

***Reflections Environmental Ltd***



***Health and Safety Handbook***

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### **Amendment Record**

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Version Comment</b>
1.0	17/08/2020	Peter Harrower	Document Published
2.0	27/08/2020	Peter Harrower	Self isolation period updated within Social Distancing arrangement. (7 to 10 days).
3.0	07/10/2020	Peter Harrower	Update to COVID Management and Social Distancing arrangements to refer to guidance on current length of isolation.
4.0	22/07/2021	George Craig	Annual Review - No changes

## **Introduction**

In compliance with the requirement of Section 2 of the Health and Safety at Work etc. Act 1974, Reflections Environmental Ltd are effectively discharging their statutory duties by preparing a written Health and Safety Policy. A copy of the policy and associated employee handbook, which outline our health and safety arrangements and organisational structure, are held at Reflections Environmental Ltd's main place of business.

Reflections Environmental Ltd are aware that in order to ensure the health and safety policy is maintained effectively; it is essential that all references and information are up-to-date and accurate. Should any changes occur within the business e.g. introduction of new processes or systems etc. or, if changes occur that impact on the organisation of health and safety responsibilities, a nominated representative will liaise with Citation Ltd, whose Health and Safety Consultants will advise on any policy updates that are needed and arrange for such amendments to be forwarded.

The health and safety policy and management system requires constant monitoring by Reflections Environmental Ltd's management and reviewed particularly following changes to the business and following accidents or incidents to ensure continual legal compliance. Citation will review the policy at the time of annual inspection.

In order for Reflections Environmental Ltd to discharge its statutory duties, employees are required by law, to co-operate with management in all matters concerning the health, safety and welfare of themselves and any other person who may be affected by their acts or omissions whilst at work. Reflections Environmental Ltd encourages all employees to inform management of any areas of the health and safety policy that they feel are inadequate or misrepresented to ensure that the policy is maintained as a true working document.

## **Health and Safety Policy Statement**

The following is a statement of the Company's health and safety policy in accordance with Section 2 of the Health and Safety at Work etc. Act 1974.

It is the policy of Reflections Environmental Ltd to ensure so far as is reasonably practicable, the health, safety and welfare of all technicians working for the Company and other persons who may be affected by our undertakings.

As a business we acknowledge that the key to successful health and safety management requires an effective policy, organisation and arrangements, which reflect the commitment of senior management. To maintain that commitment, we will continually measure, monitor, improve and revise where necessary, our Occupational Safety and Health (OH&S) management system to ensure that health and safety standards are adequately maintained.

The Managing Director will implement the Company's health and safety policy and recommend any changes to meet new circumstances. The Company recognises that successful health and safety management contributes to successful business performance and will allocate adequate finances and resources to meet these needs.

The management of Reflections Environmental Ltd looks upon the promotion of health and safety measures as a mutual objective for themselves and technicians. It is therefore, the policy of management to do all that is reasonably practicable to prevent personal injury and damage to property. Also, the Company aims to protect everyone, including visitors and members of the public, in so far as they come into contact with our activities, from any foreseeable hazard or danger.

All technicians have duties under the Health and Safety at Work etc. Act 1974 and are informed of their personal responsibilities to take due care of the health and safety of themselves and to ensure that they do not endanger other persons by their acts or omissions. Technicians are also informed that they must co-operate with the Company in order that it can comply with the legal requirements placed upon it and in the implementation of this policy. We are committed to continued consultation with the workforce to enable all viewpoints and recommendations to be discussed at regular intervals.

The Company will ensure a systematic approach to identifying hazards, assessing the risks, determining suitable and sufficient control measures and informing technicians of the correct procedures needed to maintain a safe working environment. We will provide, so far as is reasonably practicable, safe places and systems of work, safe plant and machinery, safe handling of materials and substances, the provision of adequate safety equipment and ensure that appropriate information, instruction, training and supervision is given.

We regard all health and safety legislation as the minimum standard and expect management to achieve their targets without compromising health and safety.

**A signed copy of this statement is available on request.**

## **Environmental Statement**

We are committed to preventing pollution and to complying with all relevant environmental legislation, regulations and other environmental requirements.

We will regularly evaluate the environmental impact of our activities, products and services and we will take action to continually improve our environmental performance.

It is our policy to:

- Minimise the use of energy, water and natural resources
- Minimise waste through prevention, re-use and recycling where possible
- Dispose of waste safely and legally
- Avoid the use of hazardous materials, where practical
- Work with environmentally responsible suppliers
- Prevent environmental damage and minimise nuisance factors such as noise and air pollution.

We will define environmental objectives, targets and improvement actions that are related to this policy and to our significant environmental aspects. We will regularly evaluate progress.

We are committed to providing relevant environmental training and promoting environmental awareness to employees and, where appropriate, to suppliers and to communicating our environmental performance.

We will implement processes to prevent environmental non-conformities and to ensure that we are prepared to deal with potential environmental emergencies.

This policy will be regularly reviewed and updated to take account of organisational priorities and changes, environmental legislation and best practice.

**A signed copy of this statement is available on request.**

## Safety Management Structure



## **General Responsibilities**

As employers we have a duty to all technicians, casual workers, part-time workers, trainees, visitors and sub-contractors who may be in our workplace or use work equipment provided by us. Consideration will also be given to our neighbours and the general public.

Management will ensure they:

- Assess all risks to worker's health and safety and bring the significant findings to the attention of technicians
- Provide safe plant and equipment that is suitably maintained
- Provide a safe place of work with adequate facilities and safe access and egress
- Provide adequate training and information to all technicians
- Have provisions in place to guarantee that articles and substances are handled and stored in a proper manner
- Provide health surveillance to technicians where it is deemed necessary
- Appoint competent persons to help comply with health and safety law
- Provide technicians and other workers who have little or no understanding of English, or who cannot read English, with adequate supervision, translation, interpreters or replace written notices with clearly understood symbols or diagrams.

### Technicians Responsibilities

The Health and Safety at Work etc. Act 1974 details two main sections which technicians are required to comply with. These are: -

- All technicians have a duty of care under the Health and Safety at Work etc. Act 1974, section 7, to take reasonable care of himself/herself and any other person who may be affected by their acts or omissions at work
- In addition to the above, Section 8 states that under no circumstances shall technicians purposely or recklessly interfere or misuse anything provided in the interest of safety or welfare, lifesaving equipment, signs or firefighting equipment
- Technicians also have a duty to assist and co-operate with Reflections Environmental Ltd and any other person to ensure all aspects of health and safety legislation are adhered to.

Technicians are obliged to:

- Always follow safety rules, avoid improvisation and comply with the health and safety policy
- Only perform work that they are qualified to undertake
- Always store materials and equipment in a safe manner
- Never block emergency escape routes
- Always practice safe working procedures, refrain from horseplay and report all hazards and defective equipment
- Always wear suitable clothing and personal protective equipment for the task being undertaken
- Inform the First Aider or Appointed Person of all accidents that occur.

The Management of Health and Safety at Work Regulations require all technicians to: -

- Utilise all items that are provided for safety
- Comply with all safety instructions
- Report to management anything that they may consider to be of any danger
- Advise management of any areas where protection arrangements require reviewing.

#### Sub-Contractors/Self-Employed Personnel Responsibilities

Will be made aware of the organisation's health and safety policy, safety rules and:

- Will be fully aware of the responsibilities and requirements placed upon them by the Health and Safety at Work etc. Act 1974 and other relevant legislation
- Will comply with all instructions given by management
- Will co-operate with Management to ensure a high standard of health and safety on all contracts with which they are involved
- Will carry out risk assessments in relation to their activities, ensure that adequate health and safety arrangements are implemented and co-operate as necessary with all affected parties
- Will comply with signing in and out procedures.

### Information For technicians

Information regarding health and safety law is provided in a number of ways:

- Technicians are provided with a copy of the 'Employee handbook'
- The approved poster "Health and Safety Law – What You Should Know" is displayed on the premises. This poster is advisably completed with names of responsible persons. Alternatively a leaflet version of the Health and Safety Law poster is available and should be distributed to all staff
- Management and technicians have access to our Health and Safety Management System that contains all relevant information with regard to recording and monitoring procedures.

### Joint Consultation

The Health and Safety (Consultation with Employees) Regulations require all employers to consult with their technicians who are not represented by safety representatives, as detailed in the Safety Representatives and Safety Committees Regulations.

We recognise the importance and benefits to be gained by consultation and will maintain clear avenues of communication to ensure effective consultation between management and technicians. It is the responsibility of management to ensure that consultation takes place in good time on matters relating to technicians health and safety at work.

If at any time the method of consultation becomes ineffective due to the size or nature of the Company then the organisation will recognise the rights of technicians or groups of technicians to elect one or more persons to act as their representative for the purpose of such consultation.

Health and safety will be on the agenda of all management meetings. Items that may be included in the meeting are:

- Review of accident statistics, near misses and trends
- New legislation
- Compliance with the objectives of the health and safety plan
- Occupational health issues
- Introduction of new technology
- Result of health and safety audits
- Review of significant findings identified by reports produced by Citation Ltd
- Completion of corrective actions
- Review of training needs.

Citation Ltd along with other professional bodies will inform senior management of any

relevant changes to health and safety. Management will disseminate this information to all relevant technicians.

If any visitors or customers raise any concerns with regard to health and safety, senior management will investigate the issue and if required, take appropriate action to deal with the matter.

# **Access And Egress**

## Description

Safe access and egress includes movement of persons, equipment and vehicles into, around and out of the place of work.

## Associated Hazards

- Slips, trips and falls
- Falling objects
- Vehicle movement
- Uneven/obstructed floor
- Trailing cables
- Opening in the floor
- Unsuitable/insufficient lighting.

## Technicians Responsibilities

- Follow advice and information given by the employer in relation to safe access and egress
- Regularly check that there is sufficient space to move about their work area freely and where necessary report any problems
- Report any situation to the employer where safe access and egress is restricted or obstructed so that arrangements for the appropriate remedial action can be taken.

# **Accident Reporting**

## Description

There are many hazards present in all workplaces. Control measures, when implemented, should reduce the risks from those hazards to a level as low as is reasonably practicable in order to prevent accidents and cases of ill health. This arrangement provides advice and guidance to all members of staff, together with information necessary for the reporting and subsequent investigation of accidents, incidents and near misses. An accident is an unplanned event that results in personal injury or damage to property, plant or equipment. A 'near miss' is any incident, accident or emergency which did not result in an injury.

## Death

- Workers and non workers who have died of a work related accident.

## Specified injuries

- Fractures, other than to fingers, thumbs and toes
- Amputations
- Any injury likely to lead to permanent loss of sight or reduction in sight
- Any crush injury to the head or torso causing damage to the brain or internal organs
- Serious burns (including scalding) which:
  - cover more than 10% of the body, or
  - cause significant damage to the eyes, respiratory system or other vital organs
- Any scalping requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space which:
  - leads to hypothermia or heat-induced illness, or
  - requires resuscitation or admittance to hospital for more than 24 hours.

## Over seven-day injury

This is an injury, which is not a specified injury but results in the injured person being away from work or unable to carry out their normal duties for more than seven days. Apart from the day of the accident, weekends and days that would not normally be worked, such as rest days, are counted.

### Occupational Disease

- Occupational dermatitis
- Carpal tunnel syndrome
- Severe cramp of the hand or forearm
- Hand arm vibration syndrome
- Occupational asthma
- Tendonitis or tenosynovitis of the hand or forearm
- Any occupational cancer
- Any disease attributed to occupational exposure to a biological agent.

### Dangerous Occurrence

There are 27 dangerous occurrences which are relevant to most workplaces, e.g:

- Collapse, overturning or failure of load bearing parts of lifts and lifting equipment
- Plant or equipment coming into contact with overhead lines
- Electrical short circuit or overload causing fire or explosion
- Collapse or partial collapse of scaffold over 5 metres high or which has been erected near water where there is the potential of drowning after a fall.

### People Not At Work

- A member of the public or a person not at work has suffered an injury and is taken from the scene of an accident to hospital for treatment to that injury
- A member of the public or person who is not at work has died.

