

5.0 Arrangements for Health & Safety

CFS Ltd undertakes a range of work activities in diverse and challenging environments. It manages Health and Safety using a systematic approach which:

- Manages risks by selecting the right people, right ways of working, right equipment and right working environment;
- Checks on performance through monitoring, audit and review;
- Directs action to improve performance.

5.1 Health & Safety Policy

The Company Health & Safety Policy, including the sections outlining the organisation and arrangements, is approved by the Managing Director. It will be subject to regular review in the light of legislative or organisational change and experience. It will be communicated throughout the organisation and to other organisations and people with whom we work.

In addition to this general Health and Safety Policy document, CFS Ltd may prepare and approve further policies on specific hazards or subject areas of specific high risk.

5.2 Planning

Health and Safety is integral to the planning of all our business and work activities to ensure adequate resources are provided to implement Health and Safety requirements.

5.3 Identification, Assessment & Control of Risk

Successful management of risk, whereby appropriate workplace precautions are implemented and kept in place, comprise five basic stages; Hazard identification, identify persons at risk, assessment of the risks arising and deciding on appropriate control measures, record all findings and implement them, review and update risk assessments if necessary.

5.3.1 Risk Assessment

- Risk assessments must be carried out for all CFS Ltd work activities to ensure that appropriate control measures are identified and put in place. The main priority is that safety implications and health protection are properly considered to prevent accidents and ill-health. The arrangements required to address serious and imminent danger are part of the process.

Relevant professional support should be obtained in good time for advice and support before any high risk or complex activity is undertaken. The essential requirement is that at any time the Manager responsible for the work activity is able to demonstrate:

- A suitable and sufficient risk assessment has been carried out, in good time and for every stage, for all risks associated with their work;
- The necessary controls identified have been put in place;
- Effective communication of significant finding to those who may be affected by the activity;
- That assessments are recorded and reviewed in the light of change;
- That the controls continue to be appropriate and in place,

All those involved in the activity, including the manager responsible for the workplace, will provide relevant information to inform the risk assessment process and will co-operate with those responsible to ensure appropriate controls are successfully implemented.

5.3.2 Specific Hazard Assessments:

The overall work activity risk assessments may identify areas where further, specific assessments are needed for example:

- Individual capabilities – a health assessment;
- Specific regulations - Display Screen Equipment, Manual Handling, Substances or noise;
- Young persons, women of childbearing age.

Further information on specific hazards is contained within the policy.

5.3.3 Risk Assessment & the Change Process

Risks associated with any changes will be considered at the early planning and implementation stages. This includes changes to organisational structure or procedures, the introduction of new technology or equipment and changes to working practices, accommodation, environment and procedures.

The manager authorising such changes is responsible for ensuring that the Health and Safety implications are properly identified and addressed.

5.4 Emergency Planning & Arrangements

The arrangements required to address serious and imminent danger are part of the risk assessment process, and emergency arrangements will be put into place for the following topics:

5.4.1 Fire

The clients site fire risk assessment will ensure, as far as is reasonably practicable, that in CFS Ltd workplaces and during work activities:

- Fires are prevented;
- People are protected against fire;
- Property is protected against fire;
- Essential business is not interrupted by fire;
- Suitable procedures are followed if fire occurs;
- All fire precautions are monitored and maintained.

Information on fire procedure is detailed at Section 6.6.

5.4.2 First Aid Arrangements

All work activities and locations will have at least one first aid trained person or a person appointed to take charge of first aid arrangements.

The Contract/Operations Manager and Client determines the number of trained staff necessary to provide adequate cover. Specific guidance on first aid arrangements and accident reporting procedures are detailed at Section 6.1.

5.4.3 Security

CFS Ltd is committed to maintaining the highest practicable standard of security at all its premises. The arrangements needed to provide and maintain a secure and safe working environment for the protection of employees, visitors and contractors will be assessed by the Contract/Operations Manager responsible for that location.

5.5 Competence & Training

5.5.1 Training

All employees are provided with adequate training and instruction to enable them to perform their job in a safe and competent manner.

Employees are provided with induction training at the beginning of their employment and prior to exposure to new risks. Individual training needs will be reviewed on a regular basis and training will be repeated where necessary.

In support of this, Contract/Operations Managers will:

- **Evaluate the training needs of employees and ensure they receive appropriate training including induction safety training;**
- Ensure that all staff attend relevant safety courses identified as part of their training needs;
- Ensure records of training are kept.

5.6 Communication, Co-operation & Consultation

5.6.1 Consultation

All employees have the opportunity to raise any Health and Safety matters with their **Site Manager/Supervisor**.

The **Contract/Operations Manager** will consult with CFS Management on arrangements for monitoring and improving the Health and Safety performance of the company.

5.6.2 Communication

Company Health and Safety issues, where appropriate will be included in all formal meetings with staff and managers. Health and Safety will be a topic on every agenda for company meetings.

