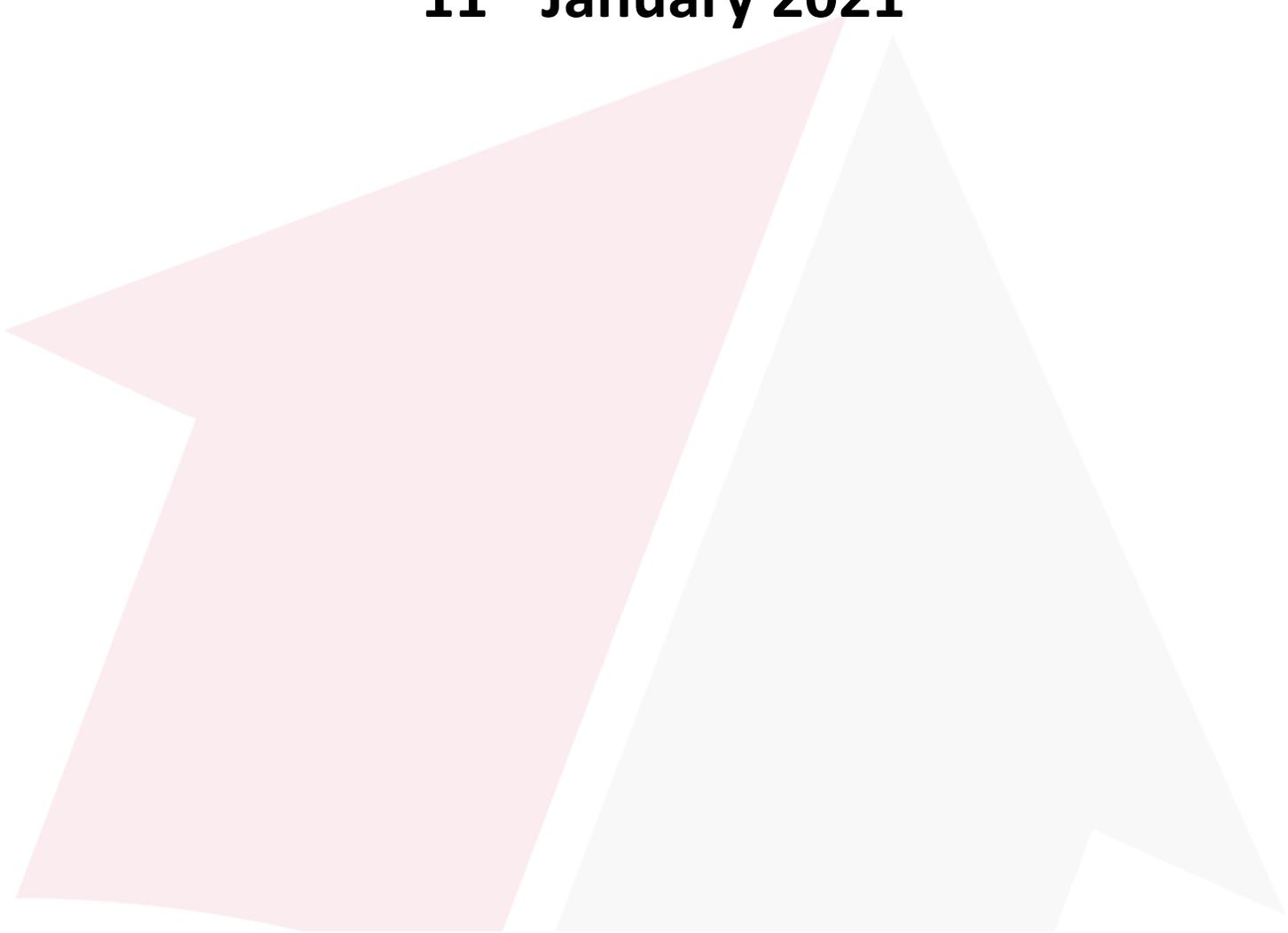




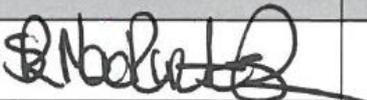
M&W PROPERTY SERVICES LTD

HEALTH AND SAFETY POLICY

11th January 2021



Prepared By	Signed	Date
Barry Rutley		11/01/2021

Director Authorisation	Signed	Date
STEVEN MACKINTOSH		11/01/2021

INTRODUCTION

M&W Property Services Ltd

M&W Property Services Limited is a privately owned company based in the heart of Buckinghamshire. Formed in the year 2000 by its founder partners Steven Mackintosh and Christopher Wigham, this company has enjoyed continuous annual growth based on the quality and service of the work force and support team. We offer a nationwide high quality, fast responsive repair services, in all aspects of general maintenance.

Legal Requirement

M&W Property Services Ltd, as an employer, has a legal duty to comply with specific Health and Safety Legislation with an aim of reducing the risks of workplace dangers to a minimum and to provide a safe working environment for its employees and others who may be affected by company activities.

Section 2 of the Health and Safety at Work etc. Act 1974 states;-

“It shall be the duty of every employer to prepare and, as often as may be necessary to revise, a written statement of his general policy with respect to the Health and Safety at work of his employees and the organisation and arrangements, for the time being in force, for carrying out that policy, and bring that statement to the notice of all his employees”

Purpose

This Policy has been developed to ensure M&W Property Services comply with current legal requirements.

This Policy comprises of the following two parts;

Part 1 which contains the ‘Statement of Intent’, which outlines the aims/targets of the Company, along with the company’s ‘Organisation’ for Health and Safety which outlines the ‘Roles and Responsibilities’ of those employed within the company at all levels.

Part 2 is the ‘Arrangements’ section which outlines safety systems, processes and/or procedures that identify how M&W Property Services will eliminate or reduce hazards in the work place and meet the commitments made in the policy statement of intent.

Implementation

The Company Directors have overall responsibility to ensure this Policy is implemented, monitored, reviewed and communicated to all employees and that the policy is edited to reflect changes in Legislation or the business as and when necessary.

All employees have the responsibility to ensure that they, regardless of their role/level, comply with the Policy and any system, process or procedure put in place to aid its implementation. The successful implementation of this policy requires total commitment from all levels.

Non Compliance

Those who are identified as failing to comply with this Policy and any associated system, process or procedure may face disciplinary proceedings. Non compliances will be formally recorded and held on file.

Policy Monitoring and Review

The Policy will be continually monitored to ensure its content remains effective and continue to reflect the activities of the Company.

This policy will be formally reviewed on an annual basis unless prompted prematurely by changes in Legislation, changes in Management structure, changes in working processes or the occurrence of a major event.



Health and Safety Policy

Part 1

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HEALTH AND SAFETY POLICY STATEMENT

The management team at M&W Property Services consider the health, safety and welfare of their employees and Sub-Contractors. The company, through its employees also accepts responsibility for the health and safety of others affected by its undertakings. M&W Property Services are committed to taking all reasonable precautions for the prevention of injuries and ill health to our employees, sub-contractors and others who may be affected by our work activities, to maintain a healthy working environment and to prevent any damage or loss to property, plant, equipment and the environment.

M&W Property Services are committed to complying with health and safety legislation, adopting industry best practice and ensuring that all aspects of the business take account of health, safety and welfare requirements.

In order to achieve our aim M&W Property Services will;

- Provide adequate resources for the purposes of Health, Safety and Welfare
- Provide all employees and sub-contractors with Information, Instruction, Training, Supervision and formal procedures and monitoring systems.
- Provide a safe place of work
- Provide safe plant and equipment

Every employee and Sub-Contractor has a role to play in ensuring that these aims are achieved, by acting with due regard for their own and others health and safety.

Employees and Sub-Contractors have a responsibility to co-operate with the Company to enable all statutory duties and obligations to be complied with.

Employees and Sub-Contractors will be consulted with on health and safety issues, to encourage active participation and feedback.

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

Any changes will be communicated to all employees, sub-contractors and others associated with our business.

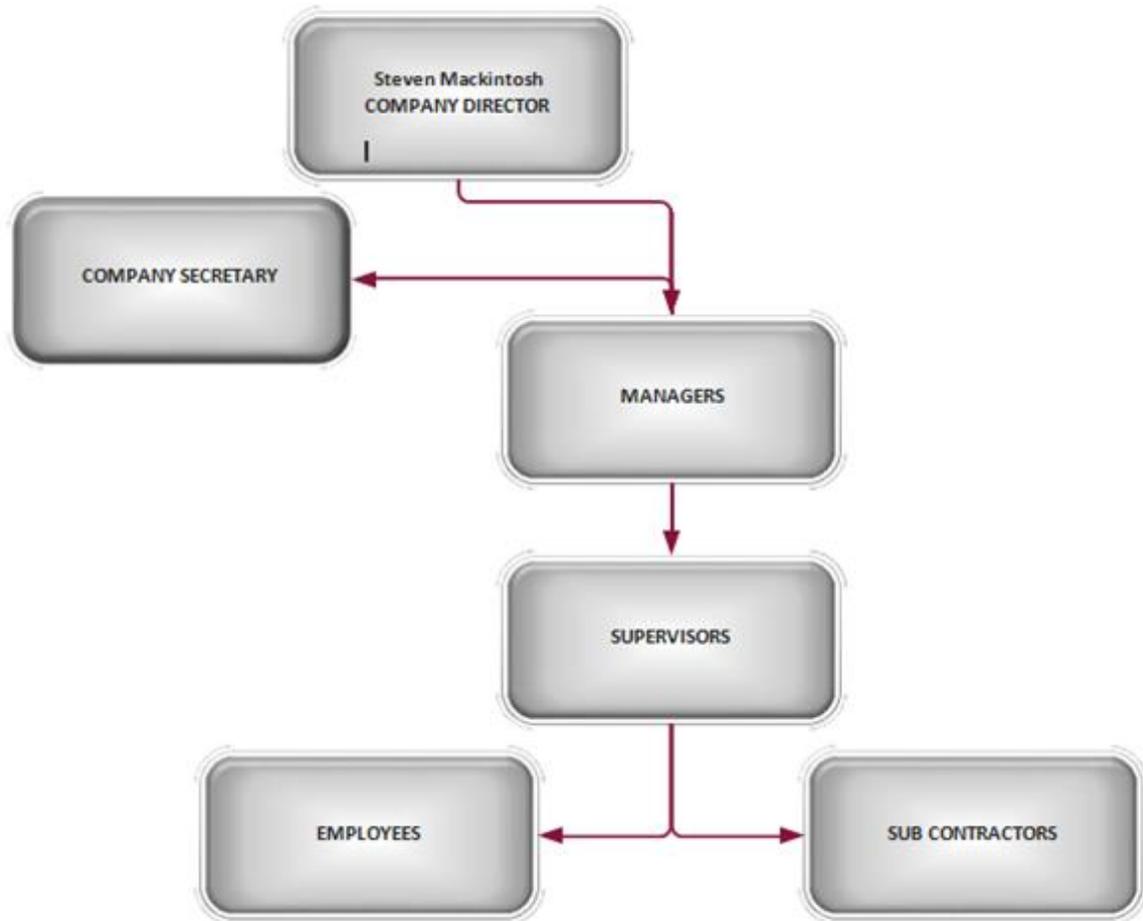
Signed



Date 11/01/2021

Steve Mackintosh - Director

MANAGEMENT STRUCTURE FOR H&S



HEALTH & SAFETY ROLES AND RESPONSIBILITIES

DIRECTOR – Steve Mackintosh

The Directors Health and Safety responsibilities are to ensure;

- The H&S Policy is implemented, monitored, reviewed and communicated to all employees and that the policy is edited to reflect changed in Legislation or the business as and when necessary
- Visible leadership is provided to promote and champion Health and Safety throughout the business and that the benefits of a good Health and Safety culture are communicated
- All employees, regardless of level, understand their responsibilities highlighted when this Policy and where necessary assist them in their duties to comply with H&S Legislation
- Resources such as finance, personnel and relevant materials or equipment are made available to ensure the policy and its procedures can be implemented effectively
- M&W Property Services Ltd complies with all relevant H&S legislation and regulations.
- The business and its activities are covered by insurance at all times and that the insurance policy is reviewed and updated annually
- All employees are trained appropriately and competent to carry out their duties whilst at work
- Procedures are in place to ensure any equipment supplied to employees for use is suitable for purpose, in good condition, maintained appropriately and has relevant certification where necessary
- Procedures are in place to ensure that adequate welfare facilities are provided for employees
- Procedures are in place to ensure that all work activities are planned adequately, hazards are identified and associated risks are assessed, adequate control measures are put in place and as far as is reasonably practicable to provide a safe working environment for their employees

DIRECTOR RESPONSIBLE FOR HEALTH AND SAFETY – Steve Mackintosh

The Director Responsible for Health and Safety has, in addition to those of the Director, the responsibility to ensure;

- All reportable injuries, diseases and dangerous occurrences are reported to the relevant enforcing authority.
- All accidents, incidents and cases of work related ill health are investigated appropriately, any failings are identified and recommendations are implemented to prevent reoccurrences.
- Health and Safety site inspections/audits are carried out at regular intervals.
- Suitable and sufficient Method Statements and Risk Assessments are written and provided to employees.
- M&W Property Services comply with all relevant H&S legislation and regulations.
- All employees, regardless of level, understand their responsibilities highlighted within this Policy and where necessary assist them in their duties to comply with H&S Legislation.

FIRE WARDEN

The Fire Wardens responsibilities are to ensure that;

- In the event of a fire all persons are evacuated from the building and guided to a safe place.
- The emergency services are called at the earliest opportunity and given clear information relating to the nature of the fire and the full address of the building.
- They are aware of their surroundings and give consideration to others who also occupy the area should the need arise for evacuation - such as visitors who may not be familiar with the area and disabled people who may need additional help.
- They are aware of all Fire Escape routes and that such routes remain free from obstruction at all times.
- Records are kept up to date for the area they are responsible for.
- Inspections of firefighting equipment are carried out and any defects are noted and replacement equipment sought at the earliest opportunity.

FIRST AIDER

The First Aiders responsibilities are to ensure that;

- First Aid boxes are accessible at all times and are fully stocked of relevant materials
- First Aid boxes are replenished at the earliest opportunity should any of the contents be used.
- Assistance is provided to those who may require First Aid treatment however this should only include acts that the First Aider is trained and competent to perform.
- Should the injury be beyond the capabilities of the First Aider or need treatment that First Aid cannot resolve the emergency services are called at the earliest opportunity and given clear information relating to the nature of the situation and the full address of the location of the casualty
- All accidents and incidents are reported immediately and recorded as necessary.

EXTERNAL HEALTH AND SAFETY ADVISOR

The External Health and Safety Advisor responsibilities are to ensure that;

- The H&S Policy is periodically reviewed and communicated to The Director Responsible for Health & Safety. The policy is edited to reflect changes in Legislation or the business as and when necessary
- Management are made aware of any changes in H&S Legislation or relevant industry standards.
- Health and Safety requirements are identified and management are advised accordingly.

When instructed by M&W Property undertake the following further actions;

- Liaise with external organisations where necessary.
- All reportable injuries, diseases and dangerous occurrences are reported to the relevant enforcing authority.
- All accidents, incidents and cases of work related ill health are investigated appropriately, any failings are identified and recommendations are implemented to prevent reoccurrences.
- Health and Safety site inspections/audits are carried out at regular intervals.

TRANSPORT MANAGER

Transport Manager Responsibilities are to ensure that;

- All vehicles, owned by M&W Property Services or leased, and their activities are covered by insurance at all times and that the insurance policy is reviewed and updated annually.
- All vehicles, owned by M&W Property Services or leased, are in a road worthy condition and that their MOT and Road Tax are in date and renewed accordingly
- All vehicle drivers are in possession of a valid UK driving license and that the license entitles them to drive their allocated vehicle.
- Where applicable all drivers' hours are recorded and all legislation associated to vehicle driving hours is complied with.
- All vehicle incidents/accidents/damages are logged and repairs managed.
- All vehicle defects are reported immediately and any defective vehicles remain 'off the road' until issues are resolved or a replacement vehicle is sought.
- All drivers abide by road traffic regulations (speed limit, road signage, road markings vehicle weights etc.) Undertake a periodic audit of completed driver pre-use vehicle check sheets.

