

Aqua Window and Property Cleaning Services Ltd



Health and Safety Handbook

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Amendment Record

Version	Date	Changed By	Version Comment
1.0	25/03/2024	Leon Deverson	Document Published

Introduction

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

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

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

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

Health and Safety Policy Statement

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

It is the policy of Aqua Window and Property Cleaning Services Ltd to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees working for the Business and other persons who may be affected by our undertakings.

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

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

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

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

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

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

A signed copy of this statement is available on request.

Environmental Statement

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

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

It is our policy to:

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

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

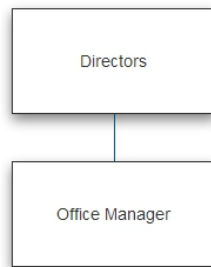
We are committed to providing relevant environmental training and promoting environmental awareness to employees and, where appropriate, to suppliers and to communicating our environmental performance.

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

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

A signed copy of this statement is available on request.

Safety Management Structure



General Responsibilities

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

Management will ensure they:

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

Employees Responsibilities

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

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

Employees are obliged to:

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

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

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

Sub-Contractors/Self-Employed Personnel Responsibilities

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

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

Information For employees

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

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

Joint Consultation

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

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

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

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

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

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

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

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

Access And Egress

Description

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

Associated Hazards

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

Employees Responsibilities

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

Accident Reporting

Description

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

Death

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

Specified injuries

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

Over seven-day injury

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

Occupational Disease

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

Dangerous Occurrence

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

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

People Not At Work

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

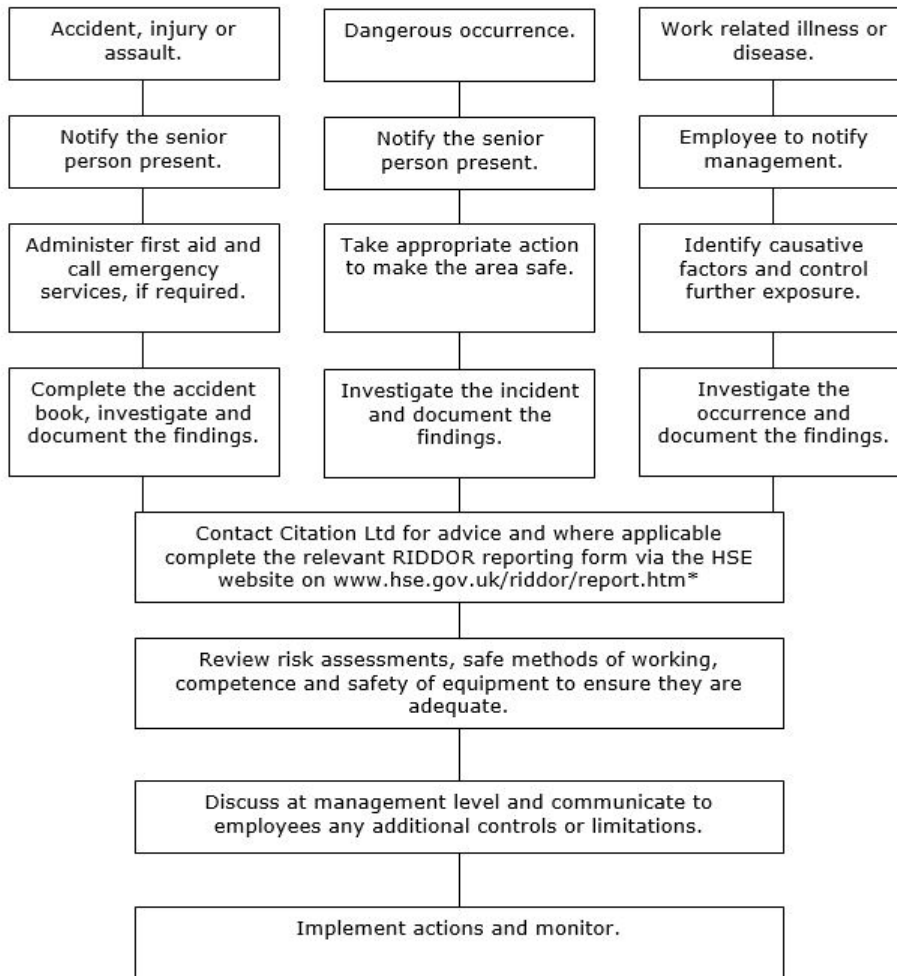
In addition Aqua Window and Property Cleaning Services Ltd will ensure that:

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

Employees Responsibilities

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

Accident And Incident Reporting Flowchart



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

Alcohol And Drugs Misuse

Description

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

Associated Hazards

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

Disciplinary procedures

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

Employees Responsibilities

Employees must:

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

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

Description

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

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

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

Associated Diseases

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

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

Work undertaken on asbestos containing materials is categorised as either:

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

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

Notifiable Non-Licensed Work (NNLW): Certain non-licensable works is also **notifiable** to the HSE. However, the following activities are exempt from notification:

1. short, non-continuous maintenance task whilst working only with non-friable asbestos containing materials,
2. removal, without deterioration of non-degraded materials where the asbestos is firmly contained within a matrix, e.g. cement or plastic,

3. where the asbestos containing materials are in good condition and are being sealed or encapsulated,
4. air monitoring and control or collection and analysis of asbestos samples.

Employees Responsibilities

Employees will: -

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

Cleaning and Disinfection

Description

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

Associated Hazards

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

Employees Responsibilities

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

Construction, Design and Management(CDM) 2015

Responsibilities

Description

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

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

Individuals Responsibilities

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

- Take care of their own health and safety and to others who may be affected by their actions

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

Contractors

Description

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

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

Associated Hazards

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

Contractor's/Sub-Contractor's Responsibilities

All sub-contractors undertaking work on our behalf:

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

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

Employees Responsibilities

Employees will:

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

Control of Substances Hazardous to Health (COSHH)

Description

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

Hazardous substances include:

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

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

Associated Hazards

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

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

Employees Responsibilities

Employees have responsibilities under COSHH Regulations, and are expected to:

- Take part in training programmes
- Observe container hazard symbols
- Practice safe working with hazardous substances following training provided
- Report any concerns or health issue to their immediate supervisor
- Wear, use correctly and maintain any personal protective equipment and respirable protective equipment provided

- Return all hazardous substances to their secure location after use and use any control measures provided properly.

