



# Health and Safety Management System

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## Health and Safety Policy

### General Statement

Step into Learning, is committed to ensuring the health, safety, and welfare of its employees, so far as is reasonably practicable. We also fully accept our responsibility for others who may be affected by our activities, such as contractors, visitors, and members of the public. We will take steps to ensure that our statutory duties are always met. Each employee will be given such information, instruction, and training as is necessary to ensure that they can carry out their work tasks safely.

It is the duty of management to ensure that all processes and systems of work are designed to take account of health and safety and are always properly supervised. Adequate facilities and arrangements will be maintained to enable employees and their representatives to raise issues of health and safety.

Competent people will be appointed to assist us in meeting our statutory duties including, where appropriate, specialists from outside the organisation.

Every employee must co-operate with us to enable all statutory duties to be complied with. The successful implementation of this policy requires total commitment from all levels of employee, throughout the organisation. Everyone has a legal obligation to take reasonable care for their own health and safety, and for the safety of other people who may be affected by their acts or omissions. Full details of the organisation and arrangements for health and safety will be set out in separate documents.

This policy will be regularly monitored to ensure that the objectives are achieved. It will be reviewed and, if necessary, revised in the light of any legislative or organisational changes.

**Signed:** Croner Group LT

**Position:** Health and Safety advisors

**Date:** 14/04/2023

## Health and Safety Policy Review Record

Issue No.	Date	Description of Changes	Person(s) Responsible for Changes
1	January 2022	Second issue	Croner Group Limited
2	April 2023	Third issue	Croner Group Limited
3	May 2024	Fourth issue	Stephen Howard DSL & Croner Group limited
4	April 25	No changes made	Stephen Howard DSL
5	September 25	Fifth issue – updated information and Organisational Chart	Jo Tucker & Croner Group Limited
6	November 25	Sixth issue - updated Organisation Chart	Jo Tucker
7	Dec 25	7 <sup>th</sup> issue-updated organisational chart	Jo Tucker

## Organisational Arrangements

To ensure that health and safety is successfully managed within the organisation, the following responsibilities have been allocated.

### Overall Responsibility

Trustee Colin Wadsworth with the support of Jo Tucker (DSL) and guidance of Croner Group LTD accepts overall responsibility for all matters, including those regarding health, safety, and welfare.

### Organisational Responsibility

Step into Learning, commits to:

1. establish and implement a health and safety management system to manage the risk associated with our premises and activities
2. regularly monitor our performance and revise our health and safety management system as necessary, to ensure we achieve our objective of continuous improvement
3. provide sufficient resources to meet the requirements of current health and safety legislation, and aim to achieve the standards of good practice applicable to our activities
4. actively promote an open attitude to health and safety issues, encouraging staff to identify and report hazards so that we can all contribute to creating and maintaining a safe working environment
5. communicate and consult with our staff on all issues affecting their health and safety and, in doing so, bring this policy to their attention
6. provide adequate training for our staff to enable them to work safely and effectively, and to ensure they are competent and confident in the work they carry out
7. carry out and regularly review risk assessments to identify hazards and existing control measures; we will prioritise, plan and complete any corrective actions required to reduce risk to an acceptable level
8. maintain our premises and work equipment to a standard that ensures that risks are effectively managed
9. ensure that responsibilities for health and safety are allocated, understood, monitored and fulfilled
10. provide health surveillance for staff where appropriate, and maintain records
11. co-operate with other organisations in these premises to ensure that they are aware of any risks to their staff and other people posed by our activities, that we are aware of any risks to our staff from their activities, and that we comply with the relevant requirements of fire legislation.

## Organisational Chart





## Management Responsibility

Managers are responsible for ensuring that the safety policy is implemented. Managers must monitor the workplace to ensure that safe conditions are maintained. Where risks are identified the manager must ensure that these are rectified, so far as is reasonably practicable.

### Management duties include the following.

1. Ensuring that employees, contractors, and visitors are aware of safety procedures.
2. Establishing that all equipment, plant, and substances used are suitable for the task and are kept in good working condition; this includes the regular maintenance and servicing of equipment.
3. Providing adequate training, information, instruction, and supervision to ensure that work is conducted safely.
4. Taking immediate and appropriate steps to investigate and rectify any risks to health and safety arising from the work activity.
5. Bringing to the prompt attention of Croner Group Ltd any health and safety issue that requires their attention.
6. Ensuring that all accidents and "near misses" are properly recorded and reported and that an investigation is carried out to determine causal factors.
7. Always Maintaining safe access to and egress from the workplace. Managers dealing with particular topic areas will be advised of any specific health and safety duties. (For example, the manager tasked with purchasing will be required to obtain material safety data sheets for COSHH purposes prior to ordering a substance for the first time.)

## Employee Responsibility

All employees must:

1. take reasonable care for their own health and safety
2. consider the safety of other persons who may be affected by their acts or omissions
3. work in accordance with information and training provided
4. refrain from intentionally misusing or recklessly interfering with anything that has been provided for health and safety reasons
5. report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay
6. not undertake any task they are not trained or authorised to do.

## Health and Safety Assistance

Croner Group Ltd have been appointed to assist us in meeting our health and safety obligations. Croner have sufficient knowledge and information to ensure that statutory provisions are met and that the safety policy is being adhered to. The company recognises that there may be occasions when specialist advice is necessary. In these circumstances, the services of competent external advisors will be obtained.

### **First aid**

The company will maintain suitable numbers of first-aid personnel to deal with minor accidents and emergencies at the workplace. These personnel will have sufficient training and qualifications in accordance with statutory requirements. Identities of first aiders will be displayed throughout the workplace. The first aiders are Clare Glendinning, Jo Tucker, Siobhan Robbins, Naomi West, Shelley Duncan Adams and Kat Turnock.

### **Emergency procedures**

are designed to give warning of imminent danger and to allow personnel to move to a place of safety. The senior employee on site is responsible for ensuring that all employees and visitors within the area are informed of, and are fully conversant with, emergency procedures.

### **Fire marshals**

will be appointed for each area to assist with an evacuation. They will be given adequate instruction and training to ensure effectiveness.

### **Health surveillance**

We will ensure that health surveillance of individuals is provided where required under statutory provisions or where this would be of benefit to maintaining health, safety and welfare.

### **Information and communication**

We will ensure that suitable and relevant information relating to health, safety and welfare at the workplace is disseminated to staff and non-employees.

Statutory notices will be displayed throughout the workplace.

Safety committee meetings will be held regularly as well as routine team and trustee meetings, during which time matters arising in connection with health and safety will be discussed.

## ACCESS, EGRESS, STAIRS, AND FLOORS

We have a duty to protect the health, safety, and welfare of our workforce while at work and others who come onto our premises from the risk of injury due to badly maintained access and exit routes, stairs, and floors.

We do this by:

- Nominating employee on site to be responsible for monitoring and reducing incidents occurring because of incidents involving access and egress facilities, including stairs and floors etc.
- Assessing the risks from incidents involving access and egress facilities, including stairs and floors etc.
- Developing and implementing control measures, policies, and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work, and control measures relating to slips, trips and falls are undertaken by competent, trained personnel with the support of Croner Group Ltd.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures, and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage these risks.

The personnel on site are responsible for the above measures.

## ACCESS, EGRESS, STAIRS, AND FLOORS

### Action Plan

**To protect the health, safety, and welfare of our workforce while at work and others who come onto our premises from the risk of injury due to slips, trips and falls we need to.**

- Consider the nature of our premises and the way we work to identify areas where badly designed or maintained access and exit routes, stairs and floors could create access and egress problems or otherwise obstruct movement leading to employees and others slipping, tripping, or falling.
- Identify the control measures already in place and any additional measures that may be required.
- Consider issues including:
  - a) Steep stairs, handrails.
  - b) Ramps
  - c) Changes in floor levels
  - d) Potholes in floors and yard areas.
  - e) Blind corners
  - f) Wet and slippery floors
  - g) Highly polished floors
  - h) Trailing cables.
  - i) Rubbish.
- Keep a written record of significant risk assessments and the control measures and systems of work adopted.
- Make sure that employees understand the procedures and arrangements, consider whether they need any training.
- Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
- Implement the procedure and ensure that it is followed in practice.