MANAGERS

Manager's responsibilities are to ensure that;

- They understand the information contained within the Health and Safety Policy and they understand their responsibilities. They must also act in an appropriate manner at all times - setting a good example to employees.
- They actively lead the implementation of the H&S Policy
- All employees, regardless of level, understand their responsibilities highlighted within this Policy and where necessary assist them in their duties to comply with H&S Legislation.
- All employees are consulted with regarding Health and Safety issues and are encouraged to raise any Health and Safety issues.
- Adequate welfare facilities are provided.
- There is a provision of a Safe System of Work which will include Method Statements and Risk Assessments.
- M&W Safety Rules are implemented and adhered to at all time.
- Any equipment supplied to employees for use is suitable for purpose, in good condition, maintained appropriately and has relevant certification where necessary.
- Where necessary, Supervision of employees is provided.
Employee Training requirements are highlighted and relevant training is provided to ensure employees are adequately trained to carry out their works in a safe manner.

SUPERVISORS

The supervisors' responsibilities are to ensure that;

- They understand the information contained within the Health and Safety Policy and they understand their responsibilities.
- They actively lead the implementation of the H&S Policy
- Welfare facilities are maintained appropriately and remain in good condition
- Employees under their control are trained to carry out their work or operate any plant or equipment in a safe manner
- All Health and Safety rules are followed at all times
- All Method statements, Risk Assessments and COSHH Assessments are communicated to employees under their control and documents are signed accordingly
- Any hazardous substances are stored, handled and transported in accordance with procedures and manufactures instructions.
- Any equipment supplied to employees for use is suitable for purpose, in good condition, maintained appropriately and has relevant certification where necessary.
- Management are informed of any safety issues, accidents or incidents immediately
- PPE is available to employees and used as per Method Statements, Risk Assessments, COSHH Assessments, Site Rules and manufactures instruction

OPERATIONAL EMPLOYEES – Surveyors, Installation Team, Labours, Operatives

The operational employee's responsibilities are to ensure that;

- They understand the information contained within the Health and Safety Policy and they understand their responsibilities.
- They take care not to endanger themselves or others who may be affected by their work activities, acts or omissions
- Anything provided for Health and Safety purposes is not misused or mistreated
- All accidents or incidents are reported immediately
- Colleagues, Supervisors and/or Managers are made aware of any Health and Safety Issues or unidentified Hazards
- They Cooperate with their Employer on all aspects of Health and Safety at all times
- Site Rules are followed at all times
- Any Method Statements, Risk Assessments or COSHH Assessments provided are read and understood and signed where required
- Only those trained and competent carry out works, use tools and equipment.
- The correct tools and equipment are used for the work they are undertaking and in accordance with manufactures instructions.
- All vehicle incidents/accidents/damages are reported immediately. Pre-use checks on vehicles are completed.
- All vehicle defects are reported immediately and any defective vehicles remain 'off the road' until issues are resolved or a replacement vehicle is sought.
- Any PPE provided is worn and used and stored in accordance with manufactures instructions
- Only tools, equipment and PPE that are in good condition are used
- All defects associated to tools, equipment or PPE are reported immediately and any defective tools, equipment or PPE are quarantined to prevent use.

NON OPERATIONAL EMPLOYEES – Admin Team

The non-operational employees' responsibilities are to ensure that;

- They understand the information contained within the Health and Safety Policy and they understand their responsibilities.
- They take care not to endanger themselves or others who may be affected by their work activities, acts or omissions
- Anything provided for Health and Safety purposes is not misused or mistreated
- All accidents or incidents are reported immediately.
- Colleagues, Supervisors and/or Managers are made aware of any Health and Safety Issues or unidentified Hazards
- They Cooperate with their Employer on all aspects of Health and Safety at all times

SUBCONTRACTORS

M&W sub-contractor's responsibilities are to ensure that;

- A Sub-Contractors Assessment Questionnaire has been completed and returned with the appropriate supporting documentation as requested.
- They comply with all relevant H&S legislation and regulations.
- They comply with all the requirements of M&W Property Services Health and Safety Policy at all times
- They comply with M&W Property Services Site Rules at all times
- They take care not to endanger themselves or others who may be affected by their work activities, acts or omissions
- Anything provided for Health and Safety purposes is not misused or mistreated
- All employees under their control must be adequately training and competent to carry out the works they are undertaking
- Any Accidents or Incidents that occur whilst working for M&W are reported immediately
- Suitable and Sufficient site specific Method Statements, Risk Assessments and COSHH Assessments have been written, supplied to M&W and are taken to site.
- Works are undertaken in a safe manner according to relevant legislation and effects of their works on others are taken into consideration.
- All tools and equipment taken to site for use is suitable for purpose, in good condition, maintained appropriately and has relevant certification where necessary.
- All materials or substances that are brought to site is transported and stored according to manufactures instructions and that there is accompanying information highlighting any risks associated to them.
- They attend M&W safety meetings/training sessions if required.



Health and Safety Policy

Part 2

Arrangements and Procedures

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ARRANGEMENTS FOR MANAGING RISKS FROM WORK ACTIVITIES

The Director and Managers will ensure, so far as is reasonable practicable, that all work activities are 'Risk Assessed' and that any control measures identified are implemented and communicated to employees prior to work activities taking place. Separate, individual specific risk assessments will be developed for 'Young Person's and 'Expectant Mothers'.

Risk Assessments will be reviewed annually or when prompted for change by new ways of working or after a serious event occurs.

In order to ensure M&W employees, and/or others, are not exposed to anything with the potential to cause them harm or effect their health (which is known as a 'Hazard') all work activities are assessed.

Each hazard highlighted is examined to establish the likelihood of the harm being realised/occurring and the severity of the resulting consequences such as who might be harmed and how. This is categorised as the 'Risk'.

A risk assessment document is then created which highlights the hazards and their associated risks and identifies 'Control Measures' that can be put in place to eliminate or reduce such risks.

Where possible all identified hazards and associated risks will be eliminated at source, where this is not possible M&W Property Services will try to change the way the work will be carried out to a way where there is less risk associated or put additional items in place to prevent or reduce access to the hazard.

Where hazards and associated risk still remain, only after all control measures and safe systems of work have been implemented, will appropriate Personal Protective Equipment (PPE) will be issued to employees, free of charge.

In order to ensure M&W Property Services employees do not carry out any works without being aware of all potential hazards the M&W Project Safety Declaration Form risk has an additional section for completion once on site to record any additional low risk hazards that are not already included on the risk assessment document due to changes in site conditions etc.

Each completed risk assessment is to be communicated to the relevant employees and the Project Safety Declaration Form signed and dated as proof it has been read and understood.

All signed documentation will be scanned and kept electronically for future reference.

Employees also have a duty to ensure they do not put any other people at risk when carrying out their work activities and ensure they follow systems of work in place for their safety, use equipment provided for their safety properly and cooperate at all times with their M&W Supervisors and Management Team on health and safety matters.

M&W Property use a 'Matrix' in order to categorise severity, likelihood and residual risk (the risk remaining once control measures have been applied)

When categorising risk consideration is also be giving to;

- The number of employees and/ or others who may be exposed
- What the duration of the exposure will be
- How frequent the exposure will be
- Failure of equipment or safety devices
- Protection offered by PPE

1. Hazard Matrix

Hazard Severity Rating	Rating
H	Fatality/ Major Injury or Significant/ Severe Environmental Damage
M	Absence from Work or Significant Pollution
L	First Aid/ No Lost Time or No Significant Pollution

2. Likelihood Matrix

Likelihood Rating	Rating
H	Likely To Occur
M	Occasional Occurrence
L	Unlikely Occurrence

3. Residual Risk Matrix – After Control Measures Have Been Applied

Residual Risk Rating	Rating
H	Stop Work And Review
M	Work May Continue, Further Controls Should Be Considered
L	Work May Continue, Tolerable Risk

4. Overall Risk Matrix

		Likelihood		
		L	M	H
Severity	L	L	M	M
	M	M	H	H
	H	M	H	H

PROCEDURES FOR MANAGING RISKS FROM WORK ACTIVITIES



ARRANGEMENTS FOR CONTROL OF ASBESTOS

M&W Property Services will risk assess all activities of its employees in relation to them coming into contact and/or being exposed to asbestos containing materials and, where relevant, manage any identified asbestos containing materials within any M&W Premises.

The Director and Managers are committed to ensuring all employees and sub-contractors have received suitable and sufficient Asbestos Awareness Training and that Emergency Procedures are in place should any Asbestos containing materials be accidentally disturbed whilst M&W work activities take place.

M&W Property Services only permits their Asbestos Surveying Team to work with asbestos containing materials.

All Asbestos Removal works are undertaken in accordance with the Control of Asbestos Regulations 2012 and are carried out by a licensed asbestos removal Sub Contractors from M&W's 'Approved Contractors list'. M&W will ensure the Sub Contractors employees have the appropriate in date ARCA/ACAD training certification, medical certificates and face fit certification and that a suitable and sufficient Site Specific, Task Specific Risk Assessment and Method Statement have been submitted prior to any work taking place.

M&W Premises

M&W Property Services will ensure that, where they are the duty holder, all premises are subject to an Asbestos Survey and, if found to be present, an Asbestos Management plan is completed and an Asbestos Register specific to those premises is made available.

Non M&W Premises

M&W Property Services will ensure all sites that were constructed before the year 2000 will have had an asbestos survey carried out prior to works commencing. Where extensive refurbishment works are to take place which may affect the fabric of the building M&W Property Services will ensure an R&D survey has also been completed. The survey report will identify any asbestos containing materials found at the time of the survey, their location, condition and extent. The location of all Asbestos materials present must be communicated to all M&W employees on site – No work should be undertaken that will result in the material being disturbed at any time.

Where possible all asbestos containing materials will be removed from the work area prior to works being instructed.

Any M&W site personnel **MUST** have completed an Asbestos Awareness course within the last year and **MUST** Consult the Site Asbestos survey/register **PRIOR** to starting works

If the survey/register states that Asbestos is present in the area due to be worked on/in all works **MUST** be suspended and a member of M&W Property Services management team informed **immediately**.

If the survey/register states that Asbestos is not present within the work area care should still be taken when carrying out works - If any suspected Asbestos materials are found during works all activity within the work area must be suspended, the material **MUST NOT** be disturbed and a member of M&W Property Services management team informed **immediately**.

M&W Surveying Team.

The Asbestos Management and Surveying Team is managed by Steve Collinson

All Surveyors hold BOHS P402 certification or equivalent as a minimum qualification.

M&W Property Services undertake two types of Asbestos Survey;

Management Survey (formerly known as Type 1 & 2). This is the standard survey, its purpose is to locate, as far as reasonably practicable, the presence and extent of any suspect ACMs in the building which could be damaged or disturbed during normal occupancy, including foreseeable maintenance and installation, and to assess their condition.

Refurbishment & Demolition Survey (formerly known as Type 3). A refurbishment and demolition survey is needed before any refurbishment or demolition work is carried out. This type of survey is used to locate & describe, as far as reasonably practicable, all ACMs in the area where the refurbishment or demolition work will take place. The survey will be fully intrusive and involve destructive inspection, as necessary, to gain access to all areas, including those which may be difficult to reach. Refurbishment or demolition surveys should only be conducted in unoccupied areas to minimise the risks to the public or employees on the premises.

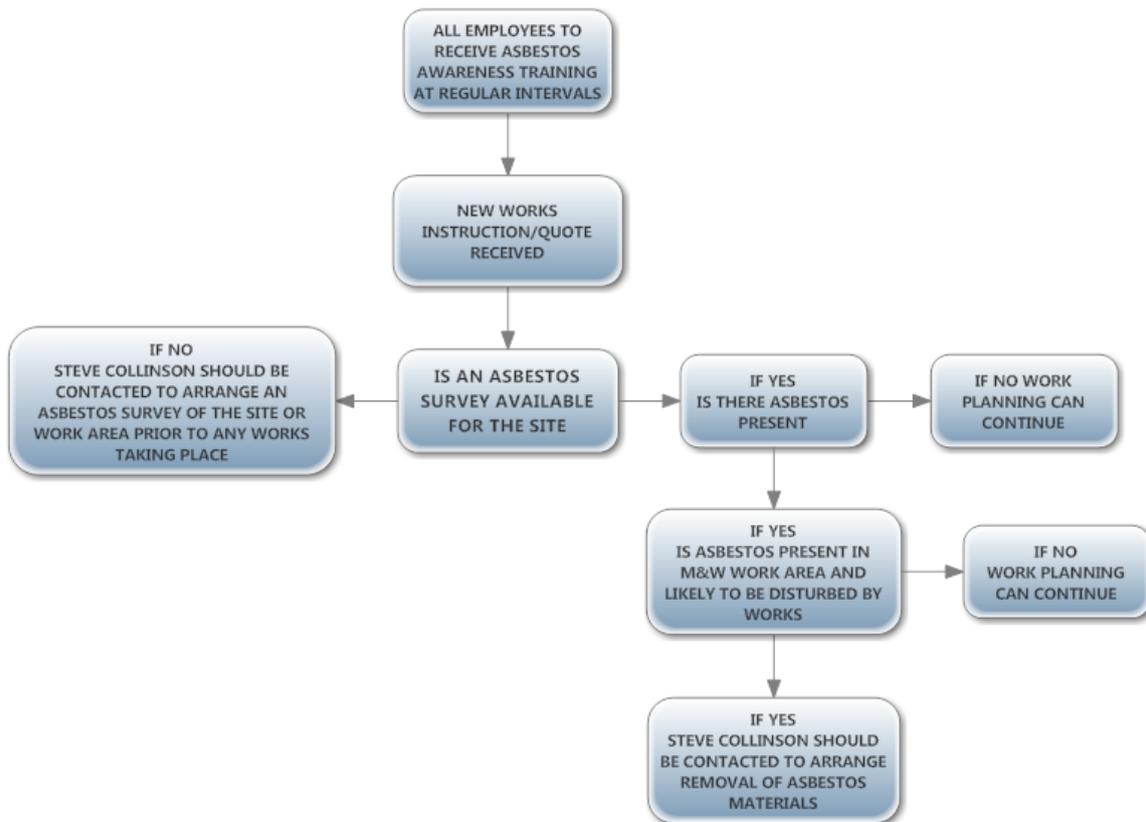
There is a specific requirement in CAR 2012 (regulation 7) for all ACMs to be removed as far as reasonably practicable before major refurbishment or demolition.

When the survey is complete M&W Property Services will produce an Asbestos Survey Report which will include detailed surveyor's notes and photographic inspection records, marked-up plans, a material assessment on any asbestos identified plus practical and impartial recommendations on any actions that may be necessary to ensure that occupants of the building & those who work within it are not put at risk through exposure to asbestos fibres.

The survey report/asbestos register will then be distributed to the client & other interested parties in hard copy. A copy of the report should also be made available at the site it represents to enable visitors and contractors to view any specific asbestos hazards.

M&W Property Services also provide and implement an Asbestos Management Plan service, which if required, ensures any identified Asbestos containing materials found within a building are re-inspected periodically according to its type, location and condition and 'managed' accordingly.

PROCEDURES FOR MANAGING THE CONTROL OF ASBESTOS



ARRANGEMENT FOR THE CONTROL OF NOISE

The Director and Managers and Supervisors will ensure that any risks from the exposure of noise are eliminated at source or reduced to as low a level as reasonably practicable in accordance with the Control of Noise at Work Regulations.

M&W Property Services will assess the risks to employees from noise at work and where risks cannot be eliminated control measures put in place to reduce the risk. Where the risk cannot be reduced by control measures hearing protection will be provided.