Dangerous Substances And Explosive Atmospheres

Description

Dangerous substances are those substances that can cause harm to people from fire or explosion and are classified as explosive, oxidising, extremely flammable, highly flammable and flammable. Information on substances that have been classified as such can be found in Manufacturer's Safety Data Sheets. Dangerous substances include paints, varnishes, solvents, petrol, liquefied petroleum gas, methane and dusts.

Explosive atmospheres can be formed when dangerous substances in the form of gases, mists, vapours or certain dusts are mixed with air under specific conditions.

Associated Hazards

- Fire and explosion
- Smoke and toxic fumes
- Collapse of buildings/structures.

Employees Responsibilities

Employees are required to:

- Follow procedures, site rules and reasonable instructions from the employer when using or storing dangerous substances
- Report any concerns regarding safety to management, so that any shortfalls can be investigated and remedial action taken
- Follow instructions and training in relation to dangerous substance safety and emergencies in the workplace
- Co-operate with management arrangements for fire and explosion prevention in the workplace
- Only enter hazardous areas if authorised to do so
- Refrain from introducing ignition sources into areas where dangerous substances are used or stored or explosive atmospheres are likely to be present
- Use equipment, including personal protective equipment, as instructed.

Dermatitis

Description

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

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

Associated Hazards

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

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

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

Employees Responsibilities

- Observe hazard symbols and instructions displayed on product containers

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

Disciplinary Rules

Description

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

Employees Responsibilities

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

Display Screen Equipment (DSE)

Description

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

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

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

Associated Hazards

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

Employees Have A Responsibility

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

Doors

Description

All doors within the premises must be designed, installed and maintained, so that employees and visitors can utilise them without risk of injury.

Associated Hazards

- Fire/Products of combustion
- Slips, trips and falls
- Object movement
- Struck by moving object
- Entrapment.

Employees Responsibilities

- Not to chock or wedge fire doors open
- Report any damage to doors, fixings or signs to the employer
- Report any accidents or near misses to the employer.

Driving At Work

Description

It has been estimated that up to one third of all road traffic accidents involve somebody who is 'at work' at the time, making work-related road collisions the biggest single safety issue for many UK businesses. Promoting safe driving practices and a good safety culture at work is also beneficial to private driving, and could reduce the potential for employees getting injured in a road traffic accident whilst away from work.

Associated Hazards

- The driver: competency, training, fitness and health
- The vehicle: suitability, mechanical condition, safety equipment (seat belts) and ergonomic considerations
- The journey: routes, scheduling, time, distance, weather conditions
- Crime: theft, violence, personal injury, property damage
- Breakdowns and other emergencies.

Employees Responsibilities

- Employees must follow any advice, information, instruction and training given by the employer
- All employees who are expected to drive on company business must have a valid drivers' licence for the class of vehicle they are driving
- Employees must provide a copy of their driving licence, on request and declare any driving convictions. Employees using their own vehicles for work should also provide a copy of their insurance certificate and a valid MOT certificate for the vehicle where applicable
- Drivers must ensure, so far as is reasonably practicable, that the vehicle is adequate for the purpose including being roadworthy, is in safe mechanical condition, is not overloaded, loads are secure and seat belts are worn
- Drivers shall comply with traffic legislation and The Highway Code, be conscious of road safety and demonstrate safe driving
- Employees driving vehicles on company business will not be under the influence of drink or drugs and must not drive whilst disqualified
- Drivers must stop after a crash or similar incident with which they are involved
- Employees must inform management if they become aware of any medical condition or take medication that might affect their ability to drive
- Promptly report defects, hazards and concerns to management.

Personal Safety – Staying Safe In Your Vehicle

Plan Ahead

- Check your route; keep a map in the vehicle
- Check if the place you are visiting has parking. If not, try and use a manned, well-lit car park
- Check you have enough fuel
- Check basic vehicle maintenance, i.e. oil, water, tyre pressure etc
- Check vehicle breakdown cover and keep the number with you
- Check you have something in the vehicle to keep you warm, e.g. coat or blanket, bottle of water, food snack and a torch in the event of unexpected, lengthy delay due to road traffic accident or inclement weather
- Ensure your office know where you are travelling to, whom you are meeting, and your expected time of return. Inform them if you change your journey plan
- Take a mobile phone with you and ensure it is fully charged (do not use the phone whilst driving)
- Keep any valuables, including handbags, mobile phones and laptops out of sight. They can easily be snatched when you stop at traffic lights, especially if windows are left open and doors unlocked
- Do not leave luggage or documents on display within your vehicle
- Do not leave the parking ticket on display – unless it is a requirement of the car park facility
- When returning to your vehicle, immediately lock the doors and drive off promptly
- Avoid taking unnecessary risks – be aware - if someone is flagging you down it may not be genuine. You may be as much help by reporting the incident by phone to the emergency services
- Do not get into a vehicle with a stranger, or offer a stranger a lift.

In The Event Of A Vehicle Breakdown

- Try to reach the side of the road and contact the vehicle breakdown services. Advise them if you feel vulnerable/unsafe and if you're alone
- Switch on hazard warning lights
- Avoid opening doors or windows to converse with strangers.
- If you decide to get out of the vehicle and await breakdown assistance (this is dependent on how safe you feel outside the vehicle) ensure you take the ignition key with you. Lock all the doors with the exception of the passenger door. This should be left wide open so you can quickly get back into the vehicle. If you breakdown on a motorway hard shoulder it is always advisable to get out of the vehicle and await assistance behind a barrier or away from the road side
- When the breakdown vehicle arrives, check they know your name and have your details – especially if the vehicle you were expecting is not clearly identifiable, e.g.