- Monitor and review the operation of this procedure from time to time and after any incident involving access, egress, stairs, or floors, making changes to the procedure identified as necessary or beneficial.

## ACCIDENT, INCIDENT, ILL-HEALTH REPORTING AND INVESTIGATION

We encourage our employees to report all personal injury accidents, near miss incidents (dangerous occurrences) and ill-health that happen in the course of their work so that we can investigate the causes, learn from experience and improve our management of health and safety. We also use the information to help us meet our obligations under the legislation requiring accidents to be reported to the Enforcing Authority.

We do this by:

- Nominating employee on site to be responsible for investigating, recording, and reporting accidents, incidents, and cases of work-related ill-health.
- Having accident, incident, and work-related ill-health reporting procedures.
- Recording and analysing all reportable accidents, minor accidents, near-miss incidents (dangerous occurrences) and work-related ill-health.
- Reporting reportable accidents, dangerous occurrences, and work-related ill-health within the statutory timescales.
- Developing and implementing investigation protocols and policies.
- Providing and recording relevant training.
- Ensuring that those carrying out investigations are competent.
- Routinely reviewing the outcome of investigations and the operation of our reporting system.

All employees are responsible for reporting accidents, dangerous occurrences, and work-related ill-health.

# ACCIDENT, INCIDENT, ILL-HEALTH REPORTING AND INVESTIGATION

## Action Plan

**To meet our legal obligations to effectively manage the health and safety of our workforce and report accidents, incidents, and cases of work-related ill health to the Enforcing Authority we need to.**

- Inform all employees that are responsible for investigating the cause of injuries, incidents, and ill-health and to manage our reporting arrangements.
- Ensure all employees have the knowledge and experience to carry out investigations and operate the system effectively.
- Provide suitable training for those who don't.
- Create the systems and make sure all employees are aware of and understand them.
- Provide an accident book and access to BrightSafe, implement the procedures, and ensure that they are followed in practice.

When investigating consider.

- a. the time and date of the event, the prevailing weather conditions, and local lighting.
  - b. what was happening or what the injured person and any witnesses were doing.
  - c. risk assessments or safe systems of work for the task being carried out and details of relevant training given to the injured party and others involved.
  - d. obtaining witness statements, where possible.
  - e. making a sketch of the accident area, include accurate measurements, if appropriate. taking photographs of the site; record any unusual or causal features present. making observational notes on the potential causation, noting features, equipment defects or work practice that may have contributed to the eventual outcome.
  - f. the underlying, as well as the immediate, causes of the event.
- Keep a written record of investigations.
  - Review the causes of the events that have occurred to consider whether similar events could be prevented by the introduction of reasonably practicable control measures.

- Monitor and review the operation of this procedure from time to time to check that the investigation and reporting procedures are understood, are being followed in practice and that lessons learned are being put into practice.



## **ACTION ON ENFORCEMENT AUTHORITY REPORTS**

We recognise the benefits that will accrue from early action following receipt of reports from the Enforcement Authority in regard to health safety and welfare issues. To obtain these benefits we have recognised the need for an effective management system and have taken steps to be able to action such reports.

We have done this by.

- Inform all employees who will coordinate actions required to meet the requirements of Enforcement Authorities.
- Providing adequate resources either financial or human to be able to meet the requirements of the Enforcing Authority.
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

All employees are responsible for overseeing the Enforcing Authority requirements.

## ACTION ON ENFORCEMENT AUTHORITY REPORTS

### Action Plan

**To meet our legal obligations to provide adequate health and safety information to employees we need to.**

- Inform all employees they will coordinate actions required to meet the requirements of Enforcement Authorities.
- Ensure that employees understand their duties and responsibilities.
- Provide adequate training for that employee.
- Ensure that all employees are aware of the need to make concerns about health and safety known and report accidents, incidents, and cases of work-related ill health.
- Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

## AGGRESSION AND VIOLENCE

We recognise that we have a duty to take action to reduce so far as is reasonably practicable the risk of aggression and violence to our workforce whilst at work which arise from clients and/or the nature of our work.

We do this by:

- Ask all employees to consider and manage the issue of aggression and violence at work.
- Developing and implementing a policy for identifying and managing work where there are risks of aggression and violence.
- Involving employees in the development of this policy and our procedures
- Providing information about the policy to employees.
- Tutors to recognise work activities and locations where there are higher than normal risks of work-related violence and aggression.
- Ensuring that the policy is adopted and followed.
- Ensuring employees know what to do if they suspect they, or a colleague, are under threat of violence or aggression at work.
- Providing counselling or occupational health services and support.
- Monitoring and reviewing the policy and procedures; using our experience of operating these arrangements we aim to make improvements to the way we manage the risk of injury or ill health caused by work violence and aggression.

All employees are responsible for monitoring and implementing the above policy.

# AGGRESSION AND VIOLENCE

## Action Plan

**To protect our workforce from injury or ill health caused by violence and aggression at work we need to.**

- Assess our work activities to identify where employees may be subjected to violence or aggression from clients or other people because of their work activities.
- Prepare a policy and plan of action to deal with aggression and violence at work.
- Involve the workforce in developing the policy and plan of action.  
Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice. Take advice from the Police.
- Consider among other issues.
  - a. Recognising where and why workers may be at risk.
  - b. Systems to allow the reporting of aggression and threats of violence at work.
  - c. Handling incidents – calling the police.
  - d. Security screens and alarms.
  - e. Workplace layout – make it difficult for aggressors to reach workers.
  - f. Lone working and security for workers off site.
  - g. Training workers to identify the early signs of aggressive behaviours and conflict management techniques.
  - h. Counselling.
  - i. Special arrangements for dealing with clients and people known to be aggressive or a risk to staff.
- Develop procedures, programmes and practices tailored to our workplace.
- Record details of our assessment, the controls in force and additional measures planned.
- Make sure that Managers and Supervisors understand the policy and procedure.
- Consider whether they need any training.
- Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
- Implement the policy and procedures and ensure that it is followed in practice.

## ASBESTOS AT WORK

### Duty to Identify, Control and Manage

Although our premises were built before 2000, we have not had an Asbestos Survey carried out to confirm the absence or identify the presence of asbestos containing materials (ACMs) in the building structure. We operate on the basis that whenever building and maintenance work that involves the building structure is carried out the work area is specifically and formally assessed for the presence of ACMs.

During our business our workforce is unlikely to come into contact with any asbestos or asbestos containing materials at our customers' premises. We have therefore made no specific arrangements to manage exposure to asbestos and ACMs at other worksites. We need to control this potential hazard and we do this by.

- Developing an Asbestos Management Plan which sets out our assessment procedure whenever building, or maintenance work is planned.
- Making sure that our workers are trained and informed about the potential hazard and risks and know how to respond if they discover suspect ACMs.
- Employees and others adhering to the contents of procedures, control measures and Safe Systems of Work.
- Employing competent trained contractors to aid in the assessments and subsequent activities where the presence of asbestos is identified.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from asbestos.

All employees are responsible for the asbestos register.

## ASBESTOS AT WORK

### Duty to Identify, Control and Manage

#### Action Plan

To protect our employees from the risk of exposure to asbestos from asbestos containing materials whilst at work we need to.

- Make sure that all our workforce is trained in asbestos awareness and the hazards and risks associated with exposure to ACMs.
- If required, develop an Asbestos Management Plan which sets out the procedures for assessing the presence of ACMs whenever work that will disturb the building fabric is planned. We need to be able to take the advice of someone who is competent – able to advise on or analyse for the presence of asbestos and advise on how to deal with it.
- The Plan needs to consider how to quickly deal with the material in accordance with the legal requirements where the work needs to be done in a short timescale.
- Make any contractors coming onto our premises aware of our policy and that there has not been an asbestos survey. They must treat all suspect material as containing asbestos until it is proved otherwise.
- Explain our arrangements to supervisors and workers. Ensure they are understood.
- Provide training where required and information for staff nominated with responsibility.
- Implement the procedure and ensure that it is followed in practice.
- Review the operation of this procedure at least annually.

