



Health, Safety & Wellbeing Policy

Date	Author	Summary of changes
27/06/2024	ROXPAL	Table of changes added to policy
30/07/2024	ROXPAL	Logo updated, annual review, more detail added to driving for work, mental health, stress and fatigue
27/09/2024	BENMAI	COSHH Assessment review frequency added

General Statement of Intent

Churches Fire Security Ltd consider our personnel our greatest assets and as such are committed to protecting the Health, Safety and Wellbeing of our employees and those affected by our work activities. Furthermore, we believe that excellence in the management of Health and Safety is essential within the overall business plan – a good Health and Safety record goes hand in hand with high productivity and quality standards.

Churches Fire Security Ltd's general policy for Health, Safety & Wellbeing is as far as is reasonably practicable to:

- ensure that near-miss identification and accident and ill health reporting is given the highest priority to allow us to implement effective controls
- identify and effectively control the risks arising from our activities
- provide suitable resources to comply with all statutory legislations and achieve the aims of this policy
- work with our employees and others affected by our activities to ensure this policy and the arrangements for HS&W are practical and relevant
- ensure our work areas and work equipment are well maintained to allow our employees, sub-contractors and others affected by our activities to work in a safe and healthy environment
- ensure all employees are provided with suitable information, instruction, training and supervision to allow each individual to make educated decisions regarding working safely
- create an positive health and safety culture and environment where safety is discussed in a mutually respectful way

Churches Fire Security Ltd is committed to meeting this policy by embracing the "Safety Starts with Me" initiative which shall empower and upskill each and every person to become their own Safety Officer; confident to report areas of concern, suggest safer alternative methods and make educated decisions about working safely to protect themselves and others. This feedback allows the Company to continually learn and improve the policies and procedures to better protect the Health, Safety and Wellbeing of its employees and others affected by our activities.



Signed: 
Charlie Haynes, Chief Executive Officer

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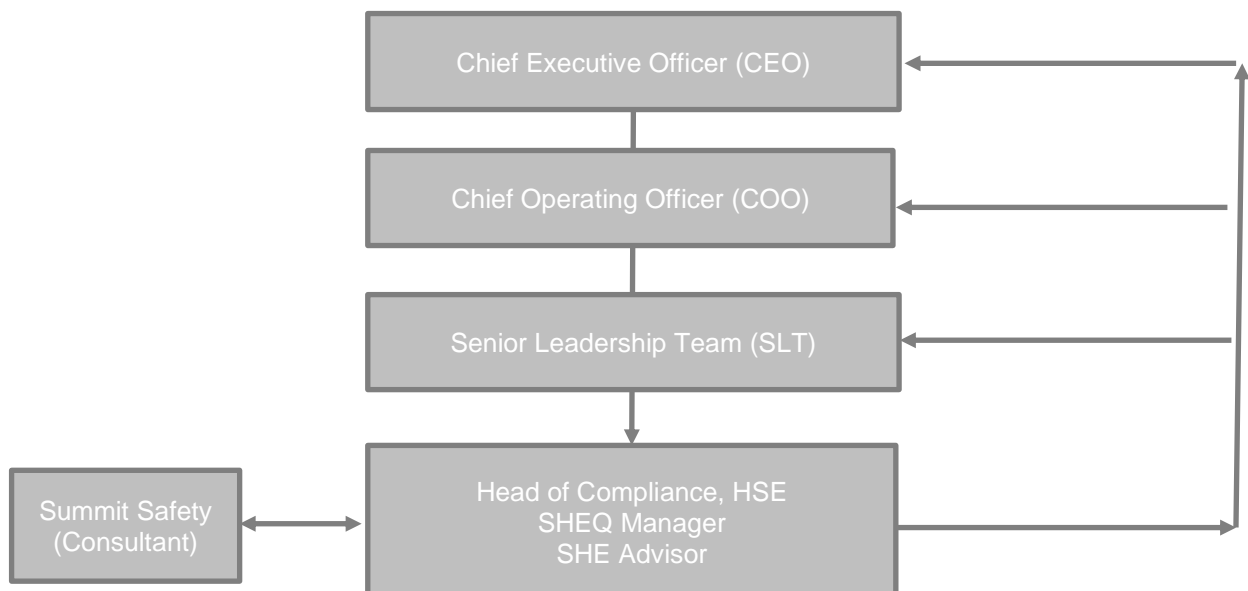
Health and Safety Organisation

Scope

This document forms part of the Company Management System along with the Quality, Environmental, HR and Operational [Policies](#) and [Procedures](#), and is written to demonstrate how Churches Fire Security Ltd (the Company) will protect the health and safety of its staff as the Company deliver a wide range of fire safety and security products and services to customers of all sizes across the UK.



Organisation





Responsibilities

Chief Executive Officer (CEO) (in addition to SLT duties)

- Assumes overall accountability for the H&S of employees and those affected by Company operations
- Champion the H&S goals of the Company

Chief Operating Officer (COO) (in addition to SLT duties)

- Director appointed to lead and provide functional management for the H&S employees and those affected by Company operations
- Formulate and/or approve, and actively support the strategic and operational H&S Management Documents (policy, plans and procedures)
- Set SMART H&S KPI's which add value to the business
- Monitor the implementation and progress against the H&S aims

Senior Leadership Team (SLT) (in addition to Managers duties)

- Champion an environment where H&S issues are discussed in a mutually respectful way
- Ensure the Company's H&S intentions are reflected in its decisions
- Ensure sufficient funding and resources are available to allow the Company to fulfil its H&S obligations and objectives

Compliance Department (in addition to Managers duties)

- Day to day responsibility for supporting the CEO, COO, SLT and Managers complete their H&S duties
- Drive "Safety Starts with Me" initiative throughout the Company
- Develop strategic plans to define the direction of H&S within the Company
- Ensure the Company and personnel are aware of their legal responsibilities and provide information, instruction, training and supervision, as required, to assist personnel to achieve these
- Ensure means of communicating and consultation with staff to ensure H&S arrangements are practical and relevant
- Report on and act as appropriate to deal with H&S issues that arise
- Keep up to date with H&S legislations and review implications of any changes
- Formulate, issue, implement and review appropriate H&S documents
- Monitor, audit and evaluate H&S progress and performance
- Ensure arrangements are in place to protect any high risk or vulnerable employees from any risks to their H&S at work
- Improve near miss and accident reporting and perform accident investigation with the aim to identify trends and implement measures to prevent reoccurrence. Complete RIDDOR reporting as required



- Liaise with visiting enforcement agencies, e.g. Health and Safety Executive Inspectors, and provide the facilities that they require. Notifying the Principal of any Enforcement Notices served on the Company
- Represent the Company through involvement with appropriate external H&S forums, networks, industry and regulatory bodies
- Complete and/or assist with internal and external safety inspections and audits. Act on and report non-compliances as required
- Assist with the selection of premises, facilities, plant, equipment and substances that are safe, suitable and compatible for the user and their role

Managers (responsibilities within their team)

- Day to day responsibility to lead by example to promote high standards of H&S within their area of responsibility
- Take visible positive action to promote the "Safety Starts with Me" initiative
- Work with the Compliance Department to promote the adoption of practical and relevant H&S best practices
- Cascade information provided by Compliance Department to ensure their team are provided with suitable information, instruction, training and supervision to allow each individual to make educated decisions regarding working safely
- Assist with the production of and compliance to Safe Systems of Work including operating procedures, instructions, site specific Risk Assessments and Method Statements including suitable control measures for use within their department
- Actively seek the cooperation and suggestions for H&S improvements from their team
- Report and assist in the appropriate response to H&S issues and emergencies which occur or are escalated
- Complete and/or assist with internal and external safety inspections and audits. Act on and report non-compliances as required
- Assist with ensuring the competency of staff and sub-contractors under their control; highlight training requirements, provide supervision and training as appropriate and review training records
- Ensure that no member of their team is required to undertake any task without adequate training/ instruction, or which exceeds their capability
- Where relevant, ensure operations on a customer's site are carried out in a safe and controlled/ planned manner
- Assist in the selection of plant, equipment and substances that are safe, suitable and compatible for the user and their role

Designer

- Comply with requirements of CDM 2015 by avoiding foreseeable risks in design and providing information on remaining risks
- Give due consideration to H&S at installation, maintenance and removal of the designed system as appropriate



- Coordinate with other trades at design stage to minimise risks on site

Purchasing & Logistics Manager and Procurement Manager

(in addition to Managers duties)

- Responsible for procedures relevant to procurement, provision and maintenance of the fabric of Company premises and its assets including vehicles, plant, equipment and substances, and reporting issues with these that may have a risk to H&S
- Control contractors working on Company premises to ensure staff are not put at risk
- Implement arrangements for ensuring the safe use, handling, storage, transport and disposal of articles and substances

All Employees

- Take reasonable care of their own and other's H&S
- Cooperate and coordinate work to ensure H&S of others remains unaffected
- Cooperate with the Company on all aspects of H&S and comply with H&S documents
- Report defects, deficiencies, unsafe equipment and practices or H&S concerns to their Manager or the Compliance Department
- Understand that non-compliance with the Company's H&S documents can result in disciplinary action, including immediate dismissal if appropriate
- Stop work and seek advice if they believe there is a risk of injury to themselves or others
- Do not interfere with anything provided to safeguard your or others H&S
- Report all accidents, near misses and dangerous occurrences and cooperate in accident investigation
- Actively participate in the relevant safety meetings and make suggestions to improve H&S standards
- Familiarise yourself with local emergency arrangements at each work location
- Select plant, equipment and substances that are safe, suitable and compatible for the user and their role
- Correctly use PPE, plant and equipment in accordance with training and seek guidance if queries arise.
- Assist in maintaining good housekeeping standards to ensure a safe and tidy working environment
- Assist with the production of Safe Systems of Work including written safe operating procedures, instructions, site specific Risk Assessments and Method Statements including suitable control measures for use within their department
- Take responsibility of the H&S of their invited visitors



Sub-Contractors

- As employees
- Provide competent and adequately resourced personnel
- Adhere to H&S requirements, report hazards, near misses, incidents and accidents
- Comply with the IITS as stipulated in the subcontractor PQQ, terms and conditions.