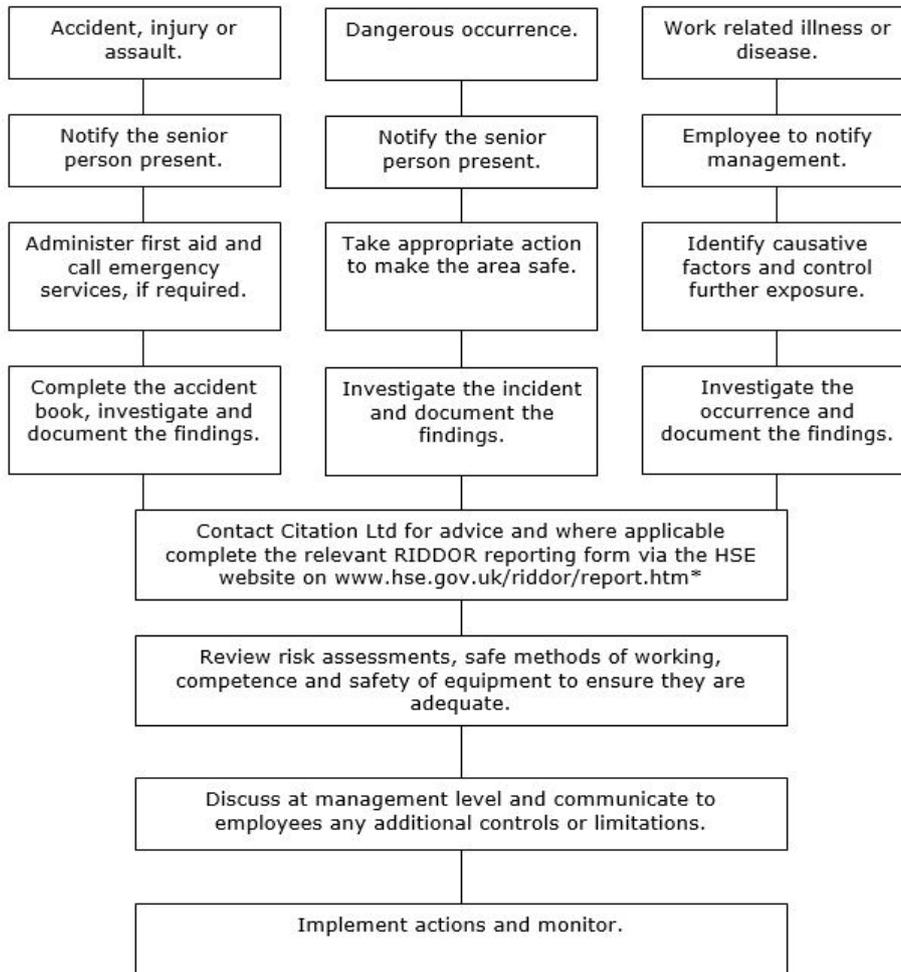
In addition Reflections Environmental Ltd will ensure that:

- All accidents and incidents, however minor, will be investigated to ensure the appropriate action is taken to prevent recurrence. In the majority of cases, the details contained within the accident book will constitute an investigation
- The risk assessments will be reviewed and, if necessary, further control measures will be introduced
- Improvement strategies will be implemented to help prevent or minimise occurrences, thus reducing future risk of harm.

### Technicians Responsibilities

Any members of staff who are involved in, or aware of an accident must follow the accident reporting procedure and inform the employers, either orally or in writing as soon as possible after the accident occurs. The nominated person will complete the necessary documentation including accident book entry, investigation and comply with any notification and reporting requirements.

## Accident And Incident Reporting Flowchart



\*Note the Incident Contact Centre telephone reporting service is only available for specified injuries and fatalities on 0845 300 9923.

# **Alcohol And Drugs Misuse**

## Description

There is evidence that the effects of drinking or drug use or abuse can reduce personal performance and potentially increase absence rates. In jobs where safety is paramount, such as the transport industry, any form of a drug or alcohol related problem is a very serious matter and in some circumstances may be a criminal offence. The scope of this policy extends to alcohol, illicit drugs or substances and over-the-counter or prescription medication if abused or taken in an irresponsible manner.

## Associated Hazards

- Impairment of co-ordination
- Inability to drive or use equipment safely
- Lack of awareness, judgement and sense of danger.

## Disciplinary procedures

- If an alcohol or drug related problem comes to light that results in unacceptable behaviour or performance it may be dealt with in accordance with our disciplinary or capability procedures
- Behaviour or performance which is found to be unacceptable and related to alcohol or drug abuse, may, depending on the circumstances of the individual case, result in summary dismissal.

## Technicians Responsibilities

Technicians must:

- Inform your line manager if you are taking any prescription medications that may affect your ability to safely operate vehicles, equipment, machinery or to carry out your duties
- Not attend work at any time whilst under the detrimental influence of alcohol or drugs
- Seek help voluntarily if they recognise they have an alcohol or drug related problem
- Inform the Responsible Individual if they are aware that any technicians have an alcohol or drug related problem that is affecting their work. This will ensure that technicians receive the necessary support and assistance.

# Asbestos - For Those In Control Of The Premises (Dutyholder)

## Description

Thousands of commercial, industrial, residential, school and public buildings built or refurbished before 2000 are likely to contain asbestos containing materials.

Workers engaging in maintenance, repair, refurbishment, alteration or demolition activities could be exposed to asbestos fibres which can be released from asbestos containing materials such as roofing sheets, ceiling tiles, pipe insulation or lagging.

Inhaling air containing asbestos fibres can lead to asbestos-related diseases, mainly cancers of the lung and chest lining. Asbestos is a prohibited substance and is classified as a Category 1 carcinogen.

## Associated Diseases

- Asbestosis
- Mesothelioma
- Lung cancer
- Pleural thickening and Pleural plaques.

These diseases can take between 15 to 60 years to develop and can prove fatal.

Work undertaken on asbestos containing materials is categorised as either: -

**Licensable work:** this involves working with the most dangerous asbestos containing materials, e.g. sprayed insulation, lagging and asbestos insulating board. Organisations that work with such types of asbestos must be licensed by the Health and Safety Executive (HSE) and must also notify the HSE of any licensable work they plan to undertake.

**Non-Licensable work:** this normally involves work with asbestos containing materials which is sporadic and of low intensity and will not, if determined by risk assessment, expose technicians to asbestos fibres above the legal control limit. Anyone undertaking non-licensed work must be suitably trained and competent.

**Notifiable Non-Licensed Work (NNLW):** Certain non-licensable works is also **notifiable** to the HSE. However, the following activities are exempt from notification: 1. short, non-continuous maintenance task whilst working only with non-friable asbestos containing materials, 2. removal, without deterioration of non-degraded materials where the asbestos is firmly contained within a matrix, e.g. cement or plastic, 3. where the asbestos containing materials are in good condition and are being sealed or encapsulated 4. air monitoring and control or collection and analysis of asbestos samples.

### Technicians Responsibilities

Technicians will: -

- Report any damage to the building or building materials to Reflections Environmental Ltd immediately
- Not work on the building structure or equipment, e.g. walls, ceilings, fuse boxes, etc. unless instructed by the employer and are suitably trained
- Follow all information, instruction and training given to prevent injury or ill health.

# **Asbestos - For Trades People Or Contractors Who May Come Into Contact With Asbestos Containing Materials, ACMs**

## Description

This arrangement is for organisations whose technicians may come into contact with asbestos containing materials (ACMs), but who are neither, Health and Safety Executive (HSE) Licensed Contractors, nor have been trained to work with such materials.

Thousands of commercial, industrial, residential, school and public buildings built or refurbished before 2000 are likely to contain asbestos containing materials. Workers engaging in maintenance, repair, refurbishment, alteration or demolition activities could be exposed to asbestos fibres which can be released from asbestos containing materials such as roofing sheets, ceiling tiles, pipe insulation or lagging.

Building surveyors, caretakers, carpenters, construction workers, demolition workers, electricians, fire and burglar alarm installers, roofers, gas fitters, heating and ventilation engineers, joiners, painters and decorators, plasterers, plumbers, shop fitters and telecommunications engineers, are particularly at risk of being exposed to asbestos containing materials. This list is neither exhaustive nor limited to any one trade or activity.

Asbestos is a prohibited substance and is classified as a Category 1 carcinogen.

Organisations must not work with asbestos unless they have received specific training and where relevant, be HSE Licensed Contractors.

## Associated Diseases

- Asbestosis
- Mesothelioma
- Lung cancer
- Pleural thickening and pleural plaques.

These diseases can take from 15 to 60 years to develop and can prove fatal.

## Technicians Responsibilities

- Do not start work unless information with the regards to the whereabouts of asbestos in the relevant working areas has been received
- Stop work if there is a suspicion that asbestos or asbestos containing materials are present

- Not to work on materials containing or suspected of containing asbestos unless properly trained and supervised
- Report to Reflections Environmental Ltd any asbestos exposure or damage to asbestos containing materials
- Follow all information, instruction and training given to prevent injury or ill health.

## **Blood Borne Viruses (BBV)**

### Description

We recognise that there is a potential risk of technicians coming into contact with Blood Borne Viruses (BBV) such as hepatitis and Human Immunodeficiency Virus (HIV). To reduce the risks posed by these viruses we will assess the potential for exposure and introduce controls to reduce the risk.

### Associated Hazards

- Direct contact with infected blood or saliva
- Contact with clinical dressings
- Needle stick injuries.

### Technicians Responsibilities

- Immediately report any spillage of bodily fluids and arrange for suitable isolation and cleaning in line with their level of training
- Report to management in confidence, if they become aware that they are a carrier of a BBV, if it is relevant to their employment.

The risk of BBV infection is low, as direct contact with blood and body fluids does not occur regularly. Much depends on the nature of the exposure and not all exposures result in infection.

## **Body and Fashion Jewellery**

### Description

Body modification and adornment, which includes traditional ear (lobe) piercing has become well established and socially acceptable. Other body adornment practices have expanded in popularity from their previous position as fringe activities and their development is ongoing. These now include navel rings, lip studs, tongue studs and eyebrow studs, amongst others.

### Associated Hazards

- Infection/cross infection
- Injury to the wearer (i.e. rips or tears) or to others
- Entanglement
- Risk of standards of hygiene being compromised in food preparation areas.

**Note:** the list of hazards associated with the wearing of jewellery is not exhaustive.

### Technicians Responsibilities

Technicians responsibilities are to take care of themselves and others in work activities during which jewellery is worn and to have regard to the following: –

- Ensuring that jewellery is unobtrusive when worn
- If wearing a nose stud, ensure it is one, which is a plain, flat, pinhead-sized stud
- Only wearing a maximum of two earrings, and where a second pair is worn, these should be in the form of discreet studs. Earrings can only be worn in the lobe of the ear
- Large, decorative rings should not be worn. However, it is acceptable to wear plain bands if staff should so wish e.g. wedding rings. These must be removed when hand hygiene is being performed in order to reach the bacteria, which can harbour underneath.

# **Bomb Threats**

## Description

The receipt or setting down of explosive or other potentially dangerous devices is a hazard in all premises.

The aim at all times is to ensure that effective procedures are in place which are clearly understood to ensure, so far as is reasonably practicable, the safety of all persons on the premises.

## Associated Hazards

- Fire and explosion
- Fatalities/major injuries.

## Technicians Responsibilities

- All technicians must know what to do in the event of a bomb threat and take appropriate action
- All technicians must participate in bomb alert training and evacuation
- All technicians must never compromise the security of the building in any way.

# **Cleaning and Disinfection**

## Description

Everyone involved in the workplace must be committed to ensuring that satisfactory standards of hygiene are achieved. The requisite standards will be clearly and effectively communicated and reinforced by management. Cleaning schedules will be developed as a communication link between management and staff and are necessary to ensure that premises and equipment are cleaned effectively and if necessary, disinfected.

## Associated Hazards

- Chemical storage and handling
- Mixing of chemicals in different containers
- Slips, trips and falls
- Dermatitis.

## Technicians Responsibilities

- Co-operate with the employer in relation to maintaining a clean and tidy workplace
- Follow training, guidance and instruction to prevent injury or ill health
- Make use of any personal protective equipment provided
- Report to the employer any hazardous or dangerous situation
- Co-operate with management arrangements for health and safety.

# Confined Spaces

## Description

Each year in the UK, a number of people are killed or seriously injured during confined space work activity. These incidents occur in a wide range of industries and those who suffer can include the people working in the confined space and those who try to rescue them, if not properly trained.

A confined space can be any space of an enclosed nature where there is a risk of death or serious injury from hazardous substances or dangerous conditions. Confined spaces include, storage tanks, silos, sewers, reaction vessels, vats, excavations and poorly ventilated rooms or spaces.

## Associated Hazards

- Fire and Explosion
- Poisonous gases, fumes, dusts or vapour
- Oxygen deficiency
- Excessive temperatures
- Drowning in liquids and asphyxiation from flow of solids
- Trapping and collapse
- Working at height
- Poor lighting/vision.

