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1 General Statement of Health and Safety Policy

The Director of TOTAL INTEGRATED SERVICES LTD is committed to ensuring a safe and healthy environment for staff, customers, contractors and visitors.

The effective management of health and safety ranks equally with any other managerial or supervisory responsibility. The aim is to ensure that health and safety becomes an integral part of the company's activities.

Our statement of general policy is:

- to provide adequate control of the health and safety risks arising from our activities;
- to consult with employees on matters affecting their health and safety and encourage active participation to maintain and improve standards;
- to provide and maintain safe and healthy premises;
- to provide and maintain safe work equipment;
- to ensure safe handling and use of substances;
- to ensure employees are competent to do their tasks, providing information, instruction, training and supervision as required to ensure safe and healthy working;
- to ensure contractors are competent to manage the health and safety aspects of their work;
- to monitor health and safety standards by carrying out regular inspections;
- to record and investigate significant accidents and cases of work-related ill health and where appropriate implement measures to prevent re-occurrences;
- to review and revise this policy as necessary at least every 12 months.

The organisation, responsibilities and general arrangements to implement this policy are attached. Where appropriate the arrangements will be developed locally to control specific risks.



Peter Ryall

Director

1st October 2024

2 Organisation and Responsibilities

The Managing Director has the overall responsibility for health and safety including the specific responsibility for 'Health and Safety' on the management board and is responsible for ensuring that:

- all Directors accept their individual role in providing health and safety leadership;
- all management board decisions reflect the health and safety objectives as set out in the General Statement of Health and Safety Policy;
- adequate resources are available to implement this policy;
- effective action takes place to implement this policy;
- the management board are aware of their responsibilities and kept informed of and alert to, relevant health and safety risk management issues;
- a health and safety policy is prepared, reviewed regularly and brought to the attention of all employees;
- injury/incident statistics and summaries from monitoring by the Health and Safety Consultant are communicated to the management board;
- a summary of health and safety performance and plans is prepared for inclusion in the Close Protection (UK) Ltd. Annual Report.

Directors are responsible for ensuring that:

- effective action takes place to implement this policy;
- a manager is nominated at each site to have overall responsibility for the health and safety associated with TOTAL INTEGRATED SERVICES LTD activities;
- managers are competent in health and safety management techniques and discharge their responsibilities;
- the Managing Director is made aware of any situation where the requirements of this policy cannot be implemented or where risks cannot be adequately controlled.

Managers are responsible for:

- implementing the general arrangements in Section 3 of this policy;
- assessing risks not covered in Section 3, implementing control measures and recording the significant findings locally as detailed in Section 3.1;
- ensuring they are competent in health and safety management techniques;

- ensuring that premises under their control are registered with the appropriate enforcing authority, e.g. for offices, the form OSR1 is completed and sent to the Local District Council;
- bringing the Health and Safety Policy to the attention of employees in their areas;
- monitoring the arrangements in Section 3 and any others implemented locally to ensure they are working;
- ensuring that new employees receive appropriate health and safety induction training;
- ensuring that employees receive specific health and safety training where necessary and are competent to deal with the health and safety requirements of their work;
- ensuring that employees discharge their responsibilities set out below and in Section 3 of this policy;
- ensuring that contractors are competent to manage the health and safety requirements of their work;
- obtaining assistance from the Health and Safety Consultant where necessary;
- consulting employees/safety representatives in good time on matters affecting the health and safety of employees;
- alerting their line manager/director to any situation where the requirements of Section 3 of this policy cannot be implemented or where risks cannot be adequately controlled.

All employees are responsible for:

- taking reasonable care for their own health and safety and that of others who may be affected by their activities;
- using any work equipment in accordance with the training and instructions provided;
- co-operating with their manager as is necessary to implement the requirements of Section 3 of this policy and any other local arrangements;
- reporting to their manager any health and safety matters they cannot, or do not feel competent to deal with themselves and any shortcomings they see in the health and safety arrangements.

