Model Policy

**Health and Safety Policy – All Sections**

**Insert your company logo here**

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Health & Safety Policy – Statement

1. *As a general principle, when writing a Health and Safety Policy Statement, it is a priority to ensure that the document is absolutely relevant to the company/organisation concerned.   
     
   The sequence of information listed in this template is for guidance only. The information can be included in any order but it is important that all relevant parts are covered.   
     
   The example phrases are written as if the organisation is a ‘company’. Where applicable this word should be substituted with ‘Partnership’, ‘Organisation’ or another appropriate term.*
2. *Start the Statement by expressing the overall aims and commitment of the organisation to health and safety e.g.*:   
     
   The Board of Directors is firmly committed to doing all that is reasonably practicable to protect the health, safety and welfare of our employees and any other person affected by our activities through applying the high standards set out within this policy.
3. *Describe how the responsibilities for health and safety are shared between Directors, Managers and other Employees and who is appointed as nominated Safety Director. Include Contractors in this as well if they have a high level of involvement. Ensure that the wording reflects the correct job titles and structure of the organisation e.g.:*   
     
   The Board, led by the Managing Director, has overall responsibility for ensuring that we maintain high standards of health and safety. However, we rely on all of our employees and sub-contractors to play their part in implementing our health and safety policy and drawing to our attention, areas in which we can improve.   
     
   The Board has appointed *insert position* to be appointed safety director to guide the Board on all matters of health and safety
4. *Describe here some specific issues which affect the organisation e.g.:*   
     
   As an office based business, we recognise the importance of providing an ergonomic environment for our valued employees and for identifying and managing stress factors which may affect them. *or*  
     
   As a retailer of fireworks we are keenly aware of the need to ensure the safe and secure storage of our stock, the safety and compliance of the products which we supply to our customers and the protection of our staff, neighbours and the emergency services. *or*  
     
   As our work is often conducted via contractors or business partners it is a particular priority for us to ensure that we select only competent contractors/partners and monitor the health and safety standards of their work and workmanship.
5. *Policies should always include somewhere a commitment to the core requirements of the Health and Safety at Work Act and other key legislation relevant to the business e.g.:*   
     
   Directors and managers will in particular take all reasonably practicable steps to:

* provide and maintain a safe and healthy working environment including safe access arrangements and suitable welfare facilities
* provide information, instruction, training and supervision to enable employees to perform their work safely, including displaying a copy of this policy at every location and drawing the policy to the attention of new starters
* undertake risk assessments, implement the identified control measures and ensure that safe systems of work are applied in relation to all of our activities ensure safety and the absence of risks to health in connection with the storage, handling, use and transport of articles and substances
* ensure that all vehicles and work equipment are suitable for purpose and properly maintained
* minimise the use of hazardous or dangerous substances and where their use cannot be eliminated, implement suitable controls
* make available all necessary safety devices and protective equipment and supervise their us
* take steps to assess the competence of any contractor we engage and to ensure that information is exchanged on matters relevant to health and safety
* be prepared for emergencies such as fire and medical emergencies and investigate all incidents of injury or ill health
* promote a positive health and safety culture within the organisation, in particular by Directors and Managers, consulting with employees on health and safety matters, directly and through safety representatives appointed by recognised trade unions and/or elected representatives of employee safety and our health and safety committee. *Note that there is no legal requirement for a health and safety committee to be established unless two or more trade union appointed safety representatives have requested this in writing. There is also no requirement for elected representatives of employee safety where either all employees are represented by a recognised trade union which has appointed safety representatives or where the organisation is of a size and structure for direct consultation to be sufficient. See the* Hettle Andrews *Guide on Employee Involvement and Consultation for more information.*

1. *Explain arrangements for resourcing the health and safety policy e.g.:*   
     
   The Company/Organisation is committed to ensuring that the implementation of the health and safety management system is adequately resourced to enable the full implementation of this policy. This commitment includes the provision of sufficient financial resources, management and employee time, training and health and safety advisory support. The company appoints a combination of internal and external specialists to provide competent health and safety advice.
2. *Explain how the policy implementation will be monitored and the policy, periodically reviewed. Note that in the example given here, an annual audit is proposed which is best practice rather than being an explicit legal requirement. However, it is a requirement for there to be suitable monitoring of the policy and company performance. Without an audit, other suitable means would be required:*It is the responsibility of the Managing Director to monitor the implementation of this policy and the company’s overall health and safety performance by receiving regular health and safety reports from and commissioning and considering the results of a health and safety audit, conducted on an annual basis and reporting to the Board accordingly. This Health and Safety Policy Statement and the Responsibilities and Arrangements that support it will be reviewed at least annually or more frequently where there have been significant changes to the company or the nature of the company’s activities.

Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Name – Title   
  
(Note that this policy should be signed by the most senior person in the organisation e.g. Chief Executive, Managing Director, Managing Partner etc. to demonstrate commitment at the highest level)*

Health & Safety Policy – Organisation

This section of our policy sets out the health and safety responsibilities of the Board and of individuals.

*Notes on how to use this template:*

*This template is written as an example for a small or medium sized organisation. It includes responsibilities at Board level and responsibilities of the Managing Director (or equivalent leader), a Senior Manager, the day-to-day Coordinator of health and safety and all staff. You should aim to ensure that all persons in the organisation have relevant responsibilities set out for them and this template will need to be tailored to reflect the particular needs and structure of your organisation. You may need to rearrange this example to divide the responsibilities between the roles within your organisation. You may need to include additional responsibilities, particularly so as to reflect the particular activities and issues arising in the business.*

*Note that the term ‘company’ has been used throughout and should be replaced as necessary with a term to reflect the corporate body involved e.g. Organisation, Partnership. Male terms should also be replaced with female as required.*

**The Board:**

The Board is responsible for:

* demonstrating leadership on health and safety matters at all times both as a group and as individuals
* appointing a ‘Health and Safety Director’ to oversee fulfilment of the Board’s health and safety responsibilities as listed below   
  *Note:* *It is best practice to appoint an individual to take the lead on H&S matters (IOD/HSE guidance) – the Health and Safety Director. In small organisations, the Managing Director will normally take the lead.*
* revising the health and safety policy at least annually, on the advice of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title – H&S Director or H&S Advisor]*
* reviewing health and safety performance at least 6 monthly by receiving reports of the annual health and safety audit and other performance measures
* agreeing health and safety targets and objectives for the company and monitoring their implementation
* receiving investigation reports of serious untoward incidents/work related ill health and responding effectively to those reports
* reviewing the effectiveness of measures to consult with and involve the workforce in health and safety
* considering the health and safety implications of introducing new processes, new working practices, new personnel or other significant business change, at the planning stage and taking the action necessary to mitigate any increased risk
* ensuring that no significant changes to the business are introduced without dedicating sufficient resources for health and safety purposes and managing the change effectively
* ensuring that there are arrangements in place for the Board to receive reports on the impact on health and safety performance following the introduction of significant changes
* ensuring that the company has access to competent advice on health, safety and fire safety matters including access to specialist advisors where necessary
* considering health and safety needs when deciding senior management appointments
* ensuring board members receive a briefing on health and safety requirements from a competent health and safety advisor, on appointment as a Director
* receiving regular update briefings on new and changed legal requirements and other external developments and ensuring that action is initiated to make any necessary internal changes.

**The Managing Director** *Substitute MD with the title of the organisation’s leader as applicable*

The Managing Director has final and overall responsibility for health and safety matters within the Company and in particular will:

* take a leadership role on health and safety matters by setting a good example and acting promptly where deficiencies are identified
* allocate adequate resources to implement the Health and Safety Policy
* ensure that the Health and Safety content of Board meeting agendas meets the policy requirements detailed above
* review this policy at least annually and more frequently where appropriate e.g. as a result of changes within the company, the work activities or legislation and guidance
* appoint the company’s external Health and Safety Advisor and any other specialist advisors as required; *Note: If the company has an internal competent advisor, change this wording to reflect that.*
* keep the Health and Safety Advisor informed of:

- accidents, incidents and work related ill health issues which caused or had the potential to cause serious injury or ill health

- any proposed changes to the premises, activities or management structure

- any new hazards not already identified within risk assessments which have been brought to his attention

- any visits by, or correspondence with, enforcing authorities

- any difficulties or delays in implementing advice provided by the Advisors.

* review the health and safety standards and practices of the company on an ongoing basis
* investigate serious accidents, incidents and cases of ill health that are alleged to be work related, seeking assistance from the Health and Safety Advisor where necessary and ensuring that statutory reports are made for serious incidents in accordance with the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)*

* ensure that there is an effective mechanism for consulting with employees on health and safety matters through team meetings; *OR for organisations with a health and safety committee, the responsibility might be to organise and chair quarterly health and safety committee meetings*
* ensure that there are appropriate arrangements for the selection and training of employees, taking into account health and safety competence and attitude requirements
* ensure that supervisory staff are aware of the importance of enforcing health and safety rules and leading by example by following the rules themselves
* oversee the purchase of equipment and materials to ensure that safety requirements are met and that relevant information such as instructions and safety data sheets are supplied
* ensure that for equipment or materials purchased from outside the EU and the Company is the ‘importer’, arrangements are made to ensure that EU product safety legislation and material labelling requirements are met
* ensure that there are suitable control measures in place for compliance with the *Construction (Design and Management) Regulations 2015*
* instruct \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[job titles of managers listed in this policy, reporting directly to the MD]* in their specific responsibilities and review their success in meeting their obligations both on an ongoing basis and formally during their annual appraisal.

**Operations Manager *[or equivalent title]***

The Operations Manager assists the Managing Director in the management of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[detail role]*. Their health and safety role is therefore to:

* take a leadership role on health and safety matters by setting a good example and acting promptly where deficiencies are identified
* consult with employees on health and safety matters during team meetings; *OR for organisations with a health and safety committee, the responsibility might be to attend quarterly health and safety committee meetings*
* plan the work of staff so as to avoid dangerously excessive working or driving hours and in order to ensure compliance with theWorking Time Regulations
* in the selection of employees, consider the health and safety competence requirements including attitude to health and safety matters and fitness for work
* provide appropriate skills/health and safety training to employees on starting employment and when their job role or work activities change, reviewing training needs during annual appraisals
* ensure that staff are only given tasks for which they are competent and that adequate staffing is provided for the safe completion of tasks
* ensure employees *[and sub-contractors,* *if applicable]* are sufficiently supervised and monitored to the extent that this is practicable and necessary having regard to the work activities and the competence of the workforce
* in the purchase of equipment and materials, ensure that safety requirements are met and that relevant information such as instructions and safety data sheets, are supplied
* ensure that work equipment, vehicles and personal protective equipment are suitable for purpose, supplied where necessary and properly maintained
* only select construction and maintenance contractors who have demonstrated their competence and resourcing to undertake the work safely and ensure that contractors receive and are requested to provide, adequate information for them to carry out their work safely and without adversely affecting others
* work with the Health and Safety Advisor to ensure that risk assessments are undertaken to cover general hazards, fire safety, the use of hazardous and dangerous substances, manual handling, noise, the use of computers, first aid needs, personal protective equipment, work or work experience involving under 18 year olds and the needs of new and expectant mothers at work *Note: Amend this list to match the company’s activities. For example, there are other less commonly required specific risk assessments such as work with lead, radiation hazards, work with asbestos, vibration, diving at work and lifting operation.*
* ensure that risk assessments are acted upon and that the results are shared with employees undertaking those activities
* instruct \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[job titles of managers listed in this policy, reporting to the Operations Manager]* in their specific responsibilities and review their success in meeting their obligations both on an ongoing basis and formally during their annual appraisal
* in the absence of the Managing Director take on other aspects of his role as necessary eg accident investigation and liaison with the Health and Safety Advisor
* report to the Managing Director any health and safety concerns which *he/she* is not able to resolve.

*Include in the section above, any specific responsibilities which apply to the role as a result of the type of activity undertaken by the company. For example, a company involved with contract installation, maintenance and repair works on customer sites might include the following:*

* produce generic and where appropriate, site specific method statements, to cover the work of engineers on site
* formally review the quality and safety of workmanship by employees and sub-contractors, both during the work activity and by review of the completed work, reporting the outcome to the Managing Director
* ensure that information is obtained from the Client and/or from site visits to identify site hazards and that the necessary precautions are incorporated into the method statement before the work commences
* ensure that any design and specification work carried out by the Company takes into account the safety of those using and maintaining the installation and that information is provided to the client, to assist them in managing it safely on an ongoing basis
* check that clients are aware of their duties under the Construction (Design and Management) Regulations prior to starting work and where the work is part of a project which is ‘notifiable’ under the regulations (longer than 30 working days or more than 500 person days of construction work), verifying that an F10 form has been completed and submitted to the HSE and that details of the name of the Client, the identity of the CDM Coordinator and the relevant information from the Construction Phase Plan are obtained

*Note that if there are supervisory staff for higher risk activities, a section should be added here on the specific responsibilities of these individuals in enforcing the standards of health and safety. Include any periodic checks they must undertake e.g. daily check of the workshop safety standards including the presence of guards.   
  
Note that if a Health and safety Advisor is appointed internally, their responsibilities should also be detailed here, based on their job description.*

**HR Administrator**

*Change the title if appropriate or allocate the responsibilities to another role.*

The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[HR Administrator/ other title as applicable]* has been allocated specific responsibilities to:

* assist the [*Operations Manager*] in providing health and safety induction training for new starters
* ensure that employers liability insurance is maintained and that the current certificate is displayed; *Note: An alternative is to make the certificate readily available electronically for staff, provided that they are aware where it can be found and are readily able to access it*
* retain training records for all skills and health and safety training undertaken in the business
* carry out an annual check of the original driving licence of all staff that drive on company business and the insurance arrangements for private cars used on company business
* ensure that all company vehicles are insured for business use and for those authorised to drive them
* maintain arrangements for providing eye and eyesight tests for regular users of display screen equipment and ensure that relevant employees are made aware of these arrangements
* ensure that management practices are consistent with statutory requirements in relation to working hours, employment of children, young persons, pregnant employees, and new mothers at work
* in liaison with the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [*e.g. Operations Manager*], ensure that risk assessments are undertaken for work undertaken by new and expectant mothers and that display screen workstations are assessed for new starters and whenever there has been a significant change in a job role or the working environment
* report to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [*e.g. Operations Manager or Managing Director*] any health and safety concerns which *he/she* is not able to resolve

**Facilities Administrator**

*Change the title if appropriate or allocate the responsibilities to another role.*

The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[Facilities Administrator/ other title as applicable]* has been allocated specific responsibilities to:

* every three/five years, arrange for the testing and inspection of the fixed electrical installation and highlight to the MD any remedial actions required. *Note the frequency of electrical installation inspections will be at least every five years in an office and at least every three years in industrial premises*
* arrange for the testing of portable electrical equipment using internal or external electricians according to an agreed schedule
* ensure the fire extinguishers are serviced annually by a specialist contractor
* monitor on a daily basis that high standards of housekeeping are maintained, with gangways and exits remaining clear and unobstructed and kitchens/toilets in a clean condition
* test the fire alarm on a weekly basis, record the outcome and instigate any remedial action required
* implement fire safety measures specified in the fire safety risk assessment
* ensure that the no smoking policy is strictly applied
* conduct a monthly activation test of emergency lighting and ensure that an electrician conducts an annual inspection of the lighting and full discharge test
* ensure that the building fabric and services are maintained in good condition and effective working order
* ensure that records are maintained of all of the above premises checks, testing and maintenance activities
* report to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [*Operations Manager or Managing Director*] any health and safety concerns which *he/she* is not able to resolve.

**Health and Safety Coordinator**

The appointed Health and Safety Coordinator \_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[insert job title and/ or name as preferred]* has day to day responsibility for maintaining health and safety standards of the company. In particular, *he/she* will:

* maintain the Health and Safety Manuals at each location
* complete a monthly health and safety checklist covering the health and safety arrangements described in this policy and the condition of the premises and in liaison with \_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[the Facilities Administrator]* determine any actions to be taken
* in accordance with the outcome of the ‘Assessment of First Aid Needs’, coordinate arrangements for the provision of first aid equipment and trained first aiders/appointed persons, with arrangements for refresher training
* check the contents of the first aid kit/s on at least a monthly basis and replenish supplies as necessary
* ensure that staff understand procedures for fire emergencies including arrangements for calling the fire brigade and that fire drills are conducted six monthly *Note: amend the frequency according to the findings of the fire safety risk assessment*
* ensure that sufficient fire marshals are appointed and trained and that their names are displayed *Note that displaying the fire marshals names is not a legal requirement but is good practice*

report to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [*Operations Manager or Managing Director*] any health and safety concerns which *he/she* is not able to resolve.

###### All Employees

All employees must take care of themselves and others affected by their work and in particular are expected to:

* familiarise themselves with this health and safety policy and risk assessments *[and method statements]* relevant to their work activities, comply with the requirements set out and raise any shortfalls in the content with their supervisor
* follow the safety rules and their training for the work activity and the particular location
* know the emergency procedures for the location at which they are working
* use vehicles, equipment, materials or substances in accordance with information, instruction and training provided by the Company
* not use defective equipment or misuse equipment
* wear personal protective equipment issued appropriate to the job they are doing
* look after personal protective equipment and report loss or damage to their supervisor
* report any safety problems, accidents or near misses to their supervisor
* not work under the influence of alcohol or drugs.

*Note: Add in any specific responsibilities which may apply due to the nature of the activities, for example rules for driving fork lift trucks or HGVs, authorised use of particular equipment etc. If sub-contractors are used to deliver services, it is recommended that separate responsibilities are added.*

**No Director, Manager, or employee of the Company may undertake or authorise any activity which places employees, or others, in danger, or is in breach of legal requirements with respect to health and safety.**

Health & Safety Policy – Arrangements

*This page is designed as the introduction to the third and final section of the policy ie:*

*Section 1 – Policy Statement*

*Section 2 – Organisation*

*Section 3 – Arrangements*

**Introduction**

**This section sets out the health and safety management system and the way in which specific issues are dealt with. The company implements its health and safety policy through the following arrangements.**

**Policy and Standards**

The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[Managing Director, Chief Executive, or other senior person as applicable]* has signed a statement of health and safety policy. The company’s policy and all actions taken in relation to health and safety are based on legislation, established industry standards, nationally issued guidance and codes of practice.

**Organisation**

The responsibilities for the implementation of our health and safety policy are set out in the preceding ‘Organisation’ section. All parts of this policy, including the organisation section are approved by the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[Managing Director, Chief Executive, or other senior person as applicable]* and reviewed annually, or more frequently if required.   
  
All persons working for the company have clear responsibilities for health and safety and their success in fulfilling those responsibilities are measured during annual appraisals and during periodic audits.   
  