Specific H&S Duty Holders

[Link to Duty Holder Matrix](#)

Interested Parties

Interested parties include all stakeholders; direct customers, end users, suppliers, regulators, those within the Company, those acting on behalf of the Company and society. These parties add value to the organisation or are impacted by the activities within the organisation. Meeting their needs is important to implementing the H&S requirements effectively. Ensuring we meet all of our H&S statutory requirements is vital to the continuing operations of the business.

All employees both managerial and non-managerial have an interest in the H&S practices of the business. The Company stance is that all employees deserve to return home in the same state they left the home in the morning. This is reflected in the Company H&S video which forms the first session of anyone's orientation into the business.

Primary regulators include the LPCB, NSI and BAFE. Feedback from being audited against their schemes is utilised to facilitate compliance and continuous improvement. Stakeholders include owners, shareholders, directors and employees who have their needs and expectations placed on us therefore require the operation of a financially viable and profitable business that provides job security to employed staff whilst meeting all relevant UK trading / regulatory requirements.

Our insurers have an interest in our operations and practices to ensure we have the right insurance cover to meet the needs of the business.

The local authorities do not place specific 'needs & expectations' on us, but we are required to advise Customers with external alarms about Control of Noise compliance issues and also comply with any applicable requirements relevant to the premises themselves where they are 'listed'. They also act as the HSE & EA local facilitators in case of reportable incidents.

Our suppliers are all UK based although many of the Components or Equipment they supply is sourced from overseas. This is because we need to use industry compliant equipment with relevant grading's / approvals and proven reliability. Hence regular / key suppliers are also interested parties.



Other trades that may be working on site with our employees are deemed to be interested parties as our H&S practices may have an impact on them and their safety.

Visitors to our business are interested parties as our H&S practices and site facilities will impact their safety and experience with us.

We are aware of all of our local competitors and any we compete with on a national level. Hence local competitors could also be construed being interested parties in the Company's success.

Occupational health and safety organisations will be impacted by our H&S practices. They may receive a number of referrals based on how we operate.

Management of Health & Safety

Information, Instruction, Training and Supervision (IITS)

The Company considers its employees to be its greatest asset and by providing the resources required, the Company aims to ensure that all employees are in possession of the necessary information, instruction, training and supervision to complete their work safely and to the highest standard.

At the start of employment, all personnel receive an orientation, an individual training path and access to the online training academy containing the online training courses, policies and rams specific to their role.

Any member of staff can highlight specialised/ job specific or refresher training needs their Manager. Staff are to cooperate with training schedules and update Head Office with their achievements. The training department will maintain and amend training records accordingly.

Also see [Training Policy](#) for information.

No person may engage in any work activity or operate any equipment unless trained, competent and authorised to do so.

The Health and Safety Law leaflet is available for access on the [Company intranet](#).

The Employers Liability Insurance certificate is available on the [Company intranet](#)



Risk Assessment & Method Statement (RAMS)

In accordance with the Management of Health and Safety at Work Regulations 1999, the Company will conduct suitable and sufficient risk assessments of all activities that present a risk to employees or others. These assessments will be carried out in line with HSE guidance and the [RAMS Procedure](#) on the intranet.

Risk Assessments for hazardous activities shall be issued to the person(s) affected along with supporting method statements, guidance and instructions as appropriate, to provide a "safe system of work" with specific instructions on how to safely perform the task including all the control measures to be applied.

A suite of [RAMS](#) for standard Company operations are available on the Company intranet. These can only be amended by a competent person with knowledge of the workplace and activity.

Employees must not deviate from the approved RAMS without agreement from their Supervisor. If there are any suggestions to make the work safer or any queries regarding the contents, staff must not proceed until they have discussed the matter with a competent person who may then amend the RAMS if required.

Access and engagement with these documents is given and monitored through the Company's H&S training academy. When a RAMS document is updated, it will be uploaded to the Academy and distributed to the relevant employees where they will need to read and acknowledge the latest version of the document.

Service RAMs are issued via the RAMs Request email/ function, operating a 5-day SLA, RAMs are submitted to clients for sign off prior to arrival.

Dynamic Risk Assessments

A Dynamic Risk Assessment may be undertaken in a changing environment and provide a way to safely control developing and unforeseen circumstances. A dynamic assessment shall only be conducted by a competent person managing the activity and this person must halt the operation if they believe the risk outweighs the control measures applied.

Permits

It is recognised that certain activities cannot be adequately controlled by a written system of work such as entering a hazardous area e.g. confined space; where the work has a specific hazard e.g. hot work; where the work must be coordinated with others or where a system must be isolated before work commences. In such instances a Permit may be required to ensure the activity is controlled and monitored at all stages.

Permits may only be raised and issued by a competent person and must not be changed without authorisation. Anyone issued with a Permit, must fully comply with its contents.



Worker Cooperation and Consultation

The Company has an open [communication plan](#) regularly sharing information and consulting with employees as necessary to encourage ownership of H&S policies, procedures and initiatives. In turn, employees are asked to fully cooperate with initiatives, policies and procedures implemented to protect them from harm, and encouraged to highlight areas of concerns, suggest safer alternative methods and discuss any queries with the Compliance Department or their Line Manager.

Feedback from employees is fed back into policies, processes and procedures to ensure they remain relevant and achievable and thereby encouraging continual improvement of company documents.

Employees shall be formally consulted under the Health and Safety (Consultation with Employees) Regulations 1996 on matters including:

- any change which may affect them at work e.g. changes in procedures, equipment or ways of working
- arrangements for getting competent people to satisfy H&S law and regulations
- the information that employees are given on the likely risks and dangers arising from their work, measures to reduce or get rid of these risks and what they should do faced with a risk or danger
- the planning of H&S training
- the H&S consequences of introducing new technology
- use of the company H&S platform (the academy) to communicate health and safety briefings, toolbox talks, safety alerts, RAMs etc.

Employees are not permitted to use/ wear ear phones/ pods/ buds whilst working as this can compromise the hearing of the individual.

Competent Health & Safety Advice

In accordance with the Management of Health and Safety at Work Regulations 1999, the Company has access to competent H&S advice with an internal qualified team supported by external advice as required.

Discipline

The Company considers the H&S of our employees and all those affected by our works to be of paramount importance and therefore non-compliance with the Company's H&S documents can result in disciplinary action, including immediate dismissal if appropriate.

See [Disciplinary Procedure](#) for further information.



Construction (Design and Management) Regs 2015

The Construction (Design and Management) Regulations 2015 (CDM) set out what companies involved in construction need to do to protect staff and those affected by the work from harm. CDM applies to all building and construction work including new builds, demolition, refurbishment, extensions, conversions, repair and maintenance.

Where CDM applies, the Company will appoint a suitable team comprising of the Project Manager, the Compliance Department and other competent persons as required, dependent on the scope and nature of the work, to establish arrangements to meet the requirements of CDM:

- sensibly plan the work so the risks involved are managed from start to finish
- have the right people for the right job at the right time
- cooperate and coordinate the work with others
- have the right information about the risks and how they are being managed and effectively communicate this with those who need to know

Monitoring Performance

In addition to reactive monitoring of accidents/ill-health and near miss against bowler KPIs, the Company will undertake proactive monitoring of 'in focus' H&S performance such as incident, vehicle and training statistics and prepare a monthly report for management review.

To check working conditions, to ensure safe working practices are being followed and to review the effectiveness of safety documents, competent Managers will undertake routine audits and inspections of the workplace within their area of operation.

To monitor Technician competency, at time of service, post service and health and safety conduct audits shall be undertaken in accordance with the [internal audit system](#) and [technician audits](#) procedures.

Personnel

Young Persons

Young persons under the age of 18 years are considered to be particularly at risk from the hazards presented in the workplace because of their potential lack of awareness, inexperience and immaturity (both physical and mental).