5.6.3 Enforcing Authority, Contact & Liaison

Enforcing authorities and their officials have wide powers and should be given the fullest co-operation. Any contact, including correspondence from any enforcing authority, in particular Health and Safety Executive (HSE), local authority Environmental Health Officer or Fire Officer must be notified to CFS Ltd Head Office by the quickest possible means, who will provide **Site Managers/Supervisors** with the appropriate support and advice.

5.7 Relationship with Third Parties

CFS Ltd expects third parties upon which it relies (including contractors, partners and associates) to work safely, comply with all relevant health, safety and fire legislation and have in place appropriate sources of Health and Safety advice. CFS Ltd will ensure that such third parties are safety competent and that they provide, and are provided with, information in order to complete work on our behalf safely.

5.7.1 Contractors

The **Contract/Operations Manager** in charge of an area for which any contractor is engaged will:

- Ensure that such contractors are competent for the activity they are to carry out before they are selected using the company selection process;
- Co-ordinate the contractors work with the activities of the area;
- Ensure that an appropriate **Site Induction** is completed;
- Ensure the exchange of information on risks and controls and co-ordination of the overall safety arrangements;
- Control and monitor their activities.

Specific guidance on control of contractors is detailed at Section 6.2.

5.8 Selection, Maintenance, Inspection & Testing of Plant and Work Equipment

Formal arrangements will be in place for the selection, maintenance, inspection and testing of any plant and equipment which CFS Ltd owns and/or uses to ensure that it is safe and fit for purpose.

These arrangements will cover:

- Procurement (including hiring) of safe plant and equipment;
- Use of equipment for its intended purpose;
- Competence requirements including instruction, information and training;
- User checks;
- The frequency for inspection and maintenance in line with risk assessment, manufacturer recommendations and statutory requirements;
- Communication of the findings of formal inspections;

- Fault and defect reporting and corrective action
- Preventative maintenance programmes;
- To ensure that maintenance work is carried out by competent people, is effective and that plant is left in a safe condition.

Specific guidance is provided within further sections of the policy.

5.9 Working Environment

CFS Ltd is committed to meeting its legal obligations to provide all employees with a Safe and Healthy place of work.

5.10 Accident & Incident Management

5.10.1 Reporting & Investigation of Accidents & Incidents

All accidents, incidents and near misses that occur during the course of CFS Ltd work will be reported promptly to ensure that they are investigated to determine any lessons to be learned.

The reporting and investigation procedure is mandatory and provides essential information to:

- Ensure action is taken to prevent reoccurrence;
- Meet statutory requirements;
- Help monitor and improve Health and Safety performance;
- Provide information for responding to claims made against the company;
- Enable the company to respond quickly and accurately to external enquiries.

An Accident Log is available at Head office to which all accidents/ near misses/ incidents are reported to. Most workplace/sites will have their own accident log/book which must also be completed.

Specific guidance on accident reporting procedures are detailed at Section 6.1.

5.11 Audit & Review of Performance

Audits will be carried out internally and externally as part of the arrangements for monitoring. The scope and focus of Health and Safety will be subject to consideration by legal requirements and professional advice.

All managers are required to co-operate with the audit process and ensure that any recommendations are complied with.

6. Specific Health & Safety Arrangements

6.1 Accidents, First Aid & Work Related Health

The policy underlines the procedures to be adopted when an employee, contractor or visitor suffers an accident during the course of their employment. The same principles apply when an employee, visitor or contractor has experienced a near miss or dangerous occurrence.

For the purposes of this policy, brief definitions and examples of an accident and a near miss are given below:

Accidents are unplanned events which cause injury to persons, damage to property or a combination of both. Examples include cuts, bruises, fractures and damage to property.

Near misses are unplanned events that do not cause injury or damage but could have done so. Examples include items falling near-by and trips not resulting in any injury.

An accident Log will be maintained and held at CFS Ltd Head Office.

- **All accidents must be recorded in the company accident Log stored at Head Office. Site Managers/Supervisors will be responsible for sending all accident reports to Head Office.**
- Entries in the accident book will be regularly reviewed to ascertain the nature of incidents that have occurred in the workplace. This review will be in addition to an individual investigation of the circumstances surrounding each incident;
- All near misses must be notified to **Site Managers/Supervisors who will inform CFS Ltd Head Office** as soon as possible so that action can be taken to investigate the causes and to prevent recurrence;
- **Accident record sheets will be kept securely to ensure compliance with data protection legislation;**
- If the incident is reportable under The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), the local enforcing authority must be informed on a prescribed form within ten days or by contacting the HSE call centre (see Appendix 1 regarding RIDDOR reporting requirements);
- Major incidents (as defined in RIDDOR) must also be notified to the enforcing authority straight away by telephone. A photocopy of the completed form should be kept for company records (see Appendix 2);
- Any non-employee who experiences an accident or near-miss incident whilst on the premises must report the incident immediately to the person responsible for their presence on site;
- Site Managers/Supervisors will be responsible for notifying any reportable incident under RIDDOR to Head Office, who will notify RIDDOR.