Electricity

Description

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

Associated Hazards

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

Portable equipment and testing

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

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

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

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

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

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

Employees Responsibilities

Employees have a responsibility for:

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

Emergency Plans

Description

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

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

Associated Hazards

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

Employees Responsibilities

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

Fire

Description

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

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

Associated Hazards

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

Employees Responsibilities

Employees are required to:

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

Aqua Window and Property Cleaning Services Ltd does not expect employees to fight fires, however, extinguishing action can be undertaken if it is safe to do so and you have been trained.

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

Fire Action

If You Discover A Fire

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

The Senior Person Present will call the fire service immediately by:

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

When the fire service reply, give the response distinctly:

- Give the company name and location (as per Fire Action Notice / Fire Plan) to the operator from which the call is being made
- Assuming there is no risk to health and safety, do not replace the receiver until the fire service has confirmed the details.

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

On Notification Of A Fire

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

The Senior Person Present will liaise with the fire officer in attendance, and arrange such assistance as the fire service may require.

- **Use the nearest available exit.**
- **Do not stop to collect personal belongings.**
- **Do not re-enter the building until told to do so by the Senior Fire Officer.**
- **In the event of a fire, the safety of a life shall override all other considerations, such as saving property or extinguishing the fire.**

First Aid In The Workplace

Description

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

Associated Hazards

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

First-Aiders Are Responsible For:

- Undertaking an appropriate training course and, if required, attending refresher courses annually with requalification after 3 years from initial completion
- Assessing the immediate situation where first aid is being applied, acting without placing themselves or others in danger and making the area safe
- Administering first aid as required but within their capabilities. Where there is any doubt, managing the situation while waiting for medical assistance to arrive.

Appointed Persons Are Responsible For:

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

Employees Responsibilities

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

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

Gas Safety

Description

Every year, a number of people die from carbon monoxide poisoning caused by gas appliances or flues which have not been installed properly or maintained. When gas does not burn properly, carbon monoxide is produced, which is poisonous.

Associated Hazards

- Tiredness
- Drowsiness
- Headache
- Stomach pains
- Nausea
- Chest pains.

Employees Responsibilities

Employees must:

- Co-operate with management arrangements for gas safety in the workplace
- Not carry out repair work to gas appliances unless competent to do so
- Follow any training, guidance and instruction given to prevent injury or ill health
- Report any hazardous or dangerous situation to the employer.

Glass and Glazing

Description

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

Associated Hazards

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

-

Employees Responsibilities

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

Hand Protection – Latex Gloves

Description

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

Associated Hazards

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

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

Employees Responsibilities

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

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

Hand Tools

Description

Tools that are hand held and are powered manually. Categories of hand tools include (but are not limited to) wrenches, pliers, cutters, striking tools, struck or hammered tools, screwdrivers, clamps, snips, saws, drills and knives. Outdoor tools such as garden forks, pruning shears, and rakes are additional forms of hand tools.

The greatest hazards posed by hand tools result from misuse and improper maintenance e.g.

- If a chisel is used as a screwdriver, the tip of the chisel may break and fly off, hitting the user or other employees.
- If a wooden handle on a tool, such as a hammer or an axe, is loose, splintered, or cracked, the head of the tool may fly off and strike the user or other employees.
- If the jaws of a wrench are sprung, the wrench may slip.
- If impact tools such as chisels, wedges, or drift pins have mushroomed heads, the heads may shatter on impact, ejecting sharp fragments toward the user or other employees.
- Iron or steel hand tools may produce sparks that can be an ignition source around flammable substances

Associated Risks

- Ejected materials
- Cuts, splinters , punctures.
- Falls
- Sparks and fire

Employees should:

- Carry all sharp tools in sheath or holsters
- Examine each tool for damage or wear before use
- Tag worn, damaged or defective tools "Out of Service" and do not use them
- Do not use a tool if the handle surface has splinters, burrs, cracks or splits
- When handing a tool to another person, direct sharp points and cutting edges away from yourself and the other person
- Do not carry sharp or pointed hand tools such as probes or knives in your pocket unless the tool or your pocket is sheathed

- Do not perform "make-shift" repairs to tools or manufacture 'homemade' tools for work
- Do not throw tools from one location to another or from one employee to another
- Transport hand tools only in tool boxes or tool belts
- Wear the appropriate personal protective equipment provided, usually safety goggles, gloves, and safety footwear
- Understand any Risk assessments or Safe Systems of Work provided for the use of the tools.

Hazard Reporting

Description

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

Associated Hazards

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

Note - This list of hazards is not exhaustive.

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

Employees Responsibilities

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

Health Conditions

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

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

Employees Responsibilities

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

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

Additional responsibilities for employees with underlying health conditions:

Cancer:

Employees suffering from Cancer have an additional duty to:

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

Diabetes:

Employees suffering from Diabetes have an additional duty to:

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

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

Epilepsy:

Employees suffering from Epilepsy have an additional duty to:

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

Haemophilia:

Employees suffering from Haemophilia have an additional duty to:

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

Hypertension:

Employees suffering from Hypertension have an additional duty to:

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

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

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

Lupus:

Employees suffering from Lupus have an additional duty to:

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

Mental health disorders:

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

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

Multiple Sclerosis:

Employees suffering from Multiple Sclerosis have an additional duty to:

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

Musculo-skeletal disorders:

Employees suffering from musculo-skeletal disorders have an additional duty to:

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

Health Surveillance

Description

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

Health surveillance is necessary where:

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

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

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

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

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

Recorded details of each health surveillance check should include:

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

Associated Hazards

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

Health Effects

Examples include:

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

Employees Responsibilities

All employees will:

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

Homeworking

Description

A homeworker can be considered as those who use their home as their office or place of work for much or all of their time. Most home working is office type work, which is a low-risk activity, but other situations may include higher risk activities.

Employers do not have direct control over the homeworking environment and therefore reliance is placed upon the provision of information, instruction and training to employees to maintain health and safety compliance.

Associated Hazards

- Use of electrical equipment
- Faulty or non-maintained equipment
- Lone working
- Exposure to chemicals/hazardous substances
- Manual handling and upper limb disorders
- Effects of display screen equipment use
- Stress and isolation
- Slip, trip and fall hazards
- Fire hazards
- Travelling

Employees Responsibilities

Employees who are recognised as homeworkers, must:

- Co-operate with the employer by following rules and procedures designed to protect their safety as a homeworker
- Manage their time efficiently so as to carry out their daily tasks
- Report any damage to work equipment using Aqua Window and Property Cleaning Services Ltd reporting procedure
- Report all incidents relating to homeworking using Aqua Window and Property Cleaning Services Ltd reporting procedure.