Alternative processes, equipment and/or working methods which would make the work activity quieter or mean employees are exposed for shorter times will be considered when carrying out a risk assessment.

An estimate of employees potential exposure will be based on information from suppliers of plant/equipment, manufactures instructions or measurements taken in the workplace.

Where there is risk to health identified M&W Property Services will carry out Health Surveillance.

At **NO** time will any M&W Property Services employees be exposed to a daily or weekly noise level exceeding 87dB or a peak sound pressure of 140dB.

Hearing Protection will be provided to employees if they ask for it and their noise exposure is between the following lower and upper action values:

Lower exposure action values;

- Daily or weekly exposure of 80 dB
- Peak sound pressure of 135 dB

Upper exposure action values;

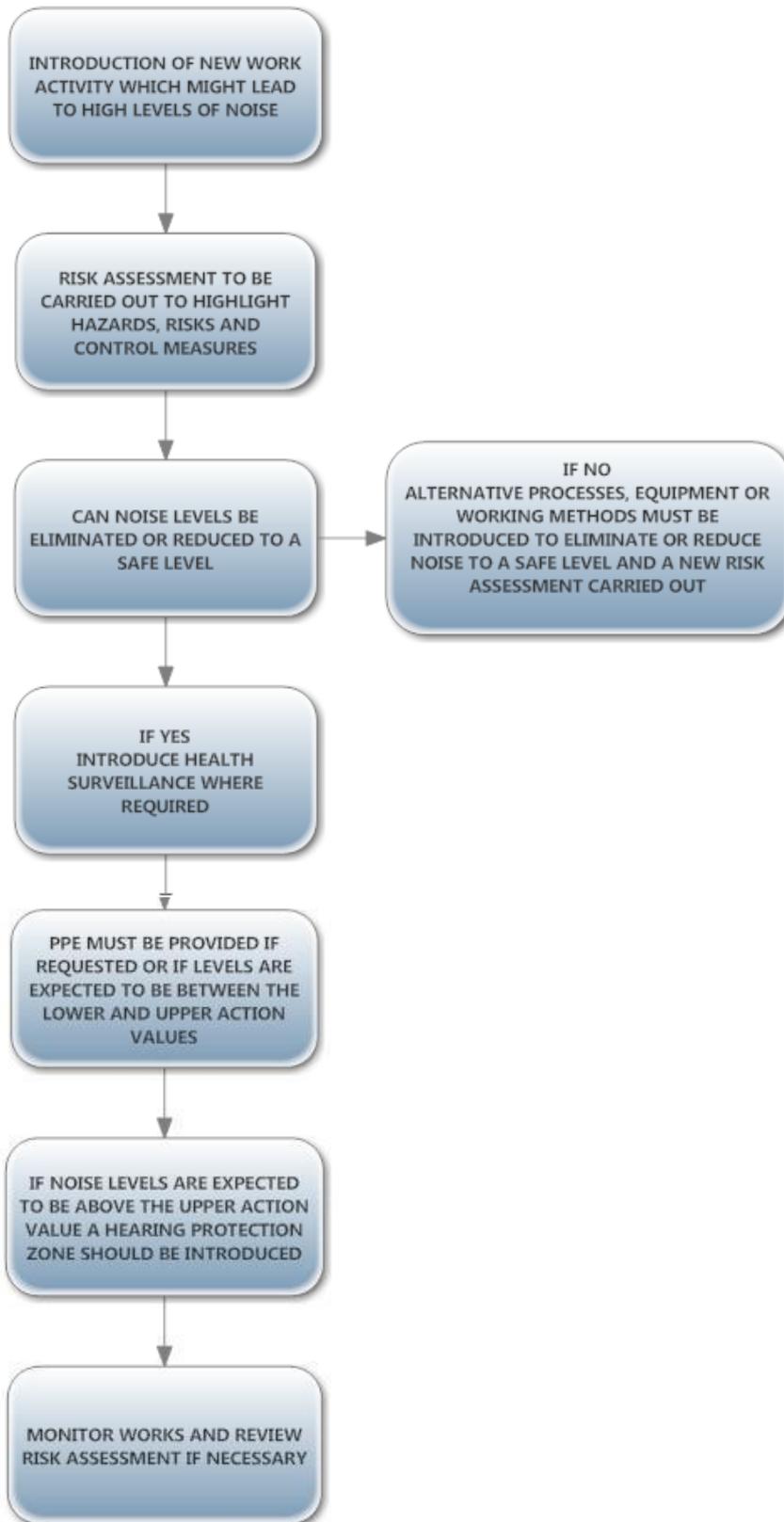
- Daily or weekly exposure of 85 dB
- Peak sound pressure of 137 dB

Where noise exposure exceeds the upper exposure action values a 'Hearing Protection Zone' will be introduced where hearing protection is compulsory and access within the zone restricted.

Hearing protection will be CE Marked and conform to British Standards EN 352 and provided in the form of Ear Muffs, Ear Plugs or Semi inserts/Canal caps with suitable protection factors which are sufficient to eliminate risks from noise but not block out noise so the employee cannot hear what is going on around them. Comfort, hygiene and compatibility with other PPE will be considered when selecting hearing protection.

Employees provided with hearing protection and they are required to store, transport, clean and maintain their hearing protection appropriately. Defects must be reported and a replacement sought prior to carrying out works.

PROCEDURES FOR CONTROL OF NOISE



ARRANGEMENTS FOR WORK AT HEIGHT

The Director and Managers will ensure all Work at Height activities will be Risk Assessed, properly planned and organised and those involved will be suitably trained and competent to carry out their work.

All Work at Height Risk Assessment will give consideration to weather conditions, fragile surfaces and falling objects. Where defined by Risk Assessment, high risk Work at Height activities will require a Permit to Work system to be introduced.

Where possible all Work at Height will be avoided, where Work at Height cannot be avoided work equipment or other measures will be introduced to prevent falls. Where the risk of a fall cannot be eliminated work equipment and other measures will be introduced to minimise the distance and consequences of a fall should one occur.

Any Work at Height equipment provided will be suitable for the type of works being carried out, used in accordance with manufactures instructions and will be inspected at regular intervals as required by current legal requirements. All Inspections will be recorded.

Use of Ladders

- Ladders are only to be used for short duration works and/or where space is limited and restricts access of other equipment.
- Only Ladders supplied by M&W Property Services should be used at any time.
- Only individuals that have been trained are permitted to use ladders.
- Only class 1 industrial/professional rated ladders to the EN131 standard should be used.
- Ladders should be inspected prior to use, any defects should be noted and the defective equipment should be quarantined and not used until defects are resolved.
- Ladders should only be used on stable ground.
- Three points of contact must be maintained by M&W Personnel at all times - No overreaching

Use of Mobile Scaffold Towers

- Only suitably trained and competent people holding in date PASMA training certificates are to erect Mobile Scaffold Towers.
- Manufactures instructions (for use and construction) should be complied with at all times.
- All components should be inspected prior to use, any defects should be noted and the defective equipment should be quarantined and not used until defects are resolved. Replacement parts should be used.
- Access hatch, Toe boards and guard rails are to be fitted at all times.
- Towers should only be used on stable ground.
- If the tower is to be used outside weather and ground surface should be taken into consideration to ensure it is suitable for the task/conditions.
- No materials are to be stored on the tower at any times, Access hatch MUST be used at all times, personnel and to climb the inside of the tower, when needing to move the tower personnel should climb down to floor level move the tower to the new position and then re climb – there should be no climbing or ‘riding’ the tower.
- If the tower is to remain in place for longer than 1 day/a shift, it should be inspected at a suitable timeframe to ensure it is still fit for purpose. It should be left in a safe manner and isolated to prevent unauthorised access.

Use of Mobile Elevated Working Platform (MEWP)

- Only suitably trained and competent people holding in date IPAF training certificates are to operate the MEWP.
- Only fall arrest equipment from approved suppliers is permitted to be used.
- Fall arrest equipment should be supplied and worn at all times whilst operating the MEWP.
- Manufacturers instructions should be complied with at all times.
- The MEWP should have test records and maintenance records available for inspected dated within the last 6 months.
- The MEWP should be visually inspected prior to use, any defects should be noted and the defective equipment should be quarantined and not used until defects are resolved.
- MEWPS should only be used on stable ground.
- Where MEWPS are to be used outside weather and ground surface should be taken into consideration to ensure the equipment is suitable for the task/conditions.
- No materials are to be stored on the MEWP at any time.
- Tools should be secured to the MEWP to prevent them from falling if dropped.
- Personnel should access the platform at Ground level - there should be no climbing over guard rails at any times.
- Where a MEWP is to be left in place for longer than 1 day/a shift it should be left in a safe manner, and where possible isolated to prevent unauthorised access.

Fixed Scaffolding

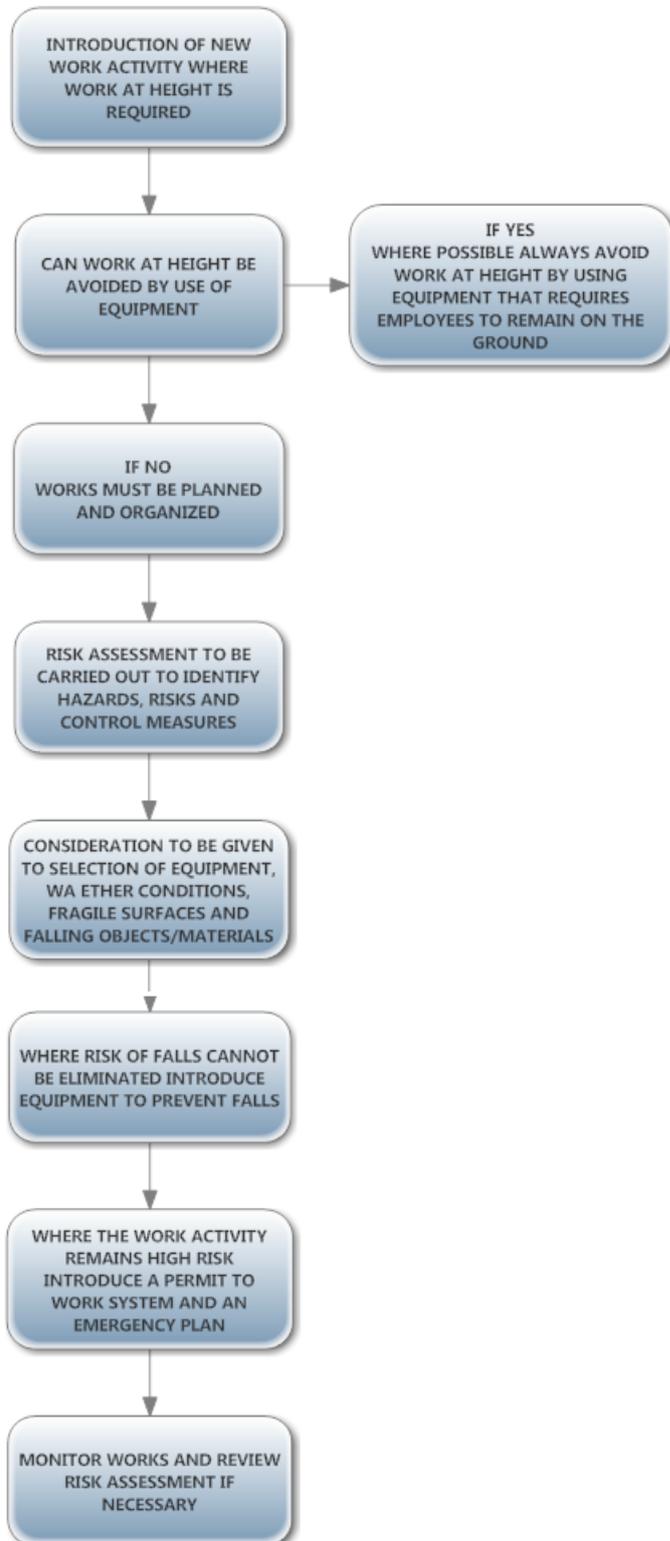
- Where fixed scaffolding is to be used only suitably trained and competent people should be involved with the design, construction and dismantling of the scaffold.
- Fall arrest equipment checked by a competent person prior to use should be supplied and worn at all times conforming to EN 361.
- Scaffolding should only be used on stable ground capable of taking the load.
- Where possible Scaffolding should be 'tied in' and 'braced' to a permanent structure or otherwise stabilised.
- Scaffold platforms are to be fully boarded with sufficient width for access and access.
- The scaffold boards must be properly supported and to an appropriate size.
- There should be a ladder, which is tied off and extended at least 1 metre above the platform or alternative safe means of access.
- Only essential materials are to be stored on the scaffold at any time and must be stored within a designated 'storage area'.
- Netting should be utilised where there is a risk of tools, equipment, materials falling if dropped.
- The scaffolding should be regularly inspected by a competent person and formal inspections must take place every 7 days or earlier should something occur that affects the strength or stability of the structure.
- At the end of each day the surrounding area should be left in a safe manner and access isolated to prevent unauthorised access.

ARRANGEMENTS FOR STORING MATERIALS AT HEIGHT

Where M&W Property Services are instructed to carry out works involving Work at Height and materials/items need to be specifically stored at Height a suitable and sufficient Risk Assessment will be carried out and the following procedures will be followed;

- Ensure the roof/scaffold is designed to carry the load from stored materials and equipment.
- Only essential items are to be stored at height at any time, all other materials should be stored within a site 'compound' or designated storage area.
- Where essential items have to be stored at height ensure they are situated in a place where they don't become a trip hazard or obstacle.
- Ensure there is adequate edge protection to stop any materials from falling from Height i.e. Toe boards/brick guards/netting/sheeting.
- Ensure that no materials are thrown from the roof at any time; where applicable use the enclosed rubbish chutes or lower material to the ground instead.
- Try to avoid leaving materials on the roof when the site is closed especially at weekends and during holiday periods. If materials are left on the roof make sure that they are secured so that they cannot be blown off the roof in windy conditions.
- Stop unauthorised access onto the scaffold, for example by removing all ladders at ground level, whenever it is left unattended.

PROCEDURES FOR WORK AT HEIGHT



ARRANGEMENTS FOR MANUAL HANDLING

The Managers and Supervisors will ensure that Manual Handling assessments are carried out in order to protect M&W employees from the risk of injury through manual handling tasks in the workplace. The Manual Handling Operations Regulations define Manual Handling as ‘any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force’. Therefore any activity that requires an employee to lift, move or support a load will be classed as a Manual Handling Task.

Where possible M&W Property Services will plan work activities to avoid the need for manual handling tasks which have the potential to cause harm. Where this is not possible M&W Property Service will try to change the way the manual handling task is carried out or provide aids to help prevent or reduce the risk of injury.

When planning Manual Handling activities and tasks M&W Property Services will consider the following;

- The Task – If it involving twisting, stooping, bending, excessive distance to travel, pushing, pulling, sudden movement or seated work.
- The Individual – If the employee/s selected to carry out the activity have the appropriate capabilities for the task, if they need to be of a certain height, have enhanced strength, if they require certain specific knowledge or training or if they have any health problems or are pregnant.
- The Load – If it is heavy, difficult to hold due to its size, does it have contents likely to move causing imbalance.
- The Environment – If there are space issues, is the floor uneven or slippery, is lighting sufficient, when outside if it is windy or if any PPE provided restricts movement.

M&W employees are to be given tool box talks on appropriate Manual Handling techniques, follow safe systems of work put in place for their safety and use any provided manual handling aids/equipment in the correct manner.

M&W’s Manual Handling activities will be observed and using diagrams and guidance on the following page (which is an extract taken from the HSE Leaflet INDG143 ‘Manual Handling at Work – A Brief Guide’) a suitable and sufficient risk assessment, with appropriate control measures to eliminate or reduce the risk of injury, will be created and communicate to employees.