## Technicians Responsibilities

- Follow training, guidance and instruction given, to prevent injury or ill health
- Use protective and safety equipment provided
- Be aware of personal limitations that may hamper the ability to work safely in a confined space
- Report to supervision any hazardous or dangerous situations.

***Note: At no time should anyone enter a confined space to effect a rescue (60% of all deaths that occur in confined spaces are would-be-rescuers entering to effect a rescue of others).***

# **Construction, Design and Management(CDM) 2015**

## **Responsibilities**

### Description

- The Construction (Design and Management) (CDM) Regulations 2015 cover a very broad range of construction activities such as building, civil engineering, construction work, demolition, site preparation, site clearance, renovation, decoration, installation, maintenance, and dismantling of structures
- Under the CDM Regulations, legal duties apply to the following duty holders; Clients, Designers, Contractors and Workers for all construction projects even for simple, short duration work. Additional duty holders called 'Principal Designer' and 'Principal Contractor' are legally required to be appointed where projects involve or are likely to involve more than one Contractor working on the project at any time. CDM applies to both non-domestic and domestic premises
- For those projects that are likely to take more than 30 days, and have more than 20 workers working simultaneously or involve more than 500-person days of construction work, then the projects are notifiable in writing to the Health and Safety Executive, HSE
- Each duty holder must beware of the CDM Regulations and the responsibilities of other duty holders under the Regulations\*. Organisations or individuals are permitted to undertake more than one duty holder role, but they will need to demonstrate they have sufficient skills, experience, knowledge, training and organisational skills (if they are an organisation) and the ability to adequately fulfil each of the duties and maintain health and safety
- Anyone working on projects under the control of others must report to them any situation likely to endanger their own health and safety or that of others
- Designers, Contractors, the Principal Designer and the Principal Contractor must consider the 'principles of prevention' to as far as reasonably practicable to eliminate foreseeable risks and if this is not possible, reduce risks or control of them
- The CDM Regulations also apply to work undertaken on behalf of Domestic clients
- This arrangement is for those organisations whose business involves doing construction or construction related work and where they have construction work undertaken on the premises / structures they are responsible for.

**\*Responsibilities of all duty holders are covered in this arrangement to help satisfy this requirement.**

### Individuals Responsibilities

Are Those Who Work for Contractors and For All Projects they will:

- Take care of their own health and safety and to others who may be affected by their actions
- Read and understand health and safety information provided to them
- Follow site rules
- Attend any relevant induction or training courses
- Report any accidents, incidents or risks that might be a danger to themselves and others
- Liaise with the site safety representative on health and safety matters
- Co-operate with others and follow reasonable directions from duty holders.

# **Contractors**

## Description

A contractor is anyone who is undertaking work on our behalf but is not a direct employee. Contractors may be employed to undertake maintenance, repairs, installation, construction, window cleaning, engineering and many other jobs. Work undertaken for a client by a contractor is usually covered by a civil contract.

Whilst it is good practice for health and safety requirements to be written into such contracts, health and safety responsibilities are defined by criminal law and cannot be passed on to another by a contract. Thus, in any client/contractor relationship, both parties will have duties under health and safety law. Contractors are especially vulnerable and may put the client's own technicians at risk.

## Associated Hazards

- Movement of site traffic
- Contaminated land / Excavations
- Working at height
- Manual handling injuries
- Hazardous materials/substances.

## Contractor's/Sub-Contractor's Responsibilities

All sub-contractors undertaking work on our behalf:

- Must accept responsibility for complying with the provisions of the Health and Safety at Work etc. Act 1974 and all other relevant statutory provisions in respect of the work comprising the contract
- Must provide suitable and appropriate supervision to plan, control and monitor their operations having carried out risk assessments for the work
- Must agree risk assessments and any method statements with the client before work commences. Also inform the client of any unforeseen hazards arising from the work to enable the necessary precautions to be put in place
- Must ensure plant and machinery brought on site is fully guarded and complies with the requirements of the Provision and Use of Work Equipment Regulations (PUWER)
- Must make available for inspection, test certificates issued by a competent person for equipment such as lifting equipment, air compressors and pressure plant

- Must report all accidents to the client immediately so that they can record the incident in the accident book.

#### Technicians Responsibilities

Technicians will:

- Immediately report any unsafe practices or concerns to the senior person present.

## **Control of Substances Hazardous to Health (COSHH)**

### Description

Using chemicals or other hazardous substances at work may put people's health at risk, thus, employers are required to control exposure to hazardous substances to prevent ill health. The aim is to protect both technicians and others who may be exposed by complying with the Control of Substances Hazardous to Health Regulations (COSHH).

Hazardous substances include: -

- Substances used directly in work activities, e.g. paints, adhesives, cleaning agents
- Substances generated during work activities, e.g. soldering, welding fumes, silica dust
- Naturally occurring substances, e.g. grain, dust
- Biological agents, e.g. bacteria and other micro-organisms.

Effects from hazardous substances can range from mild eye irritation to chronic lung disease or even death.

### Associated Hazards

- Skin irritation
- Asthma or other lung disease
- Losing consciousness
- Cancer
- Infection from bacteria and/or micro-organisms.

N.B. This list of hazards is not exhaustive.

### Technicians Responsibilities

Technicians have responsibilities under COSHH Regulations, and are expected to: -

- Take part in training programmes
- Observe container hazard symbols
- Practice safe working with hazardous substances following training provided
- Report any concerns or health issue to their immediate supervisor
- Wear, use correctly and maintain any personal protective equipment and respirable protective equipment provided
- Return all hazardous substances to their secure location after use
- Use the control measures provided properly.



## **Covid-19 Management**

### Description

Coronavirus disease (COVID-19) is a highly infectious disease caused by a novel Corona Virus which emerged 2019 and has led to a global Pandemic leading to widespread deaths across the world including a significant number in the UK.

Whilst symptoms can vary amongst individuals typical diagnosed symptoms include:

- Fever (hot to touch on chest and back)
- New persistent dry cough(coughing a lot for more than an hour or 3 or more coughing episodes in 24 hours. If the individual usually has a cough, it may be worse than usual
- Anosmia – loss of sense of smell or taste or things tasting noticeably different

However, there are many other less common symptoms and many people may be infected without displaying symptoms but are still able to transmit the virus to others.

The transmission of the virus is predominately through the spread of respiratory droplets from coughs and sneezes, but these droplets can also remain on surfaces and lead to transmission from surface contact with these infected items or fomites.

The risk of transmission cannot be totally eliminated other than absolute avoidance of any form of personal interaction and complete segregation in the workforce. However, it can be reduced to a safe level through the following actions:

- Maintaining the advised social distance from people
- Increasing hand hygiene (washing and sanitising)
- Increase respiratory hygiene (catching coughs and sneezes and disposal of tissue)
- Increased cleaning of common touched surfaces.

### Associated Hazards

Most people who are infected with this virus will experience mild to moderate respiratory illness and recover without requiring special medical treatment, however, others will go onto to develop complications associated with the virus and require hospital intervention. For some the infection and its subsequent complications may ultimately end up proving fatal.

Many people have been identified as being at increased risk of developing complications from the virus leading to more significant outcomes and therefore must take extra care to reduce the risk of catching the virus. These include people who have been identified as clinically vulnerable and those who are clinically extremely vulnerable due to their age or underlying health conditions or because they are pregnant. There is also an increased mortality rate for persons from Black, Asian and Minority Ethnic backgrounds (BAME).

## Employees Responsibilities

### Technicians will

- Take care of themselves and others in the workplace where activities give rise to the potential for Covid-19 infection
- Adhere to the Social Distancing requirements by following instructions, signage, markings and training
- Observe good hygiene practices at all times with frequent hand washing or sanitising for at least 20 seconds, including before and after eating, touching the face, touching common touched surfaces such as buttons, dials, handrail and handles, coughing and sneezing
- Carry out good respiratory hygiene practices including catching coughs and sneezes in tissues which are disposed of correctly followed by good hand hygiene afterwards
- Follow the further controls in the risk assessment and work plan methods to ensure that where Social Distancing cannot be maintained the risk is reduced by other means
- Use, store and dispose of the appropriate PPE and RPE in accordance with training and manufacturers guidelines
- Report to management if they feel unwell at work with any of the Covid-19 symptoms and go directly home to carry out self-isolation
- Not attend work if they should be self-isolating due to displaying symptoms or residing with someone who is displaying symptoms, if they have been contacted by NHS Test and Trace and asked to isolate or if they are required to due to recent travel and quarantine requirements. Duration of isolation should be determined from up to date government information.
- Will follow the appropriate isolation/quarantine procedures in line with the current Government guidance on travel into the UK.
- Report any concerns or issues relating to non-conformance with Covid-19 Controls
- Attend Covid-19 tests where there is a requirement to do so and engage with the NHS Test and Trace system accordingly as well as informing their employer.

# Dermatitis

## Description

The word 'Dermatitis' derives from the Greek words for skin, "**derma**" and inflammation, "**itis**". Dermatitis is a skin condition usually caused by contact with something that irritates the skin or causes an allergic reaction. Contact Dermatitis affects mainly the hands but other parts of the body can also be affected. Dermatitis can be caused by:

- Wet work due to repeated and prolonged contact with water, e.g. by hand washing more than 20 times or having wet hands for more than 2 hours during a shift
- Chemical agents, e.g. through contact with chemicals, including by direct contact, splashes, contaminated work surfaces and tools, airborne particles settling on the skin
- Biological agents, e.g. through contact with plants, bacteria, spores, moulds, fungi
- Physical agents, e.g. by vibration, radiation or low humidity from air conditioning
- Mechanical agents, e.g. by abrasion.

## Associated Hazards

The main categories relating to work-related Contact Dermatitis are classified as:

- Irritant Contact Dermatitis: mainly caused by chemical and physical irritants and is the most common form of Contact Dermatitis. Common chemical irritants include solvents, soaps, detergents, latex, cosmetics, metalworking fluids, oils and alkalis
- Allergic Contact Dermatitis: common allergens include, UV cured printing inks, adhesives, wet cement, some plants, nickel and chromium which can cause an allergic reaction, hours or days after contact. In rare cases a severe reaction can occur, known as an 'anaphylactic shock'
- Photo Contact Dermatitis: is a reaction that develops where chemicals are applied to the skin, e.g. sunscreens, fragrances, creams, insecticides, disinfectants.

Symptoms of dermatitis generally include a localised rash and/or irritation of the skin and can develop into flaking, scaling, cracking, bleeding, swelling and blistering which can take days or even weeks to heal.

## Technicians Responsibilities

- Observe hazard symbols and instructions displayed on product containers

- Co-operate with the employer and follow the safe working procedures to minimise contracting dermatitis
- Wear suitable PPE and use skin care products according to the control measures identified in the risk assessments
- Use work equipment and methods of work that prevents the skin coming into contact with hazardous substances
- Regularly check skin condition and report any symptoms of dermatitis to the employer and seek medical advice, if necessary
- Ensure that hands are washed and dried regularly, including before and after the wearing of protective gloves
- Use 'before and after' work creams to ensure that the skin is kept in good condition – ***remember that barrier creams are not a substitute for protective gloves.***

## **Disciplinary Rules**

### Description

Reflections Environmental Ltd believes that health and safety is a critical factor that needs to be taken into account when running a business. To enable the company to control safety, a number of safety rules have been established. Failure to comply with these rules may result in disciplinary action.

### Technicians Responsibilities

- To not misuse or interfere with anything provided for health, safety and welfare
- Co-operate with their employer and conduct themselves in a way that does not create risk of harm to themselves and others
- To report any identified hazards to their employer
- To comply with clearly indicated and specific safety rules
- To wear safety clothing or equipment provided

# **Display Screen Equipment (DSE)**

## Description

Display Screen Equipment (DSE) based work can potentially have serious effects on health.

DSE users can experience a range of different physical and psychological health problems including eyestrain, blurred vision, headaches, and musculoskeletal problems including repetitive strain injury (RSI) and work related upper limb disorders (WRULD).

Problems are caused by a combination of badly designed jobs, equipment and work environment. However, most of these conditions are preventable by giving attention to the way in which work is organised, and providing appropriate equipment and workplaces.

## Associated Hazards

- Musculoskeletal injuries
- Repetitive Strain Injury (RSI)
- Work related upper limb disorders (WRULD)
- Visual fatigue
- Stress.

## Technicians Have A Responsibility

- To inform the employer in confidence as soon as possible if a health problem arises through the use of display screen equipment
- To work in accordance with any advice or guidance given by the employer
- To familiarise themselves with the contents of the relevant risk assessments
- Request Reflections Environmental Ltd to arrange and pay for eye and eyesight tests where required and if the employee is identified as a user of DSE equipment.