Housekeeping

Description

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

Associated Hazards

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

Employees Responsibilities

Employees must:

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

Information, Instruction, Supervision and Training

Description

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

Employees Responsibilities

Employees will:

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

Kitchen Safety

Description

Due to the nature of our business we utilise a variety of equipment for the preparation, storage and distribution of food. It is our policy to ensure that these areas are safe and without risks to the health and safety of employees, those accessing the kitchen and those we are providing food for.

Associated Hazards

- Machinery safety
- Slips and trips
- Cuts
- Manual handling
- Occupational dermatitis and asthma
- Burns and scalds.

Employees Responsibilities

- Comply with the health and safety policy and follow any associated protocols / procedures / safe systems of work for the kitchen facilities
- Not interfere with any safety device used on equipment and check all guards before the equipment is used
- Report any faulty equipment or missing guards to management
- Any food or drink that is accidentally spilt will be cleaned up immediately and the appropriate warning signs displayed in prominent positions
- Familiarise themselves with COSHH assessments and safe handling of chemicals before use
- Wear any personal protective equipment (PPE) provided
- Carry out good personal hygiene.

Ladders and Stepladders

Description

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

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

Associated Hazards

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

Safe Use of Leaning Ladders

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

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

Safe Use of Stepladders

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

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

Employees Responsibilities

Employees will: –

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

Legionella

Description

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

Associated Hazards

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

Employees Responsibilities

Employees must:

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

Lifting Equipment And Lifting Operations

Description

Lifting equipment is usually defined as any plant certified for lifting; this includes cranes, excavators, rigs, hoists, telescopic handlers and forklifts, and lifting accessories such as chains, slings and eyebolts. The equipment can be either hand-operated or mechanically/electrically powered and also includes lifts used for the movement of materials and/or people.

Associated Hazards

- Lifting equipment being overloaded, causing collapse
- Equipment striking other objects or vehicles
- Equipment coming into contact with sources of electricity
- Failure of poorly maintained equipment
- Equipment being used by untrained operatives.

To ensure the safety of everyone, any incident involving lifting equipment will be investigated immediately and appropriate action taken.

Employees Responsibilities

All employees are responsible for the safe use of lifting equipment and should only carry out work for which they have been trained. The following controls must be adhered to:-

- Equipment should only be used for the task it was designed for, and improvisation should not be practised
- Before use, ensure all lifting equipment and associated accessories are marked with their safe working load
- Only use equipment and associated accessories if they hold a current test certificate
- Use all lifting equipment in line with any manufacturer's guidance and written operating instructions
- Follow the risk assessment and safe system of work that is applicable to the lifting operation being undertaken
- Isolate and report any damaged, misused, non-inspected or faulty work equipment.

Lighting

Description

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

Associated Hazards

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

Emergency Lighting

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

Escape lighting will be provided to:

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

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

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

Employees Responsibilities

Employees must:

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

Lone Working

Description

Lone workers can be anyone who works by themselves without direct contact or supervision. Examples include:

- a person working on their own in a workshop
- home workers
- persons working in an office on their own
- persons working outside normal hours on their own
- mobile or peripatetic workers.

Associated Hazards

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

Employees Responsibilities

Employees who are recognised as lone workers, must:

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

Maintenance

Description

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

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

Associated Hazards

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

Employees Responsibilities

Employees must:

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

Manual Handling

Description

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

Associated Hazards

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

Employees Responsibilities

Employees involved with manual handling activity should:

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

Method Statements

Description

A method statement sets out how a particular process, project or activity will be carried out. It is commonly used to describe how construction or installation works will be carried out safely and will detail the possible dangers and risks associated with the project. Risk assessment findings will generally be incorporated into the method statement.

Associated Hazards

- Construction work
- Hazardous substances including dusts
- Asbestos
- Explosives
- Lifting operations
- Demolition work
- Working at height
- Confined spaces
- Adverse weather conditions
- Manual handling operations.

Note: this list is not exhaustive.

Employees Responsibilities

Employees must: -

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

Mezzanine Floor

Description

A mezzanine floor is an intermediate floor in a building which is partly open to the double-height ceilinged floor below, or which does not extend over the whole floor space of the building to create office, extra storage or production space.

Falls are the most common cause of fatalities to people in the workplace. Many others suffer major injury such as broken bones or fractured skulls. You don't have to fall far to be hurt.

A significant number of employees are injured after falling. Many of these injuries could have been prevented if sensible measures had been taken.

Associated hazards

- Unprotected edge
- Falling objects
- Over loading
- Restrictive working environment (including low ceiling or joists)
- Uneven or wet floors
- Poor manual handling technique
- Vehicle movement
- Inadequate construction

Employees responsibilities

Employees should;

- Follow the safe system of work designed and introduced by the employer and should not deviate from this without good reason
- Not override or interfere with any device or system provided for protection or fall prevention
- Not undertake a manual handling activity when a reasonably practicable alternative exists
- Use any mechanical aids that have been provided for their use and for which they have been trained. Any faults with mechanical aids should be immediately reported to the employer
- Assist and co-operate with the process of the assessment of risk
- Not store unauthorised items on the mezzanine floor

- Assist the employer with the implementation of staff training, attend training sessions as required and should apply the knowledge gained from training to their daily work
- Report all accidents, injuries and near misses from work activities – however trivial
- Inform the employer if they are unable to undertake their normal duties because of injury, illness or any other condition
- Not undertake any manual handling operation that they believe is beyond their capability
- Report any unsafe systems of work to the employer.

Mobile Telephones

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

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

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

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

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

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

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

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

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

General Use Of Mobile Phones

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

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

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

Monitoring, Inspection And Review

Description

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

Monitoring includes:

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

Employees Responsibilities

Employees must:

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

New And Expectant Mothers

Description

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

Associated Hazards

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

Employees Responsibilities

Employees will:

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

Noise

Description

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

Associated Hazards

- Hearing damage/loss
- Tinnitus
- Acoustic shock.