Lifting and Lowering

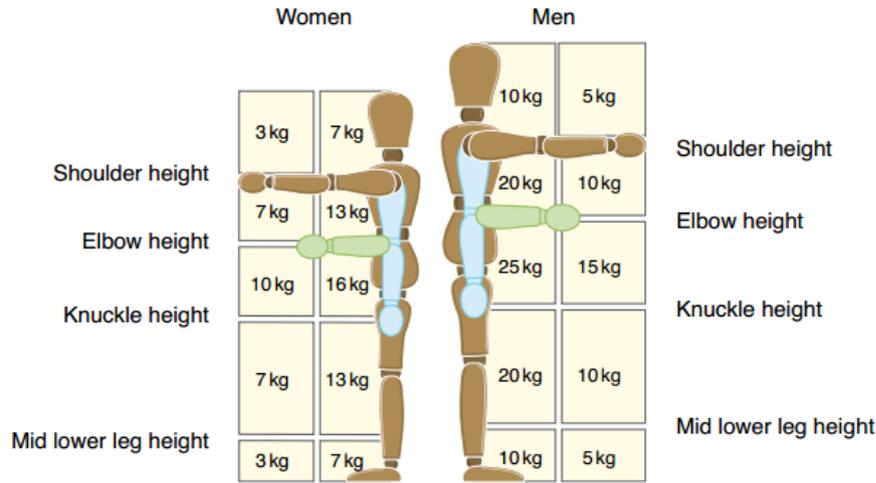


Figure 1 Lifting and lowering
Manual handling at work: A brief guide

Each box contains a guideline weight for lifting and lowering in that zone. (As you can see, the guideline weights are reduced if handling is done with arms extended, or at high or low levels, as that is where injuries are most likely to happen.)

First, decide which box or boxes the lifter’s hands pass through when moving the load. Then, assess the maximum weight being handled. If it is less than the figure given in the box, the operation is within the guidelines.

If the lifter’s hands enter more than one box during the operation, use the smallest weight. Use an in-between weight if the hands are close to a boundary between boxes.

The guideline weights assume that the load is readily grasped with both hands and that the operation takes place in reasonable working conditions, with the lifter in a stable body position.

Twisting

Reduce the guideline weights if the handler twists to the side during the operation. As a rough guide, reduce them by 10% if the handler twists beyond 45° and by 20% if the handler twists beyond 90°.

Frequent lifting and lowering

The guideline weights are for infrequent operations – up to about 30 operations per hour – where the pace of work is not forced, adequate pauses to rest or use different muscles are possible, and the load is not supported by the handler for any length of time. Reduce the weights if the operation is repeated more often. As a rough guide, reduce the weights by 30% if the operation is repeated once or twice a minute, by 50% if it is repeated 5–8 times a minute, and by 80% where it is repeated more than 12 times a minute.

The task is within the guidelines if the figures in Table 2 are not exceeded:

Table 2

	Men	Women
Force to stop or start the load	20 kg	15 kg
Sustained force to keep the load in motion	10 kg	7 kg

ARRANGEMENTS FOR GLASS HANDLING

Where M&W Property Services Ltd are instructed to carry out works involving the handling of glass the following procedures will be adopted;

- A manual handling assessment must be carried out prior to any movement of glass – personnel should ensure they use the appropriate method of lifting and settling down glass and glazing units
- All personnel MUST wear full length tops which cover their arms at all times
- Where possible any glass materials will be delivered via the site compound
- Materials will be unloaded by hand and placed on glass moving equipment i.e. trolleys
- Materials will be taken to the appropriate location to avoid double handling via glass moving equipment
- Just in time deliveries will be utilised
- Panels will be stored in a proprietary secure frame.
- Stocks of glass will not be stored in such a way that prevents access/egress.
- Glass must be stacked in such a way as to minimise the risk of falling.
- Materials will be unpacked and inspected for damage.
- Packaging will be placed in the appropriate waste container for recycling.
- Where applicable anti glass breakage film will be applied to the 'old' window glass to prevent breakages.
- Suction pads will be used to assist with handling and to help prevent the glass from falling.

PPE Required;

- **Cut/Pierce resistant safety gloves – BS EN 388**
- **Cut/Pierce resistant Wrist Guard or Forearm Sleeve - BS EN 388**
- **Goggles or Safety Glasses – BS EN 166**
- **Any additional Site Specific PPE as identified in Site Method Statement and/or Risk Assessment.**

In the event of the glass breaking the following procedures will be adopted;

Where glass panels are damaged or breakages are likely film will be used to secure any glass pieces

Where possible broken glass should be swept into a long handled dustpan using a long handled broom, broken glass should not be placed in a plastic bag as it creates a hazard to those handling the bags, especially if the bag is black or opaque. There is also potential of the bag breaking while being carried for disposal.

Broken glass is to be placed in a rigid box or container, seal the box to prevent it from coming out and causing injury while it is being handled. The box should be labelled "Broken Glass for Disposal" and set aside for refuse.

Glass contaminated with blood must be handled with extreme care to prevent transmission of potential blood-borne pathogens.

PROCEDURES FOR MANUAL HANDLING



ARRANGEMENTS FOR MANAGING H&S IN CONSTRUCTION (CDM)

The Director and Managers will ensure that where required, during the course of work activities, M&W Property Services will undertake roles and responsibilities under the Construction (Design and Management) Regulations (CDM).

M&W Property Services may be required to undertake the following roles under CDM;

- Principal Contractor
- Contractor

Project Notification

The HSE shall be notified where construction work is expected to last longer than 30 working days and have more than 20 workers working simultaneously at any point in the project, or exceed 500 person days.

Where M&W Property Services undertake the role of either sole Contractor or Principal Contractor they will comply with directions given to them by Principal Designers and develop a Construction Phase H&S Plan.

M&W Property Services Roles and Responsibilities under CDM regulations

Where M&W Property Services are appointed as 'Contractor' on any construction project they will fulfil their roles and responsibilities by;

- Checking clients are aware of their duties
- Ensuring that all M&W employees and sub-contractors are competent
- Ensuring all employees under M&W control on site are in a safe environment
- Ensuring that any sub-contractors employed by M&W are given sufficient time to plan their work activities prior to attending site
- Ensuring all M&W employees with necessary information and a site induction
- Co Operating and Coordinating M&W's work activities with others occupying the site.
- Ensuring all M&W employees are consulted with on any H&S issues
- Gaining specialist advice when planning high risk work activities
- Provide suitable and sufficient welfare facilities

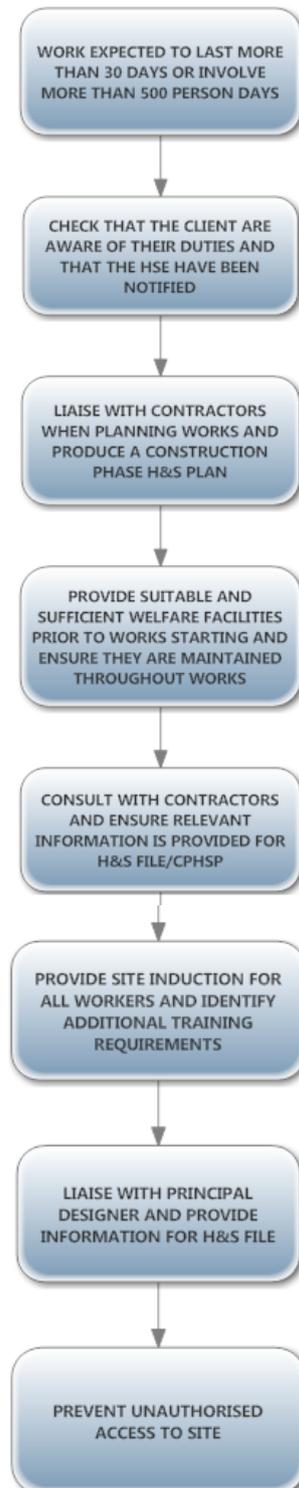
In addition where a Project is 'Notifiable' M&W Property Services will also;

- Check that the HSE has been notified prior to starting works
- Co Operate with the principal contractor, principal designer and others working on the project or site
- Inform the principal contractor of any risks created by work activities, any accidents or dangerous occurrences and any problems which may affect the project
- Inform the principal contractor of any sub-contractors M&W employ
- Comply with the construction phase H&S plan and any rules or requirements outlined by the Principal Contractor
- Provide information for the H&S file

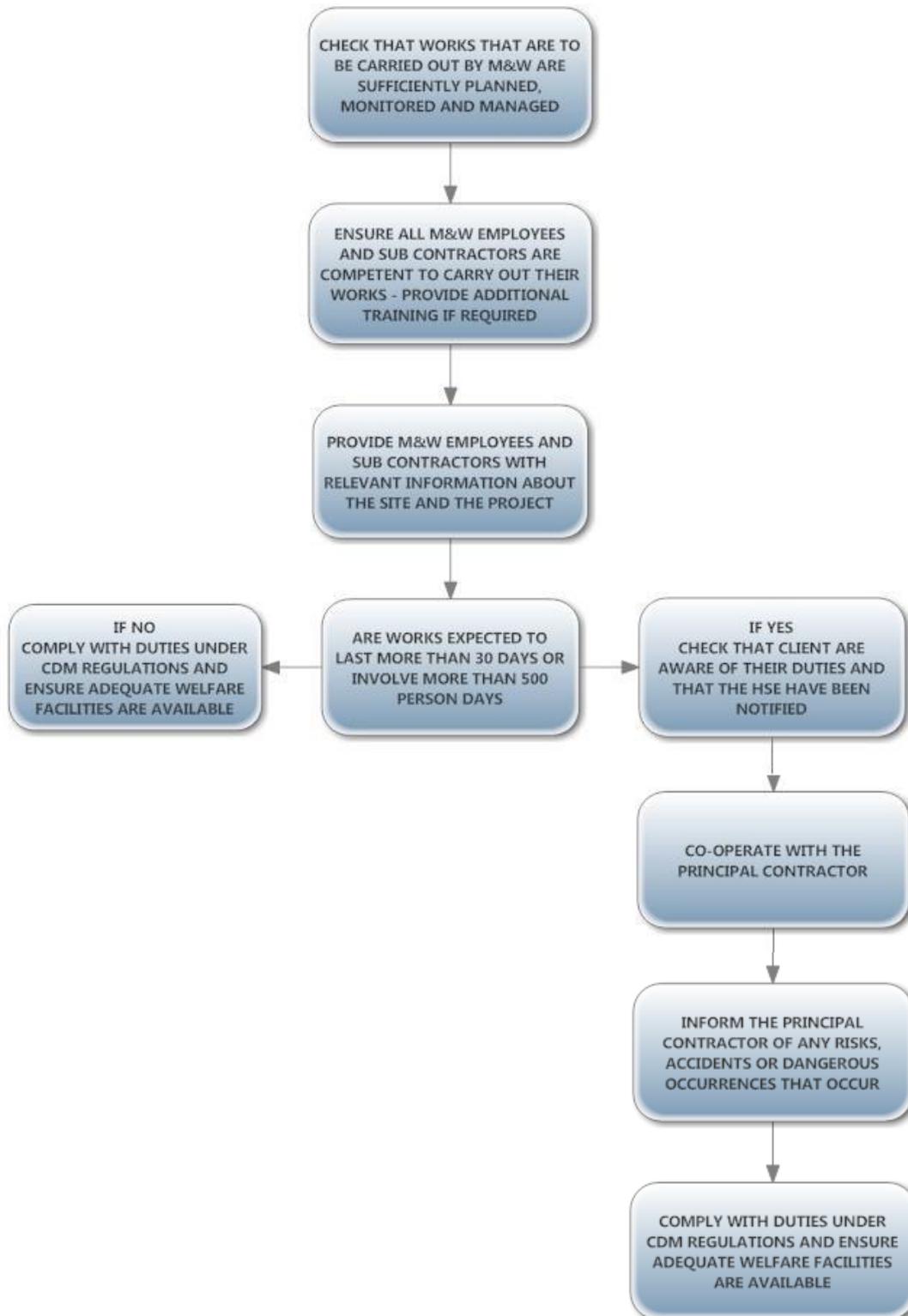
Where M&W Property Services Ltd are appointed as 'Principal Contractor' on a construction project they will fulfil their roles and responsibilities by;

- Ensuring that clients are aware of their duties and the HSE have been notified before works start
- Checking that M&W are competent of addressing the H&S issues likely to be involved in the management of the construction phase
- Ensuring the construction phase is properly planned, managed and monitored with necessary resources and competent site management
- Ensuring that every contractor working on the project is given sufficient time for planning and preparation prior to works starting
- Ensuring all contractors are provided with information in order to carry out their works safely and without risks to health
- Ensuring Co Ordination and Co Operation between contractors
- Preparing and implementing a suitable and sufficient Construction Phase H&S Plan
- Ensuring all designers and contractors are competent and have sufficient resources available to carry out their work
- Ensuring welfare facilities are provided
- Ensuring where possible any unauthorised access to the site is prevented
- Preparing and enforcing site rules
- Providing copies of information to contractors in time for them to plan their work
- Liaising with the principal designer
- Providing relevant information for the H&S File
- Ensuring all of the workforce have been given a site induction and have been provided with information and training
- Ensure the workforce is consulted with on H&S matters
- Displaying the Project notification on site

PROCEDURES FOR MANAGING H&S IN CONSTRUCTION (CDM) WHERE M&W ARE THE PRINCIPAL CONTRACTOR



PROCEDURES FOR MANAGING H&S IN CONSTRUCTION (CDM) WHERE M&W ARE THE CONTRACTOR



ARRANGEMENTS FOR CONSULTATION WITH EMPLOYEES

The Director and Managers will ensure all employees are consulted on Health and Safety matters as and when they arise.

M&W will consult with employees on the following compulsory issues;

- The introduction of new equipment, new systems of work or introduction of new technology.
- Arrangement for acquiring additional help via a competent person in order to comply with H&S law.
- Risks arising from work activities, control measures put in place to eliminate or reduce risks and what to do should they be exposed to the risk.
- Planning and organisation of health and safety training.

Consultation may be formal or informal and will predominantly take place in the form of a Meeting, H&S Bulletin, Tool Box Talk or Group discussions and details will be recorded for future use.

The M&W Management team will ensure that they discuss issues within good time, listen to employees who raise H&S concerns and consider employees views before making decisions.

Arrangements for 'Consultation with Employees' will be monitored and reviewed for their effectiveness at regular intervals and any changes to the processes will be communicated to all employees as and when necessary.

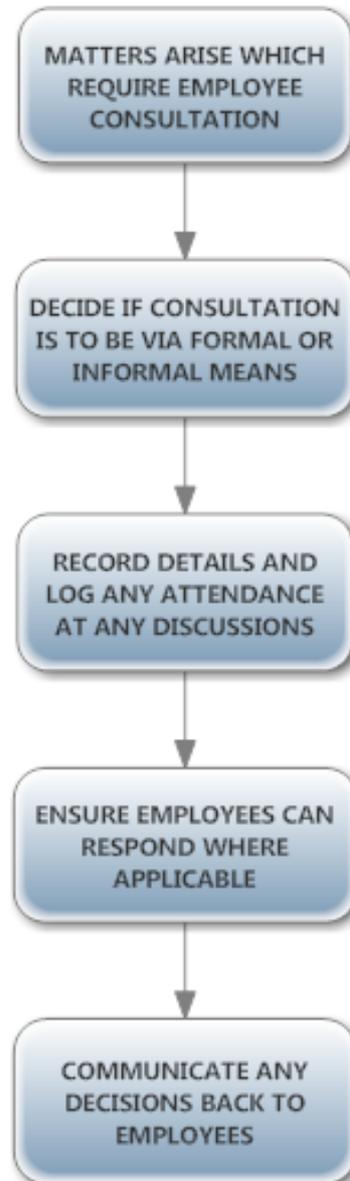
Non English Speaking Workers

All current M&W Property Services employees have English as their first language.

Where any M&W appointed Sub-Contractors have employees whose first language is not English, they together with M&W Property Services will ensure that these employees are involved and consulted with by the following means;

- Where possible use of an interpreter, this may be via a work colleague who also speaks the same language.
- Information will be translated into the desired language.
- Use of pictorial information and internationally understood pictorial signs
- Where appropriate certain tests/questions will be asked to confirm that the information has been received correctly and that it has been understood. A 'Confirmation' of verbal instruction form will also need to be completed.