Consequently, persons under the age of 18 years will only be employed on activities which have no age-based statutory restrictions and the Company will complete a specific risk assessment on commencement of employment to ensure all necessary measures are put in place to safeguard their H&S.



In addition, they shall be assigned a mentor to ensure that they are provided with appropriate job specific information, training and instruction. The mentor will be responsible for ensuring the close supervision of the young person.

New and Expectant Mothers

The Company supports its employees who are pregnant or have recently given birth and in accordance with Regulation 16 of the Management of Health and Safety at Work Regulations 1999 and, on notification, the Company shall assess the individual and their workplace to ensure they, and their unborn child, are not exposed to undue risk.

See [Maternity, Paternity, Adoption and Shared Parental Leave Policy](#) for further information.

Home Workers

The Company has the same responsibilities for people working from home permanently, temporarily and occasionally as it does for office-based staff and shall support home workers to ensure their home working environment is suitable and sufficient for the tasks carried out. Home Workers must cooperate in this process and bring to the attention of their Manager any matters which may affect their H&S.

The Line Manager shall ensure regular contact with Home Workers in their team to make sure they are stay safe and do not feel disconnected or isolated.

Non English Speaking Workers

Due to the technical nature of our work, all personnel must have a good grasp of spoken and written English. Where English is not the first language, procedures shall be put in place to ensure staff fully understand what is required from them, this may include use of interpreters or a buddy system as best applicable.

Contractors and Sub-Contractors

Under the Health and Safety at Work Act etc., Act 1974 Section 3 and the Management of Health & Safety at Work Regulations 1999, the Company recognises the duty it owes to contractors and sub-contractors as well as employees.

All Contractors and sub-contractors wishing to work on the Company's behalf are assessed to ensure that they are competent and have suitable and adequate H&S arrangements in place to provide safe working practices and control the significant hazards that may be introduced by their work. Approved companies appear on the



vendor list in Nav to ensure that only competent contractors and sub-contractors are awarded work.

See [Purchasing and Logistics procedures](#) for further information on the approval, selection and review of vendors.

Adhere to H&S requirements, report hazards, near misses, incidents and accidents

Comply with the IITS as stipulated in the subcontractor PQQ, terms and conditions.

Emergency Arrangements

Physical and Mental First Aid

The Company has [procedures](#), equipment and trained personnel to assist in case of an accident, incident or ill-health while on Company premises. Information is provided to employees during induction and is displayed throughout the offices. Appropriate first aid kits are provided at all Company premises and in Company vehicles for first aiders.

Churches Fire Security Ltd seeks to establish, promote and maintain the mental health and wellbeing of all colleagues through workplace practices, and encourage colleagues to take reasonable care of their mental health and wellbeing including physical health and take reasonable care that their actions do not affect the health and safety of other people in the workplace.

We recognise stress and fatigue has an impact and work collaboratively with our colleagues to understand the impact of their work and workloads, through EAP support, individual risk assessments and assessment.

On a customer's site, the client/main contractor normally provides first aid facilities, dependent on the size and scope of the contract. However, the Company shall still provide trained first aiders or appointed persons where necessary. The FLM or PM is responsible for ensuring First Aid provisions are adequate for work under their control.

Employee Assistance Programme (EAP)

The Company understands that supporting positive mental wellbeing is as important as promoting healthy physical wellbeing and operates an [Employee Assistance programme](#) (EAP) as we realise that getting an employee support and offering assistance in the workplace is of paramount importance. See [Wellbeing Policy](#) for further information.



Accident and Near Miss Reporting

All accidents and near-misses must be reported to the Company within 3 hours via:

Incident Reporting Number - 023 82 540586 or Wildix 408

Or via the Academy

If a serious incident occurs out of hours, the employee or first aider must also contact the on-call FLM.

Incident Investigation

Following a reported near miss or accident, the Compliance Department will review the report and, if required, launch an investigation within 3 days. All personnel are required to assist in an investigation if requested. The aim of any investigation is to highlight dangerous working practices and formulate effective controls to prevent reoccurrence, not apportion blame.

Reporting of Accidents to the Authorities (RIDDOR)

Reportable incidents as defined by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) will be reported by the Compliance Department to the enforcing authority within the relevant timeframes.

The following types of work-related incident/accident must be reported:

- Death
- Specified Injuries
- Any accident resulting in more than 7 days lost from work
- Any non-employee (i.e. customers or visitors) being taken directly to hospital
- Certain occupational diseases caused by, or made worse by work
- Certain dangerous occurrences, even when no-one is injured

Fire and Evacuation

The Company has [procedures](#) to follow and appointed persons in place to act in the event of fire at any of its premises. These are communicated to all employees during induction, are displayed throughout the offices and are periodically tested to ensure they remain effective.

Staff should familiarise themselves with the arrangements at each new work location:

- means of detecting and giving warning in case of fire
- escape routes and muster points
- fire-fighting equipment



- means of preventing fire or explosion spreading to other areas of the workplace

Health Factors

Health Surveillance

If there is still a risk to health after the implementation of all reasonable precautions where staff are exposed to the following, the Company may undertake a health surveillance programme:

- noise or vibration
- solvents, dusts, fumes, biological agents and other substances hazardous to health
- asbestos
- ionising radiation

Should a need be identified, Health Surveillance will be carried out by a qualified Occupational Doctor/ Nurse as appropriate.

Asbestos

Asbestos is made up of thin fibres which can break down into much smaller and thinner fibres that cannot be seen with the naked eye but are easily breathed in. The fibres that are breathed in can become stuck in the lungs, damaging them and causing scars that stop the lungs working properly (asbestosis) or can cause cancer of the lung and cancer of the lining of the lung (mesothelioma). These diseases can take from 15 to 60 years to develop and there is no cure for any of them.

Due to the nature of the work performed by Technicians there is a potential risk that Technicians will come into contact with substances that are presumed to be an Asbestos Containing Material (ACM) and as such, the Company shall take precautions to protect employees from the risks associated with exposure to asbestos in accordance with the Control of Asbestos Regulations 2012.

Whoever has control of a building has a duty to manage the asbestos in their buildings. The duty holder must take reasonable steps to find out if there are materials containing asbestos in the premises and, if so, how much, where they are



and what condition they are in. This information must be made available by the Client and shall be reviewed before work commences.

All employees who may interact with asbestos receive Asbestos Awareness training on commencing employment with the Company and this is refreshed annually to ensure knowledge is retained and best practice adhered to. Technicians are advised to presume that the material is an ACM until there is evidence that it is not and to review the client's Asbestos Survey prior to commencing work.

Biological Hazards

A biological safety hazard is a substance produced by an organism that may pose a threat to human health and therefore the Company will assess and control health risks from exposure in accordance with the Control of Substances Hazardous to Health Regulations (COSHH) 2002 where applicable.

Staff must:

- check their work area for signs listed below and advise the Client and the Compliance Department of any concerns
- practice good personal hygiene including washing hands before breaks, eating or drinking and cover cuts with a clean dressing
- inform their GP of their line of work and any recent potential exposure if they develop any of the symptoms listed below following exposure

Bird droppings / Psittacosis

Inhaling dust or water droplets containing contaminated bird droppings can lead to several diseases, including Psittacosis which is a flu-like illness that can lead to pneumonia.

Sharps / Hepatitis B&C and HIV

Injection from sharps such as glass or needlestick injuries from discarded drug paraphernalia can lead to exposure to blood borne viruses including Hepatitis B&C and HIV.

Rats / Leptospirosis (Weil's disease)

Exposure to rat urine either on surfaces or via water contaminated with it can cause Leptospirosis / Weil's disease if it enters a cut or gets into the nose, mouth or eyes.

Leptospirosis generally starts with a severe headache, muscle pains (particularly in the back and calf), fatigue, nausea, a fever of $>39^{\circ}\text{C}$ and sometimes a rash on the skin, similar to that seen in meningitis. After the initial symptoms, there is often a temporary recovery before the initial symptoms return more aggressively, accompanied by chest and abdominal pain, renal problems and psychological changes (depression, confusion, aggression and hallucinations).



Waste Water Sites / Polio and Tetanus

Exposure to food, water or dirt that has been contaminated with infected faeces (poo) and gets into your mouth, eyes or a cut can cause diseases such as

- polio which cause a range of severities from mild-flu like symptoms to yellow skin and eyes (jaundice), a rash, are unable to pee, swollen ankles, feet or hands, chest pain, shortness of breath or coughing up blood
- tetanus which can cause stiffness in your jaw muscles (lockjaw), painful muscle spasms, which can make it difficult to breathe and swallow, a high temperature, sweating, a rapid heartbeat.
- Cryptosporidium (Crypto) which can cause diarrhoea, nausea, vomiting, stomach cramps or fever
- Giardiasis which can cause diarrhoea, nausea, vomiting, stomach cramps or fever.

If you fall ill within a week of visiting a water treatment site, advise your GP of where you have been

Stored Water Systems / Legionnaires' Disease

Inhalation of aerosol sized water droplets from water systems that have not been drained or disinfected or containing stagnant water could contain bacteria which can cause a range of severities from mild flu-like symptoms to the more severe pneumonia form known as Legionnaires' disease.