# Electricity

## Description

The safe management of electrical installations and equipment is essential to our business. It is therefore imperative that electrical systems and equipment are designed, constructed, selected, maintained and used with care. Not only is there a potential for harm, but loss of power supply could impact our ability to conduct business and force temporary closure.

## Associated Hazards

- Direct or indirect contact with live parts, causing shock, burns, heart fibrillation and tissue damage
- Faults that could cause a fire due to equipment overheating
- Fire or explosion where electrical arcing could be the source of ignition
- Contact with overhead lines.

## Portable equipment and testing

Definition - Equipment, which is not part of a fixed installation but is able to be connected to a fixed installation, or a generator, by means of a flexible cable via a plug and socket assembly.

This includes equipment that is either hand-held or hand operated while connected to the supply, or is intended to be moved while connected to the supply.

Reflections Environmental Ltd is responsible for ensuring that all portable electrical appliances are maintained in a safe condition and inspected at suitable intervals. Equipment will be marked to identify the date tested. The results of inspections shall be logged and records made available for inspection.

Experience of operating the maintenance system over a period, together with information on faults found, should be used to review the frequency of inspection. It should also be used to review whether and how often equipment and associated leads and plugs should receive a combined inspection and test.

Any defective equipment will be removed from use until it can be repaired/replaced, with remedial action being recorded. All items of equipment that cannot be repaired will be withdrawn from use. Under no circumstances will any makeshift or temporary electrical repairs be made on any electrical equipment.

On occasion, we may hire-in equipment from a reputable supplier. This equipment must be treated the same as company equipment and not subjected to abuse or neglect.

## Technicians Responsibilities

Technicians have a responsibility for: -

- Co-operating with management arrangements for electrical safety in the workplace
- Visually checking equipment before use for any obvious defects such as cable or casing damage or scorch marks
- Reporting any defects, faults or dangerous activities
- Using equipment only in line with the manufacturers operating instructions e.g. jet washer used with additional RCD or RCBO protection
- Complying with safety rules and use work permits/lock out procedures as applicable
- Not bringing personal electrical equipment onto company premises without prior authorisation from management. If allowed, any such equipment must be tested in accordance with company procedures
- Gaining permission before using extension leads or adaptors
- Switching off any non-critical equipment when not in use
- Not attempting repairs to electrical appliances or circuits unless qualified to do so
- Exercising caution when placing drinks near to appliances or power outlets.

# **Emergency Plans**

## Description

As part of our overall Health & Safety Management plan we will create not only a safe working environment but provide a suitable and sufficient means of controlling emergency situations, e.g. rescuing or retrieving persons who may become unavoidably trapped, collapse of a structure or uncontrolled release of a substance etc.

This will not however diminish any responsibility on our part, to do all that is reasonably practicable to prevent such an event occurring in the first place.

## Associated Hazards

- Fire and explosion
- Flooding
- Asphyxiation
- Working at height or in confined spaces
- Hazardous substances
- Collapse of structures and excavations
- Bomb threat
- Spillage.

## Technicians Responsibilities

- Co-operate and follow directions of responsible persons in order to comply with the emergency procedures
- Attend training in the actions to be taken in the event of an emergency
- Raise the alarm on discovering an emergency situation
- Only use emergency equipment if trained and authorised to use such equipment
- Report immediately any faults, damage to emergency equipment or concerns with emergency plans.

# Fire

## Description

Fire prevention is an important obligation for all businesses. Reflections Environmental Ltd has a responsibility for ensuring the health, safety and welfare of all technicians and others who may have access to the workplace as well as adjoining businesses or premises. These general duties include safety in relation to fire hazards, both from the work processes and activities, as well as general fire safety in the workplace.

It is the responsibility of Reflections Environmental Ltd to ensure that all technicians, visitors, relevant persons and contractors are protected from the risks of fire. In order to achieve this, appropriate fire prevention, precautionary and evacuation measures shall be taken in compliance with the relevant fire legislation and recognised good practice standards.

## Associated Hazards

- Flames and heat
- Smoke and toxic fumes
- Reduced oxygen
- Collapse of buildings.

## Technicians Responsibilities

Technicians are required to:

- Practice and promote fire prevention
- Raise the alarm on discovery of a fire
- Report any concerns regarding fire safety to management, so that any shortfalls can be investigated and remedial action taken
- Receive basic training in the action to take in the event of fire
- Follow instructions and training in relation to fire safety in the workplace
- Co-operate with management arrangements for fire prevention in the workplace
- Accept individual responsibility to take reasonable care for the health and safety of themselves and for any other person who may be affected by their acts or omissions.

Reflections Environmental Ltd does not expect technicians to fight fires, however, extinguishing action can be undertaken if it is safe to do so and you have been trained.

**On no account should a closed room be opened to fight a fire.**

## **Fire Action**

### If You Discover A Fire

- Immediately operate the nearest alarm call point or notify the senior person present
- Attack the fire (only if trained and if safe to do so) with the appliances provided. **Do not take personal risks.**

The senior person present will call the fire service immediately by:

- Using the phone to dial 999
- Giving the operator the telephone number and asking for the fire service.

When the fire service reply, give the response distinctly:

- Give the company name and location (as per Fire Action Notice / Fire Plan) to the operator from which the call is being made
- Do not replace the receiver until the fire service has confirmed the details.

**Call the fire service immediately to every fire or on suspicion of a fire.**

### On Notification Of A Fire

- The senior person present will take charge of the evacuation and ensure that everybody is accounted for
- As soon as the alarm is heard, all non-essential personnel and visitors will leave the building by the nearest available exit and proceed to the nominated fire assembly point as identified on the fire action notices
- Remaining personnel will proceed with the phased evacuation of young people to an area of safety.

The senior person present will liaise with the fire officer in attendance, and arrange such assistance as the fire service may require.

**Use the nearest available exit.**

**Do not stop to collect personal belongings.**

**Do not re-enter the building until told to do so by the Senior Fire Officer.**

**In the event of a fire, the safety of a life shall override all other considerations, such as saving property or extinguishing the fire.**

# **First Aid In The Workplace**

## Description

People at work can sustain an injury or become ill and it is important that they receive immediate attention and that an ambulance is called for in serious situations. The provision of adequate first aid cover is essential, it can save lives and prevent minor injuries becoming major ones.

## Associated Hazards

- Bodily injuries: blows, impact, crushing, stabs, cuts, grazes, scalds, falls
- Illnesses: asthma, diabetes, epilepsy etc.

## First-Aiders Are Responsible For:

- Undertaking an appropriate training course and, if required, attending refresher courses annually so that their certificates are up to date
- Assessing the immediate situation where first aid is being applied, acting without placing themselves or others in danger and making the area safe
- Administering first aid as required but within their capabilities. Where there is any doubt, managing the situation while waiting for medical assistance to arrive.

## Appointed Persons Are Responsible For:

- Calling for the appropriate medical assistance
- Ensuring first aid kits are checked regularly and contents are in date and information signs up to date and legible
- Notifying the designated person if there are any entries in the accident book.

## Technicians Responsibilities

To reduce the risks of suffering personal injury or delay in getting treatment, technicians must:

- Co-operate with management arrangements for first aid in the workplace
- Know the procedure for summoning help
- Follow any guidance or instruction given, to prevent injury or ill health
- Report any hazardous or dangerous situations to the employer.

## **Glass and Glazing**

### Description

The Health and Safety at Work etc Act does not specifically mention glazing, but the introduction of the Workplace (Health, Safety and Welfare) Regulations included requirements for glazing, for which the duty to comply will fall to the Company.

### Associated Hazards

- Cuts and lacerations from exposed edges or broken glass panels
- Eye injuries from small flying glass particles
- Food contamination
- Light fitting breakages.

-

### Technicians Responsibilities

- Cordon off access and report all damaged or broken glazing
- All accidents and incidents must be reported as per the Company accident reporting procedure.

# **Hand Protection – Latex Gloves**

## Description

Latex products are durable and flexible, affording a high degree of protection against micro-organisms, simultaneously giving the wearer sensitivity and control. However, health risks associated with exposure to natural rubber latex (NRL) have been increasingly recognised.

## Associated Hazards

Exposure to NRL proteins can lead to a number of health problems including:

- Irritant contact dermatitis – redness, soreness, dryness or cracking of the skin exposed to latex. The symptoms could be due to contact with the product. Occasionally symptoms will disappear when contact ceases and will not reoccur
- Allergic reaction (Type I) – local or generalised rash; inflammation of the mucous membranes in the nose, red and swollen eyes with discharge and asthma-like symptoms. The effects occur almost immediately and in rare cases cause a severe reaction known as ‘anaphylactic shock’
- Allergic Reaction (Type IV) – Dermatitis and itching with oozing red blisters, localised to the hands and arms and occurring within 10-24 hours after exposure, can worsen over the following 72 hours. Chemical additives used in the NRL manufacturing process can cause this allergic response
- Skin sensitisation - The amount of latex exposure required to produce sensitisation is unknown and a product capable of causing sensitisation is also capable of causing an allergic reaction in certain people. Once sensitisation has taken place, even the slightest trace will cause symptoms to recur
- Respiratory sensitisation - Proteins in latex gloves can leak into the powder in powdered gloves. The powder can become airborne and subsequently inhaled when the gloves are removed.

## Technicians Responsibilities

- Comply with this policy and follow the associated protocols/procedures/safe systems of work within their areas of work and responsibility
- Wear non-latex gloves where possible according to control measures identified in risk assessments
- Minimise the time that gloves are worn
- Report any allergic reactions to Managing Director

- Ensure that gloves are in good condition when worn and regularly replaced as required
- Dispose of gloves in accordance with the company waste procedures.

## **Hazard Reporting**

### Description

A hazard is something that has the potential to cause harm, ill health or injury. The associated risk is the likelihood that a hazard will cause harm, during the course of the work activity, and the severity of any potential injury.

### Associated Hazards

- Tripping on trailing wires or loose floor coverings
- Faulty electrical fittings
- Unguarded edges
- Obstructed emergency exit routes.

***Note - This list of hazards is not exhaustive.***

***Hazard reporting includes 'near miss' reporting. Near misses are hazardous incidents with the potential to cause an injury or damage, e.g. employee tripped over a trailing cable but no actual injury occurred.***

### Technicians Responsibilities

- Technicians will use the employer's hazard reporting system as a means of communicating potentially dangerous situations or practices that may be present in the workplace
- When a hazard has been identified it must be reported immediately to your supervisor. It is their duty to assess the situation and introduce the necessary control measures, so far as reasonably practicable, to prevent injury or unsafe conditions.

## Health Conditions

Reflections Environmental Ltd is aware that people who have underlying health conditions may not wish to reveal their health problem. However, workplace adjustments can only be made if the individual is willing to let them as the employer know about the condition. Such conditions could include but not be limited to Diabetes, Epilepsy and Asthma (including Occupational).

Disclosure should help the individual in their job and facilitate help and support from management and colleagues.

### Technicians Responsibilities

- To co-operate with the employer in relation to health and safety arrangements
- Notify the employer of any prescriptive medication, general sale medication or pharmacy medicines that would affect the ability to work safely e.g. drowsiness
- Follow any training, guidance and instruction
- Report any accident or incident to the employer.

**\*\*\*Note: The following list is not exhaustive and other health conditions diagnosed in conjunction with the individuals appointed GP and health specialist should be dealt with in a similar fashion.**

### **Additional responsibilities for technicians with underlying health conditions:**

#### **Cancer:**

Technicians suffering from Cancer have an additional duty to:

- Notify the employer if your Cancer could have an adverse effect on your day-to-day ability to work or if the condition could increase the risk of an accident at work.
- Notify the employer if taking medication that could have an adverse effect on your health and safety or that of others.
- Notify the employer and DVLA if your doctor says you might not be fit to drive, or your medication causes side effects which could affect your ability to drive.

#### **Diabetes:**

Technicians suffering from Diabetes have an additional duty to:

- Notify the employer and the DVLA if:
  - receiving treatment with insulin where the job entails driving any type of vehicle or

- receiving any type of medication for diabetes where the job entails driving Group 2 vehicles (bus, coach or lorry).
- Inform your employer if you need access to a fridge or cold flask for storing insulin
- Inform your employer if you need a private area in which to check blood sugar levels
- Inform your employer if you need to maintain a check on blood sugar levels throughout the day and to take regular breaks
- Inform your employer if you need access to the services of your G.P. or diabetic nurse during the working day.