PROCEDURES FOR CONSULTATION WITH EMPLOYEES



ARRANGEMENTS FOR DRUGS AND ALCOHOL

All M&W employees are forbidden to possess or consume alcohol, drugs, intoxicants or other illegal substances or to be under their influence at any time whilst at work.

The Director, Managers and Supervisors will ensure that all employees are fit to carry out their work activities at all times and anyone showing signs of being under the influence of any alcohol, drugs, intoxicants or other illegal substances will be refused entry to the workplace and face disciplinary procedures.

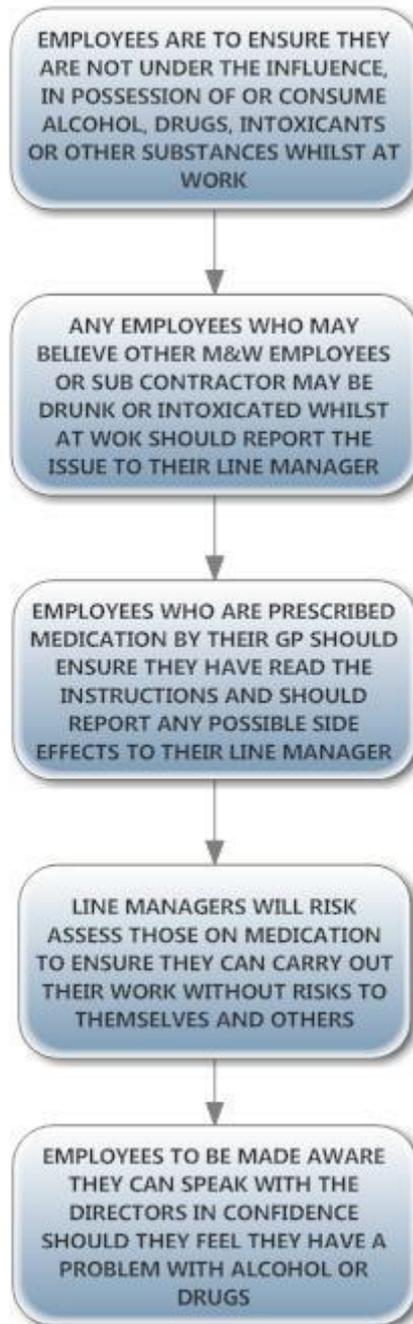
Any M&W employees who may believe other employees are under the influence of alcohol, drugs, intoxicants or other illegal substances should report this to their line manager. Any information received will be treated as confidential and those reporting will be kept anonymous.

Medication supplied by a GP or pharmacist may contain ingredients that can effect safety performance, manufactures instructions should be read and any adverse side effects described should be reported to the employees line manager so they can assess any H&S issues that may arise.

Any M&W employee who believes they may have an alcohol or drug problem can speak freely, in private, with the Director for H&S, without prejudice, for advice and support.

M&W Property Services will encourage anyone with potential problems to seek specialist medical help.

PROCEDURES FOR DRUGS AND ALCOHOL



ARRANGEMENTS FOR LONE WORKING

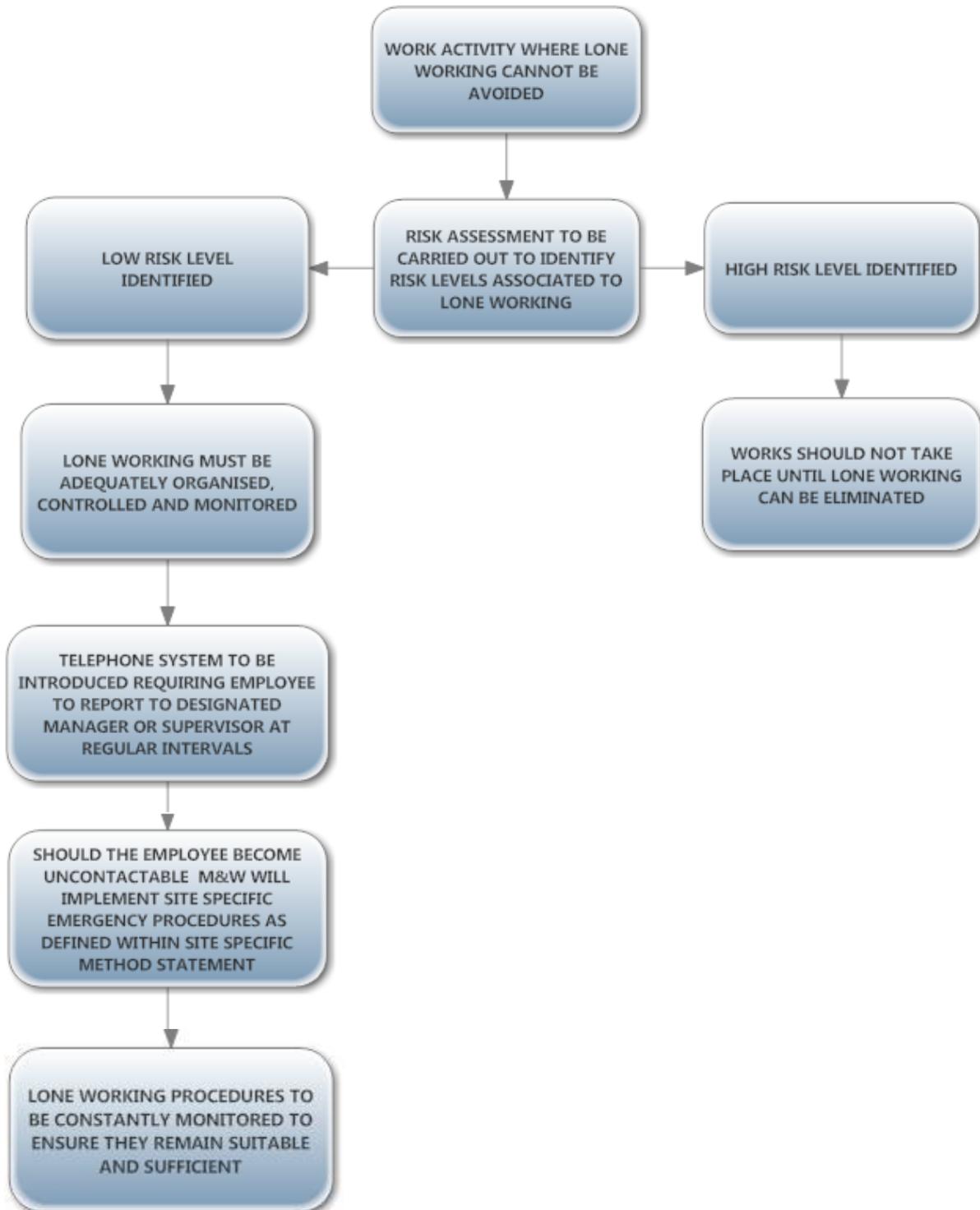
The Director and Managers will ensure that where Lone Working cannot be avoided those required to work alone or unsupervised are protected from risks to their Health and Safety and that all lone working operations are adequately organised, controlled and monitored.

M&W Property Services will ensure that, where Lone Working cannot be avoided, a suitable and sufficient Risk Assessment is undertaken. The Risk Assessment must take into consideration the place of work, potential problems with communication and the type of work to be carried out.

Where any potential risks cannot be eliminated or reduced but the Risk Assessment defines work to be low risk M&W Property Services will introduce a 'Telephone system' which will require the employee to report to a designated colleague (Manager or Supervisor) at regular intervals. Should the employee become un-contactable M&W will implement site specific emergency procedures as defined within the Site Specific Method Statement.

Employees identified as lone workers will be given the information, instruction and training necessary to carry out their duties.

PROCEDURES FOR LONE WORKING



ARRANGEMENTS FOR EMPLOYEE WELFARE

The Director and will safeguard the Health, Safety and Welfare of new and expectant mothers, their unborn children and any Young Persons employed and ensure that there are sufficient welfare facilities provided for use by M&W employees within the workplace.

Welfare facilities will consist of the following;

- Sanitary Conveniences
- Washing Facilities
- Drinking Water
- Accommodation for clothing
- Facilities for changing clothing
- Facilities to rest and eat meals

During the current Corona Virus Pandemic following UK Government guidance additional steps will be taken to segregate workers and so prevent the transmission of the virus. Where identified in the Covid risk assessment these additional controls will be introduced across the company.

Additional cleaning of communal areas will be implemented and all touch points (door handles etc.)

M&W Premises

All provided welfare facilities will comply with the requirements of the Workplace (Health, Safety and Welfare) Regulations and will be maintained and cleaned at regular intervals.

Project Sites

M&W Property Services will ensure that there are sufficient site welfare facilities provided to its employees on all project sites prior to employees starting works.

Where necessary and in accordance with duties under the CDM Regulations M&W Property Services will ensure any additional welfare requirements are provided as required, kept clean and maintained appropriately.

New and Expectant Mothers

M&W Property Services will take all reasonable steps to safeguard the health, safety and welfare of new and expectant mothers and of their unborn children.

A risk assessment will be carried out once the employee provides GP confirmation of their pregnancy. New and expectant mothers will be given all the information, instruction and training necessary to enable them to work safely and without risks to their health.

M&W will regularly monitor the work undertaken by new or expectant mothers especially during the development of pregnancy in order to continually assess the individual's ability to work safely and without risk.

Young Persons

A young person is defined as anyone under the age of 18 years. No one under the age of 16 years will be permitted on any M&W Property Services premises or site. A specific risk assessment will be carried out for Young Persons working on a site and they will be directly supervised and specifically trained. Certain items of plant must not under any circumstances be operated by anyone under 18 years this will be defined within the method statement.

PROCEDURES FOR EMPLOYEE WELFARE



ARRANGEMENTS FOR SAFE WORKPLACE

The Director and Managers will ensure that all M&W Property Services premises or other workplaces have adequate ventilation, lighting, space and accommodation for employees, that are sufficiently equipped for the work to be carried out and they will be clean and free of risks to their employees' health or safety.

Ventilation & Temperature

All M&W Property Services workplaces will be adequately ventilated via the use of windows and maintained air conditioning units.

All M&W Property Services 'Office environments' will have a minimum temperature of 16 degrees. M&W Property Services workplaces where work activities are carried out that require 'physical effort' will have a minimum temperature of 13 degrees.

Where determining adequate temperature an employee's 'Thermal Comfort' will be gauged.

Work in hot or cold environments

Assessment of the risk to workers' health from working in either a hot or cold environment will consider both personal and environmental factors.

All works where there is a likelihood of Heat Stress occurring will be Risk Assessed accordingly. Employees required to work in such conditions will be only be selected once sufficient health checks have been carried out to ensure they will be able to cope with demanding environments.

Lighting

Lighting will be sufficient to enable employees to work and move around the workplace safely. If necessary additional lighting will be provided at workstations/desks or places where risks are identified.

Automatic emergency lighting is provided within M&W Property Services workplaces and fire escape routes should the main source of lighting fail or be interrupted in an emergency.

Cleanliness and waste materials

All M&W Property Services workplaces will be kept clean; this will include all furniture, fittings, walls, floors and ceilings. Waste will be disposed of in the bins provided, which will be emptied at the end of the working day.

Room dimensions and space

All M&W Property Services workplaces will have enough free space for employees to move around with ease free from obstruction by furniture and fittings.

Workstations and Seating

Workstations will be provided for employees, they will be suitable for each individual employee and the work activities they carry out. Any seating provided will be suitable for each individual employee and the work activities they carry out. Each seat will have adequate support for the lower back and footrests will be provided where employees cannot place their feet flat on the floor.

Maintenance

All M&W Workplaces and equipment, devices or systems will be maintained adequately for Health, Safety and Welfare of their employees. The condition of any premise will be monitored to ensure that it is fit for use.

Floors and traffic routes

M&W Property Services will provide employees with sufficient 'Traffic Routes' which will allow pedestrians and vehicles to be segregated and enable them to move around safely.

Where M&W Property Services cannot segregate pedestrians and vehicles clear markings, signage and barriers will be used to define areas.

Floors and traffic routes will be strong enough for the loads placed on them and the traffic expected to use them. The surfaces will not have holes or be uneven or slippery, and will be kept free of obstructions and from any article or substance which may cause employees to slip, trip or fall. Where staircases are present handrails will be provided on at least one side of each staircase and on both sides if there is a risk of falling.

Transparent or translucent doors, gates or walls and windows

Windows, transparent or translucent surfaces in walls, partitions, doors and gates

Will be made of safety material or be protected against breakage. If there is a danger of people coming into contact with it, it should be marked or incorporate features to make it apparent.

Windows

Open able windows, skylights and ventilators should be capable of being opened, closed or adjusted safely and, when open, should not pose any undue risk to anyone.

Windows and skylights will have been designed so that they may be cleaned safely.

When considering if they can be cleaned safely, account may be taken of equipment used in conjunction with the window or skylight or of devices fitted to the building.

Doors and gates

Doors and gates which swing both ways and conventionally hinged doors on main Traffic routes should have a transparent viewing panel.

PROCEDURES FOR SAFE WORKPLACE



ARRANGEMENTS FOR EMERGENCIES – FIRE/ EVACUATION

M&W Property Services Director and Managers will ensure there are appropriate Fire Safety measures in place to minimise the risk of injury, damage and loss of life in the event of a Fire.

M&W Property Services Office & Stores

An in date Fire Risk Assessment of all M&W offices outlines anything that could cause a fire to start and the people who may be at risk should a fire occur.

Instructions for the event of a Fire are displayed within each M&W Office.

All Smoke detectors are maintained on a regular basis and checked monthly by a member of M&W's management team. Records of these checks will be kept at each office.

Fire Fighting equipment in the form of Fire Extinguishers are located in each M&W office and are serviced annually. Records of these checks will be kept at each office.

Emergency Lighting is present in all M&W offices and each system is maintained on a regular basis and checked monthly by a member of M&W's management team. Records of these checks will be kept at each office.

Fire Exits will be kept unobstructed at all times and will be identified by appropriate signage

Where applicable sources of ignition and flammable substances will be kept apart at all times.

Fire Evacuation Drills will take place on a regular basis to ensure all M&W employees are rehearsed should the need arise for evacuation in future.

All employees will be informed of the importance of good housekeeping, any rubbish generated will be removed from the work area immediately and all rubbish will be removed from the building at the end of the day.

M&W Property Services employees working on Site

All M&W Property Services employees working remotely 'on site' MUST make themselves familiar with the sites emergency procedures including the location of any fire exits and muster points/place of safety.

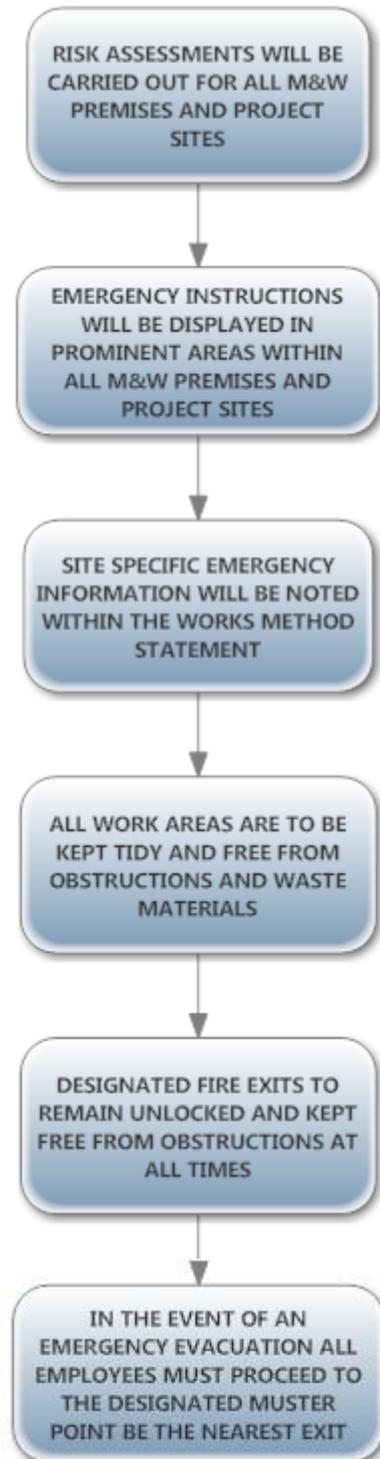
Employees must ensure that when carrying out their works any fire exits are kept free from obstruction

If undertaking 'Hot Works' a designated area should be utilised as per Hot Works Arrangements and Procedures outlined in the works Method Statement and Risk Assessment

All employees will be informed of the importance of good housekeeping, any rubbish generated will be removed from the work area immediately and all rubbish will be removed from the building at the end of the day.