A. Health and Safety Manager is appointed under 'The Management of Health and Safety at Work Regulations' to provide health and safety assistance as follows:

- keeping the management board informed of relevant developments in health and safety;
- assisting managers to assess risks and advising on control measures;
- assisting managers to monitor health and safety performance by carrying out audits/workplace inspections and providing reports;
- providing health and safety information and guidance;

- providing health and safety training where appropriate;
- investigating serious injuries/incidents, recommending measures to prevent re-occurrences.

3.0 General Arrangements/Significant Findings of Generic Risk Assessments

(See also the Site Specific Risk Assessments)

3.1 Risk Assessment Procedures

(A guidance booklet 'Five Steps to risk assessment' is published on the Health and Safety Executive's website at www.hse.gov.uk/pubns/indg163.pdf)

The duty to assess risks and take appropriate action to remove or control the risks is fundamental and absolute. The purpose of a risk assessment is to identify the measures to remove or control the risks. A systematic general examination of all activities is necessary. Risk assessments must be 'suitable and sufficient' and records should be kept to show that:

- a proper check has been made;
- those affected have been identified;
- all the obvious and significant hazards have been covered;
- the controls are reasonable and the remaining risk is low.

Hazard

Something with the potential to cause harm. (e.g. falls, slips, fire, electricity, vehicles, substances, manual handling). The harm will vary in severity – some hazards may cause death, some may cause injury or ill health causing short or long term incapacity, others only cause cuts and bruises.

Risk

The combination of the severity of harm with the likelihood of it happening. This is used as the basis for prioritising actions, the higher the risk, the higher the priority for action.

Carrying Out Risk Assessments

- Identify the hazards (ignore trivial hazards, concentrate on obvious and significant hazards);
- Decide who might be harmed and how;
- Evaluate the risks and decide if existing controls are adequate or if more should be done, (in many cases this can be done by finding out what is up-to-date good practice);
- Record the significant findings (see form overleaf, other policies/procedures can be quoted);
- Review assessments annually or when circumstances change and revise if necessary.

Controlling Risks

Where possible eliminate the hazard, there can be no risk without a hazard or consider less hazardous options (e.g. using a less hazardous substance or piece of equipment). When controlling risks apply the principles below in the following order:

- Combat risks at source by using physical means (e.g. separation of vehicle and pedestrian

- routes, interlocked guarding/isolation to prevent access to dangerous parts of equipment); Implement systems and procedures to control the risk in conjunction with training, supervision and personal protective equipment for employees where appropriate.

Significant Findings of Risk Assessments

Location or Unit		Area or activity		Carried out by		Date	
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Hazard (Concentrate on obvious and significant hazards)	Who might be harmed	Existing controls (Refer to policies, & procedures detailed elsewhere if appropriate)	Is Risk controlled? Yes/No	If 'No' what action is required to control the risk



3.2 Workplace Issues

See also TOTAL INTEGRATED SERVICES LTD - Premises Health and Safety

Managers will ensure that:

- their areas conform to The Workplace (Health, Safety and Welfare) Regulations 1992. (A short guide for managers is published on the Health and Safety Executive's website at <http://www.hse.gov.uk/pubns/indq244.pdf>)
- establishments are not overcrowded,
- equipment and furniture is arranged to allow unobstructed passage to all work areas and exit doors,
- suitable equipment and furniture is provided,
- enough service outlets are provided to avoid the need for wires to cross floors,
- where the above is unavoidable, appropriate covers are used to prevent tripping,
- there are arrangements to salt and grit the main external walkways in snow/ice conditions,
- proper access equipment (step stools or step ladders) is provided to reach items stored at high level
- sufficient toilet and washing facilities with hot and cold water are available and these are kept clean and supplied with soap & towels etc.

Employees will ensure that they:

- do not overload filing cabinet drawers and care is taken not to open more than one drawer at once,
- close desk and cabinet drawers immediately after use,
- report damaged furniture and equipment,
- maintain a high standard of housekeeping in order to reduce the risk of accidents, this includes keeping desks and work areas tidy, clearing out unwanted items so as not to congest work areas and access/egress routes,
- report slippery floors or outside walkways, together with any other tripping hazards, such as defective floor coverings, cables across floors etc.,
- take extra care when snow and ice are present and report any particularly slippery areas which have not been treated,
- organise cables and electrical equipment so as not to present tripping risks, and arrange desks and furniture to avoid the need for wires to cross floors,
- do not stand on chairs, boxes or similar items to reach items or climb up the face of cupboards or storage racks,
- closely supervise children in the premises, particularly on stairs/landings and in car parks,
- keep toilet and washing facilities clean and tidy.