### **Epilepsy:**

Technicians suffering from Epilepsy have an additional duty to:

- Alert the employer if your epilepsy is having an adverse effect on your day-to-day ability to work
- Where necessary, to inform the employer if the condition could increase the risk of an accident at work
- If part of your job includes driving, to notify the employer and the DVLA if receiving treatment or tablets. Notification to the DVLA is a strict legal requirement.

### **Haemophilia:**

Technicians suffering from Haemophilia have an additional duty to:

- Inform the employer if your bleeding disorder is going to affect your ability to do your job or if you need specialised equipment or work wear.
- To be as prepared as possible for a bleed at work
- Inform the employer if he/she needs a private place at work where he/she can administer his/her own treatment if the need arises.

### **Hypertension:**

Technicians suffering from Hypertension have an additional duty to:

- Notify the employer if you experience any symptoms that could affect your ability to operate plant or machinery.
- Inform DVLA if driving a group 2 vehicle (bus, coach, or lorry)

You must stop driving if a doctor says you have malignant hypertension. You can only drive again when both the following apply:

- a doctor confirms that your condition is well controlled
- your blood pressure is consistently below 180/110mmHg for cars or 180/100mmHg for group 2 vehicles.

### **Lupus:**

Technicians suffering from Lupus have an additional duty to:

- Notify the employer and the DVLA if you experience any symptoms that could affect your ability to drive or put your safety and the safety of those around you at risk, such as cognitive issues affecting your ability to concentrate
- If you are asked if you are disabled for the purposes of the Equality Act or the Disability Discrimination Act, you must answer yes, regardless of whether you consider yourself to be disabled.

### **Mental health disorders:**

Technicians suffering from mental health disorders have an additional duty to:

- Notify the employer if your mental health disorder is having an adverse effect on your day-to-day ability to work or if the condition could increase the risk of an accident at work
- Notify the employer if taking medication that could have an adverse effect on your health and safety or that of others
- Some mental health disorders also affect the ability to drive safely and will need to be reported to your employer and the DVLA. If you are unsure you can check on the DVLA website. <https://www.gov.uk/health-conditions-and-driving>.

### **Multiple Sclerosis:**

Technicians suffering from Multiple Sclerosis have an additional duty to:

- Alert the employer if your multiple sclerosis is having an adverse effect on your day-to-day ability to work
- Where necessary, to inform the employer if the condition could increase the risk of an accident at work
- If part of your job includes driving, to notify the employer and the DVLA. Notification to the DVLA is a strict legal requirement
- If you are asked if you are disabled for the purposes of the Equality Act or the Disability Discrimination Act, you must answer yes, regardless of whether you consider yourself to be disabled. These laws specifically define MS as a disability from the point of diagnosis.

### **Musculo-skeletal disorders:**

Technicians suffering from musculo-skeletal disorders have an additional duty to;

- Notify the employer if your musculo-skeletal disorder is having an adverse effect on your day-to-day ability to work or if the condition could increase the risk of an accident at work
- Notify the employer if taking medication that could have an adverse effect on your health and safety or that of others
- Some musculo-skeletal disorders also affect the ability to drive safely and will need to be reported to your employer and the DVLA. If you are unsure you can check on the DVLA website. <https://www.gov.uk/health-conditions-and-driving>

# **Health Surveillance**

## Description

Health surveillance is conducted by observing and communicating and systematically watching for early signs of work-related ill health in workers exposed to certain health risk. Health surveillance is essential if there is an identifiable disease or adverse health effect which is related to the technicians exposure to a health risk, where this has been identified by a risk assessment.

Health surveillance is necessary where: -

- There is an identifiable disease or health condition may occur
- There are valid techniques available to detect the early signs of the disease or health effect
- and these techniques do not pose a risk to technicians.

It requires the implementation of certain procedures to achieve this, including simple methods carried out by employer who has been trained (e.g. looking for skin damage on hands), or issuing health screening questionnaires, or technical checks (e.g. audiology tests) undertaken by an occupational health professional or more involved medical examinations (e.g. lung function tests).

Some hazardous substances will require health surveillance as a condition of use e.g. lead, asbestos, ionising radiation.

Health surveillance records should be kept confidential by Human Resources or an occupational health professional for forty years and include: -

- Surname and forename
- Permanent address
- Sex
- Date of birth
- National Insurance Number
- Date of commencement of present employment
- A historical record of jobs involving exposure to the hazardous substances requiring the health surveillance.

Recorded details of each health surveillance check should include:

- the date they were carried out and by whom
- the outcome of the test/check
- the decision made by the occupational health professional in terms of fitness for task and any restrictions required. This should be factual and only relate to

the technicians functional ability and fitness for specific work, with any advised restrictions.

### Associated Hazards

- Noise
- Whole body or hand-arm vibration
- Solvents
- Fumes
- Dusts
- Biological agents
- Other hazardous substances
- Silica dust
- Asbestos
- Work in compressed air
- Ionising radiation
- Diving
- Electromagnetic Field
- Metal working fluids
- Confined space
- Lead
- Night work
- Welding fume

### Health Effects

Examples include:-

- Dermatitis
- Occupational Asthma
- Hand arm vibration
- Asbestosis
- Hearing loss

### Technicians Responsibilities

All technicians will: -

- Advise Senior Manager of any significant health issues
- Report any significant changes in their health to Senior Manager in intervals between health surveillance sessions
- Cooperate with health surveillance programmes where a risk assessment has established the requirement
- Cooperate with other risk reduction measures for the protection of their health
- Attend health surveillance appointments or organise in advance for a change of appointment time if original is inconvenient
- Attend appropriate training in relation to workplace hazards and health surveillance.

# **Housekeeping**

## Description

Poor standards of housekeeping are a common cause of injury and damage at work and can create possible fire hazards. Unsatisfactory housekeeping is often the result of poor working practices, lack of direct supervision and/or organisational deficiencies within the workplace.

## Associated Hazards

- Fire
- Slipping, tripping/falling over
- Poor cleanliness
- Dirty equipment
- Cluttered pedestrian gangways.

## Technicians Responsibilities

Technicians must:

- Co-operate with management arrangements for good housekeeping in the workplace
- Follow any guidance and instruction given to prevent injury or ill health
- Report to the employer any hazardous or dangerous situations.

# **Information, Instruction, Supervision and Training**

## Description

Preventing accidents and ill health caused by work is a key priority for Reflections Environmental Ltd. Health and safety information, instruction, supervision and training helps the company to ensure our technicians are not injured or made ill by the work they do; promotes a positive safety culture, where safe and healthy working becomes second nature to everyone; and enables the company to meet its legal duty to protect the health and safety of our technicians.

## Technicians Responsibilities

Technicians will: -

- Attend any training courses identified as necessary
- Follow training, guidance and instruction to prevent injury or ill health
- Only undertake duties if they have been deemed competent to do so following suitable instruction and training
- Report to their line manager any hazardous or dangerous situations.

## **Ladders and Stepladders**

### Description

Over a third of all reported falls from height incidents involve ladders or stepladders, many injuries are caused by inappropriate or incorrect selection and use of equipment.

By conducting a risk assessment, it may be determined that ladder use is acceptable for work of short duration (less than 30 minutes), providing three points of contact can be maintained whilst working from the ladder or steps, necessary control measures and training are adhered to. The duration of work should not determine whether ladders are the most suitable means of working at height. Selection of ladders should be considered, as part of a risk assessment, if the intended work is low risk and safer means of working at height (e.g. a fully guarded working area or mobile elevating work platform) are not reasonably practicably.

### Associated Hazards

- Failure of the ladder itself, causing persons or equipment to fall
- Items falling from the ladder
- Users over-reaching or over stretching from the ladder
- Overloading of the ladder
- The ladder slipping and falling due to not being correctly secured
- Faulty, damaged or poorly maintained equipment
- Inappropriate use of ladders
- Manual handling when using ladders.

### Safe Use of Leaning Ladders

- Leaning ladders should be appropriate for the job and not exceed 9 metres in length
- Leaning ladders should comply with British/European standards, ladders purchased should conform to EN131 Professional standard
- Domestic ladder equipment should not be used
- Leaning ladders must be undamaged and free of paint or any other coating which could hide cracks or splits
- Leaning ladder stiles must be undamaged and unbent
- Wood should be free of warping or splitting
- Metal ladders must be free from corrosion, sharp edges or dents and rungs free from distortion

- Footpads must be in good condition
- Leaning ladders should have slip-resistant rubber or plastic feet
- Leaning ladders must be free of missing/loose rungs
- Leaning ladders should be regularly inspected and defective ladders removed from use
- If ground conditions are poor, ladder feet should be tied into stakes in the ground, with a large flat wooden board as a base
- During use, leaning ladders should extend at least 3 rungs (1 m) past the landing point or above the highest rung on which feet rest
- Leaning ladders should be positioned one metre out at the base for every four metres in height
- Leaning ladders should be secured at the top or, if this is not practicable, should be secured near the bottom, weighted or footed to prevent flipping. Footing should be considered a last resort
- Leaning ladders should have a strong upper resting point (i.e. not glazing or plastic gutters) – a stability device may be required to ensure an adequate upper resting point
- The overlap for extendable leaning ladders should be up to 5m closed length 2 rungs, 5-6m closed length 3 rungs, and over 6m closed length 4 rungs
- There should only be one person on the ladder at any one time
- Technicians should be trained to transport tools in a shoulder bag or wear a tool belt. Consider the use of a gin wheel or other lifting equipment
- Technicians should be fully trained in ladder use
- Never use ladders in strong winds or within 6 horizontal meters of overhead power lines (unless it has been made dead or protected with insulation)
- Do not move or extend the ladder whilst it is in use.

#### Safe Use of Stepladders

- Stepladders should be of robust construction and in good condition, any replacements purchased should conform to EN131 Professional standard
- Stepladders should not be used to access another level, unless they have been specifically designed for this purpose
- Any retaining cords or straps must be of equal length and in good condition
- Any metal braces between the legs must be locked into place
- Legs of stepladders must be opened fully when in use
- All legs need to be firmly and squarely placed on a solid level surface
- The stepladder should be positioned close to the work to prevent over-stretching

- The stepladder should be placed at right angles to the work if the work could cause sufficient force to make the stepladder unsuitable if used sideways
- The top tread should not be used unless it has been designed as a platform with a secure handhold
- When in use, the knees should be kept below the top of the steps for support and stability
- Only one person should use the stepladder at any one time.

### Technicians Responsibilities

Technicians will: –

- Follow instruction, training and information provided by the employer on the safe use of ladders
- Check whether the type of work activity requires the use of a ladder; establish whether the ladder is suitable for the task and match the ladder to the job. Work should not commence if a point of work risk assessment deems a ladder unsuitable for the task, until further instruction from a supervisor or line manager is sought
- Ensure the ladder is in good condition; check that it has been inspected and stored correctly; any repairs have been carried out correctly; that it has been regularly maintained and that it is free from defects, of good construction and of sound material
- Carry out visual inspection prior to use, following an event which may have caused damage to the ladder and when moving to a different environment (e.g. from a dirty area to a clean area)
- Avoid holding items whilst climbing (e.g. use a tool bag or belt)
- Do not use defective ladders and report any defective ladders to the employer immediately
- Make use of any personal protective equipment provided by the employer
- Avoid over reaching through proper positioning of the ladder. Technicians naval/belt buckle should remain within the styles
- Always grip the ladder and face the rungs while climbing or descending. Never slide down the styles
- Advise the employer of any health issues, which may affect the ability to work at height.

# **Legionella**

## Description

Legionnaire's disease is one of a group of diseases collectively known as Legionellosis. People inhaling aerosols, which are contaminated with Legionella bacteria, contract infection. A particular hazard arises from cooling towers, other significant sources include spas, fire sprinkler systems, and hot water systems containing dead-legs. The disease can affect anyone but the old and weak are more susceptible and this group can suffer far more significantly.

## Associated Hazards

- Legionnaire's disease, Pontiac fever, Lochgoilhead fever.

## Technicians Responsibilities

Technicians must:-

- Co-operate with management arrangements for the control of Legionella in the workplace
- Follow any information, training and instruction given by the employer to prevent ill health
- Report to the Director any hazardous or dangerous situations.

# Lighting

## Description

Providing adequate lighting levels to enable people to work is a basic necessity. Good lighting that considers physiological and psychological needs of technicians will create a work environment that is welcoming, energising and productive.

## Associated Hazards

- Bodily injuries
- Slipping/falling over
- Electrical hazards
- Poor housekeeping.

## Emergency Lighting

Emergency lighting may be needed to illuminate an escape route in an emergency evacuation (escape lighting), or to allow continued working or help evacuation of areas deficient in natural light, should the normal lighting fail (standby lighting).