## ELECTRICAL SAFETY

We have a duty to protect our employees and other people who use our premises from the risk of electrical injury caused by our electrical installations, our use of fixed equipment and our use of portable electrical appliances.

We do this by:

- Ensuring the safety of our electrical installation equipment and portable appliances.
- Assessing the risks from electrical installations, fixed equipment, and portable appliances.
- Developing and implementing procedures, control measures, policies, and Safe Systems of Work.
- Ensuring that any work carried out on our electrical installation, equipment and appliances is carried out by competent, accredited electrical engineers.
- Providing and using personal protective equipment where appropriate.
- Regular inspection by competent accredited electrical engineers.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures, and Safe Systems of Work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage electrical safety.
- All employees are responsible for the above measures.

# ELECTRICAL SAFETY

## Action Plan

**To protect workers and others from the risks from using fixed and portable electrical equipment we need to:**

- Consider our activities and identify where and when workers may be exposed to risks to their health and safety from fixed or portable electrical equipment.
- Assess the risks from that exposure to fixed and portable electrical equipment, identifying control measures in place and any additional measure that may be required to avoid risk.

Consider relevant issues including:

- a. The competence of employees or contractors who install or maintain electrical equipment.
  - b. Inspection of fixed electrical installations as prescribed by the **IET Wiring Regulations (18th edition) BS 7671**.
  - c. The maintenance of electrical installations between inspections.
  - d. The maintenance and inspection of portable electrical equipment.
  - e. Using battery powered hand tools.
  - f. Whether hydraulic or pneumatic tools might be safer.
  - g. Reducing the operating voltage.
  - h. Residual current devices.
  - i. Use in flammable or explosive areas; use in wet and adverse conditions.
  - j. Equipment used by mobile workers.
  - k. Use of trailing cables.
- Purchase robust equipment suitable for the environment in which it is to be used.
  - Arrange for the routine testing and inspection of portable electrical equipment.
  - Develop a procedure based on these considerations.
  - Keep a written record of significant risk assessments and the control measures and systems of work adopted.
  - Make sure that employees understand the procedures and arrangements. Consider whether they need any training.
  - Implement the procedure and ensure that it is followed in practice.
  - Monitor and review the operation of this procedure from time to time and after any electrical incident, making changes identified as beneficial or necessary.



## EMPLOYING CHILDREN AND YOUNG PERSONS

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

We do this by:

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

All employees are responsible for the above measures.

## EMPLOYING CHILDREN AND YOUNG PERSONS

### Action Plan

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

- Appoint an employee to oversee the employment of children and young persons.
- Assess the risks to children and young persons from our activities and the work we give them to do.

Consider,

- a. The jobs they do.
  - b. The substances that they might come into contact with.
  - c. Machinery and equipment they might be asked to use.
  - d. Their lack of experience.
  - e. Their lack of appreciation of industrial risks.
  - f. Their attention span.
  - g. Their immaturity.
  - h. Exposure to toxic, carcinogenic, mutagenic, and teratogenic substances.
  - i. Physical and environmental hazards.
  - j. Close supervision is required.
  - k. Are their hours of work within the legal limits?
  - l. Is health surveillance required? If yes at what level?
- Develop arrangements and procedures based on these considerations – involve the employees.
  - Explain these arrangements and procedures to the young workers and their parents.
  - Explain the arrangements to our workforce. Ensure they are understood, especially by those who will be working alongside the young workers and provide further training where necessary.
  - Keep a written record of the risk assessment, the control measures and systems of work adopted. Record details of training given.

- Make sure that employees understand the procedures and arrangements. Consider whether they need any training.
- Implement the arrangements and procedures and ensure they are followed in practice.
- Monitor and review the operation of this procedure from time to time and after any incident causing injury or with the potential to cause injury to a young worker.
- Make any changes to our procedures and arrangements identified as necessary.

## **EQUALITY and DISABILITY DISCRIMINATION COMPLIANCE**

We recognise the benefits that will accrue from planned and carefully considered arrangements in regard to disabled persons and health, safety and welfare issues. To obtain these benefits we have recognised the need for an effective management system and have taken steps to be able to successfully manage disability in the workplace.

We have done this by.

- Providing adequate resources either financial or human to be able to make reasonable adjustments to our workplace(s)
- Allowing employees to nominate safety representatives who will coordinate issues arising from their colleagues in respect of health, safety, and welfare.
- Providing adequate resources
- Providing such health and safety information, instruction, and training for all workers as is necessary for them to be able to work without risk to their health or safety or welfare so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near miss incidents and dangerous occurrences.
- Providing and recording relevant training
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.
- All employees are responsible for overseeing this organisation's arrangements for compliance with disability requirements.

## **EQUALITY and DISABILITY DISCRIMINATION COMPLIANCE**

### **Action Plan**

**To meet our legal obligations to avoid disability discrimination to employees we need to.**

- Identify a person who will coordinate actions required to meet the requirements of disability discrimination legislation.
- Ensure that the employees understand their duties and responsibilities.
- Provide adequate training for employees.
- Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

## FIRE SAFETY – ARRANGEMENTS AND PROCEDURES

We have a legal duty to implement and maintain a fire safety programme, for assessing and controlling the risks from an outbreak of fire and for the provision of fire warnings, firefighting equipment, emergency lighting, emergency signs, adequate means of escape and evacuation procedures. We have put in place arrangements to meet these responsibilities and to identify and reduce the risks associated with fire and emergency situations.

Our arrangements consist of:

- Nominating a 'responsible person' to coordinate fire and emergency arrangements and take responsibility for the completion and regular review of a Fire Risk assessment.
- Identifying fire risks and potential emergency situations and who may be affected.
- Assessing the level of risk and recording the information in the Fire Risk Assessment and emergency plan.
- Implementing procedures and control measures to mitigate the risks posed.
- Liaising with the emergency services, informing them of any workplace or process hazards that have the potential to create fire or emergency situations.
- Developing Safe Systems of Work to reduce the potential incidence of fire and emergency situations.
- Adequate provision of tested and inspected firefighting and warning equipment.
- Practicing and recording fire evacuation procedures.
- Delivering training on the emergency plan, the Fire Risk Assessment and on the use of any firefighting equipment provided.
- Reviewing our system.

All employees are responsible for fire and emergency arrangements.

## FIRE SAFETY - ARRANGEMENTS AND PROCEDURES

### Action Plan

**To protect workers and others from the risk of fire we need to develop a comprehensive fire safety programme. We need to.**

- Nominate and train a person to be our competent and Responsible Person for fire safety matters.
- Prepare and maintain an up-to-date fire risk assessment in respect of our premises and processes. If we have hazards which make our premises high fire risk, we will need to get assistance from experts.
- Provide and maintain (record details) sufficient and suitable fire alarm systems, means of escape, firefighting equipment, emergency lighting and emergency signs.
- Develop procedures for the safe and speedy evacuation to a place of relative safety of workers and others in the event of a fire or other emergency.
- Where appropriate consult with the Fire Service in making these provisions and in developing our site-specific arrangements and procedures.

Consider.

- a. Fire prevention. Storage of flammables, waste disposal, open flames etc.
- b. Potential sources of ignition including use of flammable substances and process related fire hazards.
- c. Maintenance of fire alarms, smoke detectors, automatic door closers.
- d. Maintenance of fire doors and escape routes.
- e. Emergency procedures – fire wardens, fire and evacuation drills, safe assembly points.
- f. Maintenance of fire extinguishers and firefighting equipment.
- g. Liaison with fire service and assisting the fire service in the event of a fire.
- h. Providing and maintaining fire safety signs and notices.
- i. Record keeping.
- j. Safe means of shutting down electric, gas, and fuel supplies.

Always purchase robust equipment suitable for our intended use.