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

Lower exposure action values:

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

Upper exposure action values:

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

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

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

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

Employees Responsibilities

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

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

Permit To Work

Description

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

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

Associated Hazards

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

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

Employees Responsibilities

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

Personal Protective Equipment

-

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

Some examples of PPE used by workers include, but are not limited to: Protective footwear, gloves, high visibility clothing (vests / jackets), hard hats (with and without chin straps), dust masks and safety glasses.

All PPE is provided free of charge and is expected to be kept in a good condition by the workers using it.

Worker Duties:

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

Personal Safety – Staying Safe In Your Vehicle

Description

There are no hard and fast rules with regards to personal safety as most people will approach a given situation quite differently and have a different perspective on the level of risk they feel exposed to.

There is a greater chance of being hurt in a road accident than becoming a victim of violent crime and people are less likely to become victims of crime whilst they are at work. However, government statistics suggest vehicle related crime is on the increase. For these reasons provide the following, practical steps to help raise awareness of driver safety whilst at work and at leisure: -

Associated Hazards

- Personal injury
- Theft
- Damage to property.

Plan Ahead

- Check your route; keep a map in the vehicle
- Check if the place you are visiting has parking. If not, try and use a manned, well-lit car park
- Check you have enough fuel
- Check basic vehicle maintenance, i.e. oil, water, tyre pressure etc
- Check vehicle breakdown cover and keep the number with you
- Check you have something in the vehicle to keep you warm e.g. coat or blanket, bottle of water, food snack and a torch in the event of unexpected, lengthy delay due to road traffic accident or inclement weather
- Ensure your office know where you are travelling to, whom you are meeting, and your expected time of return. Inform them if you change your journey plan
- Take a mobile phone with you and ensure it is fully charged (do not use the phone whilst driving)
- Keep any valuables, including handbags, mobile phones and laptops out of sight. They can easily be snatched when you stop at traffic lights, especially if windows are left open and doors unlocked
- Do not leave luggage or documents on display within your vehicle
- Do not leave the parking ticket on display – unless it is a requirement of the car park facility

- When returning to your vehicle, immediately lock the doors and drive off promptly
- Avoid taking unnecessary risks – be aware - if someone is flagging you down it may not be genuine. You may be as much help by reporting the incident by phone to the emergency services
- Do not get into a vehicle with a stranger, or offer a stranger a lift.

In The Event Of A Vehicle Breakdown On The Motorway

- Try to reach the hard shoulder and ring the vehicle breakdown services. Advise them if you are vulnerable and alone
- Switch on hazard warning lights
- If someone stops, ring the police and give them the vehicle registration details. If the driver approaches, inform him/her you have contacted the police who will be arriving shortly. Avoid opening doors or windows to converse with strangers
- If you make the decision to get out of your vehicle and await breakdown assistance on the verge at the side of the motorway (this is dependant on how safe you feel outside the vehicle) ensure you take the ignition key with you. Lock all the doors with the exception of the passenger door. This should be left wide open so you can quickly get back into the vehicle
- When the breakdown vehicle arrives, check they know your name and have your details – especially if the vehicle you were expecting is not sign written with your breakdown service colours/livery, for example, AA, RAC etc.

Employees Responsibilities

- The roadworthiness of the vehicle, the load, and the wearing of seat belts by passengers
- Employees are responsible for their own safety and welfare and should report any medical conditions that may affect their ability to drive
- Promptly report defects, hazards and concerns to their management.

The intention of the above is to raise awareness of risk and formalise what may be viewed as 'common sense' advice. Following these practical steps, paying attention to your surroundings and remaining vigilant are part of a positive attitude to ensure safety and protect possessions.

Portable Electrical Appliances

Description

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

Associated Hazards

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

Employees Responsibilities

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

Power Tools

Description

A Power Tool is a device that may be hand held but is driven by a power source other than human effort. There are various types of power tools determined by their power source: electric, pneumatic (powered by compressed-air), liquid or gaseous fuel (Fuel-powered tools are usually operated with gasoline or LPG), hydraulic, and powder-actuated.

Power tools include (but are not limited to): chippers, drills, hammers, sanders, chainsaws, compressed air guns and other tools.

Dangers and associated hazards

- Guards failure / guards being removed: Exposed moving parts of power tools need to be safeguarded at point of operation, in-running nip points, rotating parts, ejected chips and sparks to protect the operator and others
- Operating controls and switches: hand-held power tools unequipped with a constant-pressure switch or control that shuts off the power when pressure is released
- Electric tools: burns, shocks, trips
- Portable abrasive wheel tools: ejected fragments, moving parts, cuts
- Pneumatic tools: getting hit by one of the tool's attachments or by some kind of fastener the worker is using with the tool or injection of air into bloodstream
- Liquid fuel tools: fuel vapours can burn or explode and emit dangerous exhaust fumes
- Powder-actuated tools: ejected fragments, noise, vibration
- Hydraulic power tools: fire- if the fluid used in hydraulic power tool is not an approved fire-resistant fluid or injection of fluid into individual.

Employees Responsibilities

Employees will:

- Never carry a tool by the cord or hose
- Never yank the cord or the hose to disconnect it from the receptacle or power source
- Keep cords and hoses away from heat, oil, and sharp edges
- Preferably run cables above head height
- Disconnect tools and ensure movement has stopped when not using them, before servicing and cleaning them, and when changing accessories such as blades, bits, and cutters

- Visual pre-use inspections should be completed to look for:
 - broken or missing guards
 - damaged or cracked tool housings
 - loose, deformed or missing parts
 - exposed conductors or "live" parts
 - leaks from hoses or hydraulic systems etc.
- Avoid accidental starting. Do not hold fingers on the switch button while carrying a plugged-in tool
- Maintain tools with care; keep them sharp and clean for best performance
- Follow instructions in the user's manual for lubricating and changing accessories
- Be sure to keep good footing and maintain good balance when operating power tools
- Wear the correct apparel for the task. Loose clothing, ties, or jewellery can become caught in moving parts
- Personal protective equipment provided must be worn (safety goggle, gloves, safety foot wear and hearing protection etc.) as identified by the risk assessment
- Remove all damaged portable electric tools from use and tag them: "Do Not Use."