Escape lighting will be provided to: –

- Clearly indicate the escape route
- Allow safe movement along the route and through exits
- Ensure fire-fighting equipment, call-points and other emergency gear can be readily located and any instructions seen.

Escape lighting should come on within five seconds of the failure of normal lighting, and provide at least 1-lux luminance at floor level. While this will seem 'gloomy', it is sufficient for safe movement during an emergency. The aim is to provide a similar level of lighting as moonlight.

The area immediately outside the final exit should be illuminated, to help dispersal of those leaving the premises in a hurry during night-time hours. For most purposes, a back-up lighting duration of between one and three hours should be satisfactory.

## Technicians Responsibilities

Technicians must: -

- Report any defective lighting to the employer
- Report any discomfort experienced as a consequence of lighting in the workplace
- Co-operate with management arrangements for workplace lighting.

# **Lone Working**

## Description

Lone workers can be anyone who works by his/herself without direct contact or supervision. Examples include: - a person working on their own in a workshop, home workers, persons working in an office on their own, persons working outside normal hours on their own and mobile or peripatetic workers.

## Associated Hazards

- Accidents
- Fire
- Inadequate provision of rest, hygiene and welfare
- Violence whilst at work
- Manual handling activities
- Transport breakdown/accident en route
- Severe weather conditions
- Tracing of home address through vehicle registration
- Injury received whilst entering unsafe premises
- Poor visibility and lighting.

## Technicians Responsibilities

Technicians who are recognised as lone workers, must: -

- Co-operate with the employer by following rules and procedures designed to protect their safety as a lone worker
- Attend personal safety training programmes as directed by the employer
- Provide information on their whereabouts during working hours to the employer
- Report all incidents relating to lone working using Reflections Environmental Ltd reporting procedure.

# Maintenance

## Description

Every year, there are a number of accidents arising from the use of work equipment, including machinery. Many are serious and some are fatal.

By using safe, well maintained equipment, operated by adequately trained staff, accidents and associated financial costs can be reduced or prevented. Maintenance includes cleaning and adjusting.

## Associated Hazards

- Scheduled maintenance not being undertaken as required or breakdown maintenance inadequate, leading to unrevealed failures of safety critical items
- Human error or incompetence of maintenance staff
- Static or spark discharge during maintenance in an intrinsically safe zone
- Poor communication between maintenance staff and technicians
- Lack of knowledge by maintenance staff of the working environment where maintenance is being carried out (i.e. lack of risk assessments, warning signs, method statements, emergency procedures), leading to ignition of flammable substances (e.g. heat sources such as cigarettes or welding, static and electrical discharge, use of non spark-resistant tools) or injury/fatality from incorrect personal protective equipment (e.g. respirators) being worn
- Unauthorised staff performing maintenance functions
- Failure to re-commission plant correctly after maintenance to ensure that operations are not adversely affected in terms of safety considerations.

## Technicians Responsibilities

Technicians must:-

- Follow instruction, guidance and safe systems of work in respect of machinery maintenance
- Notify the employer of any problems or hazards on a machine, such as an unguarded part
- Not carry out any maintenance activities on machinery unless trained to do so
- Co-operate with management arrangements for maintenance of machinery
- Make full and proper use of all PPE that has been issued to them.

# **Manual Handling**

## Description

Manual handling injuries can occur wherever people are at work. Manual labour, awkward postures, manual materials handling and previous or existing injury are all risk factors implicated in the development of manual handling injuries. Manual handling is defined as the supporting and transporting of a load by human effort and includes lifting, lowering, pushing, pulling or carrying.

## Associated Hazards

- Heavy, unstable or unpredictable loads
- Restrictive working environment
- Uneven or wet floors
- Poor manual handling technique.

## Technicians Responsibilities

Technicians involved with manual handling activity should: -

- Follow the safe system of work designed and introduced by the employer and should not deviate from this without good reason
- Not undertake a manual handling activity when a reasonably practicable alternative exists
- Use any mechanical aids that have been provided for their use and for which they have been trained. Any faults with mechanical aids should be immediately reported to the employer
- Assist and co-operate with the process of the assessment of risk
- Assist the employer with the implementation of staff training, attend training sessions as required and should apply the knowledge gained from training to their daily work
- Report all accidents, injuries and near misses involving handling activities – however trivial
- Inform the employer if they are unable to undertake their normal manual handling duties because of injury, illness or any other condition
- Not undertake any manual handling operation that they believe is beyond their capability
- Report any unsafe systems of work to the employer.

## **Mobile Telephones**

It is an offence for a person to drive a motor vehicle if they cannot have proper control of the vehicle.

The Road Safety Act sets fixed penalty fines and points for using a hand-held phone while driving. Penalties also apply for not having proper control of a vehicle - a measure that can also be used where a driver has been distracted by using a hands-free mobile phone.

If required, hands-free kits will be provided to members of staff who are required to use mobile telephones whilst working away from the premises.

Under no circumstances are technicians permitted to use hand-held telephones or any similar hand-held device e.g. Personal Data Assistant (PDA) or Palm Pilot whilst driving. The prohibition also applies when stopped at traffic lights or during other hold-ups that may occur during a typical journey when a vehicle can be expected to move off after a short while.

To comply with legislation, it is important that the phone is sat in a cradle (not resting on a seat or in a pocket) fitted in a position that would not distract you from the road during use.

Drivers still risk prosecution (for failure to have proper control) even if they use hands-free phones when driving.

The following guidance is given to all drivers who are required to use mobile phone hands-free kits:-

- Only use the phone when it is safe to do so
- Understand how your phone operates and utilise the one-touch speed-dial facility
- Only acknowledge incoming calls on a hands-free system, where answering is automatic or one touch button
- Only use short responses and indicate that you will return the call when it is safe to do so.

Whenever possible, drivers should delay making outgoing calls whilst travelling.

### General Use Of Mobile Phones

Only use the mobile phone when it is essential to do so and do not use the phone any longer than is necessary.

Do not press the telephone to your ear or the side of your head; try to leave a gap between your ear and the handset if possible.

When making calls to, or receiving calls from mobile phones, always ask whether it is safe to speak.

## **Monitoring, Inspection And Review**

### Description

There is a legal requirement to monitor and review health and safety arrangements. This enables organisations to assess how effectively risks are controlled in order to implement improvements, where required, and to develop a positive health and safety culture and safe working environment. The frequency of monitoring and review will be decided by the level of risks, competence of people, legal requirements, results of accidents and recommendations by manufacturers or suppliers of equipment.

Monitoring includes:-

- Checking compliance in following the Reflections Environmental Ltd Health and Safety Policy, control measures stated in risk assessments and safe systems of work
- Inspecting and testing of work equipment
- Inspecting workplace locations and activities
- Checking competence of workers
- Checking the wellbeing and health of workers.

### Technicians Responsibilities

Technicians must:-

- Check equipment, including any personal protective equipment supplied, is safe before use
- Co-operate with management arrangements in respect of workplace inspections
- Follow any training, information, guidance and instruction given by the employer for checking and inspection of safe practices
- Report any hazards or defects to the employer immediately.

# **New And Expectant Mothers**

## Description

Reflections Environmental Ltd is committed to protecting the health and safety of all new and expectant mothers. The phrase "new and expectant mother" means an employee who is pregnant, or who has given birth within the previous six months or who is breastfeeding. "Given birth" is defined as having delivered a living child or, after 24 weeks of pregnancy, delivered a stillborn child.

## Associated Hazards

- Physical agents (e.g. manual handling tasks or noise)
- Biological agents (e.g. infectious diseases)
- Chemical agents (e.g. certain hazardous substances)
- Working conditions (e.g. workload, working alone or stress).

## Technicians Responsibilities

Technicians will:-

- Report to their employer as soon as pregnancy is confirmed
- Follow advice and information given by their employer in relation to safe working practices
- Report any hazardous situation to their employer so that arrangements for the appropriate remedial action can be taken
- Co-operate with their employer's arrangements for health and safety and use all protective and safety equipment provided.

# **Noise**

## Description

Hearing damage caused by exposure to noise at work can be permanent and incurable. Hearing loss is usually gradual due to prolonged exposure to noise. The damaging effects of noise are related to the level of noise the ear receives and the duration of the exposure.

## Associated Hazards

- Hearing damage/loss
- Tinnitus
- Acoustic shock.

Employers are required by the Control of Noise at Work Regulations to comply with the following noise exposure values:-

### **Lower exposure action values: -**

- Daily or weekly exposure of 80dB(A)
- Peak sound pressure of 135dB(C).

### **Upper exposure action values: -**

- Daily or weekly exposure of 85dB(A)
- Peak sound pressure of 137dB(C).

There are also **Exposure Limit Values (ELV)** which must not be exceeded:-

- Daily or weekly personal noise exposure of 87dB(A)
- Peak sound pressure of 140dB (C).

The ELV should account for any hearing protection provided and worn.

## Technicians Responsibilities

To minimise the risks posed by exposure to excessive noise levels, technicians will: -

- Comply with signs and notices that identify hearing protection zones and report any noisy areas or equipment to management
- Wear hearing protection where its use is mandatory. Use, keep clean and store hearing protection as instructed and as trained to do. Report any faults of the hearing protection to management
- Use the controls provided e.g. screens or dampers and report any defects
- Co-operate and attend for hearing checks where required.



## Permit To Work

### Description

A permit to work system is an advanced formalised development of the method statement, and is usually introduced where the following criteria exist:

- High risk activities
- Required precautions are complicated
- Where the activities of different groups of workers or multiple employers need to be coordinated to ensure safety of ALL concerned
- The work areas normally requiring a permit to work system are confined space entry, excavations, hot works and high voltage electrical works.

### Associated Hazards

Typically, activity that involves the following issues would normally be controlled with a permit to work system, this includes: -

- Fire resulting from hot works
- Asphyxiation, drowning, burns, etc., from confined space working
- Crushing, drowning and asphyxiation in excavations from ingress of materials or water
- Electrocutation, shock, burns from inadvertent contact with electricity
- Falls through fragile roofs
- Stored energy such as steam, hydraulic fluid.
- Exposure to harmful substances such as fumes
- Any other situation that standard systems or risk assessment do not adequately control.

### Technicians Responsibilities

- Observe and understand the rules and report any circumstances to management, which prevents compliance with the system or undermines its effectiveness
- Technicians are encouraged to make suggestions during the formulation of written systems or suggest any improvements.
- Do not carry out any works until a permit to work has been agreed and issued by the authorised person.
- Only work within the timescale recorded on the permit to work

- Ensure the permit to work is returned to the authorised person on completion of the work.

# **Personal Protective Equipment**

## Description

Personal protective equipment (PPE) is to be supplied and used at work wherever there are risks to health and safety that cannot be adequately controlled in other ways. PPE will only be used as a last resort when preventative or other control measures cannot be applied.

## Associated Hazards

- Bodily injuries: - blows, impact, crushing, stabs, cuts, grazes, scalds, falls from height
- Health hazards: - dust, fumes, vapours, gases, bacteria, viruses, fungi
- Noise
- Vibration
- Slipping/falling over
- Electrical hazards
- Non-ionising radiation.

## Technicians responsibilities

Technicians must: -

- Make full and proper use of all PPE that has been issued to them
- Not use any fall restraint devices or harnesses unless fully trained in their use
- Inspect all PPE before use to ensure that it is suitable, clean and undamaged
- Report any defective PPE to the employer
- Report any discomfort or ill health experienced as a consequence of wearing the equipment
- Not undertake any work unless the correct equipment is being worn
- Store PPE securely at all times.

# **Portable Electrical Appliances**

## Description

Portable electrical appliances are found in most workplaces and include power tools, portable lighting, computer equipment, kitchen appliances, portable heaters and equipment such as cable extension leads. Where equipment is powered from the mains electrical supply there may be a significant electrical hazard that will need to be specifically controlled.

## Associated Hazards

- Shock or burns
- Uncontrolled start up of equipment
- Fire or explosion
- Trips and falls.

## Technicians Responsibilities

- Visually check the equipment before and during use looking for signs of faults, overheating or damage to the equipment including to the wiring, plugs, casing and any guarding
- Immediately stop work if faults are found and report any defects to the supervisor
- Do not carry out any repairs or adjustments to equipment unless trained to do so
- Take care of the equipment that has been provided
- Disconnect the equipment from the supply before making any adjustments
- Ensure that equipment is plugged into the correct supply by an approved method, do not attempt to use a makeshift temporary connection.

# **Risk Assessment**

## Description

In many workplaces there are risks, which may affect the health and safety of technicians. There is an absolute duty on employers to 'conduct suitable and sufficient risk assessments' in the workplace, under Regulation 3 of the management of Health & Safety at Work Regulations. In many instances, straightforward measures can control risks, and whilst the law does not expect employers to eliminate all risks, they are required to protect people so far as is reasonably practicable.