- Explain the Fire Safety Programme, Arrangements and Procedures to employees, Supervisors, workforce, and any other people who need to know what they are landlords, neighbours, visitors, residents etc. Ensure they are understood.
- Provide training where required and information for staff nominated with responsibilities.
- Implement the Programme and ensure that it is followed in practice.
- Carry out fire alarm and evacuation drills to check that the Programme works in practice.
- Monitor and review the operation of all aspects of the Fire Safety Programme at least twice a year and whenever a fire related incident happens, making changes to the fire risk assessment, arrangements and procedures identified as necessary or beneficial.



## FIRST AID

We have a duty to provide suitable first aid arrangements for our staff whilst at work and visitors who may be affected by our activities. We have taken steps to provide first aid arrangements that meet this requirement.

We do this by:

- Nominating employees to identify our needs and ensure continuing arrangements for first aid provision.
- Assessing the reasonable level of first aid provision required for our business at our workplace and for travelling staff.
- Recruiting sufficient members of staff to undertake first aid training as a first aider or appointed person, as appropriate.
- Arranging approved training for those people and keeping records of their training.
- Providing adequate numbers of trained personnel to be always available during business hours.
- Providing and maintaining enough first aid equipment and consumables.
- Displaying names and locations of first aid trained personnel or appointed persons in prominent positions throughout the premises.
- Routinely reviewing our first aid arrangements for suitability and ensuring that where we have trained first aiders qualifications are up to date.

The personnel responsible for coordinating first aid activities and ensuring adequate first aid provision is identified within page 10 of this document

## FIRST AID

### Action Plan

**To ensure that we meet our obligations to provide suitable first aid arrangements for our staff whilst at work and visitors who may be affected by our activities, we need to take the following action.**

- Assess our business activity to identify the level of first aid provision that will be necessary.  
Consider issues including.
  - a. The likely severity of foreseeable work-related accidents.
  - b. The number of people likely to be in the workplace.
  - c. The nature of health and safety risks at the workplace.
  - d. The location and accessibility of the workplace.
  - e. Whether the need is for trained first aiders or appointed persons.
- Keep a written record of our assessment and conclusions.
- Explain our assessment and conclusions to our workforce.
- Identify workers to be trained and take responsibility for administering first aid.
- Provide approved training for appointed first aiders.
- Keep records of this training and ensure qualifications are kept up to date.
- Make sure our arrangements are understood and the responsible people are known to all workers, Supervisors and Managers.
- Provide suitable facilities and consumables for delivering first aid at our workplace.
- Monitor and review from time to time the operation of this procedure in the light of experience making changes to our system identified as necessary or beneficial.

## HEALTH AND SAFETY INFORMATION FOR EMPLOYEES

We recognise the benefits that will accrue from the provision of effective information regarding health safety and welfare activities to our employees. To obtain these benefits we have recognised the need for an effective management system and have taken steps to provide adequate information to employees and others.

We have done this by.

- Allowing employees to nominate safety representatives who will coordinate issues arising from their colleagues in respect of health, safety, and welfare.
- Providing adequate resources
- Providing such health and safety information, instruction, and training for all workers as is necessary for them to be able to work without risk to their health or safety or welfare so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near miss incidents and dangerous occurrences.
- Providing and recording relevant training
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

Croner Group Ltd are responsible for overseeing this organisation's arrangements for provision of information to employees.

## HEALTH AND SAFETY INFORMATION FOR EMPLOYEES

### Action Plan

**To meet our legal obligations to provide adequate health and safety information to employees we need to.**

- Ensure that the employees understand their duties and responsibilities.
- Provide adequate training for them.
- Give the employee reviewing the Health and Safety information the authority required and the resources necessary for them to fulfil their role.
- Identify the most effective methods by which information will be circulated to the employees.
- Display the required health and safety 'What you should know' poster and complete the information on the poster.
- Provide information to our employees regarding their responsibilities and essential safety rules.
- Explain to our workers, supervisors, and managers the nature of our arrangements for managing health, safety, and welfare.
- Ensure that employees are aware of the need to make concerns about health and safety known and report accidents, incidents, and cases of work-related ill health to their managers.
- Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

## HEALTH AND SAFETY TRAINING

We have a duty to protect the health, safety, and welfare of our employees whilst they are at work and others who might be affected by our work activities. Among other specific arrangements we need to be sure that our workforce is trained to recognise hazards and risks and what they need to do to eliminate, reduce and avoid risk.

We do this by:

- Nominating senior staff members to manage Health and Safety training.
- Making an assessment of the risks to our workforce and others from an inadequately trained workforce.
- Developing and implementing training policies, programmes, and arrangements.
- Ensuring that the management of the policy, programmes and arrangements are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees are adequately trained for the variety of tasks which they may be required to do.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage our Health and Safety training programmes.
- All line managers are responsible for above measures.

# HEALTH AND SAFETY TRAINING

## Action Plan

### **In developing and implementing training policies, programmes, and arrangements we need to:**

- Assess our work activity to identify where and when workers or the public may be exposed to hazards and risks.
- Where we identify hazards, we need to consider the associated risks and the ability of staff to control them and then to identify whether their knowledge of and training about control measures is adequate.
- Identify any jobs that require workers to have received specific health and safety training.
- Identify the systems already in place to provide training and any additional measures that may be required.

Consider procedures and practices including.

- a. Plant and machinery.
- b. Chemical and chemical processes.
- c. Works transport.
- d. Working at height.
- e. Lifting machines and equipment.
- f. Electrical safety.
- g. Mundane work.
- h. Occasional work activities.
- i. Training needs analyses for individuals.

- Involve the employees in making these assessments of our needs.
- Develop procedures, programmes and practices tailored to our workplace.
- Explain these arrangements to the employees. Ensure they are understood and provide further training where necessary.
- Implement the procedures and ensure that they are followed in practice.

- Monitor and review the operation of the procedures from time to time making changes identified as necessary or beneficial.

## HEALTH AND SAFETY OF VISITORS

We have a duty to ensure the health and safety of members of the public who come into our workplace.

We do this by:

- Making an assessment of the risks to visitors.
- Providing a visitors' book to track visitors present in our premises.
- Developing visitor procedures and control measures.
- Implementing visitor procedures and control measures.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Regularly inspecting the premises to identify any new processes, personnel or changes to the building's structure that could pose new risk to visitors.
- Ensuring employees and others adhere to the contents of procedures, control measures and Safe Systems of Work.
- Providing relevant information and training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements



## HEALTH AND SAFETY OF VISITORS

### Action Plan

#### **To protect visitors to our workplace we need to:**

- Assess our work activity to identify where and when the public may be exposed to hazard and risk.
- Identify risks that visitors might face when at our workplace.
- Where risks to the health and safety of visitors is identified or reported, assess those risks to identify where control measures are required.
- Identify any control measures already in place and any additional measures that may be required.

Consider among other issues.

a. Where visitors go, when they go there, why they go there and what they do when they get there.

b. Floor coverings

c. Slippery floors

d. Chemical hazards

e. Electrical hazards

f. Condition of stairs etc

g. Machinery hazards.

h. Workplace transport.

- Involve the employees in making these assessments; use their experience.
- Develop procedures, programmes, and practices for ensuring visitor safety that are tailored to our workplace.
- Explain these arrangements to the workforce, their Supervisors and Managers. Ensure they are understood and provide further training where necessary.
- Implement the procedure and ensure that it is followed in practice.
- Monitor and review the operation of this procedure from time to time and whenever a visitor suffers a work-related injury, making changes to the procedure identified as necessary or beneficial.

## HOUSEKEEPING and CLEANING

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises by keeping it in a clean, tidy, and sanitary condition.

We do this by:

- Nominating an employee on site to oversee the provision and management of housekeeping facilities and arrangements. Where necessary, making a risk assessment of the risks posed to our workforce and others from housekeeping activities.
- Developing and implementing cleaning procedures and associated safe systems of work where required.
- Ensuring that competent, trained personnel undertake the management of the policy, cleaning regimes and control measures.
- Carrying out regular housekeeping audits.
- Providing and using personal protective equipment where necessary.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies and procedures.
- Providing instruction and where necessary training which is recorded.
- Regular monitoring and review of our arrangements; to ensure that the workplace is kept clean and that our cleaning arrangements are adequate.
- Employees and others adhering to the contents of the procedures and safe systems of work.