3.3 Work Equipment

Any equipment used at work is included e.g. hand tools, step ladders, machinery, photocopiers, and motor vehicles.

(A guidance booklet 'Simple Guide to the Provision and Use of Work Equipment Regulations' PUWER is published on the Health and Safety Executive's website at www.hse.gov.uk/pubns/indg291.pdf)

Managers will ensure that work equipment is:

- suitable for the use intended use,
- where appropriate, marked with a CE symbol as a declaration of EU conformity,
- equipped with suitable safety measures, e.g. protective devices, markings, warnings,
- inspected as necessary and maintained in efficient working order and good repair,
- used only by employees who have received adequate information, instruction and training.

Employees will ensure that they:

- only use work equipment for which they have been trained and authorised to use,
- use work equipment in accordance with the instructions and training provided,
- report any defects or problems with their work equipment.

3.4 Working at Heights

(See also the free leaflets on falls from heights on the Health and Safety Executive's website <http://www.hse.gov.uk/pubns/fallindx.htm>)

Managers will ensure that:

- work at heights is avoided where possible, e.g. not storing/placing things at height that need to be accessed regularly,
- where the above is not possible, the risks are assessed and measures are implemented in accordance with the control hierarchy to prevent or reduce the risk of falling,
- the significant findings of assessments are recorded locally on the TOTAL INTEGRATED SERVICES LTD form given in 3.1 of this policy,
- suitable step stools, step ladders and ladders are provided where necessary to reach above head height,
- all access equipment is subject to detailed inspections on a monthly basis and records kept
- the TOTAL INTEGRATED SERVICES LTD 'General Rules for Using Ladders or Stepladders' are issued to employees who work at heights.

Employees will ensure that they:

- follow the first TOTAL INTEGRATED SERVICES LTD General Rules for Using Ladders or Stepladders' and any specific measures detailed in risk assessments,
- visually examine step ladders and ladders before use and report any defects.

3.5 Electrical Equipment

(A guidance booklet 'Electrical safety and you is published on the Health and Safety Executive's website at www.hse.gov.uk/pubns/indg231.pdf)

Managers will ensure that:

- fixed electrical installations are inspected and tested by a competent electrical contractor at least every 5 Years,
- all portable electrical equipment such as kettles, desk fans, vacuum cleaners, floor buffers and electric tools are subject to annual formal inspections and tests by a competent person,
- permanently sited low risk office equipment, such as computers, not subject to annual formal inspections and tests, are organised so that the mains cables are unlikely to be damaged,
- residual current device (RCD) protection is provided for any socket supplying equipment used outdoors or in vulnerable areas e.g. commercial kitchens.

Employees will ensure that they:

- do not carry out unauthorised repairs or modifications to electrical equipment,
- visually inspect portable equipment before use and to report any defects found or suspected,
- report any damage to cables, plugs and equipment,
- only use electrical equipment authorised or provided by TOTAL INTEGRATED SERVICES LTD,
- only use sockets protected by a residual current device (RCD) to supply equipment used outdoors or in vulnerable areas e.g. commercial kitchens.

3.6 Substances Hazardous to Health

(A guidance booklet 'COSHH – a brief guide to the regulations' is published on the Health and Safety Executive's website at www.hse.gov.uk/pubns/indg136.pdf)

Managers will ensure that:

- where possible, non hazardous substances or 'Irritant' or 'Harmful substances are used in preference to those marked 'Corrosive' or 'Toxic',
- where hazardous substances are used, an assessment of the risks to health is carried out and appropriate control measures implemented,
- employees are trained in the use of hazardous substances and the control measures necessary,
- suitable storage facilities and protective equipment are provided,
- the significant findings of assessments are recorded locally on the PIMS form given in 3.1 of this policy.

Employees will ensure that they:

- use hazardous substances in accordance with the training and instructions received,
- only use hazardous substances for which an assessment has been carried out and the control measures identified.