Responsibilities (electrical)

- Understand any risk assessment and Safe System of Work provided by your employer
- Inspect for damage before use
- Operate electric tools within their design limitations
- Use the correct PPE when using electric tools
- Store electric tools in a dry place when not in use
- Do not use electric tools in damp or wet locations unless they are approved for that purpose
- Keep work areas well lighted when operating electric tools
- Ensure that cords from electric tools do not present a tripping hazard
- In the construction industry, employees who use electric tools must be protected by ground-fault circuit interrupters or an assured equipment-grounding conductor program.

Responsibilities (pneumatic)

- Understand any risk assessment and Safe System of Work provided by your employer
- Inspect for damage before use including all hoses for wear (do not repair leaks with tape)
- Secure pneumatic power tools to hoses to prevent accidental disconnection
- Do not exceed the manufacturer's safe operating pressure for all hoses and fittings
- Install and maintain safety clips or retainers on pneumatic impact tools to prevent them from being accidentally expelled
- Ensure that safety clips or retainers are used on sections of hose to prevent accidental whip action
- Use the correct size of hose and the shortest size necessary for the tool. Keep all disconnected hoses clean
- Fit all air lines with an efficient filter and lubricator
- Use compressors in well-ventilated areas
- Do not use compressed air to clean clothing, skin, or hair and don't turn the hose towards another person
- Wear personal protective equipment as supplied by your employer.

Responsibilities (abrasive wheels)

- Understand any risk assessment and Safe System of Work provided by your employer
- Inspect for damage before use, do not use wheels or blades that have gouges, pieces missing or uneven wear to the grinding surface
- Before an abrasive wheel is mounted, it must be inspected closely for damage and should be sound- or ring-tested to ensure that it is free from cracks or defects
- To prevent an abrasive wheel from cracking, it must fit freely on the spindle.
- Follow the manufacturer's recommendations
- Take care to ensure that the spindle speed of the machine will not exceed the maximum operating speed marked on the wheel
- An abrasive wheel may disintegrate or explode during start-up.
- Allow the tool to come up to operating speed prior to grinding or cutting
- Employees should never stand in the plane of rotation of the wheel as it accelerates to full operating speed
- Wear personal protective equipment as supplied by your employer.

Responsibilities (liquid / gaseous fuel tools)

- Understand any risk assessment and Safe System of Work provided by your employer
- Inspect for damage before use, check for leaks of fuel
- Employees must be careful to handle, transport, and store gas or fuel only in approved flammable liquid containers, according to proper procedures for flammable liquids.
- Before refilling a fuel-powered tool tank, the user must shut down the engine and allow it to cool to prevent accidental ignition of hazardous vapours, before restarting ensure all fuel vapours or spillages have dispersed or been cleaned away
- When a fuel-powered tool is used inside a closed area, effective ventilation and/or proper respirators such as atmosphere-supplying respirators must be utilised to avoid breathing carbon monoxide
- Wear personal protective equipment as supplied by your employer, for tool use and refilling procedures.

Responsibilities (powder-actuated tools)

- Understand any risk assessment and Safe System of Work provided by your employer
- Inspect for damage before use
- Only operate equipment in line with the manufacturer's instructions and specific safe systems of work
- Must check that the tool is unloaded before doing any alteration or adjustment to safety guards, muzzle or barrel
- Follow the manufacturer's guidance when dealing with a misfired cartridge
- Report any defect and ensure the equipment is not used until it has been repaired by a competent person
- Not remove any guards fitted to the tool
- Assist the employer in counting cartridges out and in every day
- Not undertake horseplay, especially with cartridge tools
- Never walk around with a loaded gun
- Wear the appropriate personal protective equipment provided, usually eye and hearing protection as a minimum.

Responsibilities (hydraulic power tools)

- Understand any risk assessment and Safe System of Work provided by your employer

- Inspect for damage before use, including any hoses for wear or leaks (DO NOT REPAIR)
- Follow The manufacturer's recommended safe operating pressure for hoses, valves, pipes, filters, and other fittings must not be exceeded
- If a leak is found DO NOT ATTEMPT TO STOP THE LEAK BY ANY MEANS, turn off equipment, place on floor and remove from power immediately.