Where possible all site tools/equipment will be powered by 110V and will be accompanied by a transformer.

PROCEDURES FOR EMERGENCIES – FIRE/ EVACUATION



ARRANGEMENTS FOR FIRST AID, MEDICAL EMERGENCY ACCIDENTS, NEAR MISSES AND DANGEROUS OCCURRENCES

The Director and Managers will ensure there are sufficiently training First Aiders and First Aid boxes located within the workplace, that Medical Emergencies are adequately dealt with, that all Accidents and work related ill health are reported appropriately and investigated where necessary to identify causes and prevent reoccurrences.

First Aid

First Aid kits are kept in the following locations and will remain fully stocked at all times;

M&W Office – First Floor Reception/Kitchen Area.

M&W Office – Ground Floor Stores Area.

All M&W Vehicles are the responsibility of the driver of the van.

Medical Emergencies

In the event of Injury or illness, which cannot be treated via First Aid, the injured or ill person should be taken to hospital by the quickest means. Where applicable an ambulance should be called immediately.

The full details of the injured/ill person and details of their injuries/illness should be passed to their Supervisor/Manager who will ensure they are made aware at the earliest opportunity.

Accidents, Near Misses and Dangerous Occurrences

An accident is defined as an unplanned, unwanted event which results in ill health or injury to someone, or damage to property or to the environment.

A near miss is defined as any unplanned event with the potential for harm but where no injury or damage occurred. For example you spot the hole in the pavement just at the last minute and manage to step over it

A dangerous occurrence is defined as any incident that has a high potential to cause death or serious injury. For example walls collapsing or significant spills of hazardous substances

All accidents and work related ill health are to be reported to the Director of Health & Safety at the earliest opportunity and must be recorded in the accident book which is located in the M&W office.

The details entered into the accident book should include;

- Name of the person with the injury
- Date and time of the injury
- Name of person reporting the injury
- Cause of the injury
- Any action taken
- Whether the injury is reportable under the RIDDOR regulations
- Nature of the injury

Where necessary the injured person and any witnesses may be required to provide a written statement detailing the events of the accident/ incident.

The Director of Health & Safety is responsible for investigating accidents/work related ill health, Near Misses and dangerous occurrences to establish the cause highlight any failings and identify measures to prevent a reoccurrence.

RIDDOR Regulations 2013

A RIDDOR Reportable accident is defined as happening 'out of or in connection with work'.

Following a reportable accident when an M&W employee is away from work or unable to perform their normal work duties for more than 3 consecutive days (not counting the day of the accident) details will be recorded, investigated and retained.

Following a reportable accident when an M&W employee is away from work or unable to perform their normal work duties for more than 7 consecutive days (not counting the day of the accident) details will be recorded, investigated and retained .

In order to comply with the RIDDOR Regulations 2013 M&W Property Services will ensure all work related deaths, Major injuries, Occupational diseases and Dangerous occurrences as defined within the Regulations are reported to the enforcing authority within the required timeframe either by telephone or via F2508/A Form.

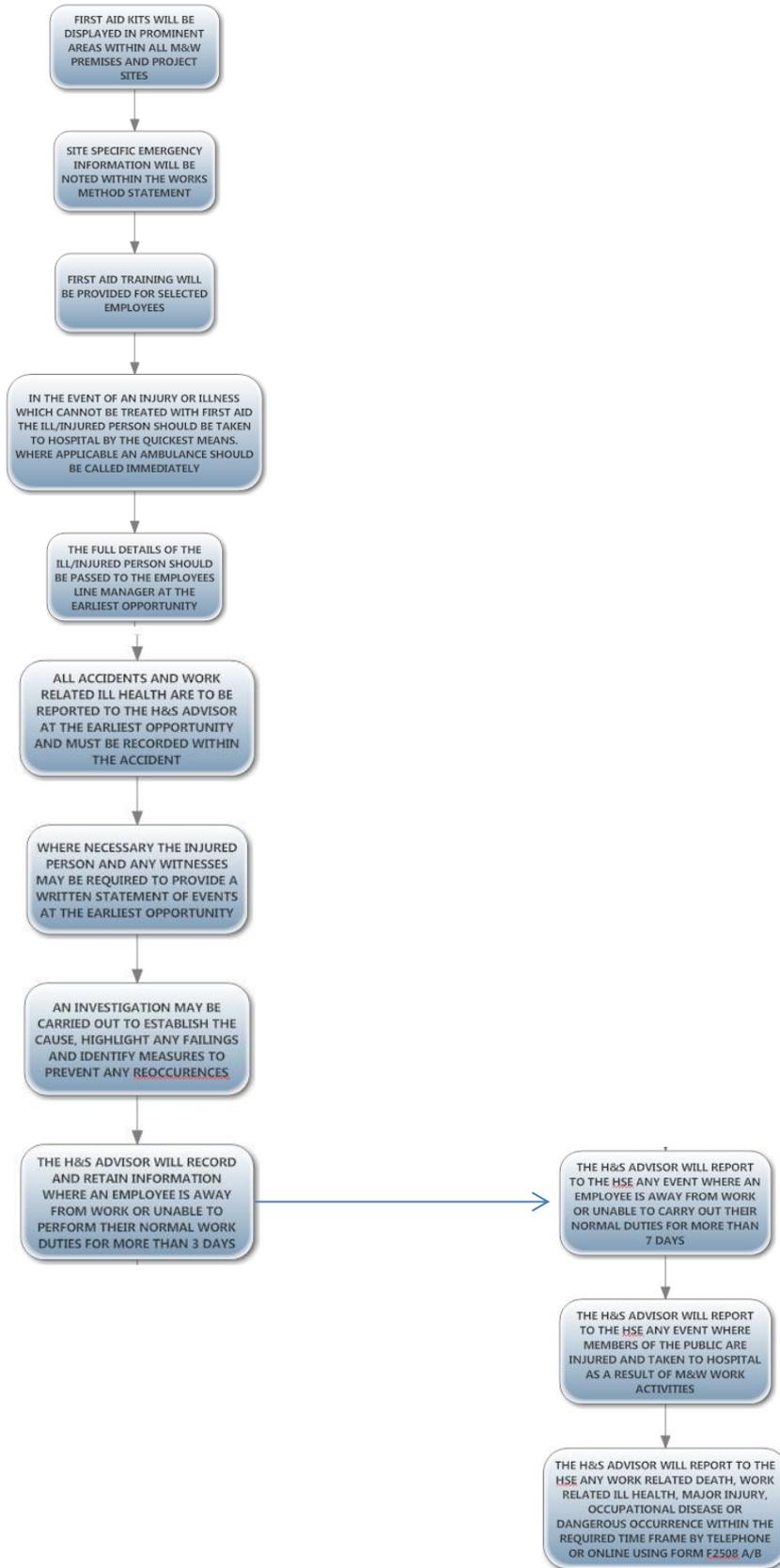
Any injury to members of the public which arise from M&W Property Services work activities and result in them being taken to hospital will also be reported to enforcing authority, where required under the RIDDOR regulations.

Road traffic accidents are **exempt** from RIDDOR reporting, unless the accident involved:

- The loading or unloading of a vehicle;
- Work alongside the road, e.g. construction or maintenance work;
- The escape of a substance being conveyed by the vehicle; or a train.

The external H&S advisor will support the reporting and investigation process as instructed by M&W Management.

PROCEDURES FOR FIRST AID, MEDICAL EMERGENCY, ACCIDENTS, NEAR MISSES AND DANGEROUS OCCURRENCES



ARRANGEMENTS FOR HEALTH SURVEILLANCE AND MANAGEMENT OF OCCUPATIONAL DISEASES

The Director and H&S Consultant will ensure that, as part of any work activity risk assessment, the need for Health Surveillance is considered.

Health Surveillance will be introduced when employees are likely to be exposed to certain health risks as identified by Health and Safety legislation.

Health Surveillance will provide M&W with information on the employees work related ill condition and enable additional control measures to be identified and implemented to prevent others developing the same ill health effects and prevent deterioration in the employee's condition. It will also enable effective evaluation of health risks and highlight failings in work place control measures and risk assessments.

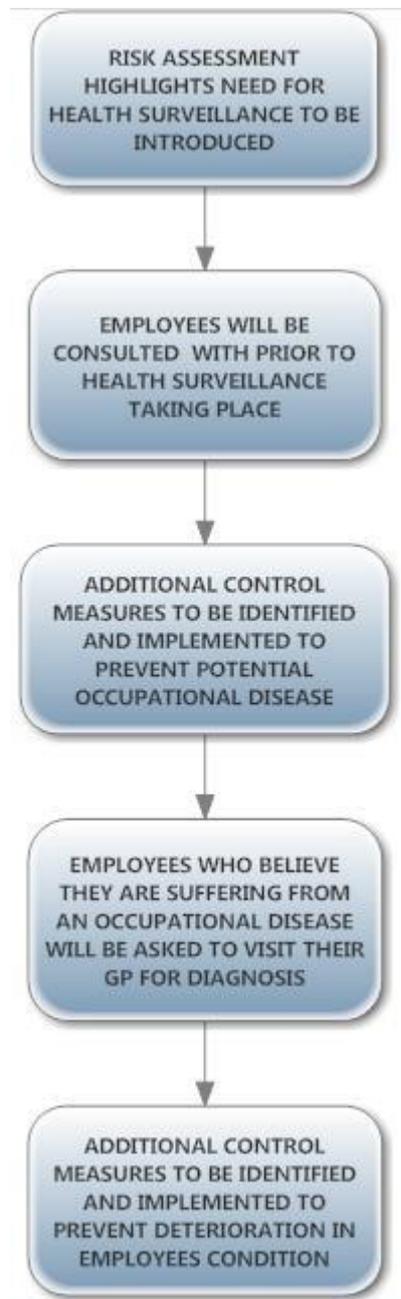
Where employees are liable to being significantly exposed to the following hazards the HSE'S 'Health Surveillance decision making map' will be utilised and if necessary Health Surveillance will be introduced;

- Exposure to Chemicals
- Exposure to Noise at Work
- Exposure to Hand-Arm Vibration (HAV) or Whole Body Vibration (WBV)
- Exposure to Dust, Fumes, Exhaust Gases etc.
- Exposure to Asbestos Fibres
- Exposure to Biological hazards
- Use of VDU Screen Equipment (Computer Work Stations)
- Use of Work Equipment and Tools
- Manual Handling Activities
- Health Risks – Working In The Sun
- Night Working
- Persons undertaking professional driving

People Related Hazards and Controls

- Post trauma Counselling
- Fatigue or stress due to rota patterns etc.
- Fatigue or stress due to persona, domestic or other factors
- Inter-personal conflicts at work
- Assaults, bullying or harassment at works
- Prescription and "over the counter" medicines
- Controlled drug or alcohol problems

PROCEDURES FOR HEALTH SURVEILLANCE AND MANAGEMENT OF OCCUPATIONAL DISEASES



ARRANGEMENTS FOR SAFE PLANT AND EQUIPMENT

The Director, Managers and Supervisors will ensure any equipment which is used by an employee at Work is suitable for use and fit for purpose, maintained appropriately, inspected by a competent person at regular intervals and used by trained, experienced, competent individuals in accordance with manufactures instructions.

M&W Property Services will ensure any new items purchased will comply with all relevant product supply law and product safety directives and display the CE mark.

All Plant and Equipment will be Risk Assessed prior to installation or first use to highlight any potential safety issues and training requirements.

All work activities involving plant and/or equipment will be Risk Assessed and where any Highlighted risks cannot be eliminated they will be controlled by the following;

- 'Hardware' measures – Such as the provision of guards, warning devices, control devices and as a last resort PPE
- 'Software' measures – Such as introduction of Safe systems of work, provision of information, instruction and training.

All employees will receive adequate training in the use of items of plant and equipment they are provided with and will be provided with any information and/or instructions relating to its use.

All employees will visually inspect all plant and/or work equipment prior to use and any defects will be reported immediately. Any defective equipment will be quarantined and a replacement sought.

Maintenance will be carried out by a competent person at suitable intervals as define by the type of equipment, its use, manufactures instructions and any legal requirements. When carrying out maintenance on any plant and/or equipment all moving parts will be isolated and the item reset to a 'safe state' prior to being worked on.

Maintenance records, inspection certificates and defective item forms will be held electronically for future reference.

Where plant or equipment is 'Hired' M&W Property Services will ensure all items will be obtained from competent suppliers and accompanied by inspection and maintenance documentation. Initial supply of such items will be subject to inspection and rejected if found to be defective.

ARRANGEMENTS FOR EQUIPMENT ISOLATION

Where necessary M&W Property Services will employ the services of a trained, competent, experienced person to undertake the isolation of any such equipment.

TEST

Check all of the machine controls and electrical circuits to ensure energy is completely isolated.

- Release stored energy
- Verify machine is in a 'zero energy state'
 - Operate controls to verify isolation before returning to 'off' position
 - Check any pressure/temperature gauges
 - Use specific test equipment

Work Equipment Isolation

Where equipment can be isolated by the removal of a key (Cherry Picker) or by switch (Power Tools) etc. M&W Property Services employees will ensure that any such equipment is isolated and made safe before leaving the work area.

Electrical Isolation

For Electrical Isolation M&W Property Services will employ the services of a trained, competent, experienced person to undertake the works, where possible circuit breakers will be used or fuses will be removed. This will ensure that the person carrying out the works has direct control over the point of isolation.

Where there are other 'trades' on site and isolation cannot be purely under the control of M&W Property Services personnel carrying out the works as there is a risk of others reinstating the electrical supply the electrical supply should be securely isolated. This will be done by the use of the following methods;

- Locking the door to the room housing the switch
- Locking the distribution box
- Removal of the circuit fuse

All of the above methods will be carried out using a padlock with a key which is held solely by M&W personnel or by use of combination lock with a code that only M&W personnel are aware of. All keys/codes MUST be retained by M&W personnel at all times.

Signage should also be used and where possible fixed directly to the distribution box, switch room door, fuse board etc. and should state 'Warning Do Not Switch On – Maintenance works in Progress'

Prior to starting work all isolated areas should be checked to ensure they are isolated sufficiently. Please note that some equipment may have additional sources of power or supply of power at different times (daytime supply and/or night time supply) checks should be made to ensure that there will be no change in supply whilst works are taking place.

Mechanical Isolation

Where any machine, device or piece of equipment is to be isolated it should be checked for any piping which may introduce hazardous products whilst isolated – where possible the piping should be disconnected, where this is not possible the supply valve must be closed and locked prior to work commencing. Where valves cannot be locked handles should be removed and retained by M&W Personnel until works are complete.

Any restraints or blocking such as locking pins should be put into place to prevent any parts from moving whilst isolated, any residual energy must be released or restrained prior to works commencing.

All machines, devices or pieces of equipment should be put under test and restarted to ensure that they are correctly isolated (i.e. don't work).

Signage should also be used and where possible fixed directly to the machine, device or equipment and should state 'Warning Do Not Switch On – Maintenance works in Progress'

Where any such machine, device or piece of equipment poses a Hazard to other people in the work area or members of the public such as high noise levels, omissions of dust, trip hazards etc. the appropriate 'barrier' will be introduced to ensure the equipment is isolated.