3.7 Asbestos Containing Materials (ACM's)

(See also the free leaflets on falls from heights on the Health and Safety Executive's website <http://www.hse.gov.uk/pubns/asbindex.htm>)

Managers will ensure:

- an asbestos survey is carried out on premises where ACM's are likely to be present,
- suspicious materials are presumed to contain asbestos unless there is strong evidence that they do not,
- a management plan is implemented to monitor the condition of ACM's and to prevent disturbance,
- only licensed asbestos specialists are allowed to work on ACM's,
- ACM's are brought to the attention of anyone who is liable to disturb them.

Employees/Contractors will ensure that they:

- do not disturb any confirmed or presumed asbestos materials and report them immediately to their Manager or Site Contact.

3.8 Fire and Terrorist Threats

(A guidance booklet covering fire risk assessments 'Fire Safety – An Employers Guide' is published on the Department for Transport, Local Government and the Regions website at <http://www.archive.official-documents.co.uk/document/fire/index.htm>)

Managers will ensure that:

- a fire risk assessment has been carried out for their premises and the significant findings recorded locally on the TOTAL INTEGRATED SERVICES LTD Fire Risk Assessment Form,
- the fire safety arrangements identified by the above are implemented,
- fire and terrorist threat emergency procedures have been drawn up,
- a warning notice is displayed where mail is received to remind employees what to look for regarding suspicious objects and biological/chemical threats,
- employees are familiar with the fire and terrorist threat emergency procedures,
- where appropriate, sufficient employees are nominated and trained as fire marshals,
- corridors and stairwells are kept clear and not used for storage,
- waste materials are prevented from accumulating and removed daily from premises.

Employees will ensure that they:

- do not allow files, paper and other combustibles to accumulate around electrical

equipment,

- pay particular attention to checking work areas before leaving to ensure nothing has been left which could lead to a fire developing,
- ensure that all electrical equipment that need not be left on (such as, desk fans, computers, photocopiers and kettles) is switched off at the socket outlet,
- keep electrical equipment that must be left on, clear of combustible materials,
- keep corridors and stairwells clear and not use them for the storage of equipment and waste materials,
- follow the emergency procedures in the event of discovering a fire or suspicious object, hearing the fire alarm or receiving a terrorist threat.

3.9 Manual Handling Operations

(A guidance booklet 'Getting to grips with manual handling' is published on the Health and Safety Executive's website at www.hse.gov.uk/pubns/indg143.pdf)

Managers will ensure that:

- manual handling operations involving significant lifting, pushing or pulling are avoided where possible,
- where the above is not possible, the risks are assessed and measures are implemented to reduce the risk of injury e.g. by re-organising work systems, providing equipment such as trolleys/barrows, splitting loads into smaller units, specifying team lifts, providing employees with training in the techniques that minimise the risk of injury etc.,
- the significant findings of manual handling assessments are recorded locally on the TOTAL INTEGRATED SERVICES LTD form given in 3.1 of this policy,
- Employees are not required to carry out manual handling operations beyond their individual capacities.

Employees will ensure that they:

- Do not attempt to lift or move anything they consider to be too heavy or awkward for them,
- seek help where necessary,
- use the correct techniques to minimise the risk of injury i.e. keeping the back straight and lifting with the leg muscles,
- avoid bending from the waist and lifting, this puts strain on the back muscles and spine and may lead to injury,
- Report to their manager any task which is beyond their capability or where the correct manual handling techniques cannot be used.

3.10 Display Screen Equipment (DSE)

(A guidance booklet 'Working with VDUs' is published on the Health and Safety Executive's website at www.hse.gov.uk/pubns/indg36.pdf)



Managers will ensure that:

- employees who use DSE habitually for a significant part of their work are designated officially as DSE 'users',
- 'users' are provided with the above 'Working with VDU's' booklet to alert them to the risks to their health and how to minimise them,
- workstations operated by 'users' are assessed using the TOTAL INTEGRATED SERVICES LTD DSE Checklist to ensure they meet the minimum requirements and the risks are reduced to lowest level reasonably practicable,
- DSE work is planned so there are breaks or changes of activity,
- suitable blinds are provided to minimise glare, reflections and contrasting light levels,
- 'users' receive sufficient training in the software packages to enable them to work efficiently,
- 'users' are informed of their right to free eye tests and the provision of any special spectacles required for DSE work,
- 'users' are informed how they are to obtain the above eye tests and special spectacles if these are prescribed.