- A fully stocked first-aid box will be provided at each location. The contents of the first aid box will be checked as part of the formal monthly inspection;
- First-aid kits will be provided in company vehicles;
- If any first-aid equipment is used staff should notify their Site Manager/Supervisor as soon as possible;
- Staff working in hospital environments will be offered appropriate inoculations.

6.2 Use of Contractors

CFS Ltd will ensure that any contractor used is competent for the task.

All potential contractors will be required to produce evidence of current and relevant insurance cover.

Where contractors work is being undertaken on behalf of the client, the client's assessment procedures will be used in conjunction or in place of the CFS Ltd systems.

Contractors must advise CFS Ltd in advance of any Health and Safety risks likely to be created by their activities.

CFS Ltd will advise the contractor of any significant hazards that may be encountered on site.

Contractors must be able to produce evidence that they are complying with Health and Safety law. This will include sight and review of their Health and Safety Policy, risk assessment records, records of test for electrical equipment, method statements etc.

Rules for Contractors

Fire Alarms

Notices are displayed to indicate the action to be taken in the event of an emergency. It is essential that contractors and sub-contractors personnel are fully conversant with emergency procedures and that they react quickly and safely when the alarm sounds.

Contractors are obliged to familiarise themselves with escape routes and ensure they are kept free from obstructions at all times.

It is of paramount importance that fire escape routes and fire extinguishers remain unobstructed and available for immediate use in the event of a fire. Extinguishers must be available for use at all times.

Electrical Equipment

Any electrical equipment, tools etc., introduced by a contractor and/or sub-contractor to our premises must comply with required safety standards. Use of equipment must be in accordance with relevant regulations.

Safety Equipment

Contractors and/or sub-contractors are required to comply with Health and Safety Regulations and Codes of Practice relating to the tasks for which they have been engaged.

Site Maintenance and Clearance

During work, the contractor and/or sub-contractor must maintain a safe working environment with the minimum disturbance, dust and noise. At the end of each working day, the site must be cleared of all surplus materials and rubbish, and left clear of hazards.

6.3 Asbestos

In relation to the sites for which CFS Ltd has responsibility for the maintenance and repair an asbestos survey will be carried out. A copy of the survey report will be held both on site and at Head Office.

In relation to locations owned and maintained by clients, a copy of the client's asbestos survey and asbestos management plan will confirm the presence or otherwise in occupied locations.

If the survey indicates that asbestos containing materials are present in areas occupied by CFS Ltd a copy of the survey report will be held on site and the relevant Site Manager/supervisor will make contractors aware of the existence and content of the asbestos survey reports prior to the commencement of work on the building structure.

6.4 Display Screen Equipment

It is the policy of CFS Ltd to take all reasonable steps to secure the Health and Safety of employees who work with display screen equipment (DSE).

Procedures will be put in place in order to:

- Encourage employees to take part in risk assessments, which will take into account the display screen equipment, the furniture, the working environment, the worker and any reported health problems.
- Take all necessary measures to remedy any risks found as a result of the assessment;
- Take steps (if found necessary) to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity;
- In the case of those defined as "DSE users", meet the cost of eye and eyesight tests at regular intervals or where a visual problem is experienced.

The company will give sufficient information, instruction and training as is necessary to ensure the Health and Safety of workers who use DSE.

6.5 Electrical Safety

Electrical systems will be subjected to effective and regular maintenance. In particular, all portable electrical equipment will be subject to portable appliance testing at specified intervals. Fixed electrical systems will be inspected and tested at 5-yearly intervals.

Where clients own premises, confirmation should be sought from the client on an annual basis that any portable appliance owned by the client and the fixed wiring systems are subject to inspection and test.

As part of the company Health and Safety inspections a visual inspection of electrical equipment will be undertaken involving checks of plugs and sockets, power leads and electrical equipment for signs of damage and overheating.

6.6 Fire Prevention & Precautions

It is the company policy to take all necessary measures to prevent an outbreak of fire, and to ensure the safety of staff if a fire should occur. To achieve this, a fire risk assessment will be completed at each location and a record will be kept of the findings. Suitable fire safety arrangements will be put into place to eliminate or reduce to the lowest reasonable level any fire risks that were identified in the assessment.