Competent health and safety advice is provided in support of our managers by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[an internal Health and Safety Advisor/external specialist advisors etc]*. We also intend to make use of other specialist advisors and services if required, such as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. occupational health advisors, occupational hygienists, Radiation Protection Advisors, fire safety advisors – list those which are relevant]*. We consult with staff regarding the appointment of persons to provide competent assistance.   
  
*After this paragraph, add in further paragraphs based on the Hettle Andrews policy arrangements templates e.g. Risk Assessment, Manual Handling, Working with Contractors…*

*We recommend that you review every available template to check whether it applies to your business. In the introductory paragraph of each one, it is made clear whether the template applies to all employers, or only to particular business activities. When you have finished, you may find it useful to write an index at the start of the Arrangements section setting out the topics covered in your finalised version.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business. Read the Hettle Andrews Guide on Accidents and Incidents for a more detailed review of the subject and the management arrangements required.*

**Accident and Work Related Ill Health Reporting and Investigation**

It is our policy that all injury accidents, however minor, are recorded \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. within the accident book/on an accident form/ on a database]*. *Note that if you wish to use your own report form or database, instead of the BI510 accident book, there are requirements for opting out – see the Hettle Andrews Guide on Accidents and Incidents for further details.* Staff are instructed in this policy, on starting work with the company.   
  
All accidents and incidents are investigated to determine the causes and any actions necessary to prevent a recurrence. Where the accident caused, or had the potential to cause, serious injury, the investigation is conducted by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. a Director, a senior manager independent of the department involved]* with the assistance of our Health and Safety Advisor.   
  
If an employee informs a manager of ill health which the employee believes to be work related, it is investigated in a similar way as other untoward incidents, with occupational health advice being obtained as necessary.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]* is responsible for recording and reporting incidents which fall within the recording and/ or reporting requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). All such incidents and any other incidents of a similarly serious nature are also reported to our insurers.

All accident records and associated information are filed confidentially and retained for ten years.  
*Note that a minimum retention period of 3 years is required, but longer is advisable. Where the information is recorded electronically, describe how data protection requirements are adhered to.*

Accident trends, learning points and the outcome of investigations of serious incidents are discussed at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. Board meetings/ senior management team meetings]*. *You should also describe any consultation arrangements e.g. Such information, except for details which would enable the identification of individual accident victims, is also made available to Trades Union Safety Representatives on request and discussed at health and safety committee meetings. Safety Representatives may also review RIDDOR reports subject to permission being given by the accident victim.*

*Note that this policy describes the minimum requirements which a company should instigate. If you experience frequent incidents, you may wish to have a more detailed policy which sets out roles and responsibilities for accident reporting and investigation in more detail and includes forms, investigation procedures and arrangements for logging details and analysing trends. Further information on the subject is provided within HSE sources.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to as necessary to reflect the controls in place within your business. Note that this section is aimed at organisations who do not intend to carry out work on asbestos containing materials. Read the Hettle Andrews Guide on Asbestos Management for a more detailed review of the subject and the management arrangements required.*

**Asbestos**

*If your building/s does/do not include asbestos containing materials (ACMs) you should include a brief statement to that effect as shown in the following paragraphs. If you are unsure but the buildings were constructed after 2000 and are in the UK, the HSE consider it to be improbable that ACMs would have been used in its construction. Prior to that date, although most materials had been banned for some years, it is still possible that they were used. See HSE guidance at* [*www.hse.gov.uk*](http://www.hse.gov.uk) *for further information.*

Our buildings are known to be free of asbestos containing materials.

*If you have had a Management Survey undertaken which has not identified any ACMs, the following would be a better phrase to use:*

A specialist asbestos survey has been undertaken and has not identified any asbestos containing materials within the building. Where work is to be undertaken which is likely to disturb materials which have not been inspected as part of this survey, we will ensure that the materials are examined and where materials are suspected of containing asbestos, or are of unknown construction, we will arrange for a sample to be collected and tested by a UKAS accredited surveyor. Before any refurbishment or demolition work is undertaken we will arrange a refurbishment or demolition survey to detect any inaccessible asbestos before such works take place.

*If you have had a management survey undertaken, which has identified ACMs:*

As a result of a specialist survey, asbestos containing materials were identified within the building’s structure and these have since been removed by a licensed contractor and the area certified as clear.

*Or*

As a result of a specialist survey, we have identified several locations where asbestos containing materials are present within the building’s structure. Some of these materials are left in situ, have been made safe by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [*e.g. encapsulation*], are clearly labelled and closely managed to prevent the accidental release of fibres.

*And*

A risk assessment has been undertaken of remaining ACMs and an asbestos management plan, produced as a result.A record of the location of ACMs, details of those which have been removed, the risk assessment and the management plan is held by \_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[job title of individual – note that the records must be readily accessible to each premises].*

The condition of materials is reviewed through ongoing vigilance of \_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. our maintenance team]* and also formally, on a six monthly basis by the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. Maintenance Manager]*. *Change as applicable to equally effective regime of monitoring.*   
  
The risk assessment and management plan are reviewed at least annually and updated when there are changes in the matters to which they relate.   
  
Any person whose work may disturb the ACMs, is notified of the location of the materials and made aware that no work may be carried out in the immediate vicinity without a permit to work. *Note that a permit to work is best practice rather than being a legal requirement, but implementing a permit to work system for work on or near ACMs will help employers to comply with the law.*

Work on ACMs is only carried out by licensed contractors whose credentials have been checked with the HSE’s database. *This is the most common way of controlling work on ACMs though there are some tasks which may be legally carried out by non-licensed contractors/ in-house staff. If you undertake this type of work, explain how you comply with the rules on notifiable non-licensed work and how safe systems of work are applied to both notifiable and non-notifiable non-licensed work. Also explain the additional training which has been provided to staff involved in asbestos work. See the Hettle Andrews Guide on Asbestos Management for further details.*

We have ensured that our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. in-house maintenance and IT teams/regular maintenance and IT contractors]* have received asbestos awareness training and specific familiarisation with the ACMs in our building/s.

In the unlikely and unfortunate event that asbestos materials are accidentally disturbed, our emergency plan will be immediately implemented.

*If your work entails activities at other sites where ACMs may be present:*

Our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[job title of workers affected]* undertake work at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. customer sites, pumping stations, etc…]*. Where possible we obtain information in advance, of the locations of ACMs and pass this information to these staff with relevant instruction on how to avoid any disturbance. Where a \_\_\_\_\_\_\_\_\_\_\_\_ *[job title of workers affected]* is to undertake work which will involve disturbing unknown materials or suspected ACMs, they are required to seek information from local management to check the location of ACMs. If in doubt, they are instructed to stop work and consult with \_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g.* *their supervisor at base]*. Our employees are not permitted to undertake any work which may damage or disturb asbestos. *If on the other hand there are limited scenarios in which they are allowed to carry out such work then describe the detailed risk control measures, explain how you comply with the rules on notifiable non-licensed work and how safe systems of work are applied to both notifiable and non-notifiable non-licensed work. See the Hettle Andrews Guide on Asbestos Management for further details.*

*Organisations should include this section in their policy’s arrangements section unless there is no possibility of building or maintenance work being undertaken under their control e.g. if the business leases serviced office premises.*

*Note that this section is not intended to cover businesses engaged in construction and maintenance work at third party premises although the contents may be useful in those circumstances if supplemented by other specific policies.*

*Alter and add to this as necessary to reflect the controls in place within your business. Read the Hettle Andrews Guide on Building Maintenance and Alterations for a more detailed review of the subject and the management arrangements required.*

**Building Maintenance and Alteration**

When planning maintenance work and minor alterations we schedule the work so far as possible to avoid risks to staff and others who would normally be present in the area. Where an area, includes hazardous equipment or activities either on a permanent or temporary basis, we ensure that physical barriers are utilised including locks and signage where necessary, to prevent access by unauthorised persons.

If work is likely to compromise an occupied building’s fire escape routes or fire protection facilities, and it has been determined that it is safe to continue, we put in place temporary arrangements and provide additional instruction as required to ensure that building users can still use the building safely.   
  
Where work is carried out which involves breaking through walls, floors or ceilings, we check whether the work is likely to compromise fire compartments and make repairs with suitable materials to return the structure to the designed level of fire resistance.

We recognise the requirements of the Construction (Design and Management) Regulations and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]* takes the lead in ensuring that we are compliant. This includes identifying when projects are likely to exceed 30 working days or more than 500 person days of construction work, and therefore fall within the additional requirements described in Part 3 of the regulations.

The work of contractors is managed as described within our arrangements for the ‘Control of contractors’.

Permits to work are used to formally authorise activities with the potential for higher risk such as hot works and work on the roof.

The general safety of plant and service areas is a priority for the organisation and these are kept clean, tidy, free from the build up of combustible materials and with clear access to all control mechanisms and switches.

A planned preventative maintenance programme has been devised to identify all of the routine maintenance and inspection activities required to maintain our premises and equipment in good order. Records are kept of inspections, maintenance, repairs and servicing activities. *Note that whilst there is no specific legal requirement to keep a log, this is best practice and may be necessary to provide evidence that legally required maintenance has been undertaken. It is a legal requirement that where a maintenance log is kept for equipment, it must be up to date.*

*If you have employees who undertake maintenance works include this section:*

We undertake risk assessments of in-house maintenance activities and devise safe systems of work as a result.

*Note that other parts of the arrangements section of your policy should cover issues affecting maintenance staff e.g. ‘Hazardous and Dangerous Substances’, ‘Work Equipment’, ‘Asbestos’, ‘Work at Height’, ‘Manual Handling’, ‘Confined Spaces’, ‘Noise’, ‘Vibration’, ‘Lone working’. Provided that you have included the other relevant sections, these matters need not be repeated here.*

*Note that it may not be necessary to undertake all of the risk control measures listed, as this will depend to an extent on the nature and scale of your premises. See further information in the Hettle Andrews Building Maintenance and Alterations Guide or HSE sources.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Children and Young People at Work**

*If your business would never have persons under the age of 18 present as employees or on work experience, use the following phrase:*

We do not employ persons under the age of 18. Neither do we allow work experience placements or allow children to come into the workplace with their parents.

*If you allow some work experience or employment of young people or children (children are those below the minimum school leaving age):*

Where *young people/children are involved in work experience/are employed* we ensure that we comply with applicable employment and working hours legislation including restrictions on night working, additional rest breaks and the length of working days. We also undertake a specific risk assessment of the tasks which the *young person/child* is to be undertaking which takes into account their immaturity, inexperience and lack of risk awareness. The individual is provided with additional instruction and supervision as determined by the risk assessment.

There are certain tasks which we do not allow young workers to carry out: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   
*[eg work involving exposure to hazardous substances or radiation, the use of dangerous machinery (except during training), construction work, work involving hazardous exposure to noise or vibration],*

In the case of employment/work experience of children, we comply with legislation and local byelaws placing restrictions on the type of work permitted and ensure that the findings of the risk assessment are shared with their parent or legal guardian prior to the *placement/work* starting. *Delete this sentence if not applicable. Note that it is illegal to employ a child in construction or in an industrial undertaking* *i.e. in which articles are manufactured, altered, cleaned, repaired, ornamented, finished, adapted for sale or broken up. In these situations the only permitted work is on approved work experience schemes.*

*Note that these paragraphs are based on legal requirements and therefore these or similar measures must be included.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the arrangements in place within your business.*

**Competence and Training**

Where specific health and safety skills or competencies are required this is defined within job descriptions. *Delete this sentence if all jobs are low risk. Note that there is no specific requirement to document the health and safety competency needs of a job, but it is necessary to identify those needs and ensure they are fulfilled.*

At recruitment, we assess the skills, experience and previous training of the applicant in order to appoint the most suitable person for the job.   
  
Training needs are reviewed at recruitment of new starters and then formally on an annual basis during appraisals. *Note that there is no legal requirement for annual appraisals but this is good practice.* Training needs are also identified on an ongoing basis for example: as a result of risk assessments or accident investigations; through site inspections or audits; and arising from changed legislation or standards.

All employees [and sub-contractors] are inducted in the contents of this policy with particular emphasis on their personal responsibilities. All new employees also receive basic induction training on general health and safety matters, including:

* their legal duties, as set down in both criminal and civil law
* the findings of risk assessments
* arrangements for first-aid
* fire, evacuation drills and other relevant emergency procedures
* expected standards of behaviour and housekeeping
* how to report accidents, incidents and ‘near-misses’
* how to report unsafe conditions or other safety concerns
* any special hazards and control arrangements affecting the workplace.

The general safety induction is carried out by line managers using a checklist which is kept as a signed and dated record that the training took place. *Note that a checklist record is not a legal requirement but is good practice and is very likely to be needed to defend civil liability claims.*   
  
*If the work carried out by individuals could affect the safety of other persons e.g. in the case of electricians or installation engineers, it will be necessary to have a system for checking safe working and quality of workmanship. In these cases, include a sentence such as this:* The ongoing competence of individual’s to work safely is assessed by the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. Operations Manager]* through \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[eg site visits which take place on a monthly basis].*

Where an individual takes on specific health and safety responsibilities they will receive relevant health and safety training in their responsibilities, for example this applies to directors, managers, and supervisors, and specific training for specialist roles such as fire wardens *[or fire marshals]* and first aiders. We also provide specific training for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. those undertaking lifting tasks, those using ladders or step ladders, those erecting scaffolding, staff using chainsaws etc].*

Training will also be provided at the introduction of new equipment, new technology or work procedures. Young workers i.e. those under 18 years old, will receive additional training and supervision as required, according to the outcome of an individual assessment.

We consult with staff about the planning and organising of health and safety training by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. including the topic as a standing item on health and safety committee agendas]*.

All health and safety training is provided by competent instructors and takes place during paid working hours. The identification of training needs is a line management function but day to day coordination of the training programme is carried out by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]*.

The effectiveness of training is evaluated by the use of end of course assessments and management reviews. *Note that formal evaluation is not a legal requirement but is best practice.* Records of training including the date, name of delegate, tutor details and contents of the course, are held by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]*.

Where we do not have the necessary in-house competence to undertake a specific task or specialist work, we will utilise specialist contractors who have been assessed for their competence.

*Note that it may not be necessary to undertake all of the risk control measures listed, although similar measures will be required either for the purpose of fulfilling legal requirements or so as to demonstrate that the general duty of care was fulfilled. See further information in HSE sources.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Consultation**

The company is committed to a partnership approach to risk management involving all managers and employees. In particular the company will consult with staff on:

* any changes at the workplace that may substantially affect their health and safety, for example, changes in systems of work
* the arrangements for competent advice on health and safety matters
* the information to be given to employees about risks to health and safety and preventative measures
* the planning and organising of health and safety training
* the health and safety consequences of introducing new technology.

*Small companies will usually decide to consult directly with staff on health and safety matters. This approach can also work in larger organisations where there is a suitable forum such as a monthly staff meeting. If consulting directly with staff, use the following phrase:*

The company has chosen to consult directly with staff on health and safety matters through \_\_\_\_\_\_\_\_\_\_ *[e.g. staff meetings]*. *Add some more detail about opportunities for consultation e.g. frequency of meetings, health and safety to be a standing item on the agenda, minutes to be kept.*    
  
*If the organisation consults via a health and safety committee, include a paragraph describing the arrangements:*

The company consults with staff via electedrepresentatives of employee safety/trade union appointed safety representatives, *(Note. There is no legal requirement to form a safety committee except where one has been formally requested by at least two Safety Representatives appointed by a recognised Trade Union, however such committees are an effective way of ensuring consultation takes place and where a committee is formed insert wording such as)* who attend a *[quarterly/bimonthly]* health and safety committee meeting together with key management representatives. The committee is chaired by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[the Managing Director/ Operations Director/ title of other senior person]*. Terms of reference for the election of representatives and the holding of meetings are held within the \_\_\_\_\_\_\_\_\_ *[Health and Safety Manual/other location]*. Minutes of meetings are circulated to all attendees and displayed on the health and safety notice-board. *This is good practice and these records may be needed to defend civil proceeding or against enforcement action at a later date.*

*Note that where there are recognised Trade Unions who have appointed Safety Representatives, these representatives are normally included on the committee. In this case the committee will be legally required if two or more Safety Representatives have made a formal request for the Committee to be formed.*

*Note that it may not be necessary to implement the arrangements in the detail described although similar measures will be required.*

*Organisations should include this section in their policy’s arrangements section unless there is no possibility of contract work being undertaken under their control. This document applies to contract work carried out on premises under your control rather than work you might arrange to take place on other people’s premises.*

*Note that it may not be necessary to have in place such a detailed policy as this one, as this will depend to an extent on the nature and scale of your premises. However, this template is based on established practices and HSE guidance for the control of contractors. Although some types of contract work may seem unlikely e.g. use of a mobile crane, it is important to ensure that when unusual activities take place which represent a high risk, that those risks are adequately controlled.*

*Alter and add to this as necessary.*

**Control of Contractors**

**Introduction**

We recognise that when we engage contractors to work on our premises, we have obligations to plan, monitor and control their work for the safety of everyone who could be affected by their activities. The contracting organisation also holds similar responsibilities and it is therefore our policy to work together with our carefully selected competent contractors to ensure that our workplace remains safe and without risk to health.

The majority of contract work falls within the definition of ‘construction’ and as a client we recognise our responsibilities under theConstruction (Design and Management) Regulations 2015 (CDM) for:

* notifying the HSE of a project if it is one which is expected to last longer than 30 working days and have more than 20 workers working simultaneously at any point, or, exceed 500 person days.
* assembling the project team, including checking the competence of all appointees
* issuing a client brief outlining the purpose, aims and expectations for the work
* ensuring there are suitable management arrangements for the project including the provision of welfare facilities for use by contractors/staff and the drawing up of a construction phase plan before work starts
* ensuring that arrangements for the management of health and safety are maintained and reviewed throughout the project
* allowing sufficient time and resources for all stages of the project
* providing pre-construction information as soon as is practicable to designers and contractors
* for projects involving more than one contractor:
  + appointing a principal designer (PD) and principal contractor (PC) as soon as is practicable, and in any case before the construction phase begins. (If they fail to appoint a principal designer and principal contractor the client must fulfil the duties of those roles themselves.)
  + taking reasonable steps to ensure that the PD and PC comply with their duties
  + ensuring the principal designer prepares a health and safety file
  + keeping the health and safety file up to date and available for inspection at a later date, and passing it to a new owner if the interest in the structure is disposed of.

We also have obligations to control contract works under other legislation including the Management of

Health and Safety at Work Regulations 1999.

**Overview of Procedures for Control**

When planning work to be undertaken by contractors we ensure that a single person has overall responsibility for planning and coordinating the work. This individual is normally our \_\_\_\_\_\_\_ [*job title*]. Note that this is good practice and assists in providing a high level of control but is not a legal requirement.

This individual undertakes a thorough evaluation of the work required to evaluate the scale of the project.