All employees are responsible for the above measures.

## HOUSEKEEPING and CLEANING

### Action Plan

**To ensure that we keep our workplace tidy and in a clean, sanitary condition we need to.**

- Assess all areas of the workplace and work activities to determine the cleaning requirements for each area.
- Devise and implement cleaning plans and schedules for each area, specifying and recording them.

In devising these plans consider issues including.

- a. Floors, stairs, toilets, rest, and catering areas, outside paths, roadways and storage areas, etc.
  - b. The contaminant and the most appropriate method for cleaning; vacuum cleaning is better than sweeping.
  - c. Dry cleaning or wet cleaning. Wet cleaning may leave slippery floors.
  - d. The source of the contaminant - can it be contained other than by cleaning?
  - e. The frequency of and best time of day for cleaning.
  - f. Waste handling and disposal – offensive, unhygienic, infected, chemical, process etc.
  - g. Warning signs.
  - h. Hazards associated with chemical cleaners.
  - i. Cleaning around potentially hazardous equipment.
  - j. Procedures for cleaning hazardous equipment.
- Involve the workforce in making these assessments of our needs.
  - Explain these arrangements to the employees. Ensure they are understood. Provide and record training where necessary.
  - Resource and implement the procedures ensuring that they are followed in practice.
  - Monitor the implementation and continuing effectiveness of our procedures to ensure that our workplace is being cleaned properly and adequately.
  - Amend our systems and procedures as necessary in the light of operational experience.

## LONE WORKING

Our company has a duty to ensure the safety, health, and welfare of our workforce whilst at work. That duty extends to employees who travel during their work and those who work away from our core premises.

We do this by:

- Identifying situations where lone working is required which affect our employees.
- Making an assessment of the risks to members of our workforce who are or may become lone workers.
- Developing and implementing control measures and procedures to ensure their health and safety whilst at work.
- Providing sufficient funding support to enable the development and implementation of procedures, risk assessments and control measures.
- Ensuring that procedures and control measures are in place for lone working situations.
- Ensuring that identified equipment needs are met and training on their use is given.
- Ensuring that the content of the procedures and risk assessments are made available to all staff.
- • Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from lone working.

All employees are responsible for the above measures.

## LONE WORKING

### Action Plan

**To protect the health, safety and welfare of our workers who work alone, whether it is because they are a mobile worker, because they work away from our core operating site or for other reasons, we need to.**

- Identify who among our workforce is or is potentially a lone worker.
- Assess the risks to those identified as lone workers.
- Identify the control measures already in place and any additional measures that may be required.

Consider, as part of our assessment, issues such as.

- a. Where they work.
  - b. Are they at risk because they handle cash?
  - c. Are they at risk because they are work at a remote or hazardous location?
  - d. Are they at greater risk in the winter months?
  - e. Are they at risk from a violent client or a member of the client's family?
  - f. Are they likely to cut corners because they are not under direct supervision?
  - g. Are they at risk because of health issues?
  - h. Are they at risk because a significant part of their day is spent driving?
  - i. Are they at risk because they work exceptional hours?
  - j. Are they at risk because they do not have access to welfare or first aid facilities?
  - k. Mobile phone signals.
- Keep a written record of significant risk assessments and the control measures and systems of work adopted.
  - Explain our system and arrangements to the employees. Ensure they are understood and provide further training where necessary.
  - Implement the procedure and ensure that it is followed in practice.
  - Monitor and review the operation of this procedure from time to time and whenever an employee reports an accident or case of ill health attributable to working alone, make changes to the procedure identified as necessary or beneficial.

## MANAGING SAFETY AND HEALTH AT WORK

We recognise the business benefits that can accrue from the effective management of safety and health at work. To obtain these benefits for our company we have recognised the need for an effective management system and have taken steps to put such a system in place.

We have done this by.

- Providing adequate resources
- Providing such health and safety information, instruction and training for all workers as is necessary for them to be able to work without risk to their health or safety so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near-miss incidents, and dangerous occurrences.
- Reporting reportable accidents within the statutory timescales.
- Providing and recording relevant training.
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice.

All employees are responsible for overseeing this organisation's arrangements for managing safety and health at work.

## MANAGING SAFETY AND HEALTH AT WORK

### Action Plan

**To meet our legal obligations to manage safety and health at work we need to.**

- Ensure that the employees understand their duties and responsibilities.
- Provide adequate training.
- Give that person the authority required and the resource necessary for them to fulfil their role.
- Plan our management of health and safety at work, set up and maintain systems that will deliver a satisfactory health and safety performance.
- Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

## NEW AND EXPECTANT MOTHERS

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

We do this by:

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

All employees are responsible for the above measures.



## NEW AND EXPECTANT MOTHERS

### Action Plan

**To protect the health of new and expectant mothers and women of childbearing age we need to.**

- Assess the risks that our business activities may have on women of childbearing age and any potential foetus.
- Inform the employees of those risks.
- Reduce those risks so far as is reasonably practicable.
- Assess the risks to any worker who notifies us that they are pregnant or are returning to work after having given birth.

Consider factors such as.

- a. Substances to which they might be exposed.
- b. The size and shape of their workstation.
- c. Posture.
- d. Vibrations.
- e. Environmental factors.
- f. Ability to stand or sit for long periods.
- g. Night working.
- h. Lifting and carrying.
- i. Noise levels.
- j. Welfare arrangements.

- Discuss the results of the risk assessment with the worker.
- Consider how to reduce risks.
- Find alternative work for the worker if it is not possible to reduce risks in her current job to an acceptable level. Alternatively give her paid absence from work.
- Implement our decisions.
- Make sure Supervisors and other employees are aware and understand the measures to be taken.

- Review the risk assessment as pregnancy develops or as the pregnant worker makes any concerns or problems known.

## OCCUPATIONAL HEALTH and HEALTH SURVEILLANCE

We have a duty to ensure the health and wellbeing of our employees who may be affected by the incidence of ill health arising from their work activities. We shall implement systematic, regular, and appropriate procedures to detect early signs of work-related ill health among employees exposed to certain health risks; and acting on the results.

We do this by.

- Developing and implementing strategies, procedures etc.
- Ensuring that the development of the strategies and procedures relating to health surveillance are undertaken by competent, trained personnel.
- Ensuring that employees and others follow our procedures and rules.
- Providing and recording relevant training.
- Recording Health Surveillance.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we coordinate health surveillance.

All employees are responsible for the above measures.

# OCCUPATIONAL HEALTH and HEALTH SURVEILLANCE

## Action Plan

### To set up a health surveillance system we need to.

- Consider our activities and identify where and when workers may be exposed to health risks.
- Risk assesses that work, identifying if any exposure is above the limit value or the action value set by law.
- Where exposure is above the exposure limit take immediate steps to reduce exposure to below the limit value.

Consider issues including:

- a. Are any groups or individual workers at particular risk?
  - b. Health Surveillance is normally required for exposure to.
  - c. Chemical hazards - dusts, fumes, solvents, liquids, or gases.
  - d. biological hazards - bacteria, viruses, animals, plants, and food stuffs.
  - e. Physical hazards - musculoskeletal injuries, noise, vibration, extreme heat and cold.
  - f. Stress - excessive workloads and tasks which affect their emotions.
  - g. Asbestos, lead, work in compressed air.
  - h. What is the level of surveillance required?
  - i. A 'responsible person' looking for a clear reaction where someone is working with something that could harm their health, e.g. checking for skin damage on hands where solvents are being used.
  - j. A 'qualified' person asking employees about symptoms of ill health or inspecting or examining individuals for signs of ill health, e.g. conducting a hearing test, or a lung function test.
  - k. Medical surveillance by a doctor, which can include clinical examinations to look for a reaction from exposure to some chemicals.
  - l. Keeping confidential individual health records where required.
  - m. Are baseline health assessments required when a person takes up or changes job?
- Explain these arrangements to employees. Ensure they are understood.

