideration in all cases of emergency is human safety. For the duration of any emergency the designated employees have overall control. Employees and visitors are required to co-operate with instructions given to them by the designated employees present at the scene and to use common sense. Employees and visitors are advised not to rush or attempt to pass others when leaving the scene of an incident.

It is the responsibility of any employee with visitors on site, especially disabled visitors, to ensure their safe evacuation in the event of an emergency.

All exits and exit routes must be kept clear at all times so as to allow safe and free passage in the event of an emergency.

The Company will hold emergency contact / next of kin details for all employees. It is the employees' responsibility to inform the Company of any changes to these details.

11. Fire Prevention

The Company recognises that a fire within our premises is a significant risk to the health of safety of any person in the premises (employees or others), within the vicinity of our premises and to the fire and rescue services who may have to attend to any emergency situation. The Company and its employees must do all that is reasonably practicable to prevent fire. Suitable fire precautions will be maintained and employees will be instructed in fire procedures.

All employees must:

- Not bring un-necessary sources of ignition or fuel into the workplace
- Only use heat producing equipment if trained to do so and as instructed by the manufacturer / supplier of the equipment
- Not overload any electrical or mechanical equipment
- Only smoke in designated smoking areas
- Keep ignition and fuel sources separated as far as possible
- Store all flammable and highly flammable substances in the correct fire resistant cabinets when not in use and keep the quantities used and stored to a minimum
- Regularly remove waste materials from inside buildings
- Store waste materials in bins, skips and containers as far away from buildings, machinery and other fuel sources as is reasonably practicable
- Ensure that they are familiar with the alarm sound, evacuation procedures and assembly points at the location where they are working
- Not obstruct, interfere or mis-use any fire-fighting equipment, alarm systems or escape routes and doors

- Inspect their work area at the end of each day to ensure that no sources of ignition remain

12. First Aid

The Company provides first aid facilities at each branch to ensure that all employees have quick access to first aid. The Company will assess first aider requirements and will provide the necessary numbers of first aiders and first aid equipment.

Details of first aiders and the location of first aid supplies and facilities are shown on the Company safety notice boards at each branch.

All employees must:

- Ensure that they are aware of who the first aiders are on their site and the location of first aid facilities
- Follow the instructions of the first aider in the event of an accident

See also *Safety Arrangement 03.013 First Aid at Work*, held in the main Health and Safety Policy manual.

13. General Health & Safety Rules

It is the duty of every employee, whilst at work, to take reasonable care for their own health and safety and of others who may be affected by their acts or omissions.

Having carried out a risk assessment, the Company and its employees will continue to maintain a clear understanding of the hazards involved in any particular situation or task and remain vigilant towards the general condition of any equipment, materials and other items in use.

All known problems and / or defects to equipment or items must be reported to the employees' Line Manager. If necessary, the relevant equipment or item shall be removed from service until repair or replacement has been carried out.

14. Information, Instruction & Training

Health and safety information comes from numerous sources. The Company Health & Safety Management System and related documentation provide the primary source of information. Employees who seek further health and safety information are advised in the first place to contact their Line Manager. In addition free HSE advisory leaflets on the wide range of health and safety issues may be obtained directly from the HSE website, www.hse.gov.uk, or through the Company Health & Safety Training Officer.

The Company Safety Notice Board at each branch will also hold health and safety information.

The Company will ensure that the correct instruction and supervision is provided to all employees. Instruction may take the form of suppliers instructions for relevant machinery / equipment – these instructions must be followed in all circumstances.

Training needs may be identified and provided as a result of risk assessment. Training may be required for existing, inexperienced and new staff, this is especially relevant where powered machinery of any type is used, the higher the risk the higher the level of training required. Most training can be carried out by experienced, competent staff; however, specialist instructors may be required in some instances such as fork lift truck driver training.

15. Lone Working

Lone working may expose employees and others to additional hazards, the Company will either remove the risk from these hazards or, where this is not possible, to reduce them to an acceptable level.

Assessment of lone working is carried out by the Company, details of findings of this assessment can be found in the Health and Safety Management System. Whilst this is a generic assessment

the Company requires that employees carry out an additional risk assessment for lone working as required. Any additional assessment should consider:

- The remoteness / location of the workplace
- The task/s to be undertaken
- Communication methods / problems
- The possibility of external interference (such as violence)
- The nature of injury or ill health that may be suffered as a result of lone working

Employees shall be given all necessary information, instruction, training and supervision to enable them to recognise the hazards associated with lone working. Employees will be required to follow safe working procedures including communication methods, emergency procedures, first aid provision and 'check in' systems when working alone.