* If the project will involve more than one contractor, the individual ensures that the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [*e.g. Managing Director*] is promptly made aware, and
* coordinates arrangements for the appointment of a competent Principal Contractor and Principal Designer, taking into account information on competency set out within the guidance to the Regulations, and
* oversees that the PD and PC comply with their duties, and
* ensures that a health and safety file is prepared by the PD and then is kept and maintained up to date by the client
* if it is likely that the project will be notifiable, he or she will ensure that the project is notified via the HSE website. (Note that such projects are those expected to exceed 30 working days and have more than 20 workers working simultaneously at any point, or, exceed 500 person days.)

For all ‘construction work’, no matter what scale, this individual personally takes responsibility for ensuring that:

* a written or verbal client brief is issued to contractors and designers, outlining the purpose, aims and expectations for the work
* the work does not begin until there is an adequate construction phase plan in place and suitable welfare facilities for workers
* any contractor or individual appointed to work on the project is competent
* there are suitable management arrangements for the project including the documenting of risk assessments and method statements
* we monitor the execution of the work to ensure that it is being carried out safely
* sufficient time and resources are allowed
* any design or specification work undertaken by our organisation on our behalf is undertaken by competent persons who are able to eliminate hazards and control risks within the design and meet their obligations under the Regulations
* the contractors’ work is segregated from the other activities taking place on site where necessary for health or safety - either by scheduling the work out of hours or by physical separation
* we obtain and provide essential health and safety information about the site, the activities, the work (including any residual risks identified by designers/specifiers) and safety rules, to enable the contractors to take this ‘pre-construction information’ into account in their tender
* compliance with our health and safety requirements forms a contractual obligation
* if the work is particularly hazardous there are arrangements for issuing permits to work; *Note that whilst not legally require in most cases, permits to work are good practice and enable the client to provide a higher degree of control where there is a risk of death or serious injury*
* we identify the hazards that are likely to be introduced by the work and any risks arising from our business affecting the contractors and taken appropriate action to control the risks arising
* we undertake or review risk assessments for the workplace to determine any new or changed risk controls to be introduced for the duration of the work and after it is completed
* a responsible person is appointed to meet the contractors representatives, ensure that they sign in/out and brief them with essential health, safety and emergency information
* a contract review is undertaken to ensure that any problems are identified and recurrence is prevented by changes to procedures etc.

In the case of any documentation referred to above, it will be proportionate to the level of risk and complexity of the project.

Further details about these arrangements are given in the remainder of this document.

**Detailed Arrangements**

**Competence Assessment**

We select contractors based on technical competence, experience and suitability for the work to be done. In particular our assessment process involves a review of requested information from the contractor including:

* track record of experience in similar contracts
* membership of reputable trade bodies or approved contractor schemes
* legally required registrations (e.g. Gas Safe Register)
* health and safety policies and practices
* recent health and safety performance (number of accidents etc.)
* qualifications, training and skills of their staff and manager
* selection procedures for sub-contractors
* example safety method statements and risk assessments for similar work
* supervision arrangements
* arrangements for consulting their workforce
* references from previous clients.

*Note that if your company uses an approved contractor list such as Construction Line, CHAS or Safe Contractor to cover off generic issues, you should describe here how you use that and amend the list of items above which you check in respect of individual projects.*

*If you have a specific form for undertaking these contractor reviews, you may wish to include it as an appendix to this policy. In any case it is recommended that you cross refer to it here.*

We also review the HSE’s notices and prosecution database (www.hse.gov.uk/enforce/index.htm) to determine if the potential contractor has been subject to any formal legal sanction.

Any claim that a contractor is a member of a trade or professional body or an approved contractor scheme is verified directly with the body to ensure the membership is current and covers the work being offered.

*If applicable, describe the approved list of contractors which you maintain.*

**Essential Information Provided to Contractors**

To enable contractors to take account of all issues affecting health and safety within their tender, we provide essential health and safety information including:

* for any design or specification work already undertaken, any information about risks which could not be eliminated at the design stage
* any restrictions on the time or location in which the work is done
* access, parking and road traffic rules
* information about other people who could be present in the premises, or could be at risk in the vicinity [*including more vulnerable persons such as children, the elderly, the disabled and those with special educational needs- amend as applicable*]
* restrictions which will apply to the storage of goods, materials, skips, site huts and storage containers
* rules regarding the storage of waste awaiting collection, and where applicable for removal of waste from site
* smoking restrictions
* rules about work on the electrical installation and the use of electrical equipment
* requirements for work on the gas system
* general rules about the need to maintain escape routes and access to fire equipment plus any specific rules in relation to the project
* rules requiring the use of personal protective equipment when required as a result of the hazards of the work [*and as required within designated hearing protection/head protection/safety footwear/hi viz areas – delete or amend as applicable*]
* any particular hazards within the premises such as the presence of asbestos within work areas likely to be used by the contractors, fragile roofs, overhead or underground services, confined spaces, reversing vehicles at loading bays etc., anticipated hazards from the work activities undertaken or other contractors, machinery or hazardous substances
* restrictions on the introduction of certain high hazard equipment or processes except where agreed in advance and subject to a permit to work, e.g. radioactive sources, cartridge tools, hot work, lifting equipment
* restrictions and rules about the use of hazardous substances or generation of noise
* rules about work at height including roof work, scaffolds, mobile elevating work platforms and suspended access equipment when applicable
* restrictions on the use of our facilities e.g. toilets, washing facilities, restaurants and equipment e.g. fork lift trucks
* requirements for Supervision and quality assurance
* restrictions or rules on the use of sub-contractors
* *the need for contractors to provide their own first aid arrangements/ the availability of our first aid facilities and personnel*
* any specific qualifications required for particular parts of the job
* *security clearance arrangements – delete if not applicable*
* requirements to report all accidents and incidents to the Client representative
* the contact details of our representative responsible for coordinating the work who can be contacted for further information.

*Note that it is recommended that you have a standardised set of rules and information provided for your premises covering generic issues which would apply to most contract work. Once you have this in place, cross refer to it in this section. You may find with such a set of rules in place that you can reduce the list above to reflect only those items to be covered on a project by project basis.*

**Receiving Information from Contractors**

Once the contractor is selected, detailed work plans are discussed and the contractor’s risk assessment and method statement is reviewed.

Any risks created by the contractor affecting other persons on the premises are taken account of in our own risk management arrangements for the duration of the project.

**Authorisation/Permits**

Contractors representatives are required to sign in on arrival and out on leaving. *If you provide identification badges for contractors, state that here.*

Each representative is briefed on essential health and safety requirements and is required to sign that they understand our health and safety rules for contractors.

For particularly hazardous work, a Permit to Work is required. This includes:

* hot work
* confined space work
* work with asbestos containing materials
* use of radioactive sources and lasers
* the use of mobile cranes
* the use of explosives
* work on pitched roofs
* work in the lift shaft or pit
* work on live electrical equipment.

*Tailor this list according to your workplace needs. Include any other situations where a permit would be applied.*

Our representative identifies work which will require a permit and completes the document with details of the work to be undertaken, foreseeable hazards, the precautions to be implemented by the contractors and the start and finish time of the permit. Both parties sign to indicate that particular work methods and precautions have been agreed.

Contractor’s representatives are required to keep a copy of their permit at the place of work which may be inspected by our managers. At the end of the permitted time, the permit is closed by sign off from both parties to indicate that the work is finished and the work area is safe.

*Note that pads of duplicate permit to work forms are available from commercial suppliers if you do not have your own version. There are also example permit to work forms on the Hettle Andrews Client Hub.*

**Contracts**

In the conditions of contract we stipulate that the contractor and all of their employees must:

* adhere to the contractor’s safety rules which we have issued
* comply with their own method statements or where this is not practicable for any reason, to agree changes with our client representative in advance
* comply with all health and safety laws applicable to the work undertaken.

**Briefing**

As described within the Authorisation/Permits section above, on arrival at our site, contractor’s representatives are questioned and briefed by \_\_\_\_\_\_\_ [*name or job title*] in relation to the following matters:

*Note: Here is a basic list. Alter it as necessary to reflect the matters applicable to your business:*

* parking arrangements
* any hazards that the contractor may create for other building users e.g. use of chemicals or flammable liquids, obstructing access, power tools
* any hazards arising from our own activities on that day which may affect him/her
* a reminder [*of the locations of any known asbestos containing materials/that there is no known asbestos containing materials in the building*] but if he/ she suspects anything to stop work and ask
* agreed safe working method to protect the contractor and others
* the importance of the contractor not doing any work which has not been previously agreed
* the fire procedure including: raising the alarm, sound of the alarm, assembly point, exit routes, identity of fire marshals, location of extinguishers – for use if trained
* smoking rules
* the need for the contractor to report any accidents or hazards
* arrangements for waste removal if necessary
* toilet location and any other welfare facilities for their use
* the need to sign in on arrival and sign out before leaving
* specific activities requiring a permit to work and how this will be issued and by whom, before the contractor commences work.

**Monitoring**

All work by contractors is monitored periodically to:

* review progress
* check quality of workmanship
* check that the workers on site are those expected and who have signed in
* identify any problems or unanticipated risks at an early stage
* check that work is restricted to the areas anticipated and not creating additional risks by spreading beyond the agreed area or involving unauthorised work
* check that method statements are being followed, that the contractors are complying with site rules and that they are generally working in a safe manner.

The degree of monitoring depends on the type of work involved for example, [*regular contract work activities such as window cleaning are checked a few times per year, whereas building alterations might be checked several times in a day – change to include relevant examples to your business*].

Where monitoring detects poor standards, this is addressed with the contracting company concerned and, if necessary, monitoring frequency is then increased. Where appropriate, work is stopped whilst a solution is found.

**Contract Review**

On completion of works our \_\_\_\_\_\_\_\_ [*job title*] ensures that we receive required certification, operating instructions, product guarantees and other necessary health and safety information. *He/she* also ensures that ongoing inspection and maintenance requirements of new equipment are identified and scheduled.

*He/she* also leads a contract review process to evaluate satisfaction with the contractor’s work and identify any other concerns which may have arisen. The review covers in particular:

* quality of the work
* compliance with health and safety rules and with the method statement
* effectiveness of communications
* *decision whether to add or delete the organisation from the preferred contractor list- delete if not applicable*
* any improvements required to the policy and procedures for control of contractors.

This process takes place on completion of the work or, in the case of contracts for regular work, takes place at least every \_\_\_\_\_\_\_\_\_\_ [*e.g. six months*].

Where the review indicates that the contractors standards are below those required, we would normally \_\_\_\_\_\_\_\_\_\_ [*describe action taken to avoid using the contractor for future work e.g. remove them from our approved list of contractors*]*.*

*Organisations should include this section in their policy’s arrangements section if they currently employ disabled persons but may like to include this anyway to account for future changes in the workforce and to cover the possibility of a temporary disability.*

*Note that this section is not intended to cover the Equality Act requirements and separate specialist advice may be required in this area.*

*Alter and add to this as necessary to reflect the controls in place within your business.*

**Disabled Persons Including Temporarily Disabled**

Where we employ persons with disabilities, or where existing employees become disabled, we ensure that the workplace is adapted for their needs including arrangements to ensure their health, safety and welfare.

In the case of temporary disability such as a broken limb, it may be necessary to exclude the individual from our workplace if adaptations are not reasonably practicable in the short timescales involved. When individuals have been issued with a fit note by a doctor, they are not permitted to work unless either the date to which they have been signed as unfit to work has been reached or, if the fit note indicates they may be fit to work subject to conditions, that those conditions have been assessed and relevant changes have been made to meet them, if necessary using occupational health advice.

We ensure that the needs of disabled staff are taken account of within risk assessments and if necessary, undertake an individual risk assessment for the work of the particular employee, taking into account their abilities and disabilities. The risk assessment covers not only the risks to the individual but also any additional risks which may be created if the individual is unable to assist in anticipated emergency situations such as \_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. responding to staff panic alarm, cardiac alarm]*. *Include this sentence only if it is of particular relevance to the work situation].*

We also develop a personal emergency evacuation plan (PEEP) to cover \_\_\_\_\_\_\_\_\_\_ *[include this if there are mobility problems or other issues which would inhibit escape and list the types of emergencies which could arise e.g. fire, bomb threat, chemical leak]*. *If members of the public or customers use your premises, describe the arrangements you have put in place to ensure that the building can be safely evacuated in an emergency.*

Relevant risk assessments *[and the PEEP]* will be reviewed at frequencies which take account of any change in the person’s health condition.

*Note that the risk control measures listed are based on legal requirements and these or similar arrangements should therefore be included within the Arrangements section of your policy if the section is applicable.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business. Read the Hettle Andrews Guide on ‘Display Screen Equipment’ for a more detailed review of the subject and the management arrangements required.*

**Display Screen Equipment**

Suitable furniture is provided for our office staff *[and for home workers]*, including adjustable chairs at computer workstations. Sufficient space is provided for the needs of each user including the provision of storage space away from the desk where necessary.   
  
Desks are sited so far as is possible so that glare, reflections and extremes of light and shade do not cause discomfort. Window blinds *[and/or curtains]* are also provided to assist in the control of these hazards. *If window coverings are not necessary this last sentence can be deleted.*  
  
Our work environment has been designed for the comfort of display screen users taking into account the need to control nuisance noise, temperature, humidity and lighting.

Software is selected for its suitability for the task and ease of use. Users have access to IT support via \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. Contractors name, support team name]*.

*Comment on the opportunities provided for breaks or changes of activity e.g. “Users are able to take regular breaks away from screen work”. Or “The nature of the jobs undertaken is varied and ensures that work on the computer is broken up with other tasks”.*  
Workstation assessments conducted by \_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. our Health and Safety Advisor/ trained workstation assessors/Occupational Health Advisor, users themselves following an on-line training session]*,identify any particular improvements required to individual workstations and these are implemented by \_\_\_\_\_\_\_\_\_\_\_\_\_ *[job title of manager with budget for furniture etc]*. The outcome of assessments is shared with each ‘user’. *If you use an on-line training and assessment system for workstation analysis describe here how it works, how the data is managed and how any actions identified are followed up.*

Staff use mobile devices including laptops, tablets, smart phones etc. whilst on the move, they are encouraged to work as ergonomically as possible and made aware that intense and prolonged screen work is best carried out at a permanent workstation.   
  
Workstation assessments are reviewed \_\_\_\_\_\_\_\_\_\_\_\_\_ *[state frequency depending on likelihood of changes to the workstation. This would usually be annual but a longer or shorter period could be justified]* and also whenever there has been a change to the workstation or the tasks undertaken.

Records of workstation assessments are retained for at least *[e.g. 5 years]* and master copies are retained by \_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title)*. *Note that whilst there is no requirement to retain copies of risk assessments which have been superseded, it is useful to retain them for future reference for example, in case they are needed to defend a legal action.* As display screen assessments may contain health information, they are filed confidentially.

Eye and eyesight examinations are provided by the company on request and, where needed solely for the use of the equipment, the cost of a basic pair of spectacles is also reimbursed. *If there are particular arrangements with a chain of opticians and/or a voucher scheme, you may wish to detail them here.*

Employees who are designated ‘users’ are provided with training in the hazards of display screen use, the precautions for safe working, include when working on the move, and the arrangements for obtaining eye and eyesight testing. This training is provided when they first begin working with display screen equipment.

Employees are encouraged to promptly report any problems including health concerns, to \_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]* who is responsible for arranging a reassessment of the workstation and any corrective action required. If the matter is not easily resolved, assistance will be obtained from an occupational health specialist.

Agency staff are provided with basic instruction on the adjustment of the chair to supplement the general safety training which they should have received from their employer.

*Note that it is a legal requirement to implement the majority of the arrangements listed in this document.*

*Organisations should include this section in their policy’s arrangements section if any staff drive on work business. Note that this policy is not designed to cover driving of goods and public service vehicles or the transport of hazardous goods for which specific additional requirements apply. Companies undertaking activities in those areas should put in place policies to comply with EU driving hours rules and UK driving hours legislation. See the Hettle Andrews Guide Managing your Fleet and Permits to Drive for further information.*

*Alter and add to this policy as necessary to reflect the controls in place within your business.*

**Driving**

Our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[description of staff roles involved in regular driving e.g. sales managers]* drive regularly for work purposes*.* Our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[description of staff roles involved in occasional driving e.g. Directors] [also]* drive occasionally for work purposes*.*

Driving activities are included within our general risk assessments and as a result of the assessment/s we have determined that the following arrangements are required to control risks to our staff and other road users. *Note that driving activities must be included in your risk assessment/s. We have anticipated in this policy, the risk control measures which would normally be implemented as a result of the assessment. You may however, have alternative arrangements to those listed here.*

We check the driving licence of any employee who drives company vehicles, both at the time of their initial employment and at least annually thereafter, to ensure that they are suitably qualified for the type of vehicle to be driven. If there is any doubt about the validity of a licence and its content we contact DVLA with the permission of the driver, to confirm details. We recognise that there are limits on the validity of foreign licences and ensure that this is also checked with DVLA when applicable.

At the same time as checking driving licences we also check that private vehicles used for work purposes are insured for business purposes and where more than 3 years old, MOT’d.

If vehicles are to be taken to Europe, we ensure that suitable insurance and breakdown cover is in place; that headlights are adapted as required; and other country specific requirements are adhered to. *Delete this sentence if not applicable.*

Our employees are expected to carry out pre-use inspections of vehicles and ensure they are safely loaded. In the case of company vehicles employees are required to record vehicle checks on a weekly basis.

Company vehicles are maintained at the manufacturer’s approved service centre or garage at the manufacturer’s required intervals. Maintenance, Insurance and when required, MOTs, are arranged by the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[job title]*.

*Include this sentence if applicable:* Due to our work involving \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. stopping on the highway, carrying hazardous loads]* there are particular requirements for the *type/marking/signage* of our vehicles for safety purposes and we have arrangements in place to ensure that the vehicles are suitable in this respect. *Delete if there are no particular vehicle suitability issues.*

Driving and working hours are monitored to ensure compliance with Working Time Regulations. In our work planning process, our managers avoid the need for staff to drive at the end of excessively long working days by as appropriate, providing overnight accommodation, arranging for driver sharing or using public transport. Managers also consider when scheduling work, the need to discourage speeding and to include within journey times, sufficient time for suitable rest breaks.

In any case we expect employees to avoid driving when tired or unwell and will normally reimburse them for additional rest breaks and unplanned overnight stays where required.

Employees are required to inform their line manager if they are suffering from any health condition or taking any medication which could affect their ability to drive safely.

Within our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. contracts of employment, job descriptions, driver*

*handbook, driver rules]* we set out our expectations for driver behavior which includes:

* an expectation that they will adhere to road traffic laws
* normal limits for working hours when the day involves driving
* the need to take a rest break of 15 minutes after every 2 hours of driving and when tired
* not driving under the influence of alcohol or drugs (including prescription drugs)
* not using a hand held phone when driving
* only using hands free phones for brief essential conversations in slow moving traffic or when

stopped at the side of the road.