Employees will ensure that they:

- adjust their workstations to minimise health risks as shown in the 'Working with VDU's' booklet,
- report any problems with their workstations which they cannot rectify themselves,
- organise their work to allow changes of activity or take frequent short breaks to offset fatigue,
- report any pain, discomfort, swelling or weakness experienced during or shortly after keyboard/mouse work.

Note – Laptop Computers

Laptop computers on their own do not meet the minimum requirements set out in the Display Screen Equipment Regulations and can cause problems with prolonged and extended use. The keyboard and pointing devices on these units are unsuitable for extended use. For extended use a separate full size keyboard and normal mouse along with a properly set up workstation is required to minimise the risks of postural and upper limb disorders.

3.11 Smoking

Smoking is illegal and not permitted in TOTAL INTEGRATED SERVICES LTD premises.

3.12 Road Transport

Directors and Managers will ensure that:

- employees driving as part of their work are sufficiently competent and have the necessary documentation to show they comply with the requirements of road traffic

legislation,

- work schedules are set so as to allow sufficient time to drive safely, complying with the relevant speed limits and taking breaks to offset fatigue on long journeys,
- any TOTAL INTEGRATED SERVICES LTD owned/leased vehicles are suitable for the work undertaken and are serviced/checked at regular intervals in accordance with the manufacturer's instructions,
- a defect reporting procedure is implemented for TOTAL INTEGRATED SERVICES LTD owned/leased vehicles

Employees will ensure that they:

- exercise particular care and comply with the requirements of the road traffic legislation and the Highway Code,
- avoid using hand-held mobile phones whilst driving,
- take breaks to offset fatigue on long journeys,
- take special care in car parks and roadways around premises to avoid pedestrians,
- check vehicles that they use are in roadworthy condition, reporting or rectifying any defects as is appropriate,
- plan routes in advance and leave details of their whereabouts at their office,
- take care as a pedestrian in car parks and when crossing public roads etc., using pedestrian crossings where available to minimise the risks.

3.13 Contractors

TOTAL INTEGRATED SERVICES LTD recognise their responsibilities when employing contractors to deliver their services.

Guidance on construction health and safety issues is published on the Health and Safety Executive's website at <http://www.hse.gov.uk/pubns/conindex.htm>

Managers will ensure that:

- contractors selected to quote for work are competent in managing the health and safety aspects of their activities,
- contractors complete the 'Contractors Health and Safety Questionnaire',
- the above questionnaires are analysed using the 'Guidance for Assessing Contractors' Health and Safety Questionnaires',
- specialist advice is obtained when in doubt about a contractor's health and safety competence,
- the work is clearly defined and the hazards known to TOTAL INTEGRATED SERVICES LTD are communicated to prospective contractors,
- contractors quotations include details of the risk control measures to be implemented (method statements, health and safety plan etc),
- quotations are analysed and contracts awarded only to contractors agreeing to implement appropriate risk control measures,
- the work undertaken by contractors is monitored to ensure the appropriate risk control measures are being implemented,
- work is stopped if the risk control measures are not satisfactory,
- the health and safety performance of contractors is reviewed after each contract or

annually and action is taken where appropriate to maintain standards.

3.14 First Aid arrangements

(Frequently asked questions and answers on first aid are published on the Health and Safety Executive's website at <http://www.hse.gov.uk/pubns/indg214.pdf>)

Managers will ensure that:

- sufficient 'first aiders' or, in low risk situations where less than 50 persons are present, 'appointed persons' are available,
- a suitable number of first aid boxes containing the recommended first aid materials are provided,
- a system to check the contents of the first aid boxes regularly is in place,
- details of the names and locations of the first aiders/appointed persons are displayed on notices posted around the premises,
- a record is kept of all first aid treatments on TOTAL INTEGRATED SERVICES LTD 'First Aid Treatment Record Sheet'.