Exposure can occur from purpose-built systems where water is stored or re-circulated, where temperatures are warm enough (20-45°C) and where there are deposits that can support bacterial growth such as rust, sludge, scale and organic matter.

The risk of catching Legionella from firefighting systems is considered by RICS to be 'potential, although unlikely'¹ in well maintained systems as the droplets associated with firefighting systems are much larger than the 5µm (>1000 µm for sprinkler and deluge systems, 100-300 µm for watermist systems¹).

¹Taken from the LPC Rules for Automatics Sprinkler Installations 2015 incorporating BS EN 12845, document (RC63).

The Company undertakes a rigorous written scheme to manage and mitigate the risks associated with Legionella at its owned premises. A third party, competent in managing Legionella, completes quarterly cleaning and descaling, whilst taking water samples, which are tested by a UKAS accredited laboratory. In addition outlets are flushed and temperature checks taken periodically to reduce the risk of bacteria being present.

Hazardous Substances



The Company will assess and control health risks from exposure to hazardous substances in accordance with the Control of Substances Hazardous to Health Regulations (COSHH) 2002.

A substance is considered hazardous if it is listed as:

- very toxic, toxic, harmful, corrosive or irritant
- designated a workplace exposure limit (WEL)
- a biological agent
- dust and/or fume of any kind when present at a substantial concentration in air

When use of a hazardous substance is identified, the first step taken is to investigate the possibility of altering or re-arranging the method of work to eliminate the need to use the substance or using an alternative non or less hazardous substance. Where this is not possible, all reasonable steps, dependent on the substance, will be taken to ensure that exposure is either prevented or, controlled to within statutory limits. If exposure cannot adequately be controlled by any combination of measures, PPE shall be supplied.

The Company will not supply or use substances prohibited by law.

For all hazardous substances used by the Company, the Compliance Department will use the Manufacturer's Safety Data Sheet to produce a COSHH Assessment which shall be made available on the [Company intranet](#) for easy reference. COSHH Assessments shall be reviewed either annually, bi annually or three yearly dependent on the level of risk identified through the COSHH Assessment.

Staff must not use a hazardous substance without having read and understood the COSHH assessment; must not deface or remove warning labels; must practice good personal hygiene including washing hands before breaks, eating or drinking and remove contaminated clothing to prevent prolonged skin contact.

Dust

Excessive exposure to some types of dust including asbestos, silica (from rocks, sand, clay, bricks and concrete) and wood have been linked to the development of particular health problems, such as lung cancer or asthma. The company provides equipment and instruction on dust suppression techniques and is introducing a controlled face fit testing regime.

Toxic Gases

Staff who may be exposed to harmful gases in their work environment, for example those working on water treatment sites or in confined spaces shall be provided with equipment and instruction on the safe use of gas monitors.



Radiation

The Company handles and stores quantities of ionising smoke detectors, and is therefore mindful of the Ionising Radiation Regulations 2017 (IRR) and The Radioactive Substances (Smoke Detectors) Exemption (Amendment) Order 1991 whereby if more than 100 but less than 500 detectors are stored the Company shall take all reasonable precautions to ensure that each smoke detector is kept in a store which:

- is constructed of non-combustible materials and is maintained and used so as to prevent the loss or unauthorised removal of the smoke detector
- is not located close to any explosive or flammable material
- is clearly and legibly marked with the word "Radioactive" and the approved radiation symbol

Ionising detectors contain a sealed source of Americium 241 which emits very low amounts of alpha and gamma radiation so are considered very low risk to staff in normal conditions, however, the Company will prevent pregnant or nursing women handling returned detectors for WEEE waste collection in case the housing has been damaged.

Noise

Exposure to noise can:

- Cause annoyance and irritation which may affect concentration and accident proneness
- Prevent the ear from registering other sounds, such as warnings
- Short exposures may result in temporary hearing loss
- Regular exposure to excessive noise causes damage to the inner ear and permanent loss of hearing

The Company is committed to reducing the risk of damage to employee's hearing by controlling the noise they are exposed to whilst at work as far as is reasonably practical, in accordance with the Control of Noise at Work Regulations 2005; this also has the added benefit of minimising the environmental impact on any neighbours.

For equipment provided by the Company, noise levels shall be considered at the procurement stage, and the use of covers, baffles and noise suppressants shall be implemented where possible to reduce noise levels to the first action level (average 8hour noise exposure) of 80db(A). Hearing protection is provided as part of the Technicians Blueprints and is available on request for other staff exposed to noise levels above 85dB.



Where noise levels are above 85dB and it is impractical to reduce noise levels by other means, the wearing hearing protection is mandatory and, if necessary, signs shall be posted to warn others of increased noise levels and that ear protection must be worn.

Operatives shall not be exposed to noise levels exceeding 87dB (after taking into account hearing protection).

Use of the HSE [Daily and Weekly Noise Exposure Calculators](#) can be used to assist in calculating noise exposure levels.

Ear pods/buds must not be worn on customer site/ whilst working.

Vibration

Vibration can cause a range of painful and disabling disorders of the blood vessels, nerves, joints and muscles. For some people, symptoms may appear after a short exposure, but for others they may take a few years to develop.

Symptoms include any combination of the following which are likely to get worse with continued exposure, may become permanent and must be reported to the Compliance Department:

- Tingling and numbness in the fingers
- Loss of strength in the hands, not being able to feel or hold things properly
- Fingers going white (blanching) and becoming red and painful on recovery (particularly in the cold and wet, and probably only in the tips at first)

The Company is committed to protecting employees from the risks of Hand Arm Vibration Syndrome (HAVS) and Whole-Body Vibration (WBV) far as is reasonably practical, in accordance with the Control of Vibration at Work Regulations 2005.

Vibration levels are published by the tool's manufacturer and shall be considered in the procurement and use of equipment, and task rotation implemented to ensure the HAVS and WBV exposure action and limit values are not exceeded.

The exposure action value (EAV) is a daily amount of vibration exposure above which employers are required to take action to control exposure.

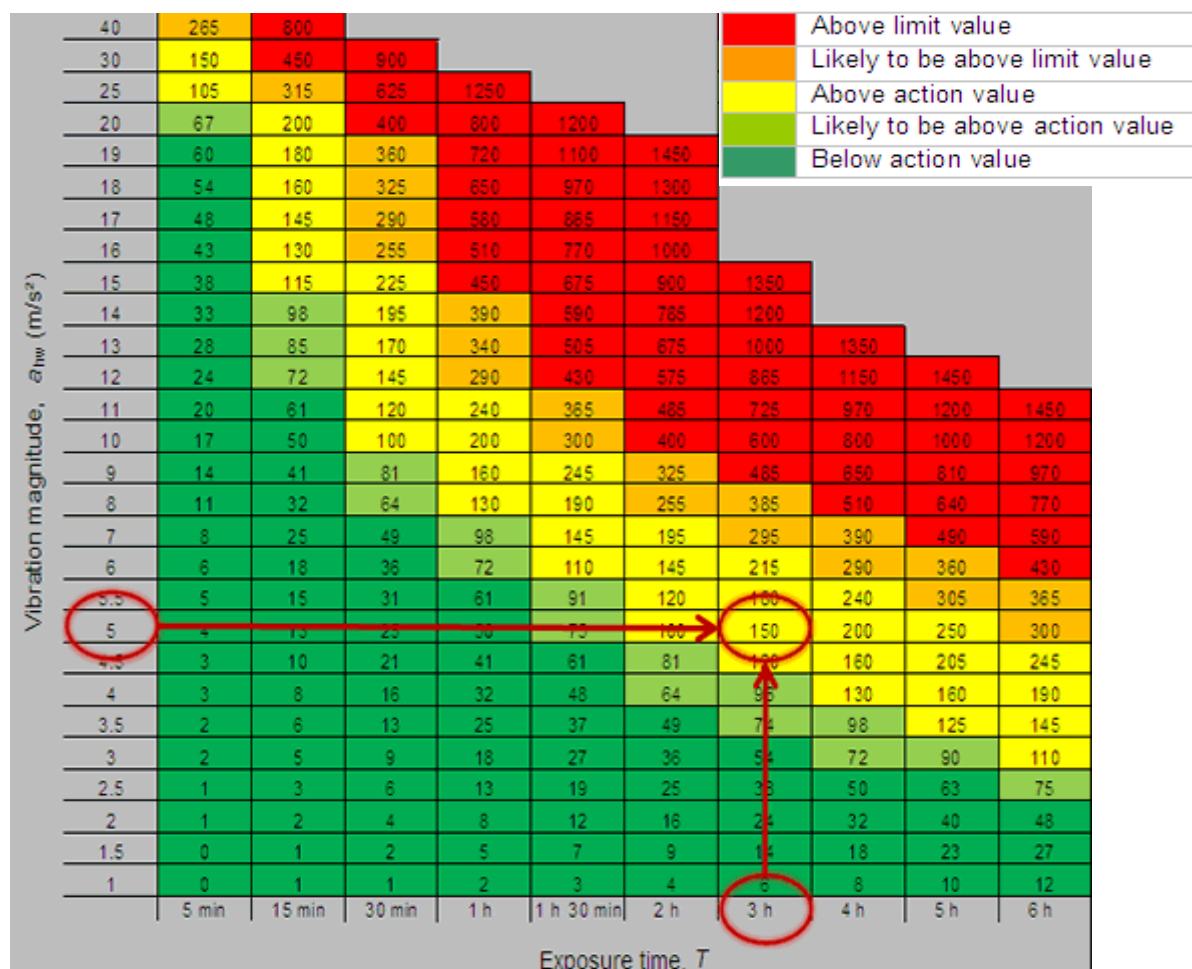
The exposure limit value (ELV) is the maximum amount of vibration an employee may be exposed to on any single day. Vibration Exposure is given in metres per second squared (m/s²) over a standard eight hour working cycle in 24 hours (A(8)).