Risk Assessment

Description

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

Associated Hazards

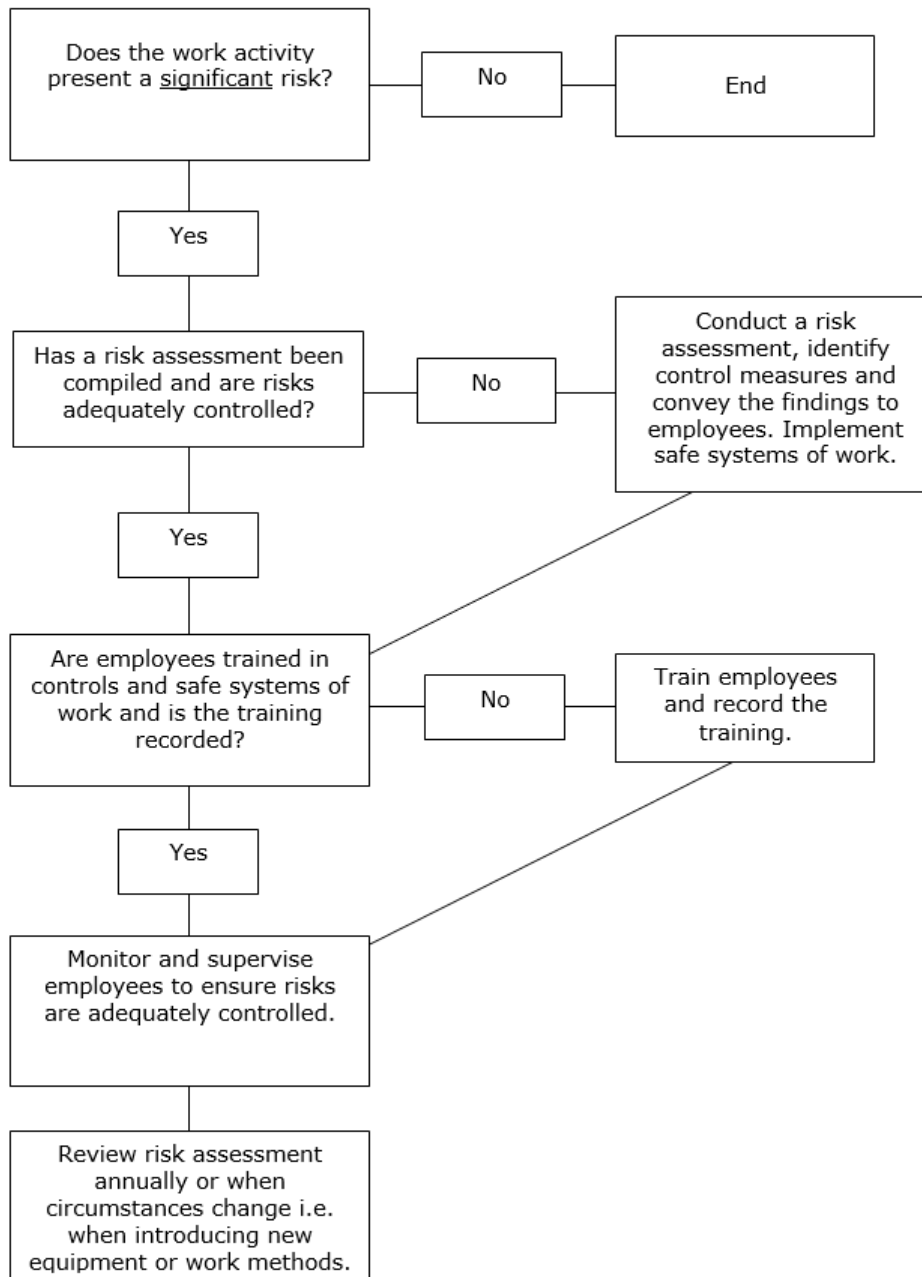
- Physical, chemical and/or biological agents
- Working conditions and processes
- Manual handling activities
- Exposure to infectious diseases
- Work-related stress
- Long working hours
- Workstations and posture
- Other workplace hazards.

Employees Responsibilities

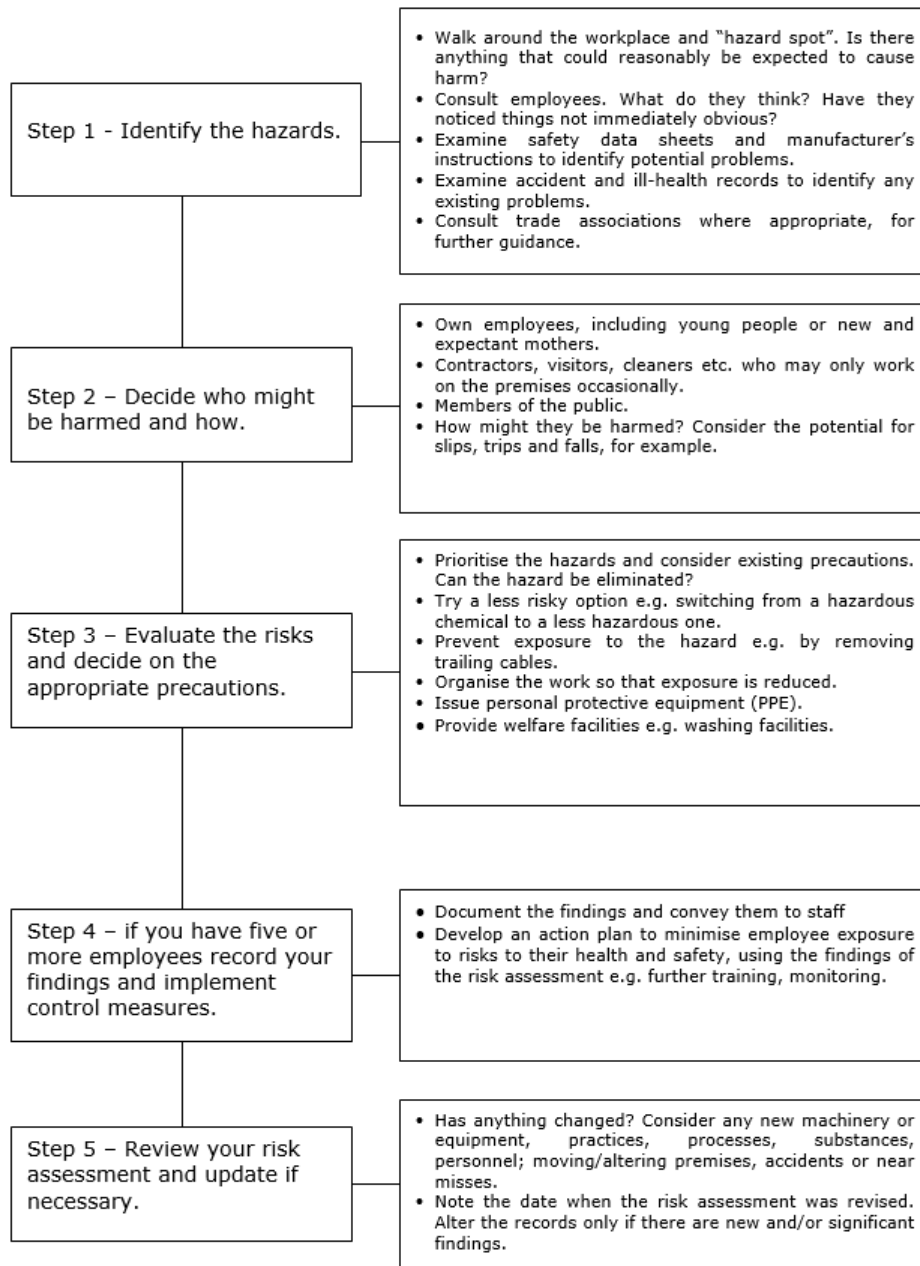
Employees must:

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

Risk Assessment Flow Chart



Risk Assessment Process



Safe Systems of Work

Description

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

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

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

Hazards

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

Note: this list is not exhaustive.