Fire Precautions

- Exits and exit routes must be clearly marked and must not be obstructed nor locked at any time during working hours;
- All fire extinguishers must be unobstructed and positioned on routes of exit;
- Fire equipment will be inspected and maintained by an authorised contractor at intervals of not more than 12 months;
- Between annual inspections, and as the occasion arises, the company will designate a person to be responsible for ensuring that used/damaged/missing fire extinguishers are replaced;
- Any damage found to any item of fire equipment is to be reported at once to relevant management;
- **Smoking is not permitted within buildings or any public areas except designated smoking areas;**
- All sources of ignition must be removed from the vicinity of flammable liquids or vapours;
- Waste materials must not be allowed to accumulate in such a way as to create a fire risk;

- Any damaged or defective smoke detector or alarm call point must be repaired or replaced as a matter of the greatest priority;
- The fire alarm system will be checked weekly at a regular time during working hours by operation of manual call points. A different call point will be tested on each occasion, by rotation and a record will be kept in a fire log book, detailing which call point has been tested each week;
- Staff must be aware that the fire alarm can sound for various reasons: fire, fire drill, bomb threat, false alarm, malfunction, vandalism etc., so every sounding of the alarm must be taken seriously.

Fire Drills

- The objectives of holding practice evacuations are to test the effectiveness of the system, to familiarise staff and to identify where improvements may be required;
- A practice evacuation will be carried out not less than once per year, and more frequently if so required by the Fire Certificate at any particular location, or if the fire risk assessments identify a need or benefit for more frequent evacuations;
- The Site Manager/Supervisor must liaise with other companies responsible for staff in any jointly occupied buildings to ensure drills are undertaken;
- Where the alarm system is directly linked into an external monitoring system, the operators of the system must be made aware of the test;
- Where considered appropriate, the fire authorities may be invited to monitor and advise on the effectiveness of the drill;
- The date and timing of the drill should take into account any special function of the staff working in the area to be evacuated;
- Exemptions from participation by individuals should only be granted in essential and exceptional circumstances;
- Security personnel must be advised prior to a drill. They have the responsibility of maintaining adequate security arrangements during the evacuation;
- Managers of departments should be advised of the drill where any persons may need special care and attention during evacuation, e.g. staff who have limited mobility, deafness etc.;

Duties of Fire Marshals

- When the fire alarm sounds, the fire marshal will walk the area to ensure that there is nobody within that area. The check will include toilets, plant rooms and any area not in direct view;
- Fire marshals should go to the assembly point and report to the site manager to give exact details of any problems, or persons who need assistance, so that the emergency services can be told. This will allow early search and rescue to take place;
- Conduct a roll call to establish that all staff and visitors have left the premises;
- Fire marshals must be prepared to return to a position outside a fire exit to stop people entering or returning to the building before authorised;
- It is essential that at no time the fire marshal put themselves at risk;
- Ascertain whether the fire brigade have been called and make arrangements if they have not;
- When the emergency services arrive, liaison must be established with the Senior Fire Officer, and all the information received from fire marshals must be relayed to this Senior Fire Officer so that suitable action can be taken;
- Fire marshals will be guided by the Senior Fire Officer in relation to return into the building or further relocation from the assembly point.

Fire Procedures

In the event of fire, do not panic and do not take any personal risk. If the fire alarm should sound, or if you are given instructions by a fire marshal or other responsible person, evacuate the building immediately.

- Leave the room, closing doors and windows behind you. Do not stop to collect your personal possessions;
- Sound the fire alarm from the nearest call point and inform a responsible person;
- If this is not possible, call the fire brigade by dialling 999;
- Do not stand and watch, nor make any attempt to remove vehicles or property;
- Do not use the lifts if provided;
- When the alarm sounds, go to the designated fire assembly point and wait there until everybody has been accounted for;
- Remember that no matter which fire exit you use, you must still go to the designated assembly point;

- Do not forget to help and guide visitors or contractors who may be in the building at the time;
- If it is safe to do so, and only if you have been trained in the correct use of a fire extinguisher, attempt to tackle the blaze. Always sound the alarm first.

Fire Notice

This example should form the basis of notices at each location:

IF YOU DISCOVER A FIRE

- LEAVE THE ROOM CLOSING THE DOOR BEHIND YOU AND OPERATE THE NEAREST FIRE ALARM. LEAVE THE BUILDING BY THE QUICKEST MEANS.
- PROCEED IMMEDIATELY TO YOUR DESIGNATED ASSEMBLY POINT WHERE A ROLL CALL WILL BE TAKEN.

ON HEARING THE FIRE ALARM

- PROCEED IMMEDIATELY TO YOUR DESIGNATED ASSEMBLY POINT WHERE A ROLL CALL WILL BE TAKEN.
- USE THE NEAREST EXIT.
- DO NOT STOP TO COLLECT PERSONAL BELONGINGS.
- DO NOT RE-ENTER THE BUILDING UNTIL YOU ARE TOLD IT IS SAFE TO DO SO.
- DO NOT USE THE LIFT.

6.7 Hazardous Substances

All substances classified as being harmful to health will be assessed for possible ill-health effects or safety requirements by consulting the relevant supplier/manufacturer hazard data sheet.

Appropriate **COSHH assessments** for hazardous materials will be carried out with copies of relevant assessments and safety data sheets maintained at each location.

Appropriate precautions will be taken before use and no substance will be used unless approved by the company.

Storage of substances will follow current good practice and will comply with any relevant legal requirements.