(normalised over 8hr reference period)	Daily Exposure Action Value	Daily Exposure Limit
Hand-arm	2.5 m/s ²	5 m/s ²



vibration		
Whole body vibration	0.5 m/s ²	1.15 m/s ²

Use of the HSE [Exposure Points Ready Reckoner](#) can be used to assist in calculating daily vibration exposure levels:



Alternatively and for simplicity, guidance may be issued on the number of holes that can be drilled in an 8hour shift using the specific drill.

Alcohol and Drugs

The Company does not wish to criminalise its employees, but it has a legitimate interest in protecting its personnel and reputation from the likely consequences of substance misuse. See [Alcohol and Drugs policy](#) for further information.

Smoking and Vaping



In order to minimise the risks to health and maintain a comfortable and safe working environment, all Company premises, vehicles and grounds, with the exception of specified areas, have been designated NO SMOKING areas.

For the avoidance of doubt e-cigarettes are also included in the category of smoking and therefore subject to the same rules.

Laptops and electrical sockets in the workplace are not permitted to use to charge vapes.

See [Employee Handbook](#) for further information.

Harassment, Threats and Violence

The Company recognises that verbal and physical abuse at work can affect the Health, Safety and Wellbeing of the victim and can have an impact on work colleagues and the business. The Company therefore operates a zero-tolerance policy regarding bullying, harassment, violence and aggression in any form.

The Spins and customer bible will include details where the site has issues such as:

- Abusive tenants (verbal and/or physical)
- Reports of accusations against visitors
- Reports of inappropriate behaviour towards visitors
- Mental Health issues
- Behaviours associated with drugs and/or alcohol use

Technicians are advised to take sensible precautions such as taking minimal tools into the property and keeping them in their possession at all times, to not give out any personal details including phone numbers and to not be alone with the tenant.

If you are threatened or feel unsafe remember that your safety is priority so, remain calm, do not engage with the aggressor, collect any belongings (if safe to do so) and leave the area. Report all incidents to your Line Manager.

Occupational Stress

The Health and Safety Executive defines stress as "the adverse reaction people have to excessive pressure or other types of demand placed on them". This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

The Company is committed to protecting the physical and mental Health, Safety and Wellbeing of its employees and recognises workplace stress as a H&S issue and acknowledges the importance of identifying and reducing workplace stressors.

Systems of work that give rise to risk of stress are clearly not safe, and the Company therefore has a legal duty to make improvements, at least "as far as is



reasonably practicable" to eliminate or adequately control the risk in accordance with the Management of Health and Safety at Work Regulations 1999.

To achieve this, the Company will:

- Ensure jobs are 'do-able', matching the job with the person in it
- Strive to identify workplace stressors and control the risks from stress
- Monitor stress levels through a combination of sickness absence monitoring and management over-sight
- Complete and review stress risk assessments, communicate findings as a you said / we listened approach

Employees requiring advice or who have concerns that they are affected by stress can seek advice from their Line Managers or the Mental Health First Aid Champions who will offer support and, if necessary, arrange specialist advice and assistance to determine the appropriate course of action.

Pandemics and Epidemics

Occasionally the UK issues health alerts in the case of epidemics or pandemics such as Covid-19 and Swine or Avian Flu.

A pandemic is the worldwide spread of a disease, with outbreaks occurring in many countries or regions. In contrast, an epidemic is a sudden outbreak of disease that spreads through a single population or region in a short amount of time.

When health alerts are issued, the appropriate Manager will issue case specific information in line with government guidance, however, the following advice is applicable to most outbreaks.

Prevention

The most effective means of control is good hand hygiene and the mantra CATCH IT. BIN IT. KILL IT.

- Cover your mouth and nose when coughing and sneezing, using a tissue then throw the tissue away quickly and carefully and wash your hands with soap and water or effective hand sanitiser
- Do not use cloth handkerchiefs or reuse tissues as this can contaminate pockets or bags which may then re-contaminate hands every time they go into those pockets or bags
- Wash your hands regularly throughout the day. Soap and water are effective enough or hand sanitiser can be used as an alternative
- Disinfect hard surfaces (like door handles, tools and equipment) frequently



Work Equipment

Plant, Machinery and Tools

Work equipment is broadly defined, to include any equipment which is used by an employee at work for example tools, access equipment, office and IT equipment and vehicles. Similarly, if employees provide their own equipment for use at work, it is also covered by the Provision and Use of Work Equipment Regulations 1998 (PUWER). Using the incorrect equipment or using the right equipment incorrectly can cause serious injury to the user and those in the vicinity.

The Company has a pre-defined Blueprint for each role to ensure any item of equipment provided by the Company is:

- suitable for its intended purpose
- considers the risks of the working conditions and any hazards in the workplace
- used only for its intended purpose and under conditions, which are suitable
- is maintained in an effective state, in efficient working order and in good repair
- accompanied by suitable information, instruction and training to allow the operator to use it safely

The correct type and size of tool with appropriate features should be selected for the job in hand and the user must visually inspect each item before use. Defective items must be taken out of service, segregated/ marked to prevent use and then returned to Warehouse for replacement or repaired by a competent person. The Company shall arrange for routine maintenance, inspection and testing as appropriate in accordance with current guidelines and best practice.

Hired Plant and Machinery

All hired plant and machinery shall be examined in accordance with training to ensure it is in a good condition, is safe for use, and has full operating instructions as necessary. Dependent on the plant or machinery requirements, arrangements for inspection and servicing by a competent person will be made with the hiring Company. The Operator must ensure suitable records of inspection or examination are maintained on site for the period of hire.

Access equipment shall not be hired unless the person requesting has in date PASMA/ IPAF training.

Specialist Tools



The Company recognises that there is a risk of serious injury or ill health from the incorrect use of tools such as cartridge operated tools and abrasive wheels. Wherever reasonably practical, the Company will take appropriate measures through job design to avoid the use of such tools however, there may be some activities which cannot avoid their use.

Where these are required, the user must inform the Compliance Department to ensure a risk assessment is completed. Only Competent Persons are permitted to use specialist tools and are responsible for the correct, safe use of such equipment and that maintenance is carried out in accordance with manufacturer's instructions.

Display Screen Equipment (DSE)

The Company will assess and control risks from exposure to DSE in accordance with the Health and Safety (Display Screen Equipment) Regulations 1992.

Employees who use DSE including pc's, laptops and tablets, daily for an hour or more at a time are classed as 'regular users' and are entitled to request free eye tests and vision correction appliances where needed specifically for their work with DSE. These can be requested by emailing hr@churchesfire.com

Regular DSE users are required to complete online DSE training and complete a self-assessment of their workstation which the Compliance Department will review and arrange for any necessary corrective actions.

Employees who have declared a disability or existing upper limb disorder to their Line Manager will be individually assessed to ensure all necessary reasonable adjustments are made to their workstation and job tasks to allow them to continue working safely.

Work Environment

Premises including Welfare Facilities

The Company is committed to providing a safe place of work for its employees in accordance with the Health and Safety at Work act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992.

The regulations cover a range of facilities which shall be provided and suitably maintained and briefly include:

- Adequate ventilation, temperature in indoor workplaces
- Adequate lighting, including emergency lighting
- Cleanliness and management of waste materials
- Workstations and seating
- Condition of floors and traffic routes



- Falls or falling objects
- Windows and translucent doors/walls, cleaning of windows
- Organisation of traffic routes
- Sanitary/Washing facilities, drinking water
- Accommodation/Facilities for clothing, facilities for rest and to eat meals

For premises under the direct control of the Company, there shall be maintenance and inspection regimes, with appropriate action taken to ensure they remain safe and fit for purpose.

Where employees are working on a site controlled by 'Another' e.g. a landlord, client or facilities management company, the 'Another' has a duty of care to provide similar suitable to the size and type of site. Employees must report any shortcomings on these sites to their Line Manager for appropriate action.

Access and Egress

A safe place of work includes safe means of access and egress within all parts of the workplace i.e. safe movement in, through and out of the workplace during normal and emergency situations.

In some circumstances, it may be necessary to block access, egress or emergency routes; this must be done in coordination with the building's responsible person and other users to ensure alternative arrangements are in place and safe access and egress is not compromised.