*If you carry out any checks of driver fitness such as encouraging them to take regular eyesight tests, then describe that here. Note that there is no legal requirement to do this.*

Company vehicles are equipped with a safety kit comprising of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. a tyre tread and pressure gauge, first aid kit, fire extinguisher, hi visibility vest, torch, spare bulbs, foot pump, warning triangle, equipment for changing a wheel, spare wheel]*. *There is no legal requirement for these kits in the UK but there is in some European countries. In any case it is good practice to provide these. Note that there is some debate over the inclusion of fire extinguishers in vehicles which may encourage drivers to attempt to tackle a fire, putting themselves at risk to save the vehicle.*

Any vehicle used for regular driving on company business is required to be covered by a roadside repair and rescue contract *[including cover for Europe – include if applicable]*. *Again, there is no legal requirement for this, but it is good practice.*

Vehicle accidents are recorded and investigated in the same way as other work related incidents, and improvements made to our policy as necessary to avoid a recurrence.

*If you have a system for reviewing driver performance, describe that here. Note that this is not specifically required but is good practice for roles which involve high mileages.*

*If you have a driver assessment and training scheme, describe it here. Note that this is not specifically required but is good practice particular for those driving regularly on company business.*

*Describe any other vehicle or driver safety measures which have been implemented.*

*Note that the content of this policy is based on industry guidance in this area of staff safety over which there is limited specific legislation, except for road traffic laws. It may not be necessary to undertake all of the risk control measures listed depending on the nature of the driving undertaken. However in order to provide a robust defence in the event of prosecution or civil actions relating to driving accidents (including potential corporate manslaughter charges), a policy for driving needs to be detailed and include effective measures to control the risks.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Electricity**

*If your business does not employ qualified electricians use the following phrase:*

Our staffs are clearly instructed that they are not permitted to undertake any electrical repairs. All work on electrical equipment and installations is carried out by NICEIC or SELECT registered electrical contractors. *Note that use of registered contractors of this type is good practice. The minimum standard is that they are competent and suitably qualified.*

*If your business employs qualified electricians use the following phrase:*

All work on electrical equipment and installations is carried out byour qualified electricians. We have undertaken risk assessments of their work activities and adopted safe systems of work based on best practice. Our Electricians are updated and provided with further information when there are changes to electrical installation standards. Other staff are clearly instructed that they are not permitted to undertake any electrical repairs.

*All businesses should then include the following:*

Electrical standards are applied as set out within the Electricity at Work Regulations 1989 and for new works, the standards applied follow current requirements of BS7671 (the IEE Regulations for Electrical Installations) and the current Building Regulations.

It is the company’s policy that live working is prohibited although voltage detection testing is permitted where essential by qualified and experienced staff with appropriate controls and suitable equipment. *In the unusual circumstance that live working cannot be avoided, replace this sentence with an indication of the additional stringent controls you have implemented including supervision, risk assessment, trained staff, personal protective equipment, the use of a permit to work system etc.*

Our own installation will be tested and inspected at least every \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[give frequency e.g. three years for industrial premises – see the testing frequency table within our Guide Electricity - Fixed Equipment’]* by a competent electrician and improvements implemented as necessary for safety.

Our arrangements for the electrical safety of portable electrical equipment including \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. tools and office equipment]* are covered in the section of this policy on Work Equipment.

*Note that it is necessary to include all of this information within your electrical arrangements as these are based on legal requirements. If your business involves electrical engineering, electrical design or testing, or electrical work on the premises of customers it would be essential to include greater detail on the arrangements you have in place for ensuring the safety of those undertaking the work and the quality of workmanship. See further information in the Hettle Andrews Electricity - Fixed Equipment Guide or HSE sources.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business. In particular you should ensure that the testing, inspections and servicing detailed in this policy reflect the programme prescribed by your fire safety risk assessor or other competent fire safety advisor.*

*Note that this template refers throughout to record keeping. Although this is not a specific legal requirement it is strongly recommended that records of testing, maintenance and monitoring are kept in order to provide evidence of compliance. In many cases, example forms are available on the Hettle Andrews service.*

*Read the Hettle Andrews Guide on ‘Fire Precautions and Fire Protection’ and other more specific fire guides for a more detailed review of the subject and the management arrangements required.*

This section of our policy sets out our fire emergency plan to demonstrate how we have complied with requirements of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. the Regulatory Reform (Fire Safety) Order 2005, the Fire (Scotland) Act 2005, the Fire Safety Regulations (Northern Ireland) 2010]*.

*If you have also included in this section, details of your arrangements for dealing with other foreseeable arrangements, indicate that here.*

**Fire Emergency Plan**

***[delete this heading if the section only covers fire i.e. no other types of emergency]***

**Responsibilities**

The person with overall responsibility for fire safety in our premises is \_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]*.

*Describe the role of others who may be involved in day to day tasks.*

*Describe the number, training and role of fire marshals and if applicable, others involved in maintenance and testing of precautions e.g. “in addition we have appointed five fire marshals to provide cover during normal office hours. These fire marshals have received training in their role and in the practical use of extinguishers from the local fire and rescue service. In addition to their role in a fire situation (described in the Fire Procedure section), they are also responsible for carrying out daily and weekly checks of the fire protection systems and escape routes and conducting weekly alarm tests, monthly emergency lighting testing and periodic fire drills.”*

**Fire Safety Assistance**

The company has appointed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name, job title or company name]* to provide competent assistance on fire safety matters in accordance with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. Article 18 of the Regulatory Reform (Fire Safety) Order 2005, Regulation 17 of Fire Safety (Scotland) Regulations 2006, Regulation 17 of the Fire Safety Regulations (Northern Ireland) 2010]*.

**Fire Safety Risk Assessment**

Our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. Health and Safety Advisor, Fire Safety Consultant]* has undertaken a fire safety risk assessment of our premises and reviews this on \_\_\_\_\_\_\_\_\_\_ *[frequency e.g. an annual basis]*.

The risk assessment is held at \_\_\_\_\_\_\_\_\_\_\_\_\_ *[location]* and \_\_\_\_\_\_\_\_\_\_ *[name or job title]* is responsible for ensuring that the recommendations arising from the assessment are implemented.

**Fire Prevention**

Fire hazards are identified within the fire safety risk assessment and recommendations implemented to control them. In particular we have implemented risk control measures in response to the risks potentially arising from the hazards of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  *[e.g. hot work, natural gas systems, electricity, waste accumulation, storage of combustibles, arson, smoking, neighbouring premises activities, flammable liquids and flammable gases]*.

*Summarise fire prevention measures which have been implemented e.g. electrical inspection and testing, control of hot work, gas safety inspections, regular removal of waste, locking of external bins, smoking rules, fire separation from neighbouring premises, correct storage of flammable liquids. Refer to the fire safety risk assessment for this information.*

*If you have lightning protection installed on the building, describe here who is responsible for arranging 11 monthly inspection and where records are kept. If you do not have lightning protection, explain any plans for assessing the need for lightning protection or why this is not required. You may need to seek advice from your competent fire advisor in this regard.*

**Alarm System**

Our premises are covered by a comprehensive fire alarm system incorporating automatic fire and smoke detection and manual call points. *Note that this is normally required although extremely small premises could have alternative systems for raising the alarm e.g. shouting ‘fire’, manual alarm.*

The alarm system is serviced routinely on a six monthly basis. *Note that alternative frequencies may be implemented according to risk assessment recommendations.*

The alarm system is tested by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [*name or job title]* on a weekly basis by activating a different alarm call point each time in rotation. *Describe how staff/people in the building are made aware of the fact that the alarm is a test e.g. the alarm is activated at 10am on a Tuesday each week and is sounded for a minimal amount of time to ensure that staff are aware that it is a test. OR An announcement is made over the tannoy system immediately prior to the alarm test and immediately afterwards to confirm completion.]* During the alarm test, we take the opportunity to check audibility of the alarm throughout the premises *[and also to test the correct operation of equipment connected to the alarm e.g. doors which are held open on devices designed to release automatically on sounding of the alarm, locks which release on sounding the alarm].*

The results of alarm testing and servicing are recorded and held \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[location e.g. in our fire log book at Reception]*.

**Emergency Lighting**

We have installed an emergency lighting system incorporating battery back up, which activates on failure of the lighting circuit. The system is subject to a monthly activation test and an annual full discharge test by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]*. The results of emergency lighting tests are recorded and held \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[location e.g. in our fire log book at Reception]*.

**Signage**

Directional fire escape signs are displayed throughout the building to indicate the location of emergency exits. *These signs are illuminated* *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [describe locations where this applies eg basement, assembly rooms intended to be darkened].* *Delete this last sentence if not applicable.*

Signs are also displayed:

* *to identify the location of the assembly point; delete this line if it is not practical to sign the assembly point eg if the building has no grounds*
* to describe the type and function of fire extinguishers
* *to describe the correct operation of exit door hardware* *[i.e. ‘push bar to open’, ‘turn to exit’, break to exit – delete if not applicable]*
* *to show the correct operation of gas shut off valves -* *delete if there is no gas shut off*
* *to indicate the correct use of hosereels -* *delete if not applicable*
* to show ‘fire action’ required
* *to identify fire doors which must be kept shut [or kept clear] – delete if not applicable*
* to provide the names of fire marshals – *not specifically required but helps to fulfill legal requirements to communicate this information*
* to designate the building as non-smoking in accordance with smoke free law
* *to indicate on each lift landing ‘in the event of fire do not use lift’ – delete if not applicable*
* *list here any other particular fire signage displayed.*

All signs comply with the Health and Safety (Safety Signs and Signals) Regulations 1996. As part of our routine weekly checks \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]* checks that safety signs are in place and clearly visible. The results of these checks are recorded and held at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[location e.g. in our fire log book at Reception]*.

**Escape Routes and Exits**

Structural fire separation is provided by protected routes surrounded by fire resistant walls, ceilings, and fire doors *[add details of other structural elements providing fire protection eg fire shutters]* providing \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. 30 minute,1 hour, 2 hour]* fire protection. Where building alterations take place which could result in damage to the fire protection, we ensure that the project includes measures to provide temporary protection during the work and to reinstate fire protection to the required level. *Not all buildings have fire separation (e.g. small buildings may not require it), therefore delete this if not applicable. You may need input from your competent fire safety advisor in order to complete the information.*

Fire doors are kept closed by self closing devices *[and/or kept locked shut where designed to be]*. *[Where designed to be held open, fire doors are kept clear so that they can close correctly]*. *If you have doors on hold open devices, indicate that they are shut at night (unless there are very strong reasons for not doing so).*

On a *weekly/daily* basis \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]* checks that all escape routes are clear, that exit doors are functioning correctly and that fire doors are either *kept shut, kept clear or locked shut* *[amend as applicable]* as required. *Note that a formal weekly check may be sufficient for a very small business. For locations with public access these checks should be at least once per day.*

*The condition of each fire door including the presence and condition of door closers, intumescent and smoke seals is checked* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. monthly (the frequency will depend on usage and potential damage]*. *Delete if there are no fire doors.*

The results of escape route and fire door checks are recorded and held at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[location e.g. in our fire log book at Reception]*.

**Fire Extinguishers *[and sprinklers]***

We have selected suitable numbers and types of fire extinguishers and located these in accordance with the findings of the fire safety risk assessment. *Describe either in general terms or specifically, the fire extinguishers provided.* Our fire marshals *[and detail other staff if applicable]* have been trained in the practical use of extinguishers and the circumstances when they can be safely used and when they should not be used.

Fire extinguishers are subject to an annual servicing contract.

On a *monthly/weekly* basis \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]* checks that fire extinguishers are correctly located and appear to be in good condition. The results of these checks are recorded \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[location e.g. in our fire log book at Reception]*.

*If you have a sprinkler system in the premises, describe the maintenance programme the weekly checks and who undertakes these and what, records kept etc. Include details of how storage is kept clear of sprinklers to ensure their continued effectiveness.*

**Fire Procedure**

*Describe your fire procedure. Don’t forget to detail any particular procedures for high risk areas as applicable. Here is an example of a procedure for a small building with a single stage fire alarm system:*

**Action on discovering a fire**

1. raise the alarm by operating one of the manual call points
2. attempt to tackle the fire only if trained and if it is safe to do so (small fire, clear escape, only discharge one extinguisher)
3. leave by the nearest available exit to the assembly point at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[location – select somewhere safely away from the building and safely clear of the area in which fire tenders will arrive]*
4. *do not use the lifts*. *[delete if not applicable]*

**Action on hearing the alarm – all persons except for Fire Marshalls**

1. do not stop to collect personal belongings
2. close windows and doors if it does not cause undue delay
3. escort any visitors and leave by the nearest available exit and go to the assembly point \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[location]*
4. *do not use the lifts [delete if not applicable]*
5. check that someone has called the Fire Brigade by dialing \_\_\_\_\_\_\_\_\_\_\_ *[e.g. 999/ 9-999]*
6. do not return to the building until given the all clear by the Fire Brigade.

**Action on hearing the alarm – Receptionist**

Call the fire brigade immediately to every fire or on suspicion of fire.

Dial from the reception phone if safe but if in doubt, dial from a mobile phone from the assembly point.

1. dial \_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. 9-999]* from reception or 999 from a mobile
2. give operator your telephone number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[list telephone number]* and ask for FIRE
3. when the fire brigade replies give details: Fire at **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** *[Full address details including postcode]*
4. do not replace receiver until address has been repeated by the fire brigade.

**Action for Fire Marshalls on hearing the alarm**

1. check which zone has been activated by viewing the alarm panel
2. so far as possible without taking risks, check that all areas of the floor are clear of people including stores, toilets and kitchen. If there are two fire marshals on duty, divide the search between you if the opportunity arises *[note. This is the procedure for a small building where the search would be 30 seconds or so, for larger buildings you will need to allocate marshals to each section to be searched]*
3. shut off *machinery/the gas supply/other* if safe to do so
4. once the building is clear, go to the assembly point closing doors behind you. *Include additional instructions to prevent the entrance being locked automatically behind them e.g. but ensure that the front door is either left on the latch or that a key is available*
5. meet the Fire Brigade and report any persons who remain in the building, report on areas not able to be checked, any signs of fire observed and the zone indicated on the panel *[and the location of any hazards to the Fire Brigade e.g. flammable substances]*
6. prevent people from reentering the building
7. once the Fire Brigade announce that the building is safe, tell assembled staff that they may return to the building.

**Disabled Persons and Others Requiring Assistance**

*Note that you need to include this paragraph if you have persons present or likely to be present in this category. If this applies, ensure also that the Fire Procedures section incorporates any additional procedures necessary.*

*Describe any persons who are present or could be present requiring additional facilities and/or assistance during an emergency*. *Describe the additional arrangements which have been put in place. This may include visual beacons on alarm systems, vibrating pagers, buddy systems, escorting of disabled visitors, fire refuges for the mobility impaired. If there are fire refuges, describe the arrangements for communication and rescue.*

**Fire Drills**

Fire drills are carried out at least every \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[frequency e.g. six months]*. *Note that drills are normally a requirement though it may not be necessary if there are very few persons in a simple building and the objectives can be as effectively achieved by a briefing.*

A proportion of drills are undertaken whilst simulating the lack of availability of at least one exit. *[Drills are also undertaken for night staff]*.

Records of drills are held \_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe location e.g. in our fire log book at Reception]*.

**Training for all Staff**

New starters are provided with information on emergency procedures on their first day of employment including the location of escape routes, the sound of the alarm and the location of the assembly point. *It is recommended that you devise checklists tailored to your business for staff induction to include fire safety matters. If a checklist is available refer to it here. Note that within the Hettle Andrews ‘Fire Precautions and Fire Protection’ Guide there is a detailed list of fire safety information to be provided to new starters and we also have an example ‘Induction Checklist’ on the service.*

All staff receive annual refresher training in fire safety and fire procedures. Those with particular fire safety roles such as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[the receptionist/maintenance staff/other roles]* are provided with instruction in their responsibilities.

Records of all training are held \_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe location e.g. in our fire log book at Reception]*.

**Cooperation and Coordination**

*Describe here any arrangements you have for cooperating with other businesses sharing the premises in relation to fire safety matters.*

Contractors working on the premises are briefed in essential fire safety matters including location of escape routes, the sound of the alarm and the location of the assembly point. We ensure that contractors working on *[gas and]* electrical systems are suitably qualified. Where contractors need to conduct ‘hot works’ we ensure that fire risks are adequately controlled *[and apply a permit to work – delete if not applicable]*. Further details of our arrangements for the control of contractors are included within a separate section of this policy.

**Other Emergencies**

***[delete this heading if there are no arrangements covering other types of emergency]***

*If there are other foreseeable emergencies for which you have arrangements e.g. bomb threat, suspect package, flood, toxic gas release, radiation leak. Include details here or cross refer to your other arrangements. You will need to cover similar headings for these other emergencies as are set out here for fire.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**First Aid**

We have undertaken an assessment of first aid needs to determine the numbers of first aiders *[and/or appointed persons]* and the first aid facilities required.

As a result the following arrangements have been implemented:

*Describe here, the numbers of first aiders or appointed persons, level of training, facilities and equipment. As an example: a low risk office based premises of up to 50 people, in a location readily accessible to emergency services, would need sufficient ‘appointed persons’ to provide cover during office hours and a 20 person first aid kit.*

*If first aiders have additional training to cover specific issues in the workplace such as the treatment of electric shock or cyanide poisoning, state it here.*

*Small companies may like to include the names of fist aiders here, which makes it clear to staff reading the policy, who has been appointed. The disadvantage of doing that is that the policy may go out of date quickly.   
  
Include details of first aid arrangements for people who work away from the base location e.g. provision of a travelling first aid kit and basic first aid training.*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title e.g. ‘first aiders] is/are* responsible for undertaking a monthly check of the first aid kits on the premises and for replenishing them as necessary. *Note that checks may need to be more frequent if necessary and could be justified as being required less frequently if first aid kits are rarely used.*

In temporary and exceptional circumstances when the *first aiders/appointed persons is/are* away from the premises \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title e.g. ‘the most senior manager present’]* will take charge in a medical emergency.

First aid training is arranged by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]* and includes *[e.g. full first aid at work training for at least x staff, and emergency first aid at work training for y staff,]*. In selecting training providers, account is taken of HSE guidance. Re-training is arranged to take place prior to the expiry of first aiders’ certificates and in the interim refresher training is also provided on an annual basis. *Refresher training on an annual basis is not a legal requirement but is strongly recommended by HSE [Amend as necessary, e.g. if you do not have full first aiders appointed]*.