Copies of contractors' COSHH assessments will be requested where relevant.

All fuels, oils and lubricants will be stored in accordance with legal requirements and current good practice.

6.8 Manual Handling

The policy of CFS Ltd is to minimise the risk of manual handling injuries and to provide guidance on the measures that should be taken to ensure safe lifting and carrying at the workplace. The company will ensure that operations that involve hazardous manual handling are eliminated, so far as is reasonably practicable. Measures to achieve this include ergonomic design of the workplace and activity, and the provision of mechanical aids such as trolleys.

Assessment of Risk

- An assessment of manual handling activities will be carried out;
- Risks identified will be reduced to the lowest level reasonably practicable;
- A written record will be kept of each assessment.

Factors to be considered

The following factors will be considered during the assessment:

- Bending and stooping to lift a load significantly increases the risk of back injury;
- Items should ideally be lifted from no lower than knee height to no higher than shoulder height. Outside this range, lifting capacity is reduced and the risk of injury is increased;
- Items that are pushed or pulled should be as near to waist level as possible. Pushing is preferable, particularly where the back can rest against a fixed object to give leverage;
- Carrying distances should be minimised, especially if the task is regularly repeated. Repetitive tasks should be avoided wherever possible. Tasks that involve lifting and carrying should be designed in such a way as to allow for sufficient rest breaks to avoid fatigue. Avoid tasks that require twisting the body wherever possible;
- The load should be kept as near as possible to the body trunk to reduce strain;
- Loads must not be of such size as to obscure vision;
- An indication of the weight of the load and the centre of gravity should be provided where appropriate;
- Consideration must be given to age, body weight, physical fitness and personal limitation;
- Pregnant women should not be required to undertake hazardous lifting or carrying tasks;
- Staff are encouraged to minimise the manual handling tasks undertaken.

6.9 Catering

It is the company policy to ensure that employees have reasonable access to enable them to prepare and consume hot food and drinks during working breaks.

6.10 Employment of Young Persons

In the event of a young person, under 18 years of age, being employed arrangements will be put in place to carry out a risk assessment relevant to the employee's activities prior to employment. The effectiveness of controls will be monitored until the person reaches 18 years of age.

6.11 Employment of Pregnant Staff

Where a member of staff notifies the company in writing of pregnancy, arrangements will be put in place to carry out a relevant risk assessment. A copy of the assessment will be held in the employees personnel file.

6.12 Employment of Temporary Staff

Temporary staff on appointment will be provided with induction training as other members of staff with a record of training maintained.

6.13 Smoking Policy

All buildings occupied by CFS Ltd are designated no smoking areas. See also CFS Ltd Smoke Free Policy.

6.14 Occupational Noise

Appropriate action will be undertaken where noise levels are deemed excessive.

6.15 Personal Protective Equipment

All necessary equipment provided for the protection of employees will be provided following an assessment of each location.

Information, instruction and training as relevant will be provided for affected employees.

In particular, high visibility clothing will be provided and worn in areas of vehicle movement.

6.16 Vehicles

Licence checks of company drivers will be undertaken periodically.

Staff driving their own cars on company business will be expected to provide adequate insurance cover, which will be checked periodically.

Drivers will be expected to comply with safe driving standards and to comply with relevant legislation when driving on the public highway or private property.

6.17 Water

At each location a supply of water for drinking and washing purposes will be supplied.

6.18 Lone Working

Lone security workers should ring the control room every hour to update and confirm their continued safety. Arrangements will be made to provide a means of communication for lone cleaning workers were deemed necessary.

6.19 Lifts and Lifting Equipment

At premises for which lifts and lifting equipment are provided which are the responsibility of CFS Ltd, arrangements will be put in place for the maintenance and the statutory inspection of the lifts and lifting equipment.

6.20 Engineering Facilities

At CFS Ltd all necessary plant and equipment deemed necessary for Health and Safety will be provided. Such equipment will meet all relevant standards.

Electrical and mechanical standards of the equipment will be checked periodically and any necessary maintenance or repair to damaged equipment will be carried out immediately and where this is not possible the equipment will be taken out of use.

7.0 Policy Statements

7.1 COSHH Policy Statement

Control of Substances Hazardous to Health (COSHH) Regulations 2002 apply to our working environment.

We recognise that some substances have the potential to cause ill-health and we will introduce measures to identify what substances our employees use or are exposed to in the course of their work.

Wherever we can, we will discontinue the use of the harmful substances and any such substances will be sent for disposal and no more obtained.

Where a harmful substance is being used, we will replace it with a suitable and less hazardous substance wherever possible.

Substances that we must use will be assessed and control measures introduced to prevent risk to our employees or others affected by our business operations. If Personal Protective Equipment or Clothing (PPE) is required, it will be provided and must be used. We will assess the use of all new substances introduced into the workplace prior to their use. We will make a register of all substances used on site and review our control measures as necessary.