Employees will ensure that they:

- familiarize themselves with the first aid procedures so that in the event of an injury or acute illness first aid assistance can be obtained quickly,
- carry out first aid in accordance with the training and instructions they have received,
- follow the hygiene rules when administering first aid as covered in training to prevent the transmission of infection'
- record all first aid treatments on the TOTAL INTEGRATED SERVICES LTD 'First Aid Treatment Record Sheet'.

3.15 New and Expectant Mothers at Work

Guidance is published on the Health and Safety Executive's website at www.hse.gov.uk/hthdir/noframes/mothers.htm

Managers will ensure that:

- an assessment is carried out to identify any risks created by work to new and expectant mothers,
- appropriate arrangements are implemented to eliminate or control the risks,
- the significant findings of assessments are recorded locally on the TOTAL INTEGRATED SERVICES LTD form given in 3.1 of this policy,
- a room is provided for rest purposes.

Employees will ensure that they:

- inform their manager as soon as they are able if they become pregnant so an assessment can be carried out.

3.16 Young persons at work or on work experience (Below 18 years of age)

Guidance is published on the Health and Safety Executive's website at <http://www.hse.gov.uk/lau/lacs/92-3.htm>

Managers will ensure that:

- an assessment is carried out to identify any risks created by a young person's lack of experience or immaturity,
- appropriate arrangements are implemented to eliminate or control the risks,
- the significant findings of assessments are recorded locally on the TOTAL INTEGRATED SERVICES LTD form given in 3.1 of this policy,
- an experienced employee is nominated to supervise each young person,
- where young persons are below school leaving age, the significant findings of the risk assessment are communicated to those with parental control.

Employees will ensure that they:

- exercise close supervision over young persons placed with them for training.

Young persons will ensure that they:

- take reasonable care for their own health and safety and that of others who may be affected by their activities,
- use any work equipment in accordance with the training and instructions provided,
- do not use equipment or carry out work for which they have not been trained,
- ask if in doubt about anything.

3.17 Reporting and Investigating Accidents and Cases of Work-Related Ill-Health

Online guidance on the 'Reporting of Injuries, Diseases and Dangerous Occurrences Regulations' (RIDDOR) is available on the Incident Contact Centre (ICC) website www.hse.gov.uk/riddor/report.htm. All RIDDOR incidents must be reported to the ICC. This can be done by telephone (0845 3009923) Can now be reported on-line. Where the appropriate form is completed by them or via the online forms on the website. In each case the ICC will return a hardcopy as confirmation of notification.

'Specified Injuries' to employees (including self-employed persons working on TOTAL INTEGRATED SERVICES LTD premises) are broken bones, except fingers and toes or any injury which requires hospitalization for more than 24 hours.

'Specified Injuries' to a visitor are any injury, sustained on TOTAL INTEGRATED SERVICES LTD premises, that requires them to be taken direct to hospital.

'Over 3 Day Injuries' to employees (including self-employed persons working on TOTAL INTEGRATED SERVICES LTD do not include the day of the injury but every day after is counted where the person is not capable of doing their normal work. Weekends, leave periods etc. are included.

Some incidents that do not result in injury must be reported in the same way as 'Specified

Injuries'. These are known as 'Dangerous Occurrences' and are only those which are specified by the regulations. These are mainly large incidents in the construction and manufacturing industries but some, such as, a fire or electrical short circuit which disrupts activities for more than 24 hours or the failure of a lift, may be relevant to TOTAL INTEGRATED SERVICES LTD A full list of 'Dangerous Occurrences' is given on the ICC website.

'Reportable Diseases' are only those which are work related, notified by a doctor's certificate and specified in the regulations. Most of the diseases specified are not relevant to activities but some could be, such as, cramp in the hand or forearm arising from prolonged periods of typing/mouse work/handwriting, hepatitis from contact with human blood products (first aid treatment), legionellosis from work near cooling systems or hot water systems. A full list of 'Reportable Diseases' is given on the ICC website.