- Provide training where required and information for staff nominated with responsibility.
- Implement the procedure and ensure that it is followed in practice.
- Report cases of whole-body vibration which result in a worker being unfit for work and which are confirmed by a medical practitioner to the Enforcing Authority.
- Monitor and review the operation of this procedure from time to time making changes identified as necessary.

## OFFICE EQUIPMENT

We have a duty to protect our employees and other people who use our premises from the risks associated with the use of office equipment.

We do this by:

- Making an assessment of the risks from our use of office equipment.
- Developing and implementing procedures, control measures, policies, and Safe Systems of Work.
- Ensuring that office equipment is properly maintained.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures, and Safe Systems of Work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the safety of office equipment.

All employees are responsible for the above measures.

## OFFICE EQUIPMENT

### Action Plan

**To protect workers and others from the risks of using office equipment we need to:**

- Consider our activities and identify where and when workers may be exposed to risks to their health and safety from the use of office equipment.
- Assess the risks from that use of office equipment, identifying control measures already in place and any additional measure that may be required to avoid risk.

Consider relevant issues including.

- a. The competence and training of workers who use office equipment.
  - b. Who does what when the equipment goes wrong?
  - c. Are any young workers likely to use office equipment? Are any special precautions needed?
  - d. Are manufacturers' instructions followed?
  - e. The maintenance of office equipment.
  - f. The location of office equipment.
- Purchase robust equipment suitable for the work and environment in which we require it to be used.
  - Develop a procedure based on these considerations.
  - Keep a written record of any significant risk assessments and the control measures and systems of work adopted.
  - Make sure that employees understand the procedures and arrangements. Consider whether they need any training.
  - Implement the procedure and ensure that it is followed in practice.
  - Monitor and review the operation of this procedure from time to time and after any accident or incident, making changes identified as beneficial or necessary.

## PREMISES

We have a duty to protect our employees and others from the hazards and risks posed by entering our premises and to ensure that our facilities are provided and maintained to an acceptable standard.

We do this by:

- Making an assessment of the risks arising from working on our premises to our workforce and others.
- Developing and implementing control measures, policies, and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work, and control measures relating to our premises are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures, and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks posed.

All employees are responsible for the above measures.



## PREMISES

### Action Plan

**To protect workers and others from the risks associated with our premises we need to.**

- Carry out a general risk assessment of the facility identifying any hazards that the premises may pose to our employees.

Consider;

- a. Workspace – ensuring employees can carry out their tasks without obstruction.
  - b. Sanitary conveniences and washing facilities – must be available within close proximity to the workforce and determined by the number of employees.
  - c. Windows and doors – ensuring these do not pose an obstruction or vision problem.
  - d. Rest areas - provision for employees to be able to eat and drink away from working areas.
- Provide clean sanitary facilities, a supply of drinking water and rest areas for staff appropriate to the numbers of employees in our workplaces.
  - Ensure a fire risk assessment has been made and recorded,
  - Arrange for routine testing of the fire alarm system and emergency lighting and ensure this is documented.
  - Identify any asbestos present in the premises and maintain an asbestos register, seeking remediation treatment where necessary.
  - Ensure all our insurance liability policies are current and suitable for the premises.
  - Ensure glazing in high-risk areas is of a safety material or protected against breakage.
  - Consider pedestrian segregation from vehicles, with clearly identified walkways as a means of ensuring pedestrian safety.
  - Implement a suitable housekeeping regime that reduces the likelihood of slip, trip and fall hazards occurring on our premises.

## THE PROVISION, USE AND MAINTENANCE OF WORK EQUIPMENT

We have a duty to protect our employees and other people who use our premises from the health and safety risks associated with the provision and use of work equipment.

We do this by:

- Nominating IT Consultant to consider the health and safety issues surrounding any new equipment that we obtain and the equipment that we use in the course of our business.
- Making an assessment of the risks from work equipment when in use and during its maintenance.
- Developing and implementing procedures, control measures, policies, and Safe Systems of Work.
- Ensuring that any work carried out on work equipment is carried out by competent workers or competent contractors.
- Providing and using personal protective equipment where appropriate.
- Regular maintenance and servicing.
- Statutory inspections by competent accredited engineers and surveyors where required.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing relevant training and keeping training records.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the provision and use of work equipment.

All employees are responsible for the above measures.

# THE PROVISION, USE AND MAINTENANCE OF WORK EQUIPMENT

## Action Plan

**To protect workers and others from the risks from work equipment we need to:**

- Consider our activities and identify where and when workers may be exposed to risks to their health and safety from our use of existing equipment.
- Consider the implications for the health and safety of our workforce when purchasing or looking to purchase new equipment.
- Assess the risks from any such exposure to work equipment, identifying control measures in place and any additional measure that may be required to avoid risk.

Consider relevant issues including:

- a. What risks to health and safety might be created?
  - b. Do any parts look dangerous?
  - c. Do the guards adequately protect against the risk? Do they conform to the current BS/IS/EN standard?
  - d. Do fumes / dust escape from the equipment?
  - e. Is it used in flammable or explosive areas or in wet and adverse conditions? Is it designed and protected for such use?
  - f. Can you understand the controls? Are they in English?
  - g. Is it excessively noisy or is there excessive vibration?
  - h. Are there any special maintenance requirements?
  - i. Are parts that need maintenance easily accessible?
  - j. Does any part get very hot or cold?
  - k. Are there any live electrical parts exposed?
  - l. Are the supplied manufacturer's instructions clear and comprehensive?
- Arrange for work equipment to be routinely serviced and maintained and for statutory inspections where required.

- Keep a written record of significant risk assessments and the control measures and any systems of work or procedures adopted.
- Explain our procedures and arrangements to employees. Ensure they are understood and followed in practice. Provide training where necessary.
- Monitor and review the operation of this procedure from time to time and after any incident, making changes identified as beneficial or necessary.

## PURCHASING

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises, and we have systems in place to protect these groups from any adverse effects of all plant, equipment, supplies and substances that we purchase to support our work activities.

Our systems consist of:

- Developing and implementing a purchasing policy, identifying the safest available options.
- Ensuring that this policy is implemented by trained and competent staff.
- Ensuring that the equipment purchased is safe, adequate, and suitable for its purpose, and that safety devices and other control measures are fitted.
- Providing adequate and sufficient personal protective equipment to employees.
- Providing relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to our purchasing policy.

All employees are responsible for the above measures.

## RADON

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises by protecting them from excessive exposure to naturally occurring radon in the workplace.

We do this by:

- Commissioning radon testing, where appropriate.
- Developing and implementing procedures, Safe Systems of Work and control measures.
- Recording the undertaking of the checking / testing procedures, to evidence the activities' completion.
- Ensuring that testing is undertaken by competent, trained personnel.
- Employees and others adhering to procedures, control measures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from radon.

All employees responsible for the measures above.

## RADON

### Action Plan

#### **To protect our workforce and others who visit our premises from the ill health effects of naturally occurring radon we need to.**

Ascertain whether our premises are in an area where high levels of naturally occurring radon gas are likely to be present.

Arrange for radon measurements to be taken by an approved radon specialist.

Consider the results of radon measurements.

Take action to reduce exposure where unacceptably high levels of radon are measured.

Control measures may include.

- a. sealing soil gas routes into the building.
  - b. sub-floor depressurisation sumps to draw soil gas away from the building before it can enter.
  - c. sub-floor pressurisation sumps to force soil gas away from the building before it can enter.
  - d. sub-structure ventilation.
  - e. ventilation and adjustment of the air pressure inside the building to reduce or reverse the driving force which assists the entry of soil gas.
- If normal control measures are unlikely to be effective take further advice from specialists and introduce radiation protection measures to reduce personal exposure.
  - Record details of measurements, results and any controls subsequently introduced.
  - Inform, instruct, and train workers about the hazard of radon, the risks, exposure levels in the workplace and any control measures introduced. Record the details.
  - Ensure that those responsible for operating and maintaining control systems are competent and trained.
  - Maintain control measures in good working order.
  - From time-to-time check that the control measures are still working and that radon levels are being controlled below the exposure reference level.