New starters are provided with information about the first aid arrangements including the names of first aid personnel, as part of their induction. Notices are also displayed indicating the names and contact details of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[first aiders and/or appointed persons].*

*Note that it may not be necessary to undertake all of the risk control measures listed, although similar measures will be required to cover all of the areas described.*

*Organisations should include this section in their policy’s arrangements section unless they have no significant risk in this area.*

*An example of a business with insignificant food risk would be one which only provides water via a tap (i.e. not a water cooler or drink vending machine) and which does not provide food other than chocolate bars, crisps and other packaged snacks designed to be kept at ambient room temperature.*

*Organisations with in-house catering activities will need a separate more detailed food safety policy, but may like to include this simple policy in their Health and Safety Arrangements section, and cross reference to the more detailed policy.*

*Alter and add to this as necessary to reflect the controls in place within your business. Read the Hettle Andrews Guide on Food Safety and Workplace Catering for a more detailed review of the subject and the management arrangements required.*

**Food Safety**

*If you use an external catering company to provide food for meetings etc include a phrase such as this:*

Before hiring external catering firms, we obtain evidence to confirm that the company is registered with the local authority. We aim to ensure that food is delivered shortly before it is required, but if this is not possible, we establish whether the food or drink which is to be provided must be held at a specific temperature where it is not to be consumed immediately and make suitable arrangements.

*If you buy in sandwiches etc from a reputable supplier such as a supermarket to distribute at meetings etc. use the following phrase.*

We sometimes purchase chilled and other ready to eat foods for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. meetings, training courses]*. We ensure that this food is purchased from a reputable national supermarket shortly before it is to be consumed. We minimise the handling of the food and where it is necessary to cut sandwiches or handle foods for any other reasons we ensure that this is carried out by a member of staff who is trained in the food hygiene requirements.

*If you have drink vending machines including hot drink machines and chilled water dispensers, include the following information:*

Drink machines/chilled water dispensers are connected to a potable water supply *[or are supplied via bottled water]*. These machines are regularly cleaned and maintained to ensure that the highest possible hygiene standards are achieved.

*Include the next sentence if there are vending machines for hot/cold food:*

Hot/cold temperature controls in vending machines are maintained where hot/chilled foods are dispensed. These machines are regularly cleaned and maintained and temperature is monitored to ensure that the highest possible hygiene standards are achieved.

***If you have an onsite catering facility operated by a contractor, you could include the following phrase:***

**We have selected a competent catering contractor to operate our on-site *restaurant/café/canteen*. In the selection process we established that the contractor has in place procedures for hazard analysis, staff training, temperature control, cleaning and preventing contamination. Our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. Health and Safety Advisor]* also carries out periodic checks to ensure that these control measures continue to be applied.**

***If you have a greater involvement in catering then the scenarios listed so far, you will need to have a separate more detailed food safety policy including a food hazard analysis (HACCP):***

In respect of our catering activities which involve \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ we have a separate food safety policy and hazard analysis to ensure that we comply with the Food Hygiene (England) Regulations 2006 *[and/or Food Hygiene (Scotland) Regulations 2006 and/or as Food Hygiene (Wales) Regulations 2006]* and other relevant statutory requirements.

*Note that this policy template is based on statutory requirements represents the minimum level of controls required for the scenarios given. For further information read HSE sources.*

*Any organisations which use, store or generate hazardous or dangerous substances will need to include this section in their policy’s arrangements section. Note however, that this has been designed for businesses for whom these hazards are not a significant part of their activity for example, this section will work well for an office based activity using some cleaning and maintenance substances. This document does not cover bio-hazards or radiation as businesses in those sectors will require much more detailed policies.*

*Alter and add to this as necessary to reflect the controls in place within your business.*

**Hazardous and Dangerous Substances**

We use *limited* quantities of hazardous and dangerous substances including \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. cleaning substances, paints, lubricants, glues, sealants].* We also undertake activities which generate hazardous or dangerous substances such as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. weld fume, wood dusts]*.All products in use which contain hazardous or dangerous substances are listed on an inventory and a current safety data sheet is obtained from the supplier. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. our Health and Safety Advisor/trained COSHH assessors]* undertake/s a risk assessment of the use of each substance and exposure to any hazardous by-products and we then apply the recommended risk control measures.   
  
We ensure that risk assessments are undertaken prior to activities which involve the generation of, or exposure to, hazardous substances.

When storing hazardous and dangerous substances we check that the storage area is suitable and that only compatible substances are stored together. Substances are stored in fully labelled containers which include hazard warning labels where appropriate. All containers including aerosols are stored in a cool dry place, away from the sun and any flammable liquids are stored separately in a specially designed fire resistant flammables store. *Note that if significant quantities of flammable liquids are stored, these should be held in an external store which has been specifically designed for the purpose – see our Guide on Flammable Liquids and Gases for further details.*

A bespoke external store is provided for the storage of gas cylinders including proper ventilation and warning signs. *Delete if not applicable.*

Substances are locked away so far as is practicable so that they are only accessible to authorised persons who have been trained in their safe use. Employees are particularly reminded of the need for good personal hygiene and the prohibition of eating, drinking or smoking, when using such substances. Employees are also provided with any necessary personal protective equipment and instructions for its use, maintenance, storage and replacement.

The correct storage of substances and their correct use is monitored through \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. our monthly workplace monitoring programme]*.

Where substances are surplus to requirements, these are disposed of via licensed waste contractors.

Spillage and emergency procedures are determined as part of the risk assessment process.

Records of risk assessments for hazardous and dangerous substances are held \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe location]* and records of training are held \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe location]*.

*Note that it may not be necessary to undertake all of the risk control measures listed, although to ensure legal compliance similar measures will be required to cover all of the areas described.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Homeworking**

The company defines home workers as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. ‘those who work from home on an agreed basis comprising on average more than 10% of their working hours’]*. *Note that there is no legal definition but you will find it useful to define a trigger point to distinguish between informal work at home and an official home working arrangement.*

*Describe the arrangements you have for selecting home workers e.g. able to work without direct supervision, disciplined and self-motivated.*

We ensure that home workers are able to work safely by undertaking a home working risk assessment *[and*

*a display screen assessment – if applicable].* We undertake these by*\_\_\_\_\_\_\_\_\_\_\_ [e.g. training home workers in general hazards and risk control measures and in display screen assessment and then asking them to undertake their own risk assessments which are reviewed by the Health and Safety Advisor]*.Improvements are implemented as agreed between the home worker and the \_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. Advisor, assessor, line manager]*. *If there is a clear policy on the provision of office equipment or contribution towards alterations you may wish to include that here e.g. additional sockets, fire extinguisher, smoke, detection, desk.* These risk assessments are held \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[location]* and are reviewed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[frequency e.g. annually]*.

We ensure that the home worker has ready access to their \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g.* *line manager, personnel advisor and the IT helpdesk]*. Regular communications take place with the line manager and colleagues. *If there is a particular pattern of contact you could include it here e.g. weekly team meetings, conference calls, daily log in with supervisor etc.*

We ensure that contractual and insurance arrangements account for the work taking place in the home including the risks which may be introduced by the company’s electrical equipment.

Arrangements for the periodic inspection and testing of company electrical equipment are made by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]*. *Add any further details about the arrangements e.g. small items such as chargers and extension leads may be possibly brought into the office for testing on a pre-arranged basis.*

*Note that there is little official guidance on home working and employers are left to assess their own arrangements to fulfil their general duty of care to employees. The arrangements described above are typical of the home working policies applied by companies in the UK.*

*Organisations should include this section in their policy’s arrangements section if they have identified risks from Legionnaire’s Disease. Businesses with minimal risks in this area, need not include it e.g. if the premises has no stored hot water and minimum pipe runs. Alter and add to this as necessary to reflect the controls in place within your business. Read the HSE’s Approved Code of Practice detailed below for a more detailed review of the subject and the management arrangements required.*

**Legionnaire’s Disease**

The company has implemented arrangements to prevent the growth of legionella bacteria in water systems in accordance with the HSE’s ‘*Approved Code of Practice (L8) – Legionnaires Disease: The Control of Legionella Bacteria in Water Systems*’. *Note that if you are a healthcare establishment it would be sensible to also refer to Health Technical Memorandum 04-01: The Control of Legionella, Hygiene, “Safe” Hot Water, Cold Water and Drinking Water Systems (or the Scottish HTM 04-01 of the same title).*

These arrangements include:

* Assessment of Legionnaires’ disease risk and preparation of a scheme for preventing or controlling the risk, conducted by a competent contractor. *Note that some organisations may use a trained in-house assessor but this is rarely possible due to the degree of training required*
* appointment of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]* as ‘responsible person’ with authority and responsibility for day to day implementation of the universal precautions and testing specified in the HSE’s ACoP and any particular precautions specified in the risk assessment
* the maintenance of records of all applicable maintenance and testing which are held \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe location – note that records must be readily available at the location to which the records refer]* together with a copy of the risk assessment and details of the competent person who conducted it
* monitoring by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title of senior person overseeing implementation of this policy or person conducting regular facilities/H&S audits]* to check the records and confirm that the precautions have been implemented.

In the event of difficulties in implementing the risk control programme, or test results falling outside of the required limits, the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title of responsible person]* reports this immediately to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title of senior person overseeing implementation of this policy]* and additional resources, water treatment contractors or plumbing specialists are employed as necessary to resolve the causes.

*If you have a cooling tower there are specific notification requirements and a detailed risk management plan will be required. Take specialist advice and then indicate your risk control measures here.*

All plumbing alterations are carried out by trained plumbers in order to ensure compliance with water regulations and byelaws.

*Note that the arrangements described are essential (and legally required), where there is a risk of Legionnaire’s Disease.*

*Organisations which use lifting equipment, should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business. More detailed arrangements will be required if lifting equipment or cranes are hired to others used in construction operations or on the premises of others.*

**Lifting Equipment and Lifting Operations**

**The company’s activities involve the use of lifting equipment including \_\_\_\_\_\_\_\_\_\_ *[describe activities]*. The health and safety arrangements for our lifting equipment and lifting operations are covered in this section except that the particular arrangements for the safety of passenger lift cars are described separately in the section of this policy headed ‘passenger lifts’. *Alternatively you may wish to import those arrangements into this section.***

**All lifting equipment including lifting accessories is identified on a schedule which is used to ensure that each item has received the maintenance and inspection required.**

Equipment is clearly marked with its 'safe working load' (SWL). As appropriate, equipment is also signed to indicate its prohibition for the carriage of persons or, where applicable is marked to indicate the maximum number of persons which it is designed to carry.

Suitable storage is provided for lifting accessories to prevent accidental damage or corrosion.

Equipment is subject to a maintenance regime in accordance with good practice and taking into account manufacturers’ instructions. Equipment is also subject to periodic Thorough Examination and Testing to a schedule meeting the requirements of the Lifting Operations and Lifting Equipment Regulations (LOLER)and an inspection report is issued. *Note that equipment must also be examined on assembly therefore if this applies to your business, state it here.* **Improvements identified through inspections are undertaken as required.**

**Pre-use inspections are carried out by operators of lifting equipment and the results recorded. *You may wish to describe specific procedures instead eg fork lift truck drivers are required to undertake an inspection of trucks at the start of each shift and record it on the daily inspection log.***

**Defective equipment is taken out of service whilst awaiting repair or replacement.**

The schedule of equipment and records of maintenance and inspection are held \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe location or electronic system]*. *[Note that for mobile equipment such as a lorry mounted crane a copy of the inspection certificate must be kept with the equipment]*

Lifting equipment is only used by persons that have had suitable and sufficient information and training on their safe operation and use and any precautions or safeguards required. Operators must also be formally

authorised to use the equipment. We have training programmes to cover \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe activities e.g. the use of counterbalance fork lift trucks, the use of the scissor lift, the use of Hiab cranes, banksman duties, slinging etc]*. *Where certified training is needed e.g. fork lift truck use, explain how these requirements are covered. Describe any particular physical restrictions which are applied to prevent unauthorised use e.g. restriction of keys to authorised persons.*

Records of training and authorisation for the use of lifting equipment are held \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe location]*.

***Where individual lifting activities are undertaken, describe how these are supervised and lifting plans are developed.***

*Note that there is a wide variety of lifting equipment available and various HSE approved codes of practice apply. This section should be tailored to reflect the requirements for the particular types of equipment in use. However, the majority of the phrases apply to the majority of lifting equipment types.*

*Most organisations will need to include this section in their policy’s arrangements section, even if lone working activities are confined to some out of hours office work. Alter and add to this as necessary to reflect the controls in place within your business.*

**Lone Working**

The Health and Safety Executive (HSE) defines lone workers as ‘those who work by themselves without close or direct supervision.’ In our business we have identified the following lone working situations:  
   
*Describe here the types of activities undertaken alone and the job titles of those affected. This may include those working alone in remote parts of a large site, persons working in the premises before or after normal hours, peripatetic workers and home-workers.*

We have undertaken risk assessments of these lone working activities and put in place risk control measures including:   
   
*Describe here the arrangements put in place such as communication systems and devices, records of the whereabouts of lone workers, reporting mechanisms, tracking devices and alarms, regular contact with supervisors, additional training, emergency procedures, fitness checks for lone workers, out of hours registration and security arrangements.*  
As a result of the risk assessments we have informed staff that the following tasks may not be undertaken as a lone worker: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe tasks including particular locations where lone working is not permitted, types of activity e.g. work at height, use of machinery.] If this phrase is not applicable, delete it.*

Our staffs are instructed that they must immediately leave any situation in which they feel uncomfortable or at risk and that such action has the support of management.

*Note that in this case the policy will need to be tailored according to the lone working situation.*

*Most organisations will need to include this section in their policy’s arrangements section, assuming that staff at least occasionally, undertake manual handling activities e.g. carrying boxes of paper, water containers, crates, archive boxes, parts, materials, lifting or lowering items or pushing/pulling trolleys and pallet trucks.*

*Note that this does not cover people handling. Businesses involved in that area of work should obtain specialist advice in the development of a policy.*

*Alter and add to this as necessary to reflect the controls in place within your business.*

**Manual Handling**

Although every effort is made to reduce loads to a level where there is little risk of injury, we accept that this cannot always be achieved, particularly in relation to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[detail work activities which involve heavy lifting or pushing/pulling]*.

Specific manual handling risk assessments are undertaken by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. our Health and Safety Advisor/trained in-house manual handling assessors]*, to identify tasks which present a risk of injury and the precautions required to reduce the risk to the lowest level reasonably practicable. Recommendations arising from the assessments are implemented by managers, employees are instructed in the outcome and copies of the assessments are provided to all employees.

Equipment is provided where possible to minimise or simplify handling of heavier objects e.g. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[examples of equipment provided e.g. trolleys, glass lifters, pump trucks)* and we ensure that two persons are available where the risk assessment identifies the need. Safety footwear and suitable gloves are supplied to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[job titles]* and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. line managers/ supervisors]* monitor to ensure that it is used. *Delete previous sentence if no PPE is supplied for manual handling.* When specifying protective clothing or uniform, the need to allow unrestricted movement for manual handling activities has been taken into account.

Where reasonably practicable, loads are labelled with their weight and if necessary, centre of gravity. Where it is not reasonably practicable to mark the weight of individual loads we provide information to staff on the range of weights for certain types of load they are likely to encounter. *If possible, describe here specific examples of how this is achieved.*

Employees involved in significant lifting are trained in the safe techniques to use and instructed to report to their line manager any health concerns that may make manual handling less safe for them. The significant findings of the assessments are communicated to staff involved in relevant activities by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. circulating the risk assessments to all employees, a folder of assessments within each department]*. Where we have specified the use of equipment or safe systems of work to reduce manual handling risks, staff are trained in the system of work.

New and expectant mothers, those with health conditions which place them at additional injury risk, and workers below the age of 18, are generally prohibited from carrying out manual handling activities. Where an individual in these categories, has duties which would ordinarily involve manual handling, their line manager is responsible for ensuring that they are not permitted to continue with these duties until the risks have been assessed.

For staff who are not expected to carry out significant lifting and therefore do not receive detailed manual handling training, we make it clear during induction training that they are not permitted to undertake these types of activities.

Records of manual handling assessments are retained for at least \_\_\_\_\_\_\_\_\_\_ *[e.g. 5 years]* and master copies are retained by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]*. *Note that whilst there is no requirement to retain copies of risk assessments which have been superseded, it is useful to retain them for future reference for example, in case they are needed to defend a legal action.*

Manual handling assessments are reviewed at least annually or more often if there have been changes in the matters to which they relate.

*Note that it is a legal requirement to implement the majority of the arrangements listed in this policy.*

*Most organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**New and Expectant Mothers at Work**

Our risk assessments have identified that some activities involve risks to new or expectant mothers at work i.e. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[list activities e.g. use of chemicals, exposure to vibration, risk of specific infections, exposure to lead, heavy lifting].* As a result*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [describe additional risk control measures which are implemented e.g. on notification of pregnancy employees are instructed that they may not lift crates of training materials and must ask a colleague to assist]*.

In the event that an employee notifies us that she is pregnant, and on return to work following birth, we undertake a specific risk assessment of her work taking into account HSE guidance and any particular information which the employee has provided. For employees involved in anything other than low risk office work, this risk assessment is undertaken with input from \_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. an occupational health specialist/our Occupational Health Advisor]*. *Note that input from an occupational health specialist is good practice rather than being a specific legal requirement but it can be difficult to undertake an effective risk assessment without understanding medical complications which the individual is experiencing – and access to medical information is restricted to individuals such as medical personnel.* Recommendations arising from the assessment are implemented promptly and the assessment is reviewed every \_\_\_\_\_\_\_\_\_\_ *[e.g. 3 months]*.

If a new or expectant mother has a medical certificate stating that night work could adversely affect her health, we will offer alternative day time work or if such work is not available, will suspend her from work on paid leave. *Delete this sentence if night working does not occur within the business.*

We provide rest facilities for new and expectant mothers as detailed within the welfare section of this policy.

*In the rare case that the business has identified risks to women of child bearing age e.g. exposure to radiation or teratogens, include the following section:*

Our risk assessments have identified that some activities involve risks to women of child bearing age. These include \_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe activities presenting a risk]*. As a result \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe additional risk control measures which have been implemented].*

*Note that the risk control measures listed are based on statutory requirements and therefore these or similar arrangements must be included.*

*Organisations need only include this section if they undertake activities which produce a level of noise above 80dB(A) when averaged across a day or for work which involves marked day to day variation, over a week. Organisation may however, wish to include this section, if they fall below that trigger level, but have noisy activities.*

*Alter and add to this as necessary to reflect the controls in place within your business.*

**Noise**

*If there are noisy activities or processes which have been evaluated and found to be below the levels which could cause hearing damage, you may wish to include a phrase as follows:*

Our premises include \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe noisy plant or machines] and/or* Work activities include some processes which produce high levels of noise such as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe]*. These activities/machines/plant have been subject to a noise assessment under the *Control of Noise at Work Regulations* and it has been determined that the average noise exposure in the worst case scenario, is below the level at which hearing damage is likely to occur.

*For other situations where the evaluated noise level is above the levels which could cause hearing damage, you should include the following information:*

Where our employees are at risk from high levels of noise we arrange for a specialist to undertake an assessment of noise exposure. As a result of these assessments we have implemented risk control measures including \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. noise enclosure, sound insulation, limiting exposure times, hearing protection, warning signs etc.]*.