Where PPE must be used, employees will be provided with the appropriate equipment, which will be maintained, repaired and tested as required by each class of protection.

COSHH Assessments will be carried out for all chemicals used by CFS Ltd and information, instruction and training will be provided for all employees who may be exposed to hazardous substances. The necessary control measures will also be provided for any non-employees working on site who may be exposed to hazardous substances.

7.2 Manual Handling Policy Statement

The Manual Handling Operations Regulations 1992 apply to our work activities.

We consider that preventing this type of injury in our business will improve morale and contribute significantly to our profitability by reducing potential losses.

In consideration of their special needs, we will take additional measures to secure the safety of young employees (under eighteen years old) and pregnant or nursing mothers, including modifying our manual handling risk assessments.

Manual handling operations will be assessed for all activities for any loads other than those which are clearly not significant. Manual handling operations in areas or under conditions that may alter the risk will be assessed.

Training in lifting techniques can significantly reduce the risk of injury and will be provided for staff involved in all operations identified as having significant risk.

All manual handling operations identified as having a significant risk will have the results of the assessment recorded whether or not the assessment can be easily repeated, in order to demonstrate that it has been carried out.

Arrangements and procedures for manual handling operations:

- Work areas will be kept in a good condition, free from slipping and tripping hazards with clear access to the load;
- Wherever straightforward, loads will be split into smaller loads to reduce the likelihood of injury;
- Where lifting teams are working, a team leader will be nominated to co-ordinate the effort;
- For the lifting of heavy or awkward shaped materials, equipment or loads mechanical assistance (including fork lift trucks, sack trolleys, vacuum lifts, hoists, roller conveyors and pallet trucks) will be provided wherever reasonably practicable;
- Gloves and safety footwear will be provided at the expense of the company, where identified as necessary in the risk assessments;
- The distance loads have to be carried must be reduced to the minimum, including taking the work activity to the load if necessary e.g. unpacking;
- Where distances are excessive, manual handling must be used and the activity cannot be taken to the load e.g. heavy materials moved between machine operations, resting areas will be designated to allow handlers to pause and rest;
- Wherever reasonably practicable, manual handling tasks will be automated or mechanised;
- Loads or any weight that are large enough to obscure vision, e.g. empty boxes, must not be carried manually. They will be placed on trolleys or pallet trucks, as necessary and pulled so that the operator has a clear view of the route;
- Loads must not be stacked above chest level by hand. A suitable, stable platform must be used to stand on;
- Loads of more than half the weight of the person lifting it may cause the individual to lose balance and will only be lifted with assistance;
- Employees who are engaged in manual handling operations will be trained in the correct techniques, including team lifting and kinetic handling, and any additional techniques for special loads;

7.3 Violence and Aggression Policy Statement

1. Statement

CFS Ltd recognises that violence and abuse pose a significant risk to the Health and Safety of its employees. Violence is a serious health hazard both for immediate victims of attack and for their colleagues. It is also damaging to the business because of high levels of sickness absence and the loss of experienced staff. CFS Ltd acknowledges that it has a duty under Health and Safety law to protect its staff. This policy outlines how this commitment will be fulfilled. All members of staff throughout the organisation are urged to make themselves familiar with the policy and to co-operate fully in its implementation.

1.1 Definition of Violence

For the purpose of this policy, the Health and Safety Executive's definition of violence is adopted. Violence is defined as:

'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.'

This definition includes physical violence, verbal abuse and harassment on the grounds of sex, race, disability or sexual orientation.

2. Responsibilities for Implementing Policy

All staff are required to co-operate with the implementation of this policy.

The **Contract/Operations** Managers have responsibility for:

- Putting the policy into practice;
- Setting up reporting systems for incidents and collating data;
- Ensuring that risk assessments are carried out on all areas of company activity, and that competent advice and support is available when needed;
- Ensuring that the resources are available to provide training for all staff;
- Setting up procedures to make sure that staff who are involved in incidents are given support and assistance;

Site Managers/Supervisors Duties:

- Responsibility for ensuring that reports of incidents are being submitted;

Duties for all staff:

- Co-operation with the policy;
- Acting responsibly to avoid putting themselves or others in danger;
- Reporting incidents;
- Raising any concerns with their manager;

3. Training

CFS Ltd recognises the importance of effective training of staff in ensuring the success of this policy. Training will:

- Ensure that staff are able to play their role in the implementation of the policy;
- Prepare staff beforehand so that they are better able to cope if they are involved in an incident;
- Inform staff about the support provided by CFS Ltd if they are involved in an incident.

4. Risk Assessment

It is recognised that the risks will vary from site to site, depending on location, job function, the customer base and many other factors.

This means that risk assessments must be developed on a site by site basis taking account of local conditions.

The site manager will work with the staff on each site to develop the site-based risk assessment. At each site a written record of the risk assessment will be kept which includes:

- Brief description of the risks involved, including any risk factors specific to that site;
- Details of the groups of workers exposed to the risks;
- Brief details of the preventative measures in place to prevent or reduce the risks;
- Date when the risk assessment was last reviewed.