## RISK ASSESSMENT AND HAZARD REPORTING

We have a duty to assess the significant risks arising out of our business activities and for specific areas of concern. We have a duty to implement the findings of these risk assessments to ensure the safety, health and welfare of our employees and others who may be affected by our work activity.

To support this process and our management of health and safety we encourage our employees to report all hazards observed in the course of their work, so that potential risks can be identified, and the appropriate action taken.

We do this by:

Ensuring that risk assessments are undertaken by competent, trained personnel.

Developing risk assessments procedures, Safe Systems of Work and measures to effectively control the work activities within our work premises.

Explaining the results of risk assessments to employees.

Implementing the findings of the risk assessments, procedures, strategies, Safe Systems of Work, and control measures.

Implementing hazard reporting procedures and explaining them to our workforce.

Recording and analysing hazards when they occur and investigating corrective and preventive measures.

Employees and others following our procedures, control measures and Safe Systems of Work.

Regular review of existing risk assessments and identifying the need for additional assessments.

Providing and recording relevant training.

Routinely reviewing the operation of our systems.

All employees are responsible for the above measures.

We use the experience from operating these arrangements to make improvements to our safety, health, and welfare management system.



## RISK ASSESSMENT AND HAZARD REPORTING

### Action Plan

**For our risk assessment process to be sufficiently robust to protect the health, safety and welfare of our employees and those affected by our work activity we need to.**

- Appoint Croner to complete risk assessments.
- Systematically identify the hazards to which our workforce and others are exposed.
- Consider the risks from those hazards, however recognised, identifying people at risk.
- Evaluate the risks and decide if further precautions are required.
- In significant cases, record our findings.
- Implement those findings.
- Explain the results of risk assessments to employees and detail any new precautions or systems of work they need to follow.
- Review risk assessments on a regular basis, commensurate to the risk.
- Review our arrangements from time to time to ensure that they are fully understood and operating correctly.

## SAFE SYSTEMS OF WORK

We have a duty to ensure our workforce are provided with clear instructions and training when undertaking potentially hazardous tasks that pose significant risks.

We do this by:

- Identifying where Safe Systems of Work are required.
- Developing Safe Systems of Work to effectively control the work activities within our work premises.
- Communicating the Safe Systems of Work to applicable employees.
- Ensuring that Safe Systems of Work are created by competent, trained personnel.
- Providing training on the Safe System to the workforce.
- Regular checks to ensure that the Systems are being followed.
- Reviewing our systems.

All employees are responsible for the above measures.

We use the experience from operating these arrangements to make improvements to our safety, health, and welfare management system.

## SAFE SYSTEMS OF WORK

### Action Plan

**To ensure that adequate Safe Systems of Work are in place for employees to follow we need to.**

- Appoint and train sufficient numbers of staff in the creation of the Safe System of Work.
- Systematically identify the areas where a Safe System of Work may be required.
- Assess the task and identify the hazards.
- Define the safe method of undertaking the task.
- Document the Safe System of Work and ideally display it at the work site where the work takes place.
- Implement the System and ensure employees understand it. Provide training where necessary.
- When developing and implementing Safe Systems of Work we should involve employees in the task being assessed.
- Review Safe Systems of Work on a regular basis or when situations change.

## SLIPS, TRIPS AND FALLS

We have a duty to protect our workers and others visiting our premises from the risks of slipping, tripping, and falling.

We meet this duty by:

- Identifying all the potential causes of slips, trips and falls and assessing the risk.
- Developing and implementing procedures and control measures.
- Ensuring that pedestrian routes are fit for the purpose, that they are routinely maintained and checked.
- Ensuring that any risk assessments or safety inspections are carried out by competent and trained personnel.
- Adhering to our risk assessments, procedures, and control measures.
- Providing wherever possible segregated traffic routes and adequate signage.
- Providing and recording relevant training.
- Regular monitoring and review of our arrangements to ensure that arrangements we have made remain sufficient to control the potential risk.

All employees are responsible for the above measures.

## SLIPS, TRIPS AND FALLS

### Action Plan

**To protect our workforce and others who visit our premises from the risk of accidents caused by slips, trips, and falls we need to.**

- Identify where on our worksite there are potential areas for slips, trips or falls accidents.
- Assess the hazards in each of those areas and the risks that people at work and others may face.
- Identify existing controls and any additional measures that we should be taking.

Consider issues including.

a. Floor surfaces.

b. The environment.

c. Footwear.

d. Contamination.

e. Obstacles and obstructions.

f. Cleaning regimes.

g. People – human factors.

- Involve employees in developing a procedure or arrangements based on these considerations.
- Keep a written record of significant risk assessments and the control measures and systems of work adopted.
- Explain our system and arrangements to the employees. Ensure they are understood and provide further training where necessary.
- Implement the procedure and ensure that it is followed in practice.
- Monitor and review the operation of this procedure from time to time and after any report of a dangerous incident or of a person suffering injury or due to slipping or tripping and falling on our premises or while at work making changes identified as necessary or beneficial.

## SPECIAL EVENTS

When we organise functions, we have a duty to protect our own workforce and others from the hazards and risks that are present; these will vary according to the type of function and its location.

We do this by:

- Assessing the risks at and from each function that we organise.
- Developing and implementing control measures, policies, and Safe Systems of Work.
- Ensuring that the development and management of the policy, procedures, Safe Systems of Work, and control measures are undertaken by competent, trained personnel.
- Providing and using personal protective equipment.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures, and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks at functions.

All employees are responsible for the above measures.

## SPECIAL EVENTS

### Action Plan

**To protect the health, safety and welfare of both our own workforce and others from the hazards and risks that are present when a function is organised, we need to.**

- Assess our work activity to identify where and when workers or the public may be exposed to risk at each function we organise.
- Consider the arrangements we have in place to protect the health, safety and welfare of our workforce and others from the risks involved in organizing functions.
- Identify the control measures already in place and any additional measures that may be required.

Consider.

- a. risks due to the location. Steep slopes, steps, water hazards etc.
  - b. electrical safety especially where temporary arrangements are made.
  - c. cleanliness procedures for both permanent and temporary workers.
  - d. equipment hazards to staff (cuts, electric shock etc.).
  - e. manual handling capabilities.
  - f. slips, trips, and falls.
  - g. training of staff, permanent and temporary (use of machinery, first aid and fire procedures).
  - h. young and temporary workers
  - i. establishing a Safe System of Work for activities at each function.
- Keep a written record of significant risk assessments and the control measures and systems of work adopted.
  - Explain our system and arrangements to the employees. Ensure they are understood and provide further training where necessary.
  - Implement the procedure and ensure that it is followed in practice.
  - Monitor and review the operation of this procedure from time to time and after any injury or incident, making changes to the procedure identified as necessary or beneficial.

## STRESS IN THE WORKPLACE

We recognise that we have a duty to take action to reduce and where reasonably practicable to eliminate ill health which is caused by work related stress.

We do this by.

- Developing and implementing a policy for identifying and managing work related stress.
- Involving our workforce in the development of this policy and our procedures.
- Providing information about the policy to all workers.
- Employees to recognise symptoms of work-related stress.
- Ensuring that the policy is adopted and followed.
- Ensuring employees know what to do if they suspect they, or a colleague, are suffering from stress.
- Providing counselling or occupational health services and support.
- Monitoring and reviewing the policy and procedures; using our experience of operating these arrangements we aim to make improvements to the way we manage ill health caused by work related stress.

All employees are responsible for monitoring and implementing the above policy.



## STRESS IN THE WORKPLACE

### Action Plan

**To protect our workforce from ill health caused by work related stress we need to.**

- Assess our work activities to identify where and when workers or others may experience unacceptable levels of work-related stress.
- Prepare a stress policy and plan of action when a worker is identified as suffering ill health on account of work-related stress.
- Involve the workforce in developing the policy and plan of action.
- Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice.