The purpose of these control measures is to eliminate hazardous exposure and to reduce noise exposure to as low a level as is reasonably practicable.

For tasks which involve exposure above the first action level (80dB(A)) and the upper action level (85dB(A)), we provide personal hearing protectors upon request. At and above the upper action level, their use is compulsory and Hearing Protection Zones are therefore designated and signed. *Amend this paragraph as required to reflect the level of noise e.g. if noise levels are not above 85dB(A) when averaged, the second sentence is not required.*   
  
Hearing protection has been selected as a result of the noise assessment to ensure that it provides the level of noise attenuation required. Employees who wear it, are instructed in its correct use and on the storage, maintenance and replacement arrangements. They are also instructed in noise hazards and the reasons for the noise controls and wearing hearing protection.

For employees who work *in/with* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe areas or activities where noise levels exceed the upper action level]*, regular audiometry testing is provided. For employees appointed to begin work in these areas or undertake these activities, audiometry is undertaken at the start of employment in the role. *If noise levels are not above 85dB(A) when averaged, this last sentence can be deleted.*

*Note that the measures described are based on statutory requirements.*

*Organisations should include this section in their policy’s arrangements section if they have in place any Occupational Health arrangements. In any case it is useful to include this section to state the approach to dealing with work related ill health and explain how this would be followed up and resolved.*

*Alter and add to this as necessary to reflect the controls in place within your business.*

*It is strongly recommended that any organisation that believes it may need to provide statutory health surveillance, takes advice on this policy from a specialist occupational health provider.*

**Occupational Health Provision and Health Surveillance**

*If you provide occupational health screening describe it here e.g.:*

We recognise our duty under the Equality Act 2010 and also our duty to protect employees from harm to their health. For the purpose of meeting these responsibilities we \_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe here how you deal with pre-employment screening. You are only permitted to carry out health enquiries pre-job offer, if the questions relate to “intrinsic functions” of the job e.g. health conditions which might prevent a person from safely doing heavy lifting or work at height, where these are unavoidable aspects of the job. After offering a job you may undertake pre-start health screening and you will then be obliged to consider reasonable adjustments etc to accommodate any disability or health condition identified.] E.g.* After making a job offerto a candidate we provide occupational health screening through an independent specialist provider involving an occupational health questionnaire and follow up referral if necessary. This process is carried out respecting medical confidentiality and as the employer we do not have access to medical information without the express permission of the individual. We do however receive information as to whether an individual is fit to carry out a particular role and any adjustments that we need to make.

*Note that* *you may also undertake screening periodically and when individuals are transferred to a particular role – if this is the case then include the details here.*

If an individual has an injury or illness which appears to be work related, we seek a medical opinion to assist us in evaluating the problem and identifying any practical changes we can make to assist the individual in safely continuing to do their job. *It is usually most effective to refer the individual to an occupational health doctor rather than relying on GPs information where the GP may not understand the nature of the work. If you take this approach, change the wording accordingly.*

*If you do not provide health surveillance, use this phrase:*

Through risk assessments we have considered the need to provide ongoing health surveillance to employees and as a result we have determined that no health surveillance is required.

*If you do provide health surveillance, use this paragraph:*

Through risk assessments we have considered the need to provide ongoing health surveillance to employees and as a result we have implemented a programme covering *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [details of programme eg audiometry, vibration white finger screening, lead in blood monitoring, dermatitis, fitness to drive etc]* for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [job titles/roles].

The programme is undertaken by an independent occupational health provider \_\_\_\_\_\_\_\_\_ *[company name].* *Note that it is possible to provide this in-house but is relatively uncommon other than in very large organisations.*

*Provide details of any other health promotion activities or services offered.*

Occupational health records are retained confidentially with our independent occupational health provider, for 40 years.

*As explained within the notes that accompany this template, different levels of provision apply to different businesses depending on the health risks faced by their employees. Professional advice should be obtained to finalise this policy, particularly in the area of health surveillance.*

*Organisations which operate passenger lifts should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Passenger Lifts**

**Passenger lifts under our control are subject to a maintenance contract with a specialist contractor and also receive a Thorough Examination and Test by a competent person every 6 months. *Alternatively a different frequency can be determined within a written scheme of examination prepared by a competent person, but this is relatively unusual*. Improvements identified through inspections are undertaken and any defects repaired as required.**

**Where defects in the lift’s operation become apparent we will take immediate action to take the lift out of service and call our specialist maintenance contractors. Should there be any concern that a defect recurs despite this expert attention or in the event of any doubt whatsoever over the ongoing safety of the lift, we will arrange for an additional Thorough Examination prior to allowing the lift back into service.   
  
We monitor to ensure so far as is reasonably practicable that our lift maintenance contractors operate safe systems of work for the protection of building users including the use of barriers at lift landings when the doors are open to the shaft, warning signs when lifts are out of use *[and the protection of tools and equipment from unauthorised access – include this phrase particularly in public buildings or places where more vulnerable persons are present e.g. children. Add more controls for facilities used by persons with mental health problems]*. We also expect contractors to operate safe systems of work for their own protection and periodic monitoring takes place to check that they appear to be working safely including use of props or other safety devices when working beneath the lift car and work at height controls when working above *[if you apply a permit to work system for work in the lift shaft, mention that here]*.**

**Lift cars clearly display safe working loads and the maximum number of passengers and we ensure that when building works take place, that the lift is not used inappropriately and that safe load limits are adhered to.**

**Lift cars are also equipped with emergency lighting and with a *passenger alarm/emergency telephone*. Lift release procedures are in place involving \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe the lift release arrangements e.g. telephone connection directly between the lift car and the maintenance contractor’s emergency desk]*. The correct operation of the lift alarm/emergency telephone is tested \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. as part of our monthly workplace monitoring programme]* and the result recorded.**

Records of maintenance and inspection are held \_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe location]*.

*Note that it may not be necessary to undertake all of the risk control measures listed, although similar measures will be required to cover all of the areas described.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Performance Monitoring and Audit**

*Note that whilst there are legal requirements for monitoring the implementation of health and safety arrangements, there are no prescribed methods. The following example is provided as an illustration of good practice and a practical approach to meeting legal requirements. Note that where quality of workmanship has a bearing on the safety of others e.g. electrical work, you should include details of quality monitoring in this section as well. It should also be noted that the higher the risk of the activities involved the greater the level of monitoring and inspection required.*

Proactive measurement of our performance against health and safety standards will be undertaken through:

* formal review of performance against health and safety policy
* monthly health and safety monitoring of the workplace and work activities
* staff appraisals
* monitoring of progress against action plans by the Health and Safety Committee.

**Formal Review and Audit**

The Health and Safety Advisor undertakes a formal audit every year to determine whether the policy requires revision and to measure whether the responsibilities and arrangements set down within the Health and Safety Policy and associated procedures, are being implemented in practice. Following this audit, a report is presented to the Board analysing current performance, identifying major and minor non-conformances and making recommendations for corrective action.   
  
On receipt of the audit report, the Board agree the health and safety action plan and the resources necessary. They also agree health and safety performance targets and objectives for the coming year. The Managing Director will drive forward improvements and monitor to ensure that progress is made within identified timescales, making frequent progress reports to the Board.

Our Health and Safety Advisor, conducts a six monthly strategic review with the Managing Director to discuss progress in implementing the action plan, targets and objectives, identify any new concerns arising and provide further advice.

The Health and Safety Policy document is reviewed by the Managing Director with input from the Health and Safety Advisor on an annual basis, in liaison with representatives of the company, to ensure that the policy reflects current activities, company structure and legislation.

**Monthly Health and Safety Monitoring**

The Health and Safety Coordinator undertakes a monthly inspection of the entire premises and monitors that routine management actions are completed using a prepared checklist. On completion of the monthly checks, the Health and Safety Coordinator collates the results and determines with the assistance of the Facilities Administrator, any actions to be taken. Timescales and responsibilities are assigned and at the next monthly check, the Coordinator determines whether there are actions which remain outstanding from the previous monitoring. Where actions have not been completed the Coordinator highlights these to the Managing Director for follow up. *(if work is undertaken off site, or at the premises of others, for example in a business providing equipment servicing, then your arrangements need to describe how this aspect of the work is monitored for example by supervisory checklists or site safety inspections. More detailed arrangements will be needed if the organisation is involved in any construction work or work on construction sites.)*

**Staff Appraisals**Directors and managers have health and safety performance objectives based on the company’s overall health and safety objectives. Progress against all individual objectives is measured as part of our staff appraisal programme.

**Monitoring by the Health and Safety Committee**

Our quarterly health and safety committee meetings include a standing item for performance monitoring. This item is used by the committee to receive and evaluate progress reports concerning the health and safety action plan and overall objectives.

*Note that this example sets a relatively formal standard if applied to a small business, but nevertheless reflects good practice in this area. As described in the introduction to this template, the company is at liberty to put in place any monitoring and auditing regime they like, provided that it is effective. See further information in the HSE sources. In particular, a good reference source is HSE’s ‘Successful Health and Safety Management’ HSG65.*

*All organisations which use personal protective equipment should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Personal Protective Equipment and Clothing (PPE)**

We recognise that the use of PPE as a risk control measure is a last resort as it protects only the user and is at risk of not being worn correctly. Our employees are supplied, free of charge, with any PPE identified as a required risk control measure within risk assessments. We ensure that it is suitable, i.e. it reduces the identified risk as intended, it is CE marked, is a good fit, is suitable for the individual using it, is compatible with other PPE, that suitable storage is provided to prevent damage and that instructions are provided in its’ correct inspection, use, cleaning, storage and maintenance.

Employees who are required to use or wear PPE are provided with training on the circumstances in which it is used, the hazards against it will give protection, the importance of correct use, how to wear it to obtain the right protection and any limitations of the equipment. The training also includes how to inspect, clean, maintain and store the equipment and how to report defects and obtain replacements.

PPE is checked during \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. our monthly workplace monitoring programme]* and replacements are available on request in between inspections.   
  
*If you have peripatetic workers indicate that they will have the correct PPE with them e.g. Engineers are responsible for ensuring that they have the correct PPE in their vehicle at all times in accordance with instructions and for reporting loss or damage so that it can be replaced.*

*Note that the risk control measures listed are based on statutory requirements and therefore these or similar measures will be required.*

*This policy arrangements section should be included by organisations with pressure systems or vessels which fall under the requirements of the Pressure Systems Safety Regulations 2000.*

*A pressure system covers anything that contains a ‘relevant fluid’. A relevant fluid is steam at any pressure, or any fluid or mixture of fluids that may exert a pressure in excess of 0.5 bar (7 lbf/in2). Fluids include gases, liquids or vapours - for example compressed air, nitrogen, oxygen, acetylene, pressurised hot water, etc. Typical examples of this type of equipment are: Steam boilers and systems; pressurised process plant and piping; compressed air systems (fixed and portable); pressure cookers, autoclaves and retorts; heat  
exchangers and refrigeration plant.*

*In writing this template, we have assumed that the company is both the owner and the user of the system. If you are not responsible in both of these roles, you should take advice on the limitations of your role in maintaining the system and then amend this policy accordingly.*

**Pressure Systems**

The company has identified the following systems/vessels which fall within the requirements of the Pressure

System Safety Regulations 2000: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

A written scheme of examination has been drawn up by our competent person and that written scheme is held in a location readily accessible to the plant. Examination and testing is carried out by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[our insurance inspector/other competent person]* in accordance with the written scheme.

**We have appointed \_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]* as our responsible person to operate the pressure system on** a day-to-day basis including undertaking *[daily/periodic]* checks and the planned preventative maintenance schedule. **\_\_\_\_\_\_\_\_\_\_ *[name or job title as above]* has been trained in the safe systems of work which have been devised as a result of risk assessments of the work activities. He has been made aware that the system may not be modified without the changes being first evaluated by the competent person. The safe operating limits of the equipment are clearly displayed for the information of our maintenance personnel.**

Appropriate emergency response procedures have been devised.

Records are retained of all inspections, testing, examinations and maintenance which takes place and of any other correspondence or report relating to the system. Our maintenance log is also used to record any abnormal or particularly arduous operating conditions and these records are made available to the competent person during the next examination.

*Note that it may not be necessary to undertake all of the risk control measures listed, as the Regulations are complicated and provide for exceptions relating to lower risk vessels. You should seek advice from your competent Health and Safety Advisor in order to ensure that this policy document correctly reflects the requirements placed on the company.*

*Organisations whose work could adversely affect public safety should include this section in their policy’s arrangements section. Note however, that this section is written in anticipation of works which involve building maintenance or repairs in the vicinity of the public. Substantial changes may be required for other scenarios as it has not been possible to anticipate every kind of activity which might be undertaken.*

*Alter and add to this as necessary to reflect the controls in place within your business.*

**Protecting the Public**

Our activities involve \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe activities which take place in public areas e.g. work at customer sites which are open to the public, work in our own premises which is open to the public].* We therefore take account of risks to the public within our risk assessments including the risks to children, the elderly and people with disabilities.

We make every effort to engage with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe third party contacts e.g. Client representatives, Customers/relevant managers]* at the planning stages in order to identify hazards which may affect other premises users or passers-by and to agree risk control measures.

Where our work is likely to obstruct fire exits we also liaise with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe third party contacts or relevant in-house managers]* to ensure that they are aware of this and can make alternative arrangements or schedule the work out of hours. *Delete if not applicable.*

During the work, when the building is in use, we \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe risk control measures e.g. barriers, signs, shielding, locking tools away, working tidily]*. *If the risk control measures involve barriers and signs consider the following phrase in addition -* Our staff are aware of the need to be alert to building users who may have special needs or be too young to comprehend warning signs and instructions.

We only employ experienced and trained staff whom we have inducted in our health and safety procedures and quality requirements.

*If the work involves an end product or installation which has the potential to injure if incorrectly finished,*

*include this phrase:*

We are committed to ensuring a high quality of design and workmanship which results in an end product or installation meeting essential safety requirements and being appropriately tested and inspected prior to being placed into service.

*Note that in your own scenarios it may not be necessary to undertake all of the risk control measures listed. There may however, be other management controls which are possible and appropriate. Other hazards to consider include hot surfaces and liquids, sharp tools and edges, temporary removal of doors/ covers/ hatches which may allow a fall from height, stability of structures/ displays/ housekeeping etc. If in doubt, seek competent health and safety advice tailored to your own business needs.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Risk Assessment**

We have a programme in place for the completion of general and specific risk assessments as required by legislation. Risk assessments are led by persons who have appropriate training and experience with input from individuals with experience of the work activities being assessed. They include both activities undertaken at our own premises and risks associated with offsite and itinerant activities such as work at the premises of others, travel and driving. *Delete or expand the relevant parts of this paragraph as appropriate to your business .*  
The extent to which we undertake the assessments internally depends on the competency required. *Delete the previous sentence if all assessments are carried out by an external specialist. If you have a training programme for in-house assessors you may like to include further details e.g. General risk assessors have achieved CIEH Level 3 award in Risk Assessment Principles and Practice.* Our arrangements in relation to each type of risk assessment are detailed below:

|  |  |
| --- | --- |
| **Type of Risk Assessment** | **Competent Assessor Who Undertakes** |
| General | *e.g. Trained in-house assessor* |
| COSHH (Chemical and Biological Hazards) | *e.g. Health and Safety Advisor* |
| Dangerous Substances and Explosive Atmospheres | *e.g. Health and Safety Advisor* |
| Radiation | *e.g. Radiation Protection Supervisor, Radiation Protection Advisor* |
| New and Expectant Mothers at Work | *e.g. HR Advisor, Occupational Health Advisor* |
| Young People | *e.g. HR Advisor, H&S Advisor* |
| Personal Protective Equipment | *e.g. Information is included within COSHH and General Risk Assessments* |
| Work equipment | *e.g. Information is included within General Risk Assessments, Specific risk assessments undertaken by H&S Advisor* |
| Manual Handling Tasks | *e.g. Health and Safety Advisor, Manual Handling trainer* |
| Fire Safety Risk Assessment | *e.g. Health and Safety Advisor, Fire Safety Advisor* |
| Display Screen Assessment | *e.g. Health and Safety Advisor, Occupational Health Advisor* |
| Assessment of First Aid Needs | *e.g. Health and Safety Advisor* |
| Noise | *e.g. Health and Safety Advisor, Occupational Hygiene Consultant* |
| Vibration | *e.g. Health and Safety Advisor, Occupational Hygiene Consultant* |
| Pressure Systems – Written Scheme | *e.g. Competent Person for Pressure Systems, Insurance Company responsible for testing and inspecting the equipment* |
| Lifting Operations – Lifting Plan | *e.g. Competent supervisor of lifting operations* |

*Delete the lines of the table which are not relevant to the company’s activities and amend as necessary to reflect the current arrangements for completing the required risk assessments.*

Progress on the programme of risk assessments, *[the training of assessors – if applicable]* and the outcome of assessments are subject to consultation with employees via \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. the Health and Safety Committee Meetings, Staff Meetings, email consultation systems]*. The significant findings of risk assessments are communicated to staff involved in relevant activities by *[e.g. circulating the risk assessments to all employees, a folder of assessments within each department]*. Risk assessments are reviewed at least annually or more often if there have been changes in the matters to which they relate.

Records of risk assessments are retained for at least *[e.g. 5 years]* and master copies are retained by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]*. *Note that whilst there is no requirement to retain copies of risk assessments which have been superseded, it is useful to retain them for future reference for example, in case they are needed to defend a legal action.*

*Add this section to your policy if you have persons present in your building who are more vulnerable to scalding or burns e.g. young, inform, elderly, disabled (in some cases). Alter and add to as necessary to reflect the controls in place within your business.*

**Safe Hot Water and Hot Surface Temperatures**

We ensure that temperatures at hot water outlets accessed by more vulnerable persons, are thermostatically controlled to prevent scalding in accordance with \_\_\_\_\_\_\_\_\_\_\_\_\_ *[NHS/ education authority guidance]*. We also ensure that taps delivering water at unregulated temperatures are clearly marked, ‘warning, very hot water’ and are not located in areas accessible to vulnerable persons.   
  
Heating appliances within the areas accessed by more vulnerable persons, are designed in such a way as to prevent accidental burns, by the use of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. low surface temperature radiators, insulation, enclosure of pipes and radiators, under-floor heating]*, thus ensuring that surfaces do not exceed 43°C.

A testing regime is undertaken by \_\_\_\_\_\_\_\_\_\_\_\_\_ in accordance with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[NHS Estates guidance HTM04 (SHTM 04 in Scotland)/ Education authority guidelines]*, to check that the temperatures are within the safe range. Records are kept of the tests and appropriate remedial action in \_\_\_\_\_\_\_\_ *[Location]*.