PROCEDURES FOR SAFE PLANT AND EQUIPMENT



ARRANGEMENTS FOR THE PROVISION OF TRAINING

The Director will ensure all members of staff, regardless of their level, have undertaken the required training to enable them to carry out their work in a safe manner and without risks to their health.

M&W Property Services will carry out periodic 'Training Needs Analysis' to ensure training needs are identified within the business. This analysis assesses the type of work to be undertaken along with the capabilities of the individual allocated to carry out the work tasks.

When selecting employees to carry out tasks the following will be taken into consideration when assessing their competency;

- Their Knowledge
- Their Experience
- Their Qualifications
- Their Training

All new employees will receive Induction training and where necessary job specific training.

Refresher training will be provided where necessary at a regular interval.

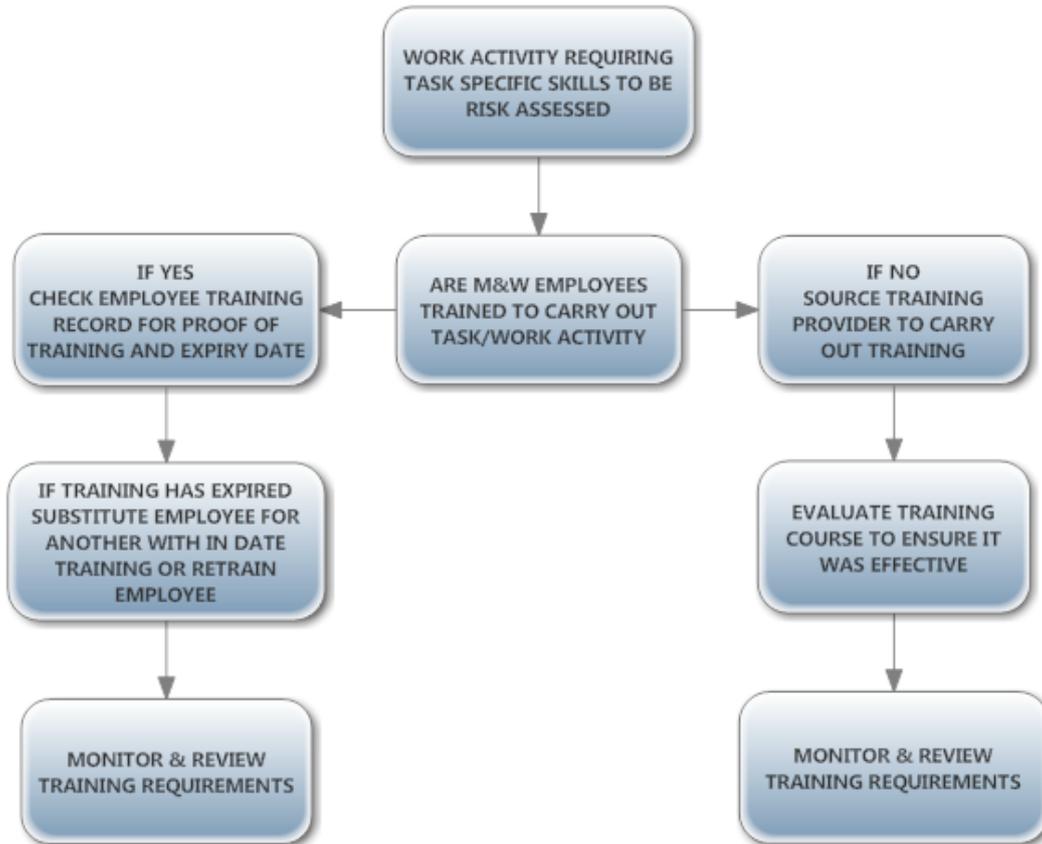
Various formats of training (Courses, Tool Box Talks, and Demonstrations etc.) will be delivered either internally or externally, dependant on the topic, by qualified and competent persons.

All Training is evaluated for effectiveness.

All training records will be available electronically and original certification will be kept at Head Office. A 'Training Matrix' is also available (in the form of an excel spreadsheet) as an overview to employee training and certification expiry dates.

Any new employees in possession of any training certification which is provided to M&W Property Services at the start of their employment will be checked for authenticity with the original training provider. The individual's competency will also be assessed prior to them being able to carry out work tasks independently to ensure that the training they have previously received was suitable and sufficient and understood as intended.

PROCEDURES FOR PROVISION OF TRAINING



ARRANGEMENTS FOR PERSONAL PROTECTION EQUIPMENT

The Director and Managers will, following appointment and induction of a new Operational employee, supply a 'Kit Bag' containing company badged work wear and standard PPE. All requirements for additional Site/Task specific PPE/RPE will be identified by the risk assessment process and be provided as and when required as Issue of company 'badged' work wear

As part of the terms and conditions of employment with M&W Property Services employees are expected to maintain a reasonable standard of dress and appearance when undertaking company business.

On commencement of employment each new Operational employee is provided with the following;

- 5 Shirts – Either T Shirts or Polo Shirts
- 1 Fleece or Coat
- 2 Pairs of polycotton trousers

Issue of Standard PPE

On commencement of employment each new Operational employee is provided with the following standard issue PPE;

- 1 High Visibility waistcoat which conforms to British Standard EN 471 Class 2
- 1 Pair of MP 1 Gloves which conform to British Standard EN 388 Cat II

These Gloves are issued to provide basic hand protection for light manual handling and general site works only. They are not to be used for heavy duty site work or for working in wet conditions. Additional gloves will be provided to employees where required.

- 1 Pair of Bolle impact grade eye protection (glasses) which conform to British Standard EN 166 F

These are basic safety glasses and should not be used with disc cutting equipment or when using or handling hazardous substances where there is a risk of splashing or contact with the eyes. Suitable face shields or goggles will be provided to employees where required.

- 1 Pair of ear defenders which conform to British Standards EN 352-1
- 1 Pair of steel toe capped boots which conform to British Standard EN 345-1
- 1 'Yellow' Hard Hat which conforms to British Standard EN 397
- 1 Box of 3M type 9322 particle respirator general purpose dust mask which conform to British Standards EN149 FFP2

These Dust Masks will protect against general nuisance levels of dust and particles found on construction sites. Where employees are likely to be exposed to other hazards full training and additional appropriate RPE will be provided.

It is the employee's responsibility to ensure that PPE is worn and maintained correctly which includes storage and transportation. The Kit Bags provided have a window for displaying name tags and a heavy duty zip should employees wish to apply a padlock.

The PPE provided should last for a reasonably period of time if used and maintained correctly. Replacements will be supply where required when general wear and tear is displayed.

In the event of loss or theft (through negligence) employees may be charged for replacements.

Additional Site/Task Specific PPE

Where any PPE/RPE is necessary in addition to that of standard issue will be provided, free of charge, to employees as and when required.

All PPE issued will conform to British Standards and be CE marked.

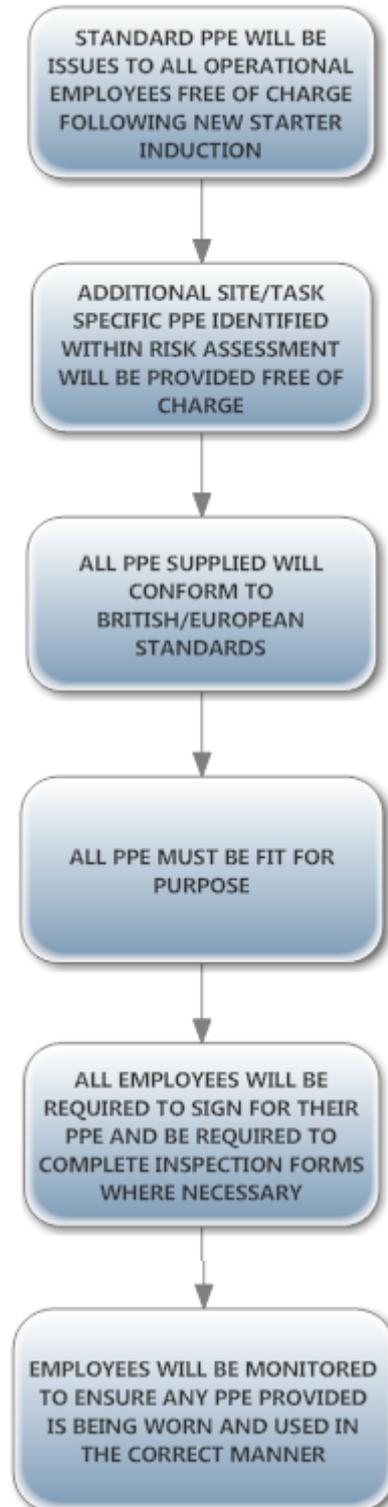
All PPE will be fit for purpose and provided with manufactures instructions of how to use, store and maintain correctly. Any additional training required will also be carried out prior to use.

M&W Property Services will ensure, when selecting PPE, that it is suitable for the wearer in relation to its size, weight and fit.

In addition to standard issue PPE and Site/Task specific PPE M&W Property Service Surveying Team Members will be provided with the following;

- RPE – Half Mask with FFP3 Filters which conforms to BS EN 140
- Disposable coveralls Type 5 Cat 6 which conform to BS EN (IOS 13982-1)
- Disposable Gloves
- Disposable overshoes
- Disposable Dust Masks which have FFP3 Filters and conform to BS EN 149

PROCEDURES FOR PROVISION OF PPE



ARRANGEMENTS FOR SAFE USE AND HANDLING OF SUBSTANCES

The Director and Managers will ensure all hazardous substances that are supplied to M&W Property Services are accompanied by a Material Safety Data sheet (MSDS) and the operations and/or processes which are liable to cause exposure to hazardous substances are assessed and additional significant factors documented in a suitable and sufficient COSHH Assessment.

When assessing a hazardous substance M&W Property Services will take into account the following;

- The operation or process to be carried out
- The risks associated to the operation and process
- The risk of exposure
- Frequency of exposure
- People at risk
- Routes of entry into the body
- The quantity to which people are likely to be exposed

Once the above information has been identified the risk to health from potential exposure to the hazardous substance can be assessed.

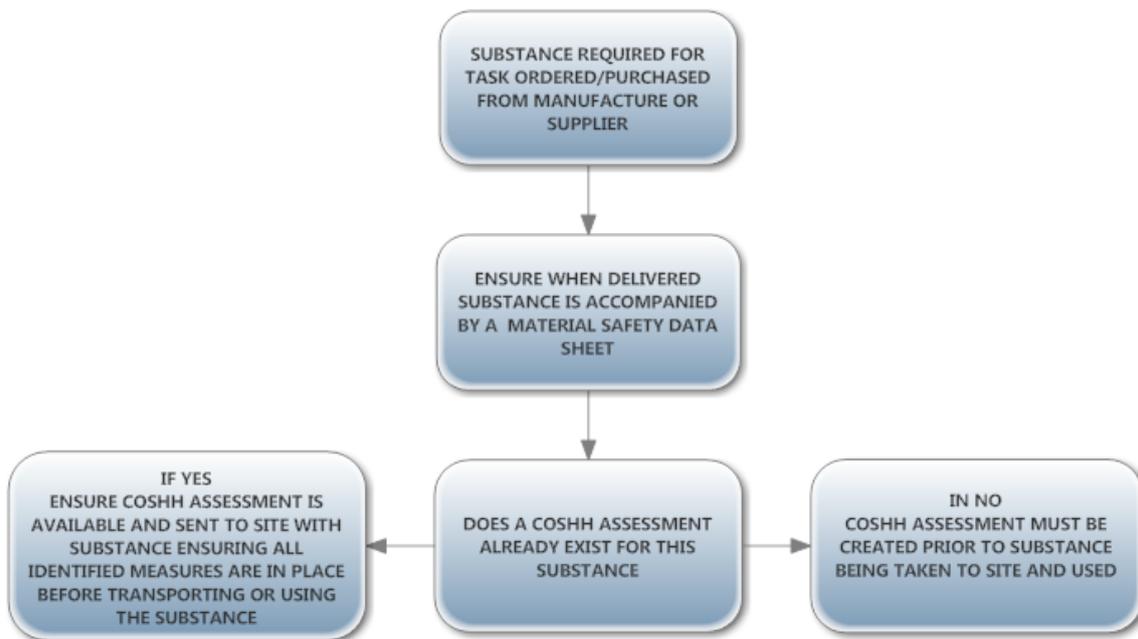
A COSHH Assessment will be created which will accompany the hazardous substance at all times, the COSHH assessment will outline the substances ingredients, storage requirements, protective measures to help prevent exposure, emergency procedures which outline what to do in the event of exposure or accidental release and in the event of a Fire.

Employees will ensure they have read and understood the supplied COSHH Assessment and that all identified measures are implemented prior to transporting, handling or using the hazardous substance/s.

All substances will be used in accordance with manufactures instructions, Safety Data Sheet advice and COSHH Assessment requirements at all times.

Any PPE/RPE required to further prevent exposure will be provided as per M&W PPE Arrangements.

PROCEDURES FOR SAFE USE AND HANDLING OF SUBSTANCES



ARRANGEMENTS FOR MONITORING, AUDIT AND REVIEW

The Director will ensure that M&W Property Services carried out periodic Monitoring of its H&S performance, Audits of their work activities, risk management procedures and H&S systems to assess their effectiveness and any weaknesses identified will be reviewed in order to implement changes.

Monitoring

In order for M&W Property Services to monitor their performance they will undertake two forms of monitoring – Active and Reactive.

Active Monitoring will be carried out in the form of audits/Inspections and site visits to confirm that risks are controlled and that all policies, procedures and risk assessments are complied with. Any failings will be highlighted for follow up action and improvement.

Reactive Monitoring will be carried out in the form of accident/incident data and investigation, investigations into near misses and/or property damage. Results of such monitoring will prompt reviews of Risk Assessments, Policies and Procedures and changes where necessary. Any issues identified will be highlighted to all employees and all required changes communicated and implemented appropriately.

Auditing

M&W Property Services will undertake periodic auditing on its employees and sub-contractors performance, its policies and procedures and its H&S Management System as a whole to ensure they are effective. The results will be recorded and collated for future benchmarking.

Each audit will have an action plan which will identify required actions for implementation.

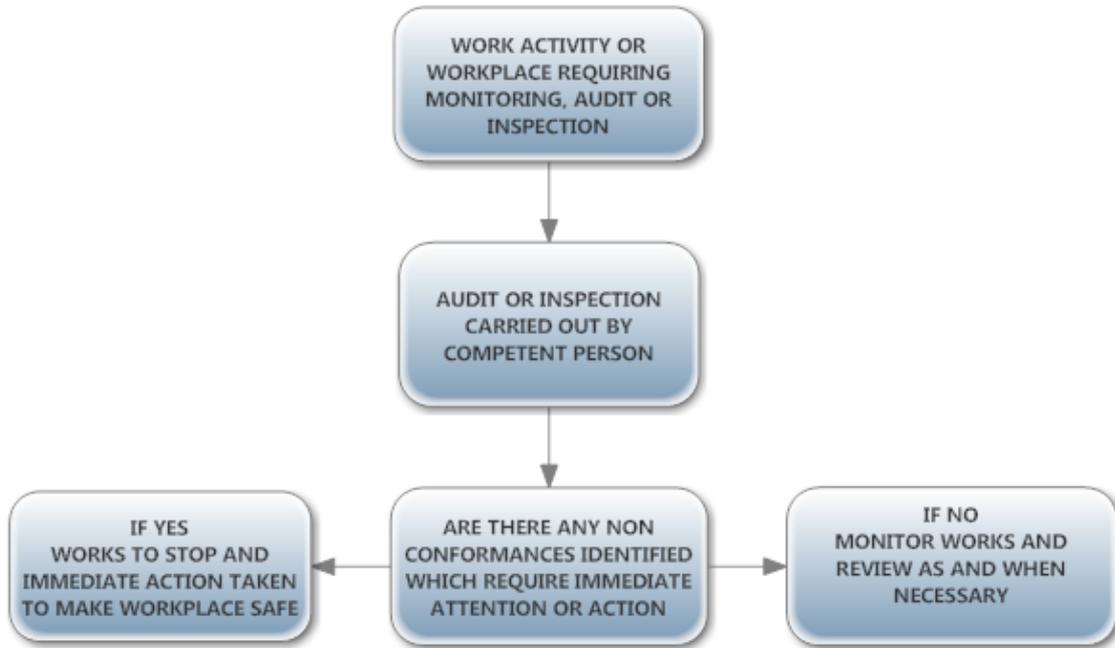
Any issues identified in the action plan will be highlighted to all employees and all required changes communicated and implemented appropriately.