Consider among other issues.

a. The outward signs of stress.

i. emotional. Fatigue, anxiety, poor motivation in general.

ii. cognitive. Making mistakes, having accidents.

iii. behavioural. Deteriorating relationships with colleagues, irritability, indecisiveness, absenteeism, excessive smoking, excessive drinking, overeating etc.

iv. physiological, Increased complaints about health - headaches, dizziness etc.

b. Stress risks assessments.

c. Support to an employee who is experiencing stress whether work related or not e.g., following a bereavement or separation.

d. The effect of new or changed roles without adequate training.

e. The effect of poor communication during times of change

f. Excessive workloads, long working hours, unsocial hours.

g. Working alone.

h. Employees having to cover for the poor performance or attendance of colleagues.

i. Do employees have developmental opportunities.

j. Bullying and harassment by Managers, Supervisors, and colleagues.

- Explain these arrangements to the employees. Ensure they are understood and provide further training where necessary.
- Implement the policy and procedure and ensure that it is followed in practice.  
Monitor and review the operation of the policy and procedure from time to time and following any case of ill health caused by work related stress, making changes to the procedure identified as necessary or beneficial.

## SUBSTANCE and ALCOHOL ABUSE

We have a duty to protect the safety, health and welfare of our employees and others from the hazards that may arise because of workers abusing alcohol and other substances.

We do this by:

- Developing and implementing strategies, policies, and procedures.
- Providing competent accredited trained personnel to provide support and counselling services.
- Employees and others adhering to the contents of our procedures and policies.
- Providing and recording relevant training
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from substance abuse.

All employees are responsible for the above measures.

## SUBSTANCE and ALCOHOL ABUSE

### Action Plan

**To protect workers and others from the risks of working with people who abuse substances and alcohol we need to.**

- Develop a policy for dealing with workers whose abuse of substances and alcohol put other people at work at risk.

Consider.

- a. The problem should be treated as an illness.
  - b. The problem can be successfully treated.
  - c. Disciplinary action is a last resort.
  - d. Sufferers may find it difficult to admit to a problem.
  - e. It is easier to act in the early stages of the condition.
  - f. Staff should be able to identify early signs of problems.
  - g. Advice is available from many organisations including local Health Authorities.
- Develop a policy and procedure based on these considerations.
  - Explain these arrangements to our employees. Ensure they are understood.
  - Provide training and information, where required, for staff nominated with responsibility so that they can identify workers with substance abuse problems.
  - Implement the procedure, identify who is to provide support and counselling services and ensure that it is followed in practice.
  - Ensure that staff, particularly Managers and Supervisors, remains aware of our procedure although we hope and expect it will not be required in practice.
  - Monitor and review the operation of this procedure whenever it has been used, making changes identified as necessary or beneficial.

## **WELFARE, STAFF AMENITIES, REST ROOMS and the WORKING ENVIRONMENT**

We are obliged to make and maintain arrangements for welfare and the provision of a safe and healthy working environment for our workforce whilst they are at work. This includes a duty to provide restrooms where work is arduous or conducted in a hostile environment and for the welfare of new and expectant mothers.

We do this by.

- Maintaining our workplace including buildings and fixtures in good order and according to required standards.
- Providing welfare facilities that are fit for purpose and include adequate hot, cold and drinking water, sanitary conveniences, hand washing facilities, facilities for meal breaks, sufficient light, heat and ventilation.
- Implementing housekeeping, cleaning, and maintenance regimes.
- Providing and recording relevant instruction and training.
- Regular monitoring and review of our arrangements and facilities to ensure that they remain sufficient and are adequately maintained.
- All employees are responsible for these measures.

## WELFARE, STAFF AMENITIES, REST ROOMS and the WORKING ENVIRONMENT

### Action Plan

**To ensure that we make the proper and necessary arrangements for welfare and to provide a safe working environment for our workforce we need to.**

- Consider the arrangements we have in place to provide for the welfare of our workforce whilst at work and to provide a safe working environment.
- Assess the specific welfare arrangements, including rest rooms and catering areas, that we have provided against both minimum legal requirements and what might reasonably be expected by law; particularly where work may be arduous or in a hostile environment.

Consider among other relevant issues.

- a. our worksite, the condition of the buildings.
  - b. temperature, ventilation, and lighting in the workplace.
  - c. the use of chemical, biological and radiological substances.
  - d. the condition of floors, walls and ceilings;
  - e. traffic routes.
  - f. sanitary and washing facilities.
  - g. clothing, accommodation, changing rooms and rest rooms.
  - h. drinking water and the means for making hot drinks and heating food;
  - i. workers in isolated locations.
  - j. the needs of nursing and expectant mothers.
  - k. the heating and cleaning of rest rooms and welfare facilities.
- Involve employees in these considerations and in the development and maintenance of facilities and arrangements based on these considerations.
  - Keep a written record of significant assessments, actions identified and taken.
  - Monitor welfare arrangements and facilities to ensure that they remain sufficient, are maintained in a good clean condition, and are fit for purpose.

## WORKPLACE HEALTH AND SAFETY CONSULTATION

We have a duty to consult with our workforce on matters affecting their health, safety, and welfare whilst at work. To meet this obligation, we have established a process for Managers to consult with employees and elected safety representatives about work-related health, safety, and welfare issues. We also use this system to deliver simple safety messages and rules through short toolbox talks.

We do this by:

- Nominating Supervisors and Managers to organise and hold consultation meetings and toolbox talks.
- Arranging scheduled formal consultation meetings or toolbox talks between Managers, elected representatives and employees.
- Developing and implementing consultation procedures.
- Implementing and undertaking where necessary a **'one to one'** consultation process with individual employees. Details of such sessions will be recorded.
- Taking and keeping minutes of consultation meetings, making them available to all staff.
- Being seen to listen and act on issues and concerns raised during 'one to one' consultation meetings.

# WORKPLACE HEALTH AND SAFETY CONSULTATION

## Action Plan

**To set up a system for consulting with our workforce on health and safety at work matters we need to.**

- Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to operate the system effectively.
- Provide suitable training for those who don't.
- Create the system and make sure it is known to all members of our workforce.

Consider as part of the system.

- a. recognising and involving representatives of the workforce from all levels.
  - b. permitting employee representatives to have time off to attend relevant health and safety training.
  - c. provide training for employee representatives if necessary or beneficial to the process.
  - d. scheduling health and safety as an agenda item for Consultation meetings.
  - e. implementing and undertaking 'one to one' consultation sessions with individual employees.
  - f. formally recording the outcomes of all consultation meetings and retaining these records.
  - g. making the outcomes of consultation meetings available to all those employees affected by them.
- Explain these arrangements to our workforce. Ensure they are understood.
  - Implement the procedure and ensure that it is followed in practice.
  - Monitor and review the operation of this procedure from time to time to check that our workforce is consulted about health and safety matters that affect them whilst at work.

## WORKPLACE SIGNS

Where it is appropriate we have a legal duty to display safety signs to warn our workers and others of hazards that may be present in our workplace.

We do this by:

- Identifying and implementing procedures for the purchase and installation of signs.
- Ensuring that signage is adequate for its purpose, and it is maintained and checked.
- Ensuring that assessments of our requirements are made by competent, trained personnel.
- Ensuring that workplace signs are adhered to.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the use of safety signs.

All employees are responsible for the above measures.



## WORKPLACE SIGNS

### Action Plan

**To protect the health, safety and welfare of our employees and others from the hazards and risks present in our workplace we need to use safety signs as a way of warning personnel that those hazards exist. We need to;**

Identify where on our worksite hazards exist that need to be marked with warning signs.

Identify signs already in place and any additional signs that may be required.

Consider, as part of our assessment, issues such as.

- a. Where prohibition signs should be used.
- b. Where signs should be used as a caution.
- c. Where signs should be used to require positive action.
- d. Where signs are required to indicate a mandatory action.
- e. Whether signs are made, coloured and displayed according to legal requirements.
- f. Replacement of damaged signs – now and in the future.

Involve employees in developing these arrangements and systems.

Keep a written record of assessments and decisions made.

Explain decisions to the workforce. Ensure they are understood and provide further training where necessary.

Implement the procedure and ensure that it is followed in practice.

Monitor and review the operation of this procedure and the provision of signs from time to time.