All care staff are trained in safe systems of work such as bathing, including a clear understanding of when additional supervision and temperature checks must be carried out. They are made aware that any temperature they observe which appears to be outside of the expected range must be reported for appropriate remedial action. Sufficient numbers of staff are also trained in emergency first aid for burns and scalds.

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Safety Signs, Signals and Notices**

Statutory health and safety notices are displayed including no smoking signs, the Health and Safety Law poster and the current Employers Liability Compulsory Insurance certificate. *Note that there are alternatives to displaying the law poster and employer’s liability insurance certificate but most employers find it easiest to*

*fulfil the applicable requirements by displaying these notices.*

Employees who do not attend the premises regularly are provided with a copy of the leaflet ‘Health and Safety Law – What You Should Know’ and a copy of the employer’s liability insurance certificate. *Delete this if no workers fall into that category.*Signage is also displayed to indicate fire escape routes, fire actions, fire extinguisher locations, first aid details and traffic safety instructions. Safety signs are also displayed where a risk assessment indicates that there are residual risks which cannot be adequately controlled by other means and are used to give warnings, prohibit certain actions and communicate mandatory safety rules.

Signs comply with the colour way and pictogram requirements of the Health and Safety (Safety Signs and Signals) Regulations.

We check that the signs remain in place, visible and in good condition through our \_\_\_\_\_\_\_\_\_\_\_\_\_ [e.g. monthly workplace monitoring regime].

Audible signals such as the fire alarm and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[add any other relevant signals e.g. lift alarm, burglar alarm, bomb threat signal, gas alert, radiation hazard, cardiac alarm, panic alarms]* are tested periodically to ensure that they are clearly audible in relevant areas and that staff are familiar with the sound.

*If applicable, describe how adjustments have been made to ensure that signs and signals provide a warning to the disabled. For example, additional visual signals may be required to supplement audible warning signals. Additional audible signals may also be required to supplement visual signals. In limited circumstances Braille signs may also be required to support safety signs.*

Employees are instructed in the meaning of safety signs and signals which they find in our workplace *[and will commonly find when working on other sites]*. *If you provide translated signs for persons whose first language is not English, state it here. If employees are involved in supervising reversing vehicles, crane operations or other activities requiring the use of standard hand signalling, indicate here what the activities*

*are and that they will be instructed.*

We also display, to assist our health and safety communications with employees \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. the health and safety policy, minutes of health and safety meetings, health promoting materials]* *Note that whilst there is no requirement to display the policy and H&S Committee minutes, this is good practice and helps to demonstrate that communication requirements have been fulfilled.*

*Note that it may not be necessary to undertake all of the risk control measures listed, although similar measures will be required to cover all of the areas described.*

*Organisations should include this section in their policy’s arrangements section if they share a premises with other occupiers and/or lease the premises from a landlord who retains repair and maintenance responsibilities. Alter and add to this as necessary to reflect the controls in place within your business.*

**Shared Premises Responsibilities**

We have shared responsibilities for the maintenance and safe use of the building with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[details of other parties e.g. other tenants, our tenants, the landlord, the managing agent]*.

*If you are sharing the premises with other occupiers include the following information:*

As the building is shared by other occupiers, we rely on, and cooperate with each other to ensure the safety of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[detail the shared areas e.g. stairways, stores, waste areas, car parks]*. *Describe here how you liaise with the other occupiers and resolve issues e.g. through a regular meeting.*

We coordinate with other occupiers and our *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [detail organisation in charge of the alarm system e.g. Landlord’s Agent/Security firm]* to ensure thatfire drills take place at least every \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[detail frequency e.g. six monthly]*. *If you also make joint arrangements for the training of fire marshals, as some multi-occupancy premises do, detail those arrangements here.*

*If you lease the premises from another organisation which retains some maintenance and repair responsibilities, include the following paragraph:*

Our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[detail organisation in charge of the building maintenance e.g. Landlord’s Agent/Landlord]* has overall responsibility for the maintenance of common areas and the building facilities including \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. lifts, sprinklers, alarm systems, emergency lighting, air conditioning, water facilities, electrical and gas installation, firefighting equipment in common areas etc]*. On an annual basis we review relevant evidence to ascertain that statutory inspections and required maintenance takes place. *Note that this is important as employers often retain legal responsibilities for facilities their employees or customers use, even though they may not have a contractual obligation to maintain them.* These checks include: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. fire signage, fire alarm servicing and testing records, emergency lighting tests, lift maintenance and statutory examination and testing (LOLER), escalator maintenance, water testing and treatment for the prevention of Legionnaire’s disease, pressure systems statutory test and examination, periodic inspection and test of the electrical and gas installation, sprinkler system maintenance, extinguisher and fire hose reel maintenance, fire safety risk assessment for common areas, lightning protection annual inspection, asbestos management plan, air conditioning system maintenance, general safe condition of common areas].*

We are responsible for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[detail the items which remain your responsibility for maintenance and repair e.g. for the maintenance and testing of emergency lighting, periodic inspection and testing of the electrical installation, the provision and servicing of fire extinguishers and maintaining fire signage in our area. Use the lists of suggestions in the landlord’s paragraph above, to check that you have everything covered.]*

*Detail here the arrangements for controlling maintenance and repair works including communications between those arranging the work and those in control of the work area in which it takes place, details of any safety rules and permit systems and who they are supplied by, and signing in and out requirements for contractors. There could be two issues here depending on your circumstances – a) Controls imposed on you and your contractors in relation to maintenance and repairs and b) Works carried out in your area but arranged by someone else which may create risks to your staff and customers or for which there may be risks to the maintenance workers from your activities. All of these issues should be covered in your description of the arrangements for cooperation and coordination.*

*Note that this can be a complex area to manage but it is important that responsibilities are clearly defined. The situation of shared responsibility, often leads to errors and omissions which cause serious incidents. This template is based on legal requirements set out in the Management of Health and Safety at Work Regulations 1999 and the Regulatory Reform (Fire Safety) Order 2005/ Fire (Scotland) Act 2005/ Fire Safety Regulations (Northern Ireland) 2010.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Slips, Trips and Falls**

We have reviewed all of our premises for slips, trip and fall hazards and taken action to resolve the issues identified and recorded these in our risk assessments. Housekeeping standards and the condition of floors are reviewed formally on a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[frequency e.g. monthly]* basis as part of our workplace monitoring regime. The results of this monitoring are recorded and actioned.   
  
The prevention of slip and trip accidents in the workplace relies on the involvement of all staff and everyone is encouraged to deal with hazards when noticed. Staffs are instructed in the importance of storing equipment in designated locations and in particular keeping walkways free from obstructions and trailing cables. They are also encouraged to report hazards, seeking assistance with any which they cannot personally resolve.

We ensure that storage areas are of sufficient capacity, are well managed and are under the control of an identified person.

Steps and stairs are equipped with handrails. *Note that where there are only two steps a hand rail is not obligatory*. Step edges are kept in good condition *[with bull noses installed - delete last phrase if not applicable]*. External step edges are highlighted with \_\_\_\_\_\_\_\_\_\_\_ *[e.g. white/yellow paint, hazard tape]* where necessary for visibility. *Delete last sentence if not applicable*   
  
When specifying hard flooring, we ensure that it meets the surface roughness requirements suitable for the activities taking place and, as part of our risk assessment process we undertake assessments of the slip risk from hard floored areas in line with HSE guidance taking specific account of the use of the area.   
  
Cleaning regimes are designed to ensure that dust, grease and other slip hazards are well controlled, with all hard flooring cleaned at least once per week. If there is a spillage, staff are responsible for ensuring that it is cleaned up promptly and any wet floor is clearly highlighted.

Wet floor signs are used where floors remain wet after cleaning or as a result of other causes such as wet weather. However, floors which people are expected to use whilst wet, will be dried so far as is reasonably practicable.

Cleaning staff also remove waste on a daily basis to ensure that it does not accumulate and cause a trip hazard.   
  
Staffs are encouraged to wear sensible footwear. *Include here details of any specific footwear policy, noting that if safety footwear is a requirement, this must be provided free of charge by the employer.*

Suitable and sufficient lighting is provided for normal tasks, and emergency lighting is provided to aid escape in case of lighting failure. All lighting is routinely checked as part of our monthly workplace monitoring regime.   
  
Arrangements are in place for dealing with ice, snow and the accumulation of leaves on a timely basis to reduce the slipping risk in our external areas. *[Staff expected to work outdoors in freezing conditions are supplied with non-slip overshoes – include if applicable].*

*Note that it may not be necessary to undertake all of the risk control measures listed, provided that slip and trip hazards are adequately controlled and specific legal requirements under the Workplace (Health, Safety and Welfare) Regulations, are fulfilled. See further information in the Hettle Andrews Slips, Trips and Falls Guide.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to it as necessary to reflect the controls in place within your business.*

**Smoking**

Smoking is not permitted within our building/s and company vehicles. Signs are displayed at entrances and in vehicles in accordance with statutory requirements. Smoking is also not permitted in any private vehicle when used on company business if it is being used to carry passengers.

All staff and sub-contractors are prohibited from smoking within any customer premises or within any place where “no smoking” signs are displayed.

*You may wish to add details of smoking facilities/ shelters you have provided which meet requirements for not being ‘substantially enclosed’. Note that there is no legal requirement to provide smoking shelters. E.g.* For the purpose of fire prevention and to preserve the appearance of our premises, we provide receptacles for smoking materials, located \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe location which would need to be external to any building]*. Staff are instructed that all litter, including cigarette butts, must be placed in the container provided. Smoking in other areas of the company’s grounds or buildings is strictly prohibited.

*If you provide any support to assist staff in giving up smoking you may wish to detail the arrangements here. Note that there is no legal requirement to do so.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Stress**

Stress is defined as ‘the adverse reaction people have to excessive pressure or other types of demand placed on them’. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.   
  
As a result we have evaluated the roles and job functions in our business and identified those jobs which are more stressful than others. This assessment has taken into account the HSE’s stress management standards and indicators of stress within the company. As a result we have implemented an action plan to reduce the impact which excess work pressure can have on our staff.

The stress risk assessment is reviewed at least annually in consultation with a cross section of staff and progress against the action plan is reviewed via \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[Health and Safety Committee Meetings/Staff meetings]*.

We encourage a supportive culture where colleagues assist each other to ease peaks in work load. The nature of our work demands regular communication between managers and staff and plenty of opportunities for staff to share problems and seek additional support if needed. The company discourages staff from working excessive working hours and has implemented HR procedures to ensure compliance with the Working Time Regulations.   
  
We offer support through managers, the HR team and where necessary professional counsellors, where individuals experience excessively stressful situations or stress related ill health.

We intend that all staff will be properly resourced and trained to undertake their role. Our thorough selection processes assist us in matching individuals to the demands of each job function. Through ongoing management reviews, new starter induction procedures and annual staff appraisals, we identify and manage training and development needs. We believe in offering developmental opportunities to staff where possible and where the member of staff desires it.

Management and supervisory staff receive training in good staff management practices. If the business is intending to implement organisational or procedural changes, we ensure that managers communicate and consult with staff at an early stage.

Poor performance and attendance is actively managed to identify causes and solutions, including providing additional training or moving individuals to more suitable roles where necessary and possible. This approach also reduces the burden on other staff who would otherwise have an additional workload.   
  
Bullying, harassment and discrimination are not tolerated and the company has HR policies in place in respect of these issues together with a grievance policy. All of these policies have been publicised to employees.

*Note that it may not be necessary to undertake all of the risk control measures listed, although similar measures will be required to cover all of the areas described. Your organisation may have a different approach to some of the issues outlined in this template, for example, you may have a confidential telephone helpline for staff.*

*Organisations involved in the supply of products should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

*Note that this section is a very basic policy intended for businesses with limited involvement in the supply of potentially hazardous equipment or substances. Businesses who are heavily involved in this area should devise a more detailed policy with input from their competent advisors.*

**Supply of Products**

The company acts as a *[manufacturer/supplier and installer – delete those not applicable]* and as such has duties under Section 6 of the Health and Safety at Work etc Act 1974. In compliance with the Act *[and with the Supply of Machinery (Safety) Regulations 2008 (as amended) – include if supplying machinery/and with the Chemicals (Hazard Information and Packaging for Supply) Regulations 2009 and Regulation on Classification, Labelling and Packaging of Substances and Mixtures – include if supplying hazardous substances, and with the Construction Products Regulations – include if supplying products for use in construction]* the company ensures that all articles supplied *[and installed]* are, so far as is reasonably practicable, safe and without risk to health and safety, comply with essential safety requirements and are CE marked with the required technical file produced. *–* *Note that many other types of equipment such as lifts, pressure vessels, vehicles and electrical equipment are subject to specific EC Directive requirements which would need to be addressed in more detail.*

*If you are an installer, include the following phrase:*

Suitable tests and examinations are undertaken once the installation is complete. Confirmation of the outcome of those tests, and recommendations for ongoing maintenance are supplied to the client, in order to ensure continuing safe use of the articles.

*As a supplier of equipment, include this phrase:*

Information on the risks of the product and recommendations for its safe use are provided to the customer with any equipment supplied. We also ensure that in the event of new and serious risks coming to our attention, which this information is provided to customers originally supplied with the article, whose details we hold.   
  
*As a supplier of hazardous substances, include this phrase:*

We ensure that any hazardous products supplied are correctly packaged and supply health and safety data sheets for substances when requested by our customers.

*Organisations whose work involves the use of vibrating tools should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Vibration**

*If you have carried out an initial assessment of vibration exposure and found that the levels are below the Exposure Action Value (EAV), use the following template:*

A specialist has undertaken an assessment of vibration risks which affect employees using tools such as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe vibrating tools e.g. circular saws, drills, mowers]* and it has been determined that the level of exposure is below the daily Exposure Action Value (EAV) specified in the Control of Vibration at Work Regulations 2005. Nevertheless we have ensured that employees are aware of vibration hazards, symptoms to look out for and ways to minimise the effects. We also ensure when purchasing new equipment that we buy low vibration products.

Vibration exposure will be reviewed where there are changes in the equipment used or work patterns.

*If you have carried out an initial assessment of vibration exposure and found that the levels are above the Exposure Action Value (EAV), use the following template:*

A specialist has undertaken an assessment of vibration risks which affect employees using tools such as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe vibrating tools e.g. chainsaws, road breakers, hammer drills, scabblers, strimmers, sanders]* and it has been determined that the level of exposure for some employees is above the Exposure Action Value (EAV) specified in the Control of Vibration at Work Regulations 2005.

As a result, on the advice of the assessor, we have introduced a programme of controls to reduce exposure to as low a level as is reasonably practicable. These controls have included *[e.g. purchasing reduced vibration tools, limiting exposure time, introducing alternative working methods, changing work patterns to introduce more breaks and eliminate prolonged working, automation, improving the efficiency of the tasks, using jigs and suspension systems e.g. strimmer harnesses, improving the ergonomics of the task, more regular equipment maintenance, providing additional PPE to keep workers warm and dry].*

We provide health surveillance to those employees who are deemed to be at risk in the form of health questionnaires and where necessary health evaluation by an Occupational Health *Nurse/Doctor*. As a result of this surveillance we are provided with essential advice about any changes which need to be made

to an individual’s job, which we then act upon.

The vibration risk assessment/s will be reviewed at least every \_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[indicate frequency as determined by assessor]* and in any casewhen there are changes in the equipment used or work patterns.

Information and training is provided to affected employees on:

* the health effects of vibration, and how to recognise and report symptoms
* sources of vibration and the actions we have taken to reduce risks
* risk factors and ways to minimise the risk
* the health surveillance programme.

Records of vibration risk assessment are held \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe location]*.

Health records are held by our Occupational Health Advisors in accordance with requirements for confidentiality of medical records. These records are made available on request to the individual employees whom they concern. Collective results and patterns are discussed with employees via our consultation mechanisms. *Note that such discussions are not required if doing so would reveal confidential medical information about individuals e.g. due to the small number of persons involved.*

*Note that it is necessary in most situations to apply all of the management arrangements described here in order to comply with legal requirements.*

*Organisations, for which verbal or physical violence at work is a concern, should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Violence**

Violence at work is defined by the Health and Safety Executive as ‘Any incident in which a person is verbally abused, threatened or assaulted in circumstances relating to his or her employment’.

Whilst we do all that we can to avoid it we recognise that staff involved in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[detail roles or activities]* are at risk of violence perpetrated by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[detail source e.g. customers, patients, members of the public, pupils, residents]*.

To manage these risks we have undertaken risk assessments of relevant work activities, particularly for the purpose of identifying violence risk factors and the necessary controls.

We believe that reducing the risk depends on the design of workplaces together with appropriate working procedures and staff training. For that reason, where we can redesign workplaces such as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. reception spaces, interview rooms]* we ensure that we include improvements to reduce the risk of violence. *Delete these two sentences if you do not have control over any workplace design issues which could reduce the risk.*

*If your risks relate to persons working within premises and being threatened by persons able to gain unauthorised access, you may wish to add a sentence here explaining security measures which have been applied.*

We provide training in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. conflict resolution, control and restraint, self-defence]* for all appropriate staff as identified through our risk assessments.

*Describe any other risk control measures you implement such as avoiding lone working in certain scenarios, sharing information on clients, emergency alarms and response.*

We robustly investigate any reported incidents of violence to our staff and learning points are incorporated into working procedures and future premises designs as applicable.

Management and occupational health support is offered to those who have suffered from verbal abuse or physical assault and it is our policy to involve the Police and seek a conviction of any person who assaults our staff.

*Note that it may not be necessary to undertake all of the risk control measures listed, although similar measures will be required to cover all of the areas described.*

*Businesses operating from very small premises may not find it necessary to have in place visitor controls and therefore may choose to omit this section. All other organisations are recommended to include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Visitors**

# Visitors to our premises include \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. couriers, customers, sales persons, contractors, members of the public (including children), friends and family of employees, patients, members of the emergency services, regulatory staff]*.