See also *Safety Arrangement 03.020 Lone Working*, held in the main Health and Safety Policy manual.

16. Manual Handling

Manual handling is an unavoidable part of our business activities and the Company recognises that the manual handling of loads can lead to personal injury, temporary and permanent disability.

The Company will provide manual handling training to employees as appropriate.

Our aim is to always avoid manual handling so far as is reasonably practicable, however, where this is not possible the following precautions should be taken:

- Where possible, use mechanical or other handling aids to move loads
- Check the weight of the load before lifting (if possible), and consider if the load can be broken down into smaller units
- Wear personal protective equipment, if appropriate, such as gloves, safety footwear, etc.
- Only handle loads that are within your capacity
- Avoid twisting, stooping or reaching to pick up or deposit the load
- Seek assistance for handling large, heavy or awkward loads
- Check the route that the load will be moved over to ensure that there are no obstructions
- Where loads have to be carried over long distances ensure that there are place to take suitable rest from the activity
- Keep loads as close to the body as possible
- Avoid the use of your back when lifting loads – use your legs
- Carry out a manual handling assessment as required
- Report any health concerns immediately to your Line Manager

See also *Safety Arrangement 03.022 Manual Handling*, held in the main Health and Safety Policy manual.

17. Personal Protective Equipment (PPE)

The Company will ensure that suitable Personal Protective Equipment (PPE) is provided to employees who may be exposed to a risk to their health and safety, in conjunction with training in its effective use and safe storage. PPE will be provided to employees free of charge. The relevant risk assessment should be used as the basis for determining the controls required for a particular job / task.

NOTE: PPE should always be regarded as a 'last resort', so engineering controls and safe systems of work should always be considered first as it may be possible to do the task by another method which does not require the use of PPE.

PPE will only be considered suitable if it:

- Is appropriate for the risk and the working conditions
- Takes account of the employee's needs and fits properly
- Gives adequate protection
- Is compatible with any other item of PPE worn

Every employee must:

- Use PPE provided and follow the instructions regarding its use, storage, maintenance, and disposal
- Inform their Supervisor or Line Manager of any loss or defects in the PPE provided
- Not abuse or misuse the personal protective equipment provided
- Sign the PPE issue form to confirm receipt and training of the equipment

See also *Safety Arrangement 03.029 Personal Protective Equipment (PPE)*, held in the main Health and Safety Policy manual.

18. Risk Assessment

The Company recognises that the most important part of health and safety management is risk assessment. A range of risk assessments have been carried out by the Company for the general activities that are undertaken by employees. Copies of all risk assessments are available by hard copy at branch level and on DoeNet. In addition, individuals each have hard copies in their personal Health & Safety folder of the summary risk assessments that are thought relevant to their category of employment (Service, Parts, Admin, Other including Sales and Transport). Line Managers issue full risk assessments for individuals for their direct reports should they deem it necessary.

Training will be provided, as required, to allow employees to carry out risk assessments.

The Company will review risk assessments periodically and inform employees of any changes made.

Every employee must:

- Follow the control measures and further actions identified in each risk assessment
- Where additional hazards are noted during any operation they should be listed in an additional risk assessment and additional control measures applied as appropriate.
- Not continue with work activities until hazard controls reduce the risk to the lowest possible level
- Inform their Line Manager of any concerns with any risk assessment or safe system of work

Additional information, including details of the risk assessment process, is available in the *Safety Arrangements 03.033 Risk Assessment & Safe Systems of Work*, held in the main Health and Safety Policy manual.

19. Young Persons

A generic risk assessment has been undertaken for young person's working in the Company; however, an additional assessment may be required prior to young person's starting work with particular attention paid to their lack of experience, immaturity and reduced awareness of risk in the tasks that they will be required to undertake. The generic assessment must be reviewed with the young person by a Line Manager at the point of induction to ensure that it is fully relevant to the

individual, the work activities that they will undertake and the work environment, a copy can be found in the branch Health and Safety Policy manual.

The extent of the risk will determine whether the work of young persons will be restricted. In the case of young people under the minimum school leaving age, their parents (or those having the parental responsibility) will have access, where required, to the key findings of the risk assessment and the control measures taken.