Managers will ensure that:

- work related injuries and cases of ill health are investigated and where appropriate measures implemented to prevent re-occurrences,
- all work-related injuries and cases of ill health work are recorded on the TOTAL INTEGRATED SERVICES LTD 'Injury/Incident Report Form', a copy being kept on file and a copy sent to Head Office, (this takes the place of the 'Accident Book' - a book can be kept on site but the above form must be completed for all work related injuries and cases of ill health),
- Head Office are contacted immediately in the case of a 'Specified Injury' or a 'Dangerous Occurrence',
- 'Over 7 Day' absence injuries to employees (including self-employed persons working on TOTAL INTEGRATED SERVICES LTD) are reported to the ICC within 15 days via telephone or their website, the confirmation hardcopy being kept on file and a copy sent to Head Office,
- 'Reportable Diseases' as notified by doctor's certificate are reported to the ICC within 15 days by telephone or via their website, the confirmation hardcopy being kept on file and a copy sent to Head Office,
- 'Specified Injuries' and 'Dangerous Occurrences' are reported immediately to the ICC via telephone or their website, the confirmation hardcopy being kept on file and a copy sent to Head Office,
- guidance is obtained from the ICC website or the Health and Safety Consultant when in doubt about reporting requirements.

Employees will ensure that they:

- report all significant work related injuries and cases of ill health to their manager/director.

Health and Safety Consultant will:

- provide guidance on the incident reporting requirements when requested,
- investigate serious work related injuries and cases of ill health and recommend measures to prevent re-occurrences;

- produce annual injury/incident statistics for review purposes.

3.18 Health and Safety Law Notices and Employers Liability Insurance Certificates

Managers will ensure that:

- a 'Health and Safety Law' poster is displayed and the appropriate details are entered in the spaces provided on the poster,
- a copy of the TOTAL INTEGRATED SERVICES LTD liability insurance certificate is displayed.

3.19 Safety Representatives and Employee Consultation

(A guidance booklet 'Consulting Employees on Health and Safety: A Guide to the Law' is published on the Health and Safety Executive's website at www.hse.gov.uk/pubns/indg232.pdf)

Trade Union or employee appointed safety representatives have rights which must be respected, e.g. to carry out workplace inspections, to be informed of accidents, any changes which affect health and safety and any arrangements for health and safety training. They also have the right to see documents required by law e.g. significant findings of risk assessments, Injury/Incident Forms, Health and Safety Policy etc.

Managers will ensure that:

- where appointed by a Trade Union or by employees, safety representatives are consulted in good time regarding any changes in working arrangements that affect the health and safety of employees,
- where safety representatives are not appointed, the above consultation is carried out directly with employees,
- a Safety Committee is formed where requested by two or more safety representatives,
- where a Safety Committee is not formed, health and safety is a standing item on the agendas of appropriate meetings with employees.

3.20 Working Alone

(A guidance booklet 'Working alone in safety: "controlling the risks of solitary work"' is published on the Health and Safety Executive's website at www.hse.gov.uk/pubns/indg73.pdf)

Managers will ensure that:

- working alone is avoided where possible,
- where working alone is unavoidable, a risk assessment is carried out to identify the measures necessary to minimise the risks, e.g.
- the significant findings of risk assessments are recorded locally on the TOTAL INTEGRATED SERVICES LTD form given in 3.1 of this policy,

3.21 Working Time WTD

PIM recognises that when people work too many hours, their health can be affected and the risk of mistakes/accidents is increased.

Managers will ensure that:

- employees do not work more than 48 hours per week (averaged over a 17 week period), without the written agreement of the individuals involved,
- health assessments are offered to night-workers,
- employees receive the breaks and annual leave entitlements specified in the Regulations, i.e.

In work breaks - for adults at least 20 minutes break when working more than 6 hours and at least 30 minutes break after 4.5 hours for persons under 18 years,

Daily breaks - at least 11 hours break between leaving and starting work next day,

Weekly breaks - at least 1 day off each week,

Annual leave - at least 4.8 weeks leave for full time employees.

Employees will ensure that they:

- report to their manager/director where workloads or working practices require them to work excessive hours or where they cannot take their entitled breaks
- let their manager/director know if they have additional employment that impacts on their total working hours.