# Visitors are asked to sign in and out of our buildings *[and will be under the supervision of one of our members of staff/will be provided with information via signage that will assist them in remaining safe during their visit]*. Contractors undertaking work within the premises will be subject to our contractor control arrangements. *Note that there is no legal requirement for visitors to sign in but it is good practice and the register often forms an essential part of the roll call during an emergency evacuation. Providing badges assists with security and this should be added here, if it forms part of the company’s procedure.*

*Describe any additional risk control measures which have been put in place for the safety of visitors, e.g. walkways, visitor signage, provision of hi visibility vests to be worn in restricted areas.*

*Note that it may not be necessary to undertake all of the risk control measures listed, although similar measures will be required to cover all of the areas described.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the facilities in place within your business.*

**Welfare Facilities**

We have evaluated the welfare facilities required for our business to comply with the *Workplace (Health, Safety and Welfare) Regulations 1992* and have confirmed that the existing facilities meet or exceed the minimum requirements. *If changes are required as a result of the evaluation, amend the previous sentence and state here the planned improvements.*

Well-equipped sanitary and washing facilities are provided in sufficient numbers for the staff using them. *Note that for a small business you could outline the facilities you have instead of making this type of general statement. If you provide showers, state it here. Note that showers are a requirement for activities involving hazardous substances where bodily contamination may take place.*Facilities are also provided for staff to obtain drinking water, for heating water and heating food. *Note that this is normally the minimum requirement although if there is another means of obtaining hot food, facilities may not be needed within the workplace.*   
  
*Describe the facilities provided for rest and for eating, e.g. ‘Staff are able to rest and eat food at their desks’. Note that this is only permissible in an area where desks or workstations are not subject to contamination from hazardous materials or a process, if a separate rest room is provided, you should state that instead or in addition. Where the place of work is contaminated or does not have seating, a rest room must be provided.*

*If lockers and changing rooms are provided, state it here. Note that these are only required in certain circumstances eg when it is necessary to change from personal clothing into work clothing. Accommodation for outdoor clothing is always required and may be as simple as a hook or peg in a clean area.*

*Include any other special facilities which have been provided e.g. due to hazardous substances being present.*

*If applicable state that the facilities have been adapted for use by disabled workers.*

We have also considered the needs of new and expectant mothers and *[have provided a rest room for that purpose/have determined that rest facilities will be provided in the form of \_\_\_\_\_\_\_\_ when required]*.

All of the welfare facilities are ventilated, well-lit and designed so as to be easily cleaned. A cleaning regime is in place involving \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe arrangements]*.

*If the company has peripatetic workers, state how their welfare needs are provided for e.g. facilities provided on customer premises, hand washing facilities in the vehicles, details provided to workers of public toilets available on their routes.*

*Note that it may not be necessary to undertake all of the risk control measures listed, although similar measures will be required to cover all of the areas described.*

*It is advisable for all organisations to include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Winter Conditions**

Whilst we make every effort to ensure that temperatures within internal work areas are reasonable, it is foreseeable that heating systems may fail due to breakdown or power disruption. Should this occur, staff should utilise the portable heaters where possible and put on additional clothing as a temporary measure whilst a solution is sought. Where the temperature in the work areas falls below 16 degrees Celsius for a prolonged period, managers will authorise staff to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. go home on full pay, work from home]*. *If work in some areas involves physical effort, include details and explain that the minimum temperature which applies is 13 degrees Celsius*.

*For outdoor workers describe any additional measures to be taken or already made e.g. the provision of thermal clothing, warm jackets, gloves and hats, non-slip overshoes etc., changes to work patterns such as switching to indoor tasks, additional rest breaks, hot drinks facilities*.

Employees who drive for work purposes have been issued with, and are expected to follow, the *Hettle Andrews Guide to Driving in Snow and Ice.*

In the event of snowfall within the commuting routes of employees, managers will monitor weather conditions and release staff early if necessary to avoid them being trapped at work. Managers will also contact staff if the workplace is to be closed and/or they not expected to come to work e.g. during a period of prolonged freezing conditions.

Unless directed by management not to attend, employees are expected to make reasonable efforts to come to work without taking personal risks. Travel warnings should be heeded. *Describe here any arrangements made for home working and cross reference to your home working health and safety policy if applicable*. Our \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. HR Policy, Employee Handbook, Terms and Conditions of Employment]* include details of how non-attendance due to extreme weather will be managed. *Alternatively, if you do not have these formally documented you may wish to indicate here broadly how the situation will be dealt with e.g. the Managing Director will decide on a case by case basis.*

Line managers are responsible for ensuring that additional communications and other precautions are taken as necessary to safeguard those who are lone working. *[This may occur due to low staff numbers in the workplace or due to home working arrangements being instigated – delete/amend as applicable]. If there are particular tasks which will become too risky during extreme weather or under low staffing conditions, you may wish to detail them here. If particular categories of individuals are more likely to be at risk as a result of the conditions you should include an indication of how this will be addressed e.g. in a healthcare setting non-urgent appointments would be cancelled, in a workshop, hazardous machinery should not be used by lone workers.*

*If you have a lift, extreme weather may mean that need to prevent its use, due to or unreliability of emergency release procedures operated by external contractors or in-house staff who may not be able to attend. If so, include a phrase here. Note that if you have disabled staff you may need to make alternative working arrangements for them, if so, explain here, how that will be handled.*

If due to low staff numbers, our first aiders are not available, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. the most senior manager present]* will take the role of appointed person i.e. for the purpose of managing any first aid incident and obtaining medical treatment.

We have also put in place contingency plans to cover \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[detail here other safety critical systems which may fail due to low temperatures, ice, snow or low staffing].* *Add in any details of the precautions to be taken or cross reference to other documents.*

Procedures will be implemented in accordance with our slips trips and falls policy to control the additional slipping hazards presented by the weather. In particular all external walkways and steps on our premises will be regular cleared of snow and gritted to reduce ice. We will follow the government’s snow code in our approach to clearing snow and ice.

We will also pay particular attention to building entrance areas to minimise the risks from wet floors. Employees will be encouraged to wear footwear with a good tread when walking outside eg between the car park and the buildings. *Include details of arrangements made to control ice and snow risks in car parks eg cordoning off areas which are deemed too treacherous to use such as steep slopes, arrangements for routine gritting.*

*Note that it may not be necessary to undertake all of the risk control measures listed, provided that hazards arising from winter conditions are adequately controlled and specific legal requirements under the Workplace (Health, Safety and Welfare) Regulations, are fulfilled (i.e. those relating to temperature and slipping hazards).*

*Organisations should include this section in their policy’s arrangements section unless they undertake no work at height whatsoever. It is impossible to anticipate every working at height scenario and therefore those companies which are involved in building maintenance or equipment installation activities should carefully consider whether this template includes everything required. Alter and add to this as necessary to reflect the controls in place within your business.*

**Work at Height**

Whilst we aim to avoid work at height we have identified the following situations where our staff may be at risk of falling from a height \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[list scenarios e.g. changing light bulbs, accessing high shelving, accessing our attic store, cleaning tall displays, installing equipment]*.

Where work at height is required we conduct a risk assessment in order to identify the risk control measures required to minimise the risks so far as reasonably practicable. Our risk assessment process takes into consideration the hierarchy of work at height controls as set out within the *Work at Height Regulations,* *[the effects of weather conditions and covers the risk of falling objects in addition to the risks of falling -* *include if applicable]*. Where applicable, risk control measures include arrangements for rescue. *Delete this last sentence if you are not involved in work with fall arrest equipment, nets, airbags etc.*

We will only use ladders and step ladders for work at height where the low risk and short duration makes this acceptable and where the nature of the work enables three points of contact to be maintained throughout. Activities which we have identified as acceptable for work from ladders or step ladders are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe activities]*.

Where work involves difficult access or work at heights which cannot be carried out safely from ladders or steps, special access arrangements will be made which may include \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[eg the use of podiums/ tower scaffolding erected by a PASMA trained person/ the use of cherry pickers by RTITB or IPAF qualified operators]*.   
  
All ladders and stepladders used by our employees meet BSEN131 standards or British Standard Industrial class, have a maximum static load capacity of at least 150Kg and are inspected on at least an annual basis. Steps used for heavy industrial applications e.g. work on construction sites will always have a maximum static load capacity of 175Kg. All work at height equipment including kick stools, step ladders and ladders, are subject to formal \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[frequency e.g. annual]* inspections in addition to pre-use inspection by the employee.

Our employees are instructed in the principles of safe use of the access equipment provided. *If there are ladders and step ladders intended only for use by particular staff members such as maintenance*

*engineers, describe how access to these is restricted e.g. by locking them in a store]*

*Include a paragraph such as this one, to cover window cleaning activities:* Window cleaning contractors are required to submit their risk assessment and method statement to demonstrate that the risks of falls from height are adequately controlled. Their work is monitored periodically to ensure that they are applying the safe methods of work submitted. *You may wish to replace this sentence with a statement which reflects the lack of risk or lack of involvement with window cleaning e.g.* As our premises are single storey, window cleaning is carried out without working at height/Our window cleaners employ ladder-less techniques to avoid work at height/Our landlord arranges window cleaning and has responsibility for ensuring the safety of their staff and contractors. *If windows are cleaned from the inside creating a risk of falls then you should cover these issues eg* Window cleaning undertaken from inside the building, gives rise to a risk of falls, and our staff/contractors are therefore required to use safety harnesses connected via lifelines and shock absorbers to eyebolts. Eyebolts are routinely tested by our insurance inspector. *If the persons affected are staff, also include:* Safety harnesses and lines are also subject to regular inspection and a record kept.

*If you have a running line system on the roof, include similar risk controls to those described above with regard to testing and inspection of the harnesses and the running line system.*

*If you have attic spaces within your premises, describe the safe access arrangements including ladders, facilities for manoeuvring materials and equipment into the attic if necessary, barriers around the opening once in the attic and boarding/barriers to prevent falls through fragile ceilings.*

*If you have fragile roofs and or skylights, describe the risk control measures you have in place eg* Our premises include fragile roofs and skylights and we have ensured that clear warning signs are displayed on all sides of the building. In the event that repairs are required or access is needed for any other reason, this is undertaken by competent roofing contractors using safety equipment and applying a safe system of work. Such work is only permitted after our Health and Safety Advisor has approved a risk assessment and method statement submitted in advance. The work is also subject to a permit to work. *Note that if you have fragile sky lights on a routinely accessed non-fragile roof, these should be protected to prevent falls through them and if necessary, signed.*

*Describe your approach to work on pitched roofs e.g.* Our staff do not carry out work on our roof/s and where such work is required we employ competent contractors using appropriate safe systems of work and controlled under a permit to work. *If you do undertake this work in-house describe the equipment, training and safe systems of work employed.*

*If any of your buildings have a flat roof requiring access occasionally or routinely e.g. for plant maintenance,*

*Include some information about your risk controls: Our flat roof/s are accessed by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe personnel]* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe frequency e.g. approximately once a month]* and for this reason we have ensured that the access route and the work area are suitably protected with guard railing. *Note that it may be possible to justify lesser measures e.g. harness and line systems if work is infrequent, but there will need to be additional supervision and permits to work in order to provide proper control. If in doubt about the precautions required or the specification of barriers check the HSE’s guide HSG33 ‘Safety in Roofwork’*.

*If you have pits on site or work which would involve working above access chambers or excavations, include details of how the risks are controlled and take particular account of potential risks of confined spaces (see the Hettle Andrews Confined Spaces Guide).*

*Include a sentence to cover off less usual scenarios such as construction or alterations work carried out e.g.* Any other work at height required would be considered on a case by case basis with input from our Health and Safety Advisor.   
  
*For those involved in the design or specification of buildings or plant, there must be a process for considering safety of work at height for those constructing, installing, using and maintaining the facility. This should be indicated here.*

*Note that this policy will need to be tailored to cover the particular work at height scenarios which are relevant to the business.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to this as necessary to reflect the controls in place within your business.*

**Work Equipment**

When selecting work equipment for purchase we consider its suitability for the tasks required. We also ensure through training that staff who are to use the equipment understand how to use it safely and the limitations of the equipment.

Where we purchase machinery or equipment from outside of the EU, we recognise that we may become the importer and are consequently responsible for ensuring that the equipment meets conformity requirements as set out within Regulation 10 of the Provision and Use of Work Equipment Regulations and relevant CE Marking and EC Directive requirements. *If there is no possibility of this situation occurring, delete this sentence.*

Portable electrical equipment is subject to portable appliance testing by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. a trained in-house tester/an external specialist contractor]*. The frequency of testing is scheduled in accordance with IET guidance and this testing is in addition to the pre-use inspections that all staff are instructed to carry out. *If additional visual inspections are required e.g. of portable power tools, indicate it here including who will carry this out*.

Defects are reported to line managers who ensure that repair or replacement is undertaken promptly. Equipment which is in a dangerous condition is securely removed from service whilst awaiting repair or disposal.

All powered equipment is capable of being isolated and procedures require that maintenance and cleaning is carried out with the equipment switched off, and where the risk assessment requires it, physically locked off or disconnected.

*Note that for most low risk office based businesses the next two paragraphs are likely to be not applicable.*

For equipment which is hazardous to those who are untrained, use of the equipment is restricted to authorised persons. Where necessary, these restrictions are supported by locking off the area or the power supply and by the display of signs indicating the names or job titles of authorised persons.

Safe systems of work are also developed for the use and maintenance of hazardous equipment and relevant safety signs are clearly displayed. These control measures are based on general risk assessments which have been undertaken for the use and maintenance of the equipment.

*The following paragraphs may apply if your business includes in-house maintenance or workshops of any type. Low risk office based businesses that contract out their maintenance activities should be able to delete the remainder of this section.*

Power tools are of 110v CTE type or battery powered. In the unusual circumstance that it was necessary to use a 240v tool on site, this would be carried out using an RCD adaptor and only then in dry conditions and where mechanical damage was unlikely.

It is our policy that staff are not permitted to use their own tools for work purposes, as this could make it very difficult for us to ensure that the equipment is suitable and properly maintained. *Note that it is possible to put in place risk controls for the use of ‘own tools’ and in some occupations it is common practice for staff to bring their own tools. If staff bring their own tools though, the employer is still responsible for ensuring they are suitable and properly maintained.*

All work equipment is subject to a programme of inspection and where necessary, maintenance. This programme is devised taking into account the risk assessment, general good practice and the manufacturer’s instructions. Maintenance is only carried out by persons who have been suitably trained. In the case of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[list equipment e.g. passenger lifts]* this maintenance is carried out by specialist *contractors/ in-house maintenance staff*.

Fixed machinery is inspected \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[e.g. during our monthly workplace monitoring programme]* as well as by users and supervisors on a day to day basis. This inspection checks general condition, the presence of fixings, the correct operation of safeguards and the presence of guarding. Staff are also instructed to check that guards are correctly in position before using work equipment.

Suitable storage arrangements are provided for work equipment *[including arrangements for safe carriage in our vehicles]*.

Where we hire equipment on a long term basis we ensure that the maintenance and repair responsibilities are clearly agreed between ourselves and the hire company. *Delete if not applicable.*

Records of maintenance are kept by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]*. *Note that whilst there is no requirement to keep a maintenance log, this is good practice. It is however required that where a maintenance log is kept, that it is kept up to date.*

*Note that it will be necessary to amend this document to take account of the types of equipment and circumstances of use. It may be preferred to replace suggested statements with very specific information eg instead of saying ‘suitable storage arrangements are provided’ it may be preferred to describe the storage facilities in the workplace.*

*All organisations should include this section in their policy’s arrangements section. Alter and add to it as necessary to reflect the controls in place within your business.*

**Workplace Environment**

The comfort of our staff is a high priority and we will do all that is reasonably practicable to ensure the thermal comfort, adequate ventilation and sufficient lighting of our premises.   
  
To achieve this we provide:

*Include here, details of the facilities in place, e.g.*

* *a central heating system*
* *additional heating appliances where necessary*
* *windows which can be opened safely*
* *adjustable blinds*
* *portable fans where necessary*
* *air conditioning units/an air conditioning system*
* *lighting which is suitable for the tasks undertaken*
* *emergency lighting which lights escape routes and high hazard areas in the event of failure of the normal lighting circuit.*

*Note that it may not be necessary to provide all of these facilities to meet minimum legal requirements, but effective means of providing heating, lighting and ventilation are required under the Workplace (Health, Safety & Welfare) Regulations. See further information in the Hettle Andrews Workplace Environment Guide.*

All equipment provided for the purpose of workplace comfort is subject to periodic checks, maintenance and repairs by competent engineers.

To assist in monitoring the indoor workplace temperature, thermometers are displayed in representative areas of the workplace.   
  
*Note that sufficient thermometers must be displayed to provide a representative reading in respect of each work area, this does not mean that thermometers are required in every room.*

For our \_\_\_\_\_\_\_\_\_\_ *[describe staff roles]* who work outside, we provide suitable warm and weather proof clothing in the winter and sun protection in the summer. Additional rest breaks are provided during extremes of weather and facilities for making hot or cold drinks are always available.

*All organisations should include this section in their policy’s arrangements section if they have an area under their control where vehicles are present. Alter and add to this as necessary to reflect the controls in place within your business.*

**Workplace Transport**

Our premises include \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe areas within the control of the business, involving vehicles and pedestrians e.g. customer parking, staff car parks, driveway, loading dock, delivery area, external storage areas, mobile plant, one-way system, order picking, right of access for other buildings, public right of way, adjacent to playing fields]*.

We have undertaken a risk assessment to cover these activities and identified the risk control measures required. *You may wish to detail the specific risk control measures e.g. segregation of pedestrian routes, zebra crossing, mirrors for blind spots, avoidance of vehicles reversing, supervision of reversing vehicles, pavements, barriers and fencing, highlighting of overhead hazards, speed limit signs, access control, vehicle sheeting controls, hi visibility vests]*. *Describe any rules which have been imposed.*

*If you have your own vehicles working on site e.g. tugs, include the following information (unless already included in the lifting equipment section of your policy):*

Plant such as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe vehicles]* are only used by persons that have had suitable and sufficient information and training on their safe operation and use and any precautions or safeguards required. Operators are also formally authorised to use the equipment and keys are removed

when the equipment is left unattended. We have training programmes to cover \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe activities e.g. supervising reversing operations (banksman duties), use of tugs]*. *Describe any particular physical restrictions which are applied to prevent unauthorised use e.g. restriction of keys to authorised persons.*

**Records of training and authorisation for the use of vehicles are held \_\_\_\_\_\_\_\_\_\_\_\_\_** *[describe location]*.

Driver fitness is an important safeguard for the use of on-site vehicles and we therefore undertake \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[describe fitness testing regime including eye sight tests eg in accordance with the fork lift truck approved code of practice we undertake health screening prior to the individual taking up driving duties and then undertake these at age 40 and thereafter at 5 yearly intervals]. Note that for most types of vehicle there is no specific legal requirement for health screening although eye sight testing is good practice.*Traffic routes and precautions such as barriers and signs are inspected by staff and supervisors informally on a daily basis and \_\_\_\_\_\_\_\_\_\_\_ *[e.g. as part of the monthly workplace monitoring programme]*.

All company vehicles are subject to a maintenance programme and \_\_\_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]* makes these arrangements and also ensures that vehicles for use on the highway are licensed, insured and MOT’d where applicable. All maintenance records are kept by \_\_\_\_\_\_\_\_\_\_\_\_ *[name or job title]*.

**Pre-use inspections are carried out by drivers and the results recorded. *You may wish to describe specific procedures instead including the frequency. It is usual for a pool vehicle to be checked on every occasion it is driven, but for other vehicles a less frequent check may be acceptable.***

**Defective vehicles are taken out of service whilst awaiting repair or replacement.**

Safe methods of loading are exercised to ensure security of the load during transit and adherence with load limit rules.

*Note that it may not be necessary to undertake all of the risk control measures listed, although similar measures will be required to cover all of the areas described.*