Employees Responsibilities

employees must: -

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

Safety Signs

Description

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

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

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

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



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



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



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



Employees Responsibilities

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

Smoking In The Workplace

Description

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

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

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

Associated Hazards

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

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

Employees Responsibilities

In order for Aqua Window and Property Cleaning Services Ltd to control the hazards associated with the effects of second hand smoke on non-smokers and to reduce the risks of fire, compliance with our arrangements for smoking is critical to the safety of everyone.

Employees must:

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

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

Stacking, Racking And Storage

Description

There have been many accidents associated with the stacking, racking and storage of goods including falls involving people, goods or materials or even the complete collapse of the shelving or racking structure. The term racking is used to describe a skeleton framework of fixed or adjustable design to support loads without the use of shelves. Common types of racking include adjustable pallet racking, mobile racking, cantilever racking and live storage racking.

Other types of storage, such as floor-level constructed bays with dividing walls (such as enclosures built to store aggregate) also pose a hazard if incorrectly constructed and loaded.

Associated Hazards

- Overload beyond safe working loads and limits
- Damage
- Unsafe specification or design
- Unsafe installation or modification
- Inadequate maintenance
- Unsafe methods of stock retrieval (e.g. ladders/stepladders, climbing, riding on the forks of lift trucks)
- Protruding or unsafely stacked and / or stored objects.

Employees Responsibilities

Employees are duty bound to:

- Not attempt to access, place goods on, or retrieve goods or materials from the racking/storage system in an unsafe manner e.g. climbing up the racking
- Co-operate with the employer in management arrangements for the safe use of racking/storage systems
- Follow any training, instruction and information given by the employer
- Report any minor damage or safety defects to the Person Responsible for Racking Safety (PRRS) immediately
- Make full and proper use of any personal protective equipment issued by the employer.

Stress

Description

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

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

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

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

Sources of stress can include:

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

Employees responsibilities

Employees will:

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

Traffic Management

Description

In order to minimise the potential dangers from moving vehicles and mobile plant, a suitable traffic management plan needs to be developed and implemented for each site.

Vehicles and mobile plant that need to be controlled include cars, vans, lorries, dumper trucks, fork lift trucks, cranes, tele-handlers, scissor lifts etc.

From site to site, logistical and environmental conditions can vary, it is recommended that all drivers receive induction training and copies of any local rules that may be in place.

Associated Hazards

- Collision with pedestrians
- Collision with structures
- Collision with other vehicles
- Overturning of vehicles
- Overhead power lines
- Excavations
- Blind spots or poor visibility.

Employees Responsibilities

- Follow site rules including the wearing of personal protective equipment e.g. Hi-visibility clothing
- Be aware of the hazards presented by pedestrians, fixed structures and other vehicles
- Only operate equipment that you have been trained, instructed and authorised to use
- Report any defects or problems with vehicles, plant or the traffic management plan
- Never use vehicles or plant that are faulty or damaged and never modify such equipment
- Always seek help in reversing a vehicle in any area that has limited or restricted vision, where possible avoid reversing manoeuvres

- Always immobilise and remove ignition keys from vehicles and plant when not in use, only park in authorised places
- Never carry passengers unless the equipment is designed for such purpose and that permission has been given.

Vibrating Tools

Description

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

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

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

The legal values and levels for HAVS are:

- Exposure Action Value (EAV) is **2.5 m/s² A (8)** (e.g. 2.5 metres per second squared over an 8 hour working period).
- Exposure Limit Value (ELV) is **5.0 m/s² A (8)** (e.g. 5.0 metres per second squared over an 8 hour working period).

Associated Hazards

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

Employees Responsibilities

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

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

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

Violence And Aggression

Description

Aqua Window and Property Cleaning Services Ltd recognises the difficulties in managing violence and aggression at work and aims to put in place steps to identify and minimise risks to support employees and monitor incidents to help address any potential problems.

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

Associated Hazards

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

Employees Responsibilities

Employees will:

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

Visit By An Enforcement Officer

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

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

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

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

Employees Responsibilities Include:

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

Waste Disposal

Description

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

Associated Hazards

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

Employees Responsibilities

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

Welfare

Description

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

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

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

Employees Responsibilities

The welfare facilities provided and maintained by Aqua Window and Property Cleaning Services Ltd are for the benefit of all employees and visitors. Employees have a responsibility to use the facilities in a proper manner and not damage or misuse any equipment that is provided.

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

Working at Height

Description

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

Associated Hazards

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

Employees Responsibilities

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

Work Equipment

Description

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

Associated Hazards

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

Employees Responsibilities

Employees will:

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

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

Workplace Transport

Description

Workplace transport is any activity involving vehicles used in a workplace. Vehicles driven on public roads are excluded under health and safety law, except where the vehicle is being loaded or unloaded on a public road adjacent to a workplace.

The effective management of workplace transport is crucial as the potential risk is great, especially where pedestrians and vehicles mix. Accidents can occur when vehicles collide with other structures, but the main concern is avoiding contact between pedestrians and vehicles as this accounts for thousands of accidents each year and many fatalities.

To manage the risks from workplace transport effectively, you need to consider three key areas:

- Safe site (design and activity)
- Safe vehicle
- Safe driver

Employees Responsibilities

Employees responsibilities include:

- Being vigilant and conscious of the presence of pedestrians and other vehicles
- Following instructions from management
- Adhering to signs and procedures relating to direction, speed, parking, reversing, loading and unloading etc
- Reporting to management any defects or faults with the equipment or procedures
- Notifying management of any condition, medical or otherwise, that may have an impact on their entitlement or ability to drive safely
- Wearing any PPE supplied to you by your employer.

Young Persons

Description

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

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

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

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

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

After leaving school a Young Person must:

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

Associated Hazards

Some young people may be at particular risk because of:

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

Employees Responsibilities

Employees must:

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

Young people must:

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

Receipt of health and safety handbook is on the next page

Receipt Of Health And Safety Handbook

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

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

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

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

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

Please return this form to the Director