Housekeeping

Poor housekeeping may seem a trivial issue, yet many accidents are caused by people tripping over carelessly placed or discarded items; if allowed to accumulate waste material such as paper or packaging materials provides fuel for a fire and a build-up of dirt can create an unhygienic work place increasing the likelihood of illnesses.

Job role and site-specific guidance will be issued in an appropriate format to ensure local rules are understood and adhered to.

Demarcation/Safety Signs

The Company recognises the Health and Safety (Safety Signs and Signals) Regulations minimum requirements for the provision of safety signs at work and as such shall provide and maintain appropriate safety signs whenever there is a risk that cannot be avoided or controlled by other means. Where a safety sign would not help reduce the risk, or where the risk is not significant, signs will not be provided.

Warehouse



Warehousing and storage cover a wide range of activities that can result in various hazards and risks and as such, the Company will issue job role and site-specific guidance in an appropriate format and in addition to that provided throughout this policy, to ensure local rules are understood and adhered to.

Racking and Storage

The Company will provide suitable and sufficient storage facilities for all materials and products on Company premises. The storage media and layout will be designed and selected to minimise the need for manual handling and working at height. Racking systems will be installed and adjusted as necessary by competent contractors; no employee will erect, dismantle modify or otherwise interfere with any racking system or components.

To ensure that the racking and storage systems are suitable, safe and maintained fit for purpose at all times, as required by the Provision and Use of Work Equipment Regulations, the Company will ensure that racking is regularly inspected in accordance with HSE guidance [HSG76 Warehouse and Storage: A guide to Health and Safety](#)

Fork Lift Trucks

The Company will ensure that the use and operation of Fork Lift Trucks is suitable and without risks to H&S, in accordance with the Provision and Use of Work Equipment Regulations 1998 and the Lifting Operations and Lifting Equipment Regulations 1998. Appropriate measures shall be taken to prevent vehicle/pedestrian conflict.

See [Fork Lift Truck Procedure](#) for further information.

Weather Conditions

The changeable British weather can affect the safety of staff travelling to and from their place of work and those working in the field.

Staff are advised to monitor the weather forecast and dress appropriately for the conditions and take appropriate precautions when inclement weather is likely, or weather warnings publicised. See [Driver Handbook](#) for further information on Winter Driving Precautions.

The responsible person at each office location shall ensure pedestrian access routes are gritted and kept safe for use.

In summer, staff are advised to keep hydrated and protect skin from UV rays, particularly if they have fair or freckled skin that doesn't tan, or goes red or burns before it tans; red or fair hair and light coloured eyes or a large number of moles.



Event Planning

On occasion, the Company shall host events such as a meeting, tradeshow, ceremony, team building activity, party, or convention. The Event Organiser is responsible for consulting others as required to ensure all necessary operational issues, licensing requirements and control measures are considered, implemented and monitored during the event.

High Risk Work Activities

Employees are required to inform the Compliance Department of any high-risk activity or work in unusual or high-risk locations, including, but not limited to those listed in this section, so the work can be planned and controlled via site specific RAMS prior to any work being conducted.

Batteries

Batteries are all around us in the equipment used and installed, and under normal working conditions, they are considered safe and stable. However, if subjected to an impact, fall from height, environment change, overcharging or deterioration due to age, they may be rendered unstable.

A battery in an unstable condition can leak or change rapidly and in the worst case, vent violently with flame. Care must be taken when handling batteries in accordance with HSE Guidance [HSG139 Using Electric Storage Batteries Safely](#); and additional PPE worn in accordance with the RAMS, if the battery is showing signs of leaks. When transporting batteries, seal any on/off switches and electrical terminals with electrical tape and ensure they are protected from damage or shorting.

Confined Spaces

In H&S terms, a confined space is any place in which, due to its enclosed nature e.g. limited access, restricted space for movement or inadequate ventilation, has a reasonably foreseeable specific risk of:

- Serious injury arising from fire or explosion
- Loss of consciousness due to increase body temperature
- Loss of consciousness or asphyxiation from gas, fumes, vapor or lack of oxygen
- Drowning



The special conditions of confined space working make it vital the Company does everything reasonably practicable to comply with the Confined Spaces Regulations 1997.

Employees are required to advise the Compliance Department of any potential confined space working and consider alternative ways of undertaking the task to avoid or reduce the need of this type of work. Where confined space working is unavoidable, no work shall commence without the appropriate training, monitoring and safe systems being in place including a risk assessment and method statement detailing any emergency procedures.

The Company shall ensure work carried out in confined spaces is undertaken by employees with a suitable physical and mental background; for example, no history of illness such as claustrophobia, heart disorders, fainting attacks or blackouts; have restricted mobility or have any other mental or physical condition which may impact on their ability to work in a confined space.

Driving

Driving is probably the most dangerous thing that most people do on a daily basis. Most driving incidents happening due to inattention, distraction or failure to observe the Highway Code and can impact other, potentially vulnerable, road users as well as the driver.

The Company will provide the appropriate vehicle for the job role and shall maintain vehicles in line with current guidelines, manufacturer's recommendations and best practice principals.

Work related road safety is managed via the [Driver Handbook](#) which staff who drive for business purposes must adhere to. This policy also includes useful information for all drivers.

Drivers that are involved in accidents, whether at fault or no will be required to complete Driver awareness training.

Electrical Equipment or Installations

A voltage as low as 50 volts applied between two parts of the human body causes a current to flow that can block the electrical signals between the brain and the muscles which in turn can stop the heart beating properly or prevent a person from breathing. Electric shocks can also cause deep burns on tissue along the current flow or cause muscle spasms strong enough to break bones or dislocate joints. The loss of muscle control often means the person cannot let go or escape the electric shock. The person may fall if they are working at height or be thrown into nearby machinery and structures.

Therefore, in accordance with the Electricity at Work Regulations 1989 any work with or on electrical equipment, machinery or installations shall be:

- thoroughly planned



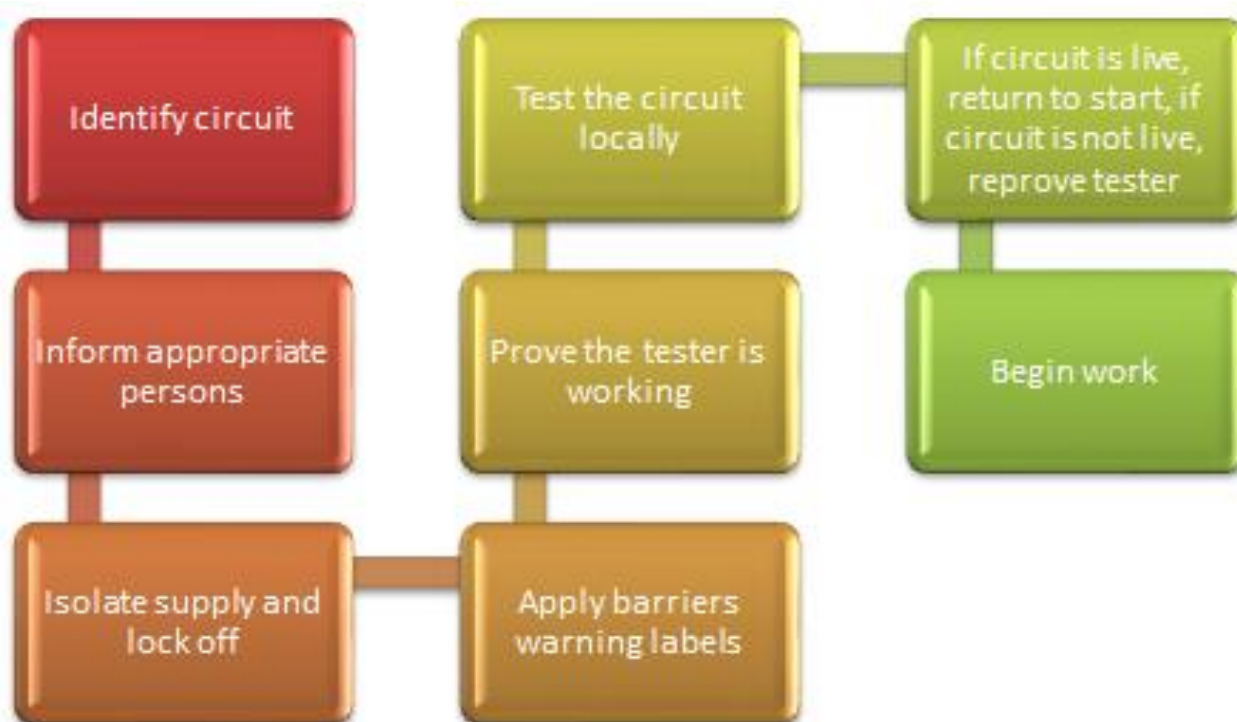
- done by competent people
- done using suitable equipment and work standards

Isolation

Prior to working on any electrical installation or interface, it should be isolated and then tested to ensure it has been correctly isolated.

Where multiple points of isolation are required, or multiple workgroups are in an area, each person involved shall apply their own isolation.