## Associated Hazards

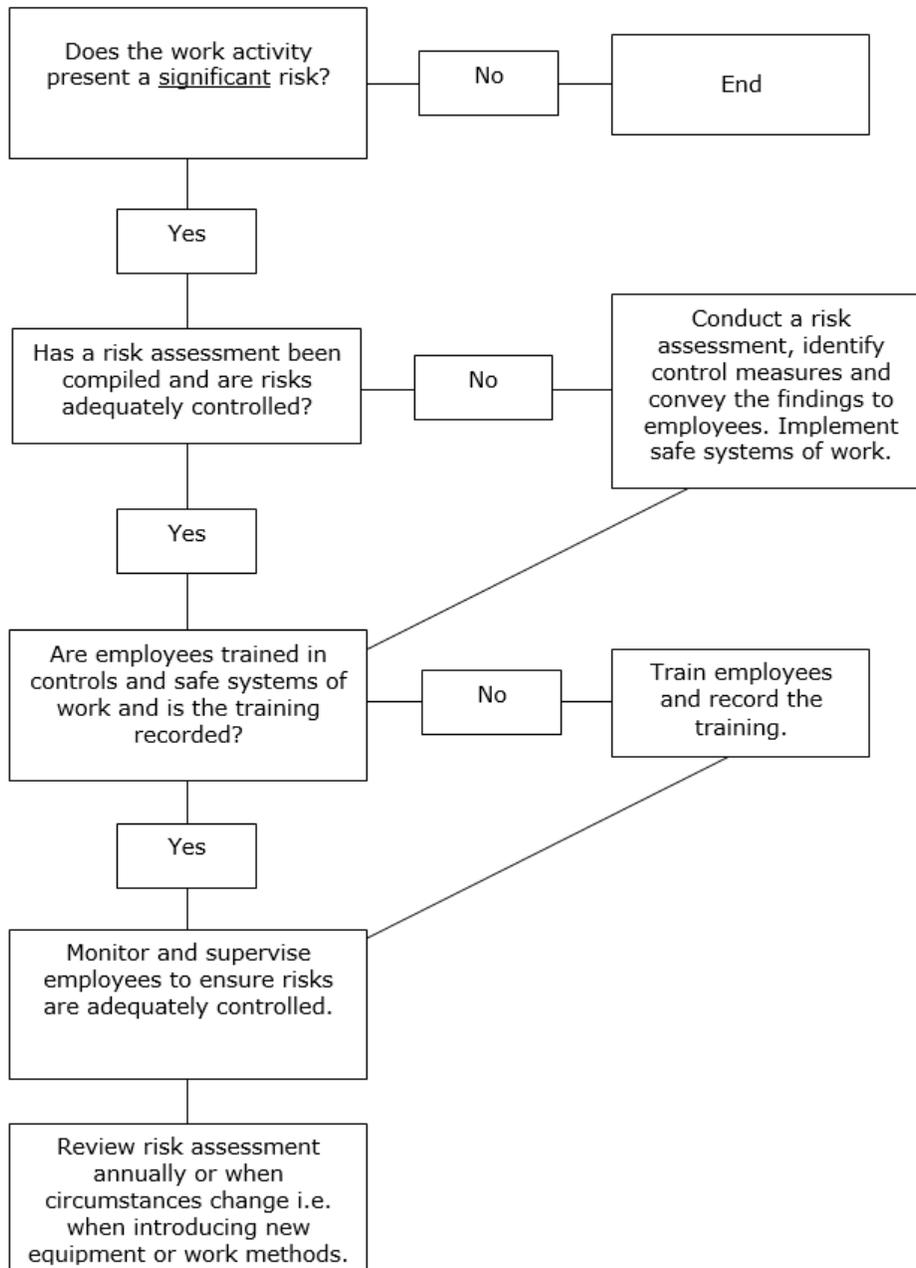
- Physical, chemical and/or biological agents
- Working conditions and processes
- Manual handling activities
- Exposure to infectious diseases
- Work-related stress
- Long working hours
- Workstations and posture
- Other workplace hazards.

## Technicians Responsibilities

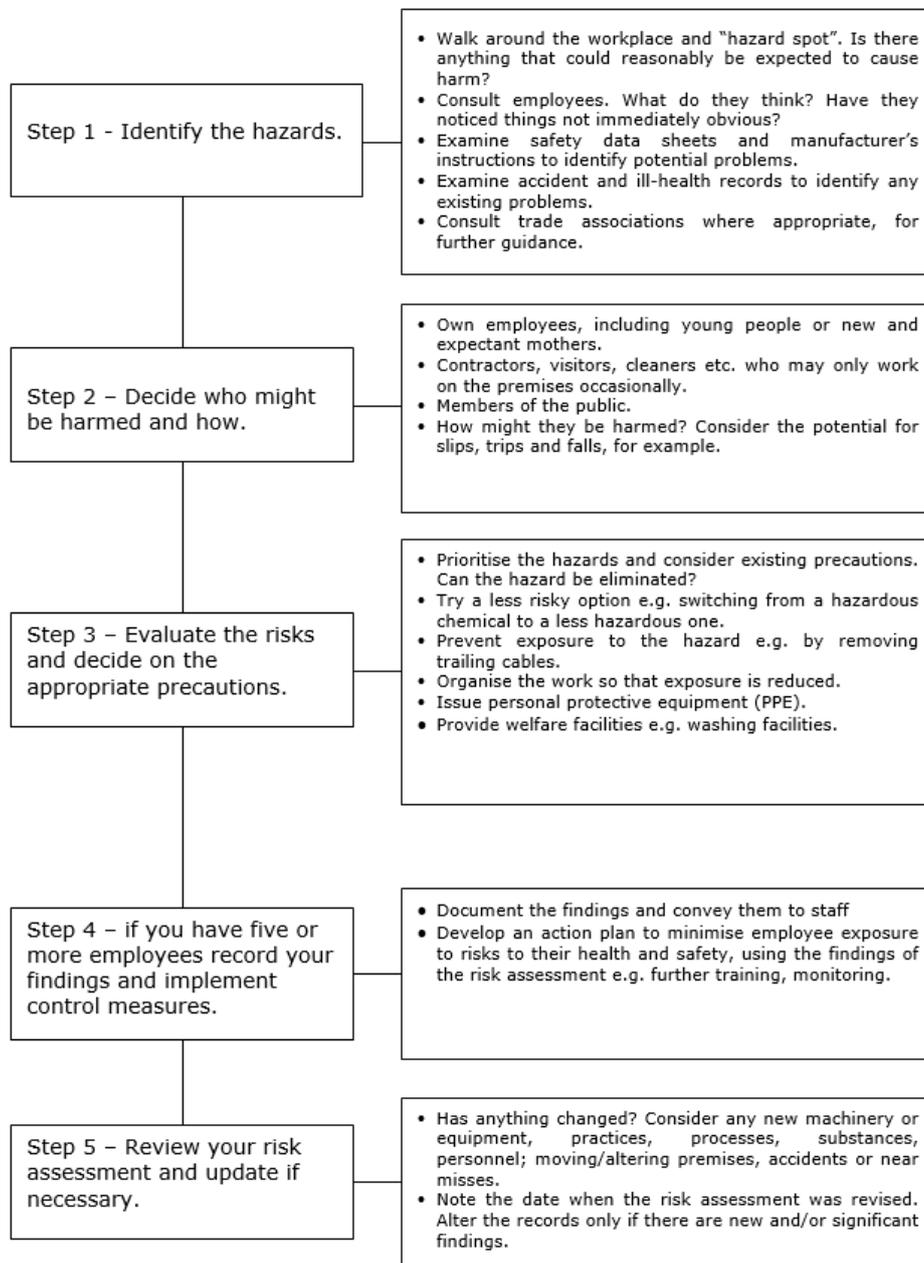
Technicians must:-

- Co-operate with management arrangements in respect of workplace risk assessments
- Follow any training, information, guidance and instructions given by employer
- Comply with any control measures laid down within risk assessments
- Report any hazards or defects to the employer immediately
- Make full and proper use of any PPE provided.

## Risk Assessment Flow Chart



# Risk Assessment Process



## Safe Systems of Work

### Description

A Safe System of Work (SSOW) is the method to be followed to carry out a task, which may be high risk, or involve multiple processes in a safe way. It considers all the foreseeable hazards to health and safety and seeks to eliminate or minimise these risks to as low a level as reasonably practicable.

The safe system of work considers the employees and others who may be affected, such as visitors and contractors, and provides a formal framework to ensure all the steps necessary for safe working have been anticipated and implemented.

Risk assessment findings will generally be incorporated into the safe system of work.

### Hazards

- High risk machinery routine maintenance
- Cleaning and break down of equipment, including blade changes, or other sharps
- Normal high-risk operating processes, including normal manufacturing processes
- Lone working
- Confined spaces
- Complex operations, including electrical installations and work on high voltage systems
- Working at Height
- Substances hazardous to health, including handling, decanting, and use.

**Note: this list is not exhaustive.**

### Technicians Responsibilities

technicians must: -

- Carry out work in accordance with the safe system of work
- Co-operate with management arrangements in the safe system of work
- Report any uncontrolled hazards to the employer
- Follow instruction, training and guidance given by the employer.

# Safety Signs

## Description

Safety signs include the use of illuminated signs, hand and acoustic signals (e.g. fire alarms), spoken communication and the marking of pipe work containing dangerous substances. Traditional signboards such as prohibition and warning signs may need to be supplemented to comply with more specific legislation e.g. photo luminescent signs for fire exits and fire-fighting equipment.

Reflections Environmental Ltd will provide specific safety signs whenever there is a risk that cannot be avoided or controlled by other means, for instance by engineering controls and safe systems of work. Where a safety sign would not help to reduce that risk, or where the risk is not significant, there is no need to provide a sign.

All safety signs are colour coded and each colour has a meaning, for example: -

- White circle with red edging and a diagonal line indicates **PROHIBITED** e.g. no smoking



- Blue signs indicate that it is **MANDATORY** to carry out an action, e.g. the wearing of personal protective equipment



- A triangular sign with black edging and a yellow background indicates **WARNING** of a hazard and would normally contain a black pictogram, e.g. radiation



- Green signs identify or locate safety equipment as well as marking emergency escape routes.



### Technicians Responsibilities

- Familiarise yourself and comply with any signs and notices that are displayed
- Bring any defects to the employer's attention
- Follow safe operating procedures
- Wear relevant personal protective equipment as identified.

# **Smoking In The Workplace**

## Description

Second-hand or passive smoking has now been shown to cause lung cancer and heart disease in non-smokers. In addition, tobacco smoke is a cause of discomfort and irritation to many people, particularly those suffering from respiratory illnesses such as asthma, and may lead to increased absence.

Reflections Environmental Ltd will comply with statutory duties in respect of smoking in the workplace and, in particular, fulfil obligations to assess the risks associated with smoking in the workplace. Effective measures to prevent or control any ill health effects or accidents arising from such activity will be applied.

This policy is not concerned with the right of individuals to smoke but with where they smoke whilst on Reflections Environmental Ltd's premises and with due regard to the effects this may have upon the health and wellbeing of others.

## Associated Hazards

- Health risks including stroke, cancers and heart disease
- Fire damage to building and associated risks to those in and around the premises.

**Note:** the above list of hazards associated with smoking is not exhaustive.

## Technicians Responsibilities

In order for Reflections Environmental Ltd to control the hazards associated with the effects of second hand smoke on non-smokers and to reduce the risks of fire, compliance with our arrangements for smoking is critical to the safety of everyone. Technicians must:-

- Adhere to our arrangements for smoking, follow instructions and comply with 'No Smoking' signage
- Not smoke in any area or vehicle that is designated as 'Non-Smoking'
- To take reasonable care for the health and safety of themselves and others.

Any employee who refuses to comply with the smoking policy may be in breach of employment law and subject to disciplinary action.

## **Social Distancing**

### Description

Social Distancing is a Public Health measure introduced to reduce the spread of the highly infectious Covid-19 virus which is the causative agent in the current global pandemic.

Social Distancing measures are in place throughout the whole of society, but it is the responsibility of Reflections Environmental Ltd to ensure that Social Distancing measures can be implemented and maintained wherever possible throughout the workplace and across all work activities.

Adherence to Social Distancing measures is one of the primary means of controlling the risk of transmission of this infection alongside effective hand and respiratory hygiene measures.