Review

M&W Property Services will undertake periodic reviews of its policies, procedures, risk assessments and its H&S Management System as a whole. The results will be recorded and collated for future benchmarking. Any issues identified will be highlighted to all employees and all required changes communicated and implemented appropriately.

M&W Property Services employees at all levels will be encouraged to, where possible, continually improve performance where necessary and respond to any changes.

PROCEDURES FOR MONITOR, AUDIT AND REVIEW



SELECTION AND MANAGEMENT OF SUB CONTRACTORS

The Director will ensure only 'Pre Approved' Sub-Contractors are appointed to undertake work on behalf of M&W Property Services.

Selection of Sub-Contractors

M&W Property Services have an 'Approved Contractors list' which requires all sub-contractors to partake in a comprehensive assessment of their activities and H&S systems prior to appointment.

Only Sub Contractors from this list will be eligible to work for M&W Property Services.

Each prospective Sub Contractor will be sent a letter asking them to complete a questionnaire which M&W will access once returned in order to ensure they share our commitment towards the management of Health and Safety and have relevant management systems in place to be able to demonstrate suitable and sufficient practices. Each company will be asked to provide copies of their Health and Safety Policy, RA & MS, COSHH assessment, any accident details, example training records, details of any HSE Improvement or Prohibition Notices, Insurance Certificates and where applicable a copy of any licenses.

Each of the above submitted documents will then be examined for authenticity and reviewed to ensure that they meet standards set by M&W Property Services to ensure they are suitable and sufficient and that the Sub Contractor presents them as being competent to carry out their works.

All Sub Contractors working for M&W Property Services must ensure that they comply with the Health and Safety at Work etc. Act 1974 at all times along with all other relevant H&S legislation/regulations that may apply to the works they are carrying out.

All Sub Contractor working for M&W Property Services to ensure that they comply with their 'Responsibilities' as laid out in Part 1 of this Policy.

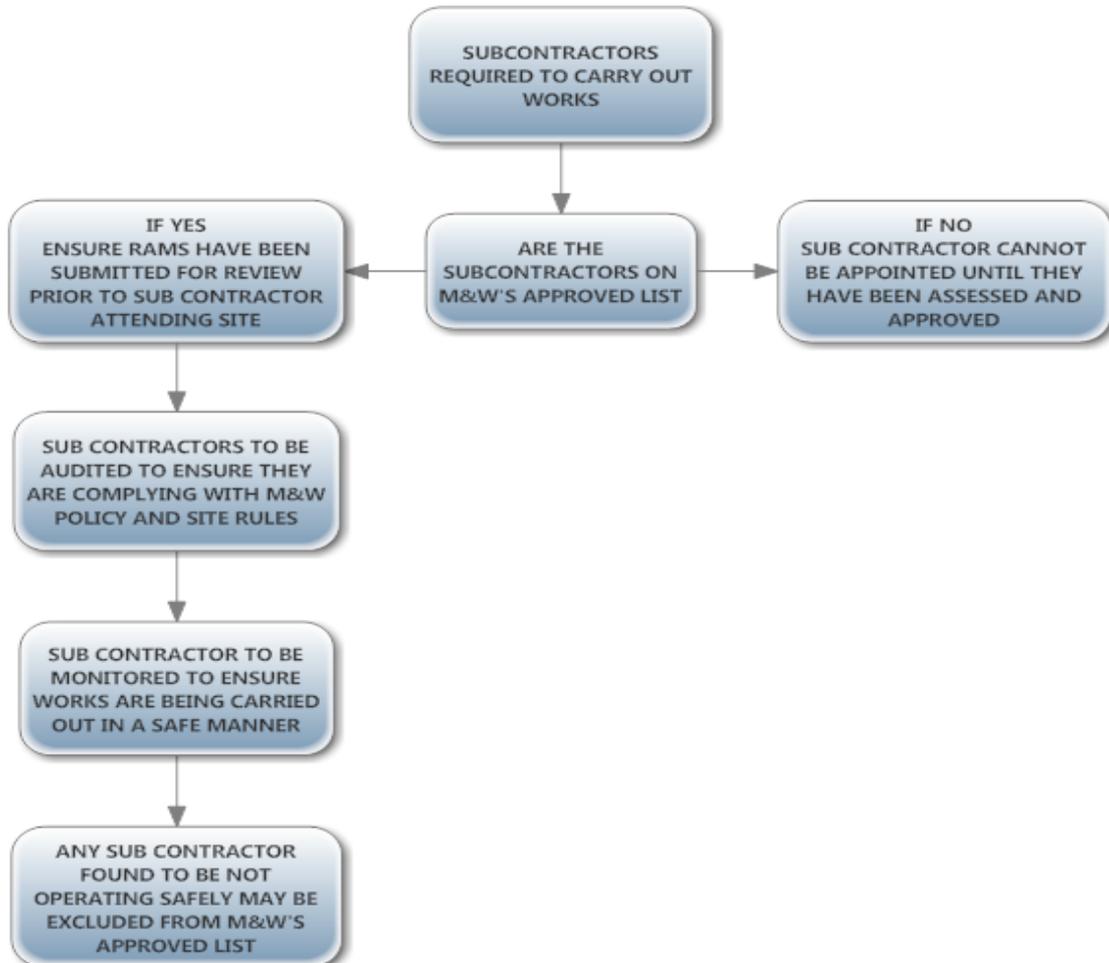
Monitoring of Sub Contractors

Sub-Contractors are included in our Auditing & Monitoring procedures to ensure they continue to meet M&W Property Services Health and Safety Standards, they are also asked to provide up to date information on an annual basis to enable them to be reviewed and if successful they will remain on our 'Approved List'.

The extent of monitoring will depend upon the level of risk the work being carried out poses and will predominately consist of site visits and site audits. A 'Feedback' assessment will also be made once works are completed.

Action will be taken against any Sub Contractors deemed not to be operating safely, or in breach of procedures and/or site rules which may ultimately result in exclusion from M&W's Approved Contractor List.

PROCEDURES FOR SELECTION AND MANAGEMENT OF SUB CONTRACTORS



ARRANGEMENTS FOR THE USE OF DISPLAY SCREEN EQUIPMENT (VDU)

The Director will ensure that M&W Property Services Display Screen Equipment Users under take computer work station risk assessments.

The assessment will look at the way the employee is using the workstation, equipment, furniture, environmental perspectives and any special individual needs and health history. If employees continue to experience discomfort at their work station they should report this to their line manager.

The company will provide individuals with an eyesight test to a schedule designated by a competent physician. If required, the individual will be reimbursed for the cost of basic Eyewear by the company.

*Cost of eyewear is only applicable if the individual has a condition; specific to DSE use (must be detailed on the prescription issued by the optician).

ARRANGEMENTS FOR THE CONTROL OF VIBRATION

The company is aware that employees operating plant and machinery may be exposed to the effects of vibration that with extended exposure could cause harmful effects on the exposed areas if not managed and appropriate controls put in place in the early stages.

The company will arrange for the appropriate assessments to be carried out to establish the vibration levels involved in company activities and establish precautions to be taken.

The company will endeavour to reduce the individual vibration exposure levels to the lowest levels reasonably practicable and when required provide the appropriate protection or control measures as necessary.

All employees are expected to fully co-operate with the use of protection or other control measures and with any health surveillance provided by the company.

The use of tools that cause operatives to be exposed to vibration as a result of their use will be protected by undertaking the following measures:

- Replace hand tools for mechanical tools where possible
- Procure tools with anti-vibration protection
- Undertake assessments of the equipment identified as exposing users to vibration and record the safe duration that equipment can be operated
- Provide information to operatives on the health effects of vibration and the early symptoms that could indicate that the existing protection measures are not suitable
- Limit the individuals use and the duration of exposure
- Ensure regular maintenance of equipment is undertaken where vibration is considered a risk
- Ensure users are made aware of the importance of replacing consumable parts
- Provide gloves to allow users to allow their hands remain warm and encourage blood flow
- Report symptoms of HAV if considered to be suffering from the acute affects.

ARRANGEMENTS FOR PERMITS TO WORK

Permit to Work Form

- 1.1 A Permit to Work is a specially designed form issued only by a responsible person, indicating that certain tests have been made, that special precautions have been taken, that it is safe to work to proceed for a specified period in the plant or area indicated and possibly specifying any additional precautions which must be observed by persons carrying out the work.
- 1.2 The responsible person charged with the certification and issue of the "Permit to Work" will be the person in charge of the normal operation of the maintenance or production unit, process or area in which the work is to be carried out and the "Permit to Work" should be issued to the person in charge of those who are to carry out the work. The issuer and receiver will not be the same person.

Issue and Operation

- 1.3 The person who will actually perform the work and also his/her supervisor will sign the Permit to work indicating that they have read and understood the conditions and any limitations of work imposed by the Permit to Work.
- 1.4 The Permit to Work must remain in the possession of the person carrying out the work. Where several persons of the same trade are involved on the same job, then the permit will be held by the senior person, (e.g. Engineer, Supervisor, Charge hand etc.).
- 1.5 It is good practice for the permit to work to be placed in a specially designed frame or carrier and hung in a prominent position on the equipment concerned to indicate that work is in progress thereon. Where persons of more than one trade are employed on the same job, separate Permits to Work, or copies thereof, will be issued for each trade.
- 1.6 The Permits to Work will remain in force until the expiry of the time limit (if any) or until the end of the particular shift. A Permit to Work will not be transferable and, for longer jobs, a new Permit to Work will be issued for each day, or shift, and whenever there is a change of labour on the job.
- 1.7 Where specific isolation of any energy supply to any industrial machinery and/or equipment is required then an effective Lock out Tag out Procedure must be followed to ensure that personnel are protected from the risks of live machinery or electricity.
- 1.8 When the work is completed, all permits will be returned, duly endorsed, to the person who issued them and only then can the plant, switchgear etc. be handed over for normal use. This part of the procedure is just as important as the original certification.
- 1.9 The holder of the permit must ensure that the process, or area is clear of all persons working under the permit and that any item of equipment brought in for that work which might prove hazardous under process conditions has been removed and in addition must ensure that guarding and other safeguards has been removed and that the plant is in all respects safe for normal use.

Typical Applications

Typical applications for permits to work are:

- Installations, maintenance and commissioning of electrical equipment of 415v and above including distribution and supply systems.
- Installation, maintenance and commissioning of gas plant and equipment including supply pipework.
- Installation, maintenance and commissioning of pressurised steam or air systems or plant including associated pipework.
- All work involving excavation or penetration of the ground inside or outdoors.
- All work undertaken in an enclosed or confined space.
- All work where toxic or flammable atmosphere is present.
- All roof work, cladding activities etc. where a risk of falling from height is present.

Methods of Operation

The Permit allows two distinct methods of undertaking the activities required:-

- Where standard work instructions exist and the staff carrying out the work have been trained in them the in this situation, the permit is used to control dates and times of work to be done and clearly define the people involved.
- Where standard work instructions do not exist, the permit is used to clearly indicate all the known hazards and specify the control measures to be taken along with clear definition of dates, times and people involved.

Authorised Persons

- 1.10 Persons authorised to complete permits to work will be appointed by Risk Management Department and named in the Safety Plan relating to the premises where appropriate.
- 1.11 Permits may also be issued by other nominated persons in the various business units but these people must be clearly defined as having this level of responsibility and trained in the use of and issuing of the permit to work.

ARRANGEMENTS FOR PROTECTION AGAINST CORONA VIRUS

The company will follow all and any HSE, UK Government and Construction Leadership Councils COVID-19 guidance in line with current requirements in relation to social distancing, hygiene procedures etc. and produce a specific risk assessment that addresses the risks of COVID-19 in our offices and workplaces.

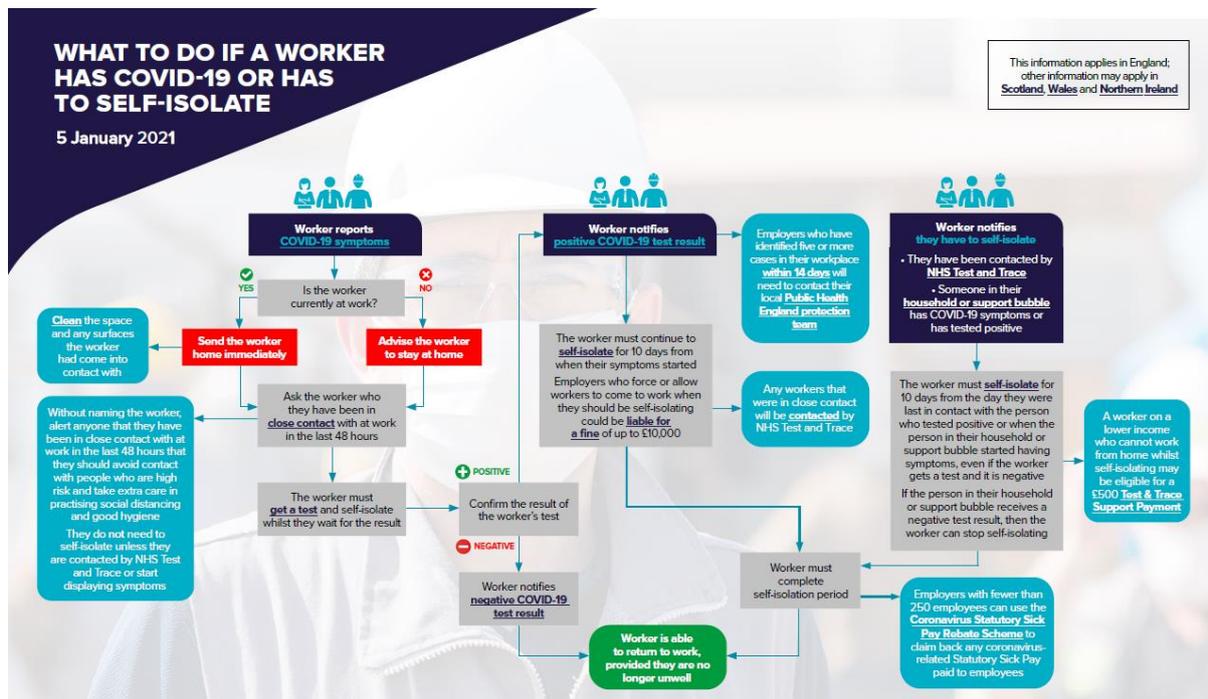
The risk assessment will identify the company’s decisions and control measures to be implement.

The risk assessment will be brought to the attention of all employees, staff etc

The company will ensure all first aiders are consulted in relation to any factors that should be taken into account as part of the risk assessment for example vulnerable workers with first aid responsibilities during COVID 19 etc.

HSE Guidance for first aid during the COVID 19 outbreak can be found at <https://www.hse.gov.uk/coronavirus/first-aid-and-medicals/first-aid-certificate-coronavirus.htm>
The company will direct all first aiders to this guidance for information purposes.

If a member of staff believes they have symptoms or are informed that they have been in contact with someone with the Covid-19 virus they should self-isolate and arrange a test.



<https://builduk.org/wp-content/uploads/2020/10/What-To-Do-If-A-Worker-Has-COVID-19-Or-Has-To-Self-Isolate.pdf>