See [Safe Isolation Procedure](#) for more information



Inspection and Testing Electrical Equipment

All electrical equipment of any age should be visually inspected prior to each use checking the plugs, leads, power supply/ transformer, insulation, switches, pedal, rcd (if used), signs of burns, casing, loose parts etc. Suspect or faulty equipment must be taken out of use, labelled 'DO NOT USE' and examined by a competent person.

To comply with the regulations and ensure all electrical equipment remains safe, inspection and testing of portable equipment shall occur in accordance with current HSE guidance [HSG107 Maintaining Portable Electrical Equipment](#).



Fixed electrical installations at company-controlled premises shall be checked every 5 years by a NICEIC registered contractor.

PAT testing inspections shall be carried out in accordance with the [PAT testing process](#).





Type of business		User checks	Formal visual inspection	Combined inspection and test
Equipment hire		N/A	Before issue/after return	Before issue
Battery operated equipment (less than 40 V)		No	No	No
Extra low voltage (less than 50 V ac), telephone equipment, low-voltage desk lights		No	No	No
Construction	110V equipment	Yes, weekly	Yes, monthly	Yes, before first use on site then 3-monthly
	230V equipment	Yes, daily/every shift	Yes, weekly	Yes, before first use on site then monthly
	Fixed RCDs	Yes, daily/every shift	Yes, weekly	Yes, before first use on site, then 3-monthly (portable RCDs – monthly)
	Equipment site offices	Yes, monthly	Yes, 6-monthly	Yes, before first use on site then yearly
Heavy industrial/high risk of equipment damage (not construction)		Yes, daily	Yes, weekly	Yes, 6–12 months
Light industrial		Yes	Yes, before initial use then 6-monthly	Yes, 6–12 months
Office information technology rarely moved, eg desktop computers, photocopiers, fax machines		No	Yes, 2–4 years	No if double insulated, otherwise up to 5 years
Double insulated  (Class II) equipment moved occasionally (not hand-held), eg fans, table lamps		No	2–4 years	No
Hand-held, double insulated  (Class II) equipment, eg some floor cleaners, some kitchen equipment		Yes	Yes, 6 months – 1 year	No
Earthed (Class I) equipment, eg electric kettles, some floor cleaners		Yes	Yes, 6 months – 1 year	Yes, 1–2 years
Cables, leads and plugs connected to Class I equipment, extension leads and battery charging equipment		Yes	Yes, 6 months – 4 years depending on type of equipment it is connected to	Yes, 1–5 years depending on the equipment it is connected to

Table taken from HSE Guidance HSG107 (Third Edition)



Cable Safety

Be aware of the following and report any issues or concerns immediately:



- Inspect wires for damage, do not use if damage is visible!
- Avoid excessive cables. Cables should not be intertwined or coiled.
- Do not overload extension cables.

High Pressure

Although safe when handled correctly, the main hazards of working with high pressure are:

- impact from the blast of an explosion or release of compressed liquid or gas
- impact from parts of equipment that fail or any flying debris
- contact with released liquid or gas, such as steam
- fire resulting from the escape of flammable liquids or gases

The work undertaken by the Company falls outside of the Pressure Regulations and Directives however, any pressure testing of suppression systems or handling pressurised cylinders shall be completed by competent persons who are aware of the risks and how to undertake the tasks safely in accordance with [British Compressed Gases Association \(BCGA\) guidance](#).

Hot Works

Hot works are any procedure that might involve or have the potential to generate sufficient heat, sparks or flame to cause a fire. Essentially, any task that requires using open flames or applying heat or friction which may generate sparks or heat, such as welding, flame-cutting, soldering, brazing, grinding and the use of other equipment incorporating a flame.

Fire hazards posed by hot work include:

- Flying can smoulder and start a fire.
- Flammable swarf, molten metals, slag, filings etc. are often highly combustible and/or hot.
- Heat conduction or radiation can transfer heat to another, potentially flammable surface and cause a fire.



- In certain environments there may highly combustible vapours or gases in the air that could ignite when exposed to hot work. Similarly, the hot work could generate fumes that create an explosive atmosphere.

Any hot work shall be carried out under a Hot Works Permit and only with approval from the Client.

Lone Working

A lone worker is a person who works by themselves without close or direct supervision. This could include being off-site, outside a building or being on a floor with no others present.

Lone workers should not be at more risk than other employees, although such activities may require extra risk control measures. Staff are only permitted to lone work if they have no health conditions that may increase their risk. Control measures should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents.

Certain Company Operations may involve periods of Lone Working and in these circumstances the Client or Principle Contractor must be informed and works carried out according to their procedures.

The lone worker **must**:

- be provided with reliable means of communication such as a mobile phone with sufficient battery and signal at location of works
- be prepared in case of emergency and know how to call for assistance

If the work cannot safely be done by a lone worker, back-up must be sought, and the work cannot commence until support is in place.

Provision of CallMy platform; app and device, for use when lone working, includes home and hybrid workers.

See [Lone Worker Policy](#) for more information.

Manual Handling

Manual handling means moving or supporting a load by hand or bodily force and includes lifting, putting down, pushing, pulling and carrying a load.

Manual handling can cause or make worse musculoskeletal disorders to the back, joints or limbs, particularly when handling large, heavy or bulky loads, working in awkward positions e.g. bending, crouching, stooping, stretching, twisting or reaching and/ or carrying out a task for a long time or repetitively particularly using the same muscles or muscle action.

To reduce the risk of injury to staff, and in accordance with the Manual Handling Operations Regulations 1992, the Company will eliminate the need for manual



handling wherever possible. Where elimination is not possible, the risks from manual handling will be assessed and reduced, so far as is reasonably practicable by job design and the provision of mechanical aids etc. All staff shall receive manual handling training to ensure they are aware of the risks and how best to avoid or reduce them.

Lifting Equipment & Lifting Operations

The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) cover any equipment used at work for lifting or lowering loads, including attachments used for anchoring, fixing or supporting such as cranes, fork-lift trucks, lifts, hoists and mobile elevating work platforms and lifting accessories such as chains, slings, eyebolts etc.

Any lifting operations shall be carried out by a competent person in line with their training.

Generally, the Regulations require lifting equipment provided for use at work is:

- strong and stable enough for the use and marked to indicate safe working loads
- positioned and installed to minimise any risks
- used safely
- subject to ongoing examination and inspection by competent people – at least six-monthly for accessories and equipment used for lifting people and, at a minimum, annually for all other equipment

Working at Height

In H&S terms "Work at Height" is work in any place where, if there were no precautions in place, a person could fall any distance and cause personal injury.

Given that falls from height remains one of the biggest causes of workplace fatalities and major injuries, the Company shall take a sensible approach in accordance with the Work at Height Regulations 2005 to avoid work from height where possible, otherwise it shall ensure the work is properly planned, supervised and carried out by competent people using the right type of equipment.

Access Equipment

Employees are reminded that they are not to carry out any work at height unless they have been suitably trained and instructed in the safe working procedures and are competent to use the access equipment provided.