To make sure that the local risk assessment is tailored to the needs at the particular site, the site manager will pay particular attention to the following points:

4.1 Reporting System

Reporting procedures are in place to allow staff to report incidents. Staff are encouraged to report all incidents including incidents of verbal abuse, intimidation or harassment. The

record of staff reports is an essential piece of information for the development of the local risk assessment.

The support of the Site Manager/Supervisors is essential to get this message across. Staff must be trained in the use of the reporting system, particularly at induction. Staff must have confidence that reports will be treated with sensitivity and will be taken seriously. Where reports reveal a serious or persistent problem, prompt action must be taken to provide the staff involved with suitable support.

4.2 Consultation with Staff

The staff who work at the site will know better than anyone if there are particular risks of violence or abuse. Consultation with the staff will provide a 'reality check' to make sure that the risk assessment is effective.

Opportunities should be taken to consult with the staff on the issues at staff briefings.

4.3 Specific Issues

As with any risk assessment it is important that consideration is given to particular risks that may only affect particular workers or groups of workers.

Examples may include:

- Lone workers;
- Night shift workers;
- Key holders;
- Security staff.

Where there are particular groups of workers or specific risks, the site manager will make sure that details are included in the written record of the risk assessment.

5. Taking Action to Prevent Violence

CFS Ltd is committed to ensuring that measures that may be required following the risk assessments are agreed and put into practice.

Because of the complicated nature of the risk and the variation between sites, there is no single, simple solution to the problem. Any procedures will need to be tailored to local conditions and circumstances.

6. Support for Staff involved in Incidents

The main purpose of this policy is to prevent violent incidents from occurring in the first place and to ensure maximum safety for staff. However, we recognise that it will not be possible to

completely eliminate all incidents. CFS Ltd is fully committed to providing all necessary support to workers who are involved in incidents or who are witnesses to incidents.

Site Managers/Supervisors will provide support for their staff. While recognising the importance of good customer service, we also recognise that there will be occasions when certain types of behaviour are unacceptable. On such occasions managers must give prompt support to the staff involved.

We recognise in particular that CFS Ltd has a duty of care to protect staff from abuse from members of the public which is racist, sexist or based on any disability.

6.1 Taking Legal Action

Where appropriate, CFS Ltd will take legal action to protect staff from persistent harassment or threats of violence. Site Managers/Supervisors who believe this is necessary should contact their Contract/Operations Manager.

6.2 Immediately after the Incident

- Prompt medical attention will be arranged for anyone who is injured.
- Staff involved in the incident or who witnessed the incident will be given the opportunity to talk about the incident in a supportive environment;
- Staff will be discouraged from driving themselves home if they are still in shock. They will be given the opportunity to call relatives or friends to arrange alternative transport or transport will be arranged for them;
- Staff and members of the public should be kept out of the area where a serious incident has occurred and nothing should be disturbed until the police confirm that it can be done, unless it is necessary to take action to secure people's safety.

7. Networking

CFS Ltd will work together to develop links with Crime Prevention Officers in the local police and with officers of the local authority involved in crime and disorder reduction in the Health and Safety enforcement to make sure that protection standards in their site are sufficient for local conditions.

8. Consultation, Monitoring and Reviewing

CFS Ltd recognises the importance of consultation at all levels to demonstrate commitment and ensure effective involvement in the implementation of this policy. CFS Ltd is committed to the sharing of any data, research or other information that will assist in the successful operation of this policy.

7.4 Stress Policy Statement

The company recognises that, whilst a degree of stress can be a positive force at work, excessive pressures can have a negative effect on both health and performance at work. CFS Ltd is committed to promoting good health at work and is therefore concerned to recognise any negative effects that stress may have on individual members of staff, to proactively identify and monitor areas where this may occur, and to provide suitable support mechanisms for members of staff suffering from the negative effects of stress.

Through the risk assessment process, the company will continue to identify hazards and assess all mental and physical risks to health and safety with the object of reducing them, as far as reasonably practicable.

Arrangements

The company acknowledges that stress in the workplace can be caused by any combination of a number of quite diverse factors, such as:

- Job design and lack of control of workload;
- Working environment;
- Relationships with others at work;
- Communication arrangements.

The company also recognises that there may be problems outside the workplace that will cause an individual member of staff to suffer from negative effects of stress, and that these may affect an individual's health and performance within work. In this situation, undue negative stress may occur as a result of work-related and non-work-related factors.