It involves keeping a safe social distance from other persons at all times where possible. In circumstances where it is not possible to maintain this safe social distance there must be further controls in place to reduce the risk.

As social distancing is the primary control for managing Covid-19 transmission, interactions with other people should be eliminated or reduced as much as possible. Where able to, a 2m distance should be maintained between people and where this is not possible the distance should be as far as possible and will require additional measures to reduce the risk of transmission.

The required social distance for businesses is regularly reviewed by the relevant Governments and it is vital that this is reflected in reviewed risk assessments and working practices.

### Associated Hazards

Whilst the full extent of the consequences of acquiring the Covid-19 infection are not yet known the range of outcomes include- mild flu-like symptoms such as cough, fever, aches and malaise, (loss of sense of taste or smell) through to serious respiratory distress syndrome, organ failure and death.

### **Technicians Responsibilities**

- To take care of themselves and others in the workplace where activities give rise to the potential for Covid-19 infection.
- Adhere to Social Distancing at all times by following instructions, signage, markings and training.
- Observe good hygiene practices at all times with frequent hand washing or sanitising for at least 20 seconds- including before and after eating, touching the face, touching common touched surfaces such as buttons, dials, handrail and handles, coughing and sneezing.

- Carry out good respiratory hygiene practices including catching coughs and sneezes in tissues which are disposed of correctly followed by good hand hygiene afterwards.
- Follow the further controls in the risk assessment and work plan methods to ensure that where Social Distancing cannot be maintained the risk is reduced by other means.
- Use, store and dispose of the appropriate PPE and RPE in accordance with training and manufacturers guidelines.
- Report if they feel unwell at work with any of the Covid-19 symptoms and go directly home and follow the current Government / NHS guidance. <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>
- Not attend work if they should be self-isolating due to displaying symptoms or residing with someone who is displaying symptoms, if they have been contacted by NHS Test and Trace and asked to isolate or if they are required to due to recent travel and quarantine requirements. Duration of isolation should be determined from up to date government information.
- Report any concerns or issues relating to non-conformance with Social Distancing in the workplace.
- Attend Covid-19 tests where there is a requirement to do so.

# Stress

## Description

Stress is not a weakness and can affect anyone. Reflections Environmental Ltd recognises that there is a difference between pressure and stress at work and that taking action to reduce the risk of ill-health, because of work-related stress, leads to the creation of a good working environment and a healthy workforce.

Although a certain amount of pressure can be motivational and enable technicians to perform at their best, it is when too much pressure is experienced, leaving technicians unable to cope, that stress can result.

The Health and Safety Executive has defined stress as 'the adverse reaction a person has to excessive pressure or other types of demand placed upon them'.

Work-related stress can be tackled by Company and its technicians working together to identify sources of stress and how those can be managed.

Sources of stress can include:

- Demands of the role, leading to an unmanageable workload
- Being under challenged or having no autonomy, leading to a lack of job satisfaction or low esteem
- Environmental factors, such as noise, temperature, lone working
- Lack of support from management or colleagues
- Organisational changes and how those are communicated and managed
- Relationships and being subjected to unacceptable behaviours, such as bullying.

## Technicians responsibilities

Technicians will:-

- Follow Reflections Environmental Ltd reporting procedures if they are experiencing work-related stress. It will be beneficial to do this at an early stage, to prevent a situation from getting worse
- Contribute to the development of any work-related stress risk assessment carried out by the employer
- Read all communications from the employer that concern work related changes and the reasons behind those
- Attend any counselling or stress management training sessions provided by the employer.

# Vibrating Tools

## Description

Vibration White Finger (VWF) is the most common symptom of Hand-Arm Vibration Syndrome (HAVS) and is frequently associated with operating road drills, compactors, power hammers, angle grinders, polishers, strimmers, chain saws, etc. The first sign of VWF is often when fingertips become white, or numb.

For HAVS there are prescribed legal Exposure Action Values (EAV) and Exposure Limit Values (ELV) where:-

- EAV is the amount of daily exposure (8 hours) to vibration which if reached or exceeded, employers are required to take action to reduce the risk
- ELV is the maximum amount of vibration an employee may be exposed to in any single day (8 hours).

The legal values and levels for HAVS are:-

- Exposure Action Value (EAV) is **2.5 m/s<sup>2</sup> A (8)** (e.g. 2.5 metres per second squared over an 8 hour working period).
- Exposure Limit Value (ELV) is **5.0 m/s<sup>2</sup> A (8)** (e.g. 5.0 metres per second squared over an 8 hour working period).

## Associated Hazards

- Damage to blood cells
- Reduced circulation
- Nerve damage to the hands/fingers
- Loss of manual dexterity, grip, strength, etc.

## Technicians Responsibilities

Technicians using hand held power tools capable of contributing to HAVS and VWF should be aware of any possible risk they may inadvertently be working under and should always:-

- Look for tingling and numbness in the fingers
- Watch for and report if fingers go white or are very painful
- Report any loss of manual dexterity
- Report any loss of strength in the affected parts

- Use low vibration equipment
- Ensure that consumable blades, drill bits, etc. are not worn
- Avoid over gripping tools
- Keep fingers and hands warm
- Reduce the amount of time spent using vibrating equipment.

# **Violence And Aggression**

## Description

Reflections Environmental Ltd recognises the difficulties in managing violence and aggression at work and aims to put in place steps to identify and minimise risks to support technicians and monitor incidents to help address any potential problems.

The Health and Safety Executive's definition of work-related violence is any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. Technicians whose job requires them to deal with the public can be at risk from violence.

## Associated Hazards

- Physical attacks
- Verbal abuse
- Low morale
- Depression
- Stress.

## Technicians Responsibilities

Technicians will: -

- Attend appropriate training sessions if they are deemed to be at risk at work from violence or aggression
- Report any incidents of violent or threatening behaviour to the employer
- After any violent incident, technicians are advised to complete an incident report form regarding the event. This form outlines who has been involved along with details of the situation that lead to the incident occurring
- Co-operate with management arrangements for dealing with violence and aggression at work.

## **Visit By An Enforcement Officer**

The Health and Safety at Work etc. Act 1974 and associated legislation conveys powers on inspectors who are appointed by the relevant enforcing authority, in order that they ensure statutory requirements are being complied with.

Most dealings with those on whom the law places duties (employers, the self employed, employees and others) are informal - inspectors offer information, advice and support, both face to face and in writing. They may also use formal enforcement mechanisms, as set out in health and safety law, including improvement notices where a contravention needs to be remedied and prohibition notices where there is a risk of serious personal injury, or ultimately prosecution.

Non-compliance can lead to prosecution but this is always seen as the last step in the process, except for:-

- Failure to comply with an Improvement or Prohibition Notice
- Breach of the law that has significant potential for harm, regardless of whether it caused an injury
- Reckless disregard for the health and safety of workers or others
- Repeated breaches of legal requirements where it appears that management is neither willing nor structured to deal with adequately
- Substantial legal contravention, where there has been a serious accident or a case of ill health.

### **Technicians Responsibilities Include:-**

- Not obstructing any reasonable request made by an Enforcement Officer
- Complying and co-operating with requests by the officer
- Follow instruction and guidance given by your employer.

# **Waste Disposal**

## Description

This arrangement covers the general waste generated by the company in the carrying out of workplace activities but not those related to the disposal of waste food by retail premises.

## Associated Hazards

- Build up of combustibles presenting a fire hazard
- Health hazard due to possible vermin infestation
- Poor housekeeping presents a tripping hazard.

## Technicians Responsibilities

- To dispose of waste as instructed
- To inform management if an activity produces waste that has not been previously identified or removed from site so that the relevant steps can be taken for safe removal
- Not to climb onto skips or other waste receptacles
- To inform management if waste receptacles are full and need emptying
- Not to remove items from waste receptacles and take or use for personal use.

# **Welfare**

## Description

The provision of welfare in the workplace should be taken seriously; it applies to all areas including the common parts of shared buildings, private roads and paths on industrial estates, business parks and temporary work sites.

Welfare provisions will also be provided for those people who are not technicians but may use the premises on an infrequent basis e.g. visitors and contractors.

For disabled persons it may be necessary to specifically make parts of the workplace accessible for their use e.g. toilets, washbasins, doors, passageways etc.

## Technicians Responsibilities

The welfare facilities provided and maintained by Reflections Environmental Ltd are for the benefit of all technicians and visitors. Technicians have a responsibility to use the facilities in a proper manner and not damage or misuse any equipment that is provided.

Personal responsibility should be taken for clearing your own waste and cleaning any utensils when eating or drinking on the premises. Any damage or defects should be reported immediately to enable attention and repair.

# **Working at Height**

## Description

Working at height is considered to be work in any place where there is a risk of falling and causing personal injury, even if it is below ground. In the UK, falls from height account for the largest cause of fatalities and are one of the main causes of major injury.

## Associated Hazards

- Falls of persons and materials
- Collapse of work equipment.

## Technicians Responsibilities

- Do not access height unless you are suitably trained and competent
- Follow the control measures as detailed in the risk assessments, method statements and where applicable, permits to work. Always use the equipment provided following specific training or instructions in its use
- Wear all personal protective equipment (PPE) that is required by risk assessment and local site rules
- Staff must never throw anything from height.

# **Work Equipment**

## Description

The definition of work equipment is wide and includes machinery, apparatus, equipment, installations and tools. Therefore, items as diverse as tractors, photocopiers, laboratory equipment and apparatus, soldering irons and scalpels are included. Scaffolding, access equipment and safety devices etc. are also considered to be work equipment.

## Associated Hazards

- Dangerous/rotating parts of machinery
- Ejection of materials
- Rupture or disintegration
- Fire, overheating or explosion
- Gas, liquid, vapour or hazardous substance
- Excessively hot or cold surfaces
- Failure of safety controls on powered equipment
- Dangers from instability, poor lighting or poor maintenance
- Noise or vibration.

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## Technicians Responsibilities

Technicians will: -

- Use work equipment safely and in accordance with the information, instruction and training provided by the employer
- Only use, clean or maintain the equipment that they are trained on
- Visually check and carry out other checks, required by risk assessment, prior to and during use and report any faults and unsafe conditions to the employer
- Take reasonable care of themselves and others who may be affected by their actions
- Co-operate with the employer in the management arrangements for the provision and use of work equipment
- Seek the permission of the employer before bringing any personal items of equipment to work where it is intended that they be used by either themselves or others as part of work activities
- Make full and proper use of any personal protective equipment provided by the employer

- Inform the employer if they are taking any prescription medications that may affect their ability to safely operate any item of work equipment.

# Young Persons

## Description

Most young people cannot wait to get their first job, be it a paper round, shop work or dog walking. But some young people may be unaware of the hazards the workplace may hold.

There are specific legal requirements and restrictions, on those who employ young people (and even more so, children).

A young person is defined as anyone under 18 years old.

A child is anyone who has not yet reached the official age at which they may leave school, just before or just after their 16th birthday (often referred to as the minimum school leaving age (MSLA)).

Under health and safety law, employers must assess the risks to young people before they start work/work experience and tell them what the risks are.

After leaving school a Young Person must:

- Stay in full time education e.g. college, or
- Start an apprenticeship or traineeship, or
- Spend 20 hours or more per week working or volunteering while in part time education or training.

## Associated Hazards

Some young people may be at particular risk because of: -

- Their lack of awareness
- Unfamiliarity with their surroundings
- Being physically or psychologically less suited to certain tasks
- Their lack of skills and training.

## Technicians Responsibilities

Technicians must: -

- Co-operate with management arrangements for young people in the workplace
- Report any hazards to the employer
- Follow any guidance, information, instruction and training given by the employer.

Young people must: -

- Ask the employer or senior individual if unsure about anything
- Make full and proper use of all PPE that has been issued to them
- Not undertake any tasks unless they have been trained
- Report any hazards or defects to the employer or a senior technicians.

Receipt of health and safety handbook is on the next page

## **Receipt Of Health And Safety Handbook**

Reflections Environmental Ltd have compiled a health and safety policy as legally required under the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations, the full policy is available for inspection upon request.

To assist with the communication of information, the organisation will issue each employee with a reduced copy of the health and safety policy, this is in the form of a handbook. It is important that the contents of the handbook are read and understood prior to returning this acknowledgement slip.

I confirm that I have read and understand the employee health and safety handbook and will comply with all rules that are imposed in the interest of safety.

I acknowledge receipt of this Employee Handbook, which is the property of the Company, and which forms an integral part of my Contract of Employment. I agree that if I have been issued a hard copy version of the document, that there may be a charge incurred if not returned on leaving the business.

Name:-
Signature:-
Date:-
Email address:-

Please return this form to the Managing Director