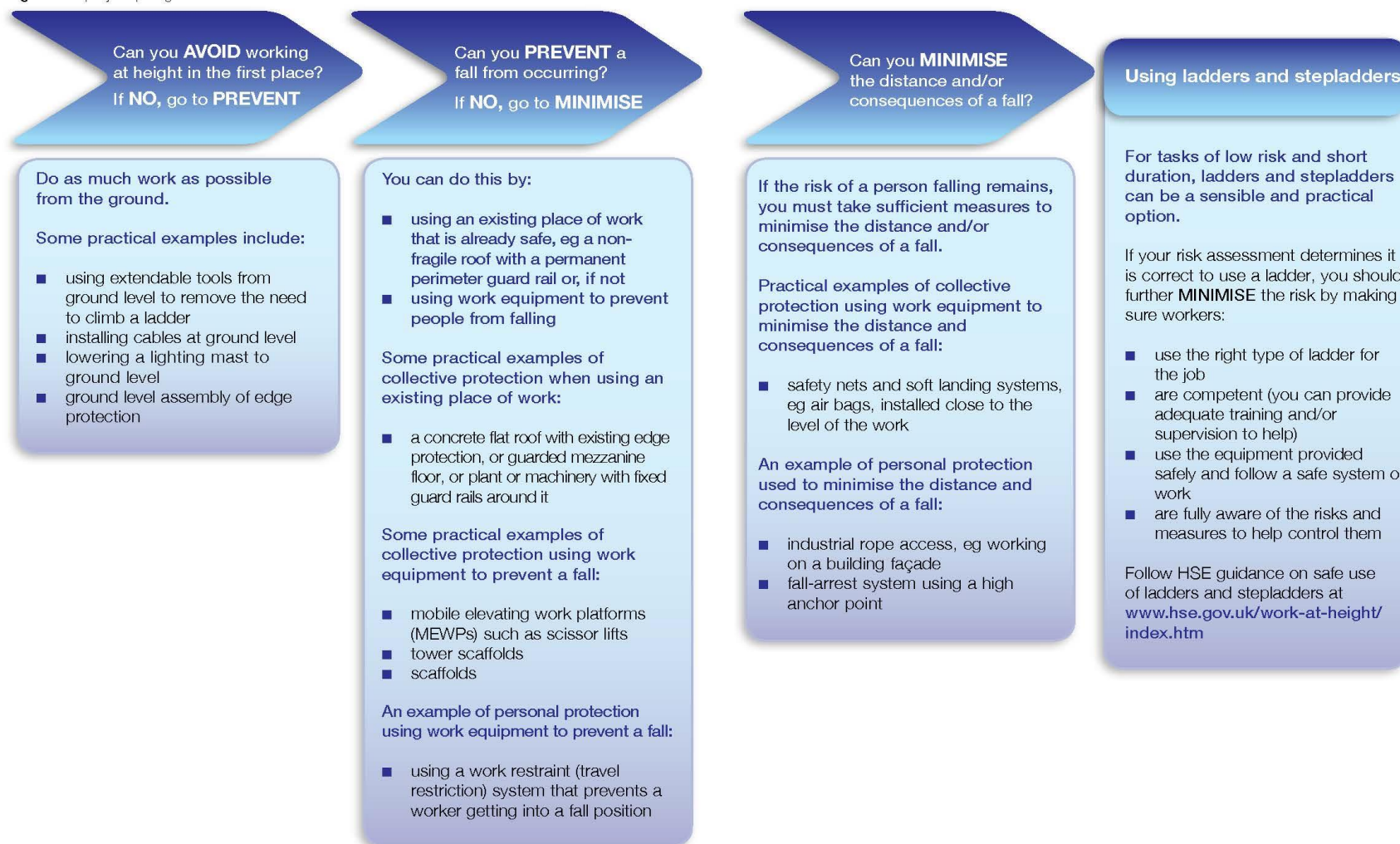


Access equipment must be visually checked before use in accordance with the users training and any defective equipment must be segregated and identified to prevent use by others, then returned for replacement or repair by a competent person.

Access equipment shall be selected given due consideration to

- the working conditions including weather
- the nature, frequency and duration of the work
- the risks to the safety of everyone where the work equipment will be used i.e. falling items
- the HSE "[Step by Step](#)" principals of Avoid, Prevent and Minimise as described in the following diagram:

Figure 1 Step-by-step diagram



For each step, consider what is reasonably practicable and use 'collective protection' before 'personal protection'

Image taken from
HSE Guidance,
[Work at height -
Step-by-step](http://www.hse.gov.uk/work-at-height/step-by-step)



Collective Protection

Collective protection is defined as equipment that does not require action by the person working at height to be effective and should be considered a priority before personal protection options.

Examples of collective protection include providing permanent or temporary guard rails and toe boards at edges or openings to prevent persons or equipment falling.

Personal Protection: Fall Arrest and Rescue

Personal protection is equipment that requires the individual to act to be effective, for example putting on a safety harness connected to a fall arrest or fall restraint lanyard.

- Fall arrest will 'catch' you if you fall
- Fall restraint will stop you getting close enough to the edge to fall

A harness shall only be used by a competent person following consideration to the level of risk, nature, distance of unobstructed fall, the task being undertaken and rescue arrangements. Harnesses are generally hired as required to ensure they are fit for purpose.

Edges and Openings

Operatives shall never leave edges or floor openings exposed or unprotected and shall never remove any protective rails or coverings in place to prevent persons or materials falling through. Staff required to work alongside an unguarded edge or opening must inform their Supervisor.

Personal Protective Equipment (PPE)

In accordance with the requirements of the Personal Protective Equipment at Work (Amendment) Regulations (PPER) 2022, the Company shall provide suitable PPE suitable for the job role, free of charge to employees exposed to a risk to their H&S which cannot be eliminated by other means. PPE is not a substitute for good H&S practices and shall be considered as the last resort.

PPE provided shall:

- be appropriate for the risk(s) involved and the conditions at the place where exposure to the risk may occur
- take account of ergonomic requirements and the state of health of the person or persons who may wear it










- be capable of fitting the wearer correctly, if necessary, after adjustments within the range for which it is designed
- be effective to prevent or adequately control the risk or risks involved without increasing overall risk
- comply with any legislative provision on design or manufacture with respect to health or safety
- be compatible with any other PPE required




Under the PPE Regulations, when PPE has been issued, staff must take reasonable care of it, not wilfully misuse or abuse it and always use the correct equipment in an approved manner. PPE is only effective when worn correctly and there are no exemptions from wearing PPE as stated in RAMS or other safe systems of work. Misuse or abuse of PPE will be dealt with by disciplinary action.

PPE should be looked after and stored correctly to ensure it is kept safe. Damaged or defective PPE must not be used and should be returned to warehouse for replacement or disposal.

Some PPE may require specialist instruction or training in the correct use, where necessary this will be provided prior to use.

PPE	Example	Specification	Checks to complete	When to Wear
Ear muffs		EN352/1	<ul style="list-style-type: none"> - Free from wear and tear - No visible rips - Foam inserts are present - Foam inserts are clean/ dust free - Clean with an antibacterial wipe weekly - Store in original box or a sealed bag when not being worn 	<ul style="list-style-type: none"> - Sprinkler technicians when running pumps - When drilling or using power tools - required over 85db(A), recommended at 80dB - When there is other noisy works and you must raise your voice to be heard 1m away - If required by client
Ear plugs		EN352/2	<ul style="list-style-type: none"> - Ear plugs are soft, pliable and clean - No visible damage, tears or similar - Dispose of if damaged and wear new - Do not share ear plugs - Store in original packaging or a sealed bag when not being worn - Dispose after use if foam/ disposable type 	<ul style="list-style-type: none"> - When drilling or using power tools - required over 85db(A), recommended at 80dB - When there is other noisy works and you must raise your voice to be heard 1m away - If required by client
Hard hat		EN397	<ul style="list-style-type: none"> - Do not use past expiry date - Hats need replacing if it is fading, chalky or brittle - Free from dents, cuts and deep scuffs - Replace hats if they have suffered an impact - Store in original packaging or a sealed bag when not being worn - Replace every 5 years as a minimum (2 years under heavy use) 	<ul style="list-style-type: none"> - When there is a risk of bumping head, low level obstructions or objects falling from above - If required by client

PPE	Example	Specification	Checks to complete	When to Wear
Bump cap (if issued)		EN812:A1	<ul style="list-style-type: none"> - Caps need replacing if they become brittle - Free from dents, cuts and deep scuffs - Replace hats if they have suffered an impact - Store in original packaging or a sealed bag when not being worn 	<ul style="list-style-type: none"> - When there is a risk of bumping head or low-level obstructions only - If required by client
Glasses/ goggles		EN166	<ul style="list-style-type: none"> - Free from visual damage, signs of wear and tear - Replace if scratched, damaged, pitted, broken, bent or ill-fitting - Store in a case or clean/ dry place - Replace every 3 years as a minimum 	<ul style="list-style-type: none"> - When there's a risk of getting anything in the eye: drilling, using power tools, painting, risk of chemical splash, working in a dusty environment - If required by client
Hi-Vis vest/ Trousers		ISO20471	<ul style="list-style-type: none"> - Replace if loose or tight fitting - Reflectors are free from wear, tear and damage - Company logo clear and vest is clean - Velcro does up and vest can be fully fastened 	<ul style="list-style-type: none"> - When there is a need to increase your visibility - If required by client
Gloves		EN388 (abrasion/ cut resistant) EN4343 (level 3 cut/heat resistant)	<ul style="list-style-type: none"> - Gloves must be changed frequently - Check for small holes and weak areas (critical areas are between the fingers) - Do not share gloves - Wash hands before and after wearing gloves - Don't ignore skin rash or irritation 	<ul style="list-style-type: none"> - COSHH assessments determine when this PPE is required - Handling light tubes, equipment or materials with sharp or rough edges - If required by client

PPE	Example	Specification	Checks to complete	When to Wear
Nitrile gloves			<ul style="list-style-type: none"> - Not for re-use - Check for small holes and weak areas (critical areas are between the fingers) - Don't ignore skin rash or irritation 	<ul style="list-style-type: none"> - Advised for all Technicians - Working with oils, grease, paint, cleaning chemicals
RPE/ masks		EN143/149 FFP2 (dust) FFP3 (silica dust legionella)	<ul style="list-style-type: none"> - Dispose of daily wear masks - All other masks should be stored in a sealable bag/ box to prevent dust/ dirt build up - Replace if there are holes, rips, tears, damage to straps or straps appear work/ stretched 	When drilling, sanding, working in a dusty environment, working on poorly maintained sprinkler systems
Boots		EN ISO 20345 S1P (min) Lace-up BOOTS, 200 joule toecap, anti-static sole, energy absorbing heel, pierce resistant midsole	<ul style="list-style-type: none"> - Laces are intact and can be fastened - Soles are free from damage and wear - Toe protection is covered - Replace shoes if they become uncomfortable or you notice signs of damage, wear and tear 	At all times when in Company uniform