The company will:

- Ensure, so far as reasonably practicable, that excessive stress is eliminated from the work environment, and that the necessary risk assessments are completed and acted upon in the case of workplace stressors;
- Provide suitable support mechanisms for members of staff suffering from the negative effects of stress;
- Encourage a working environment where members of staff who feel they are suffering from the negative effects of stress can approach their managers in confidence, in order that necessary support mechanisms can be put in place;
- Encourage a culture where stress is not seen as a sign of weakness or incompetence;
- Provide suitable guidance for Site Managers/Supervisors to enable them to recognise symptoms of negative stress in their staff and themselves.
- Provide information for staff in general on the effects of stress at work, effective communication, handling difficult situations and employee relations.

Where it is identified that a staff member is suffering from excessive stress, the company will provide the necessary mechanisms to promote a return to full health as quickly as possible. Members of staff are encouraged to refer themselves to any one of the following:

- **Site Manager/Supervisor;**
- **Contract/Operations Manager;**
- Health & Safety Manager;
- Human Resources Advisor.

All referrals will be dealt with in complete confidence.

APPENDIX

APPENDIX 1

Guide to Reporting of Injuries, Diseases and Danger Occurrences Regulations 2013

When do I need to make a report?

1. For most types of incident, including:

- Accidents resulting in the death of any person.
- Accidents resulting in specified injuries to workers.
- Injuries to workers which result in their incapacitation for more than 7 days.
- Non-fatal accidents requiring hospital treatment to non-workers and
- Dangerous occurrences.

The responsible person must notify the enforcing authority without delay, in accordance with the reporting procedure (Schedule 1). This is most easily done by [reporting online](#). Alternatively, for **fatal accidents or accidents resulting in specified injuries to workers only**, you can phone 0345 300 9923.

ACCIDENT MUST BE NOTIFIED WITHIN 10 DAYS

Reporting Procedures:

Notification must be made online to Health and Safety Executive:

Telephone: 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

Internet: www.hse.gov.uk/riddor/report.htm

Post: RIDDOR Reports
Health and Safety Executive
Redgrave Court
Merton Road
Bootle
Merseyside
L20 7HS

APPENDIX 2

Types of reportable injuries

Deaths:

All to deaths to workers and non-workers must be reported if they arise from a work-related accident, including an act of physical violence to a worker. Suicides are not reportable, as the death does not result from a work-related accident.

Specific Injuries:

- Any fractures other than to fingers, thumbs and toes;
- Amputation;
- Permanent loss of sight or reduction of sight;
- Crush injuries leading to internal organ damage;
- Serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs);
- Scalping (separation of the skin from the head) which require hospital treatment;
- Unconsciousness caused by head injury or asphyxia;
- Any other injury arising from working in an enclosed space, which leads to hyperthermia, heat induced illness or requires resuscitation it admittance to hospital for more than 24 hours.

Over seven day injuries

Where any person at work is incapacitated for routine work for more than seven consecutive days (excluding the day of the accident) because of an injury resulting from an accident arising out of or in connection with that work, the responsible person must send a report to the relevant enforcing authority in an approved manner as soon as practicable and in any event within 15 days of the accident.

Injuries to non-workers:

Work-related accidents involving members of the public or people who are not at work must be reported if a person is injured, and is taken from the scene of the accident to hospital for treatment to that injury. There is no requirement to establish what hospital treatment was actually provided, and no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

Occupational Diseases:

Employers and self-employed people must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work. These diseases include (regulations 8 and 9):

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

Dangerous Occurrences:

Dangerous occurrences are certain, specified 'near-miss' events (incidents with the potential to cause harm.) Not all such events require reporting. There are 27 categories of dangerous occurrences that are relevant to most workplaces. For example:

- The collapse, overturning or failure of load-bearing parts of lifts and lifting equipment; plant or equipment coming into contact with overhead power lines;
- Explosions or fires causing work to be stopped for more than 24 hours.

APPENDIX 3

Exemptions

In general, reports are not required (regulation 14) for deaths and injuries that result from:

- Medical or dental treatment, or an examination carried out by, or under the supervision of, a doctor or registered dentist;
- The duties carried out by a member of the armed forces while on duty; or
- Road traffic accidents, unless the accident involved:
 - The loading or unloading of a vehicle;
 - Work alongside the road, eg construction or maintenance work;
 - The escape of a substance being conveyed by the vehicle; or
 - A train.

APPENDIX 4

Recording requirements

Records of incidents covered by RIDDOR are also important. They ensure that you collect sufficient information to allow you to properly manage health and safety risks. This information is a valuable management tool that can be used as an aid to risk assessment, helping to develop solutions to potential risks. In this way, records also help to prevent injuries and ill health, and control costs from accidental loss.

You must keep a record of:

- Any **accident, occupational disease or dangerous occurrence** which requires reporting under RIDDOR; and
- Any other occupational accident causing injuries that result in a worker being away from work or **incapacitated for more than three consecutive days** (not counting the day of the accident but including any weekends or other rest days). You do not have to report over-three-day injuries, unless the incapacitation period goes on to exceed seven days.

If you are an employer who has to keep an accident book, the record you make in this will be enough.

You must produce RIDDOR records when asked by HSE, local authority or ORR inspectors.