3.22 Working on Client's Premises

Managers will ensure;

- the risks created by TOTAL INTEGRATED SERVICES LTD /contractors are assessed andadequately controlled,
- the risks created by clients which affect TOTAL INTEGRATED SERVICES LTD /contractorsare properly controlled,
- ongoing communication and co-operation takes place with clients to ensure the risks to all persons are properly controlled,
- TOTAL INTEGRATED SERVICES LTD employees/contractors are capable of recognising the risks likely to be present on client's premises and applying the appropriate measures to control them.

Employees/Contractors will ensure that they:

- take the necessary steps to ensure the risks from their activities are properly controlled,
- familiarise themselves with the health and safety arrangements on client's premises,
- co-operate fully and follow any relevant health and safety instructions and procedures,
- report any short-comings in client's health and safety arrangements to their contact

at the premises and to their manager.

3.23 Working at Home

(A guidance booklet 'Home-working – Guidance for employers and employees on health and safety' is published on the Health and Safety Executive's website at www.hse.gov.uk/pubns/indg226.pdf)

Where employees are designated as 'Home Based' the following arrangements apply. The main hazards are associated with the extended use of computer equipment – see also section 3.9.

Managers/Directors will ensure;

- employees based at home who use computers habitually as a significant part of their work are provided with suitable equipment and furniture to minimise the risks,
- employees are provided with a 'Display Screen Equipment Checklist' to assess their home workstation,
- remedial action is taken to deal with any problems identified by the above assessment,
- employees are provided with the above 'Home-working' booklet to alert them to the risks to their health and how to minimise them.

Employees will ensure that they:

- assess their home workstation and follow the guidance in the 'Home-working' booklet,
- report to their manager/director any problems they have with the equipment/furniture/working procedures.

3.24 Noise

Prolonged exposure to high noise levels causes permanent and irreversible hearing damage. The Regulations set first and second exposure action values of 80 and 85dB. The second action value also includes any impact noises 137db and above. In addition they require that the daily or weekly exposure of employees must not exceed 87dB, which can take account of any reduction in exposure provided by hearing protection. For more information see the HSE website www.hse.gov.uk/pubns/noisindx.htm

Managers will ensure:

- noise surveys are carried out for any areas or processes where it is necessary to raise voices to carry out a normal conversation when about 2 m apart or where there are impact noises such as hammering, pneumatic impact tools or explosive sources such as cartridge operated tool,
- the recommendations set out in the noise surveys are implemented, in particular:
- where exposure exceeds the first action value of 80 db (daily or weekly exposure, whichever is the lower) employees must be:



1. Warned of the slight risk of hearing damage occurring
 2. Provided with hearing protection and shown how to use it
- where exposure exceeds the second action value of 85 db (daily or weekly exposure, whichever is the higher) or where there is exposure to impact noises 137db or above, employees must be:
 1. Warned of the significant risk of hearing damage occurring
 2. Provided with hearing protection and shown how to use it
 3. Supervised effectively to ensure the hearing protection it is used
 4. Receive annual hearing checks

Employees will ensure that they:

- use hearing protection where instructed to do so, i.e. where their exposure exceeds the second action values,
- use any noise reduction measures in accordance with the training and instructions received,
- cooperate with the arrangements for hearing checks,
- report any exposures to high noise levels their manager may not be aware of.

3.25 Health and Safety Training

It is recognized that health and safety information and training helps to ensure your employees are not injured or made ill by the work they do and develops a positive health and safety culture. Specific health and safety training arrangements are also set out in many other sections of this policy. For more general information on health and safety training see the HSE website www.hse.gov.uk/pubns/indg345.pdf

Managers will ensure that:

- risk assessments and performance appraisals identify any specific health and training needs,
- account is taken of the capabilities, training, knowledge and experience of employees,
- that the demands of the job do not exceed employees' ability to carry out their work without risk to themselves and others,
- employees with particular training needs, e.g. new recruits, employees changing jobs or taking on extra responsibilities, receive appropriate health and safety training and supervision,
- where necessary, employees' skills are updated by carrying refresher training
- records are kept of all health and safety training carried out.

Employees will ensure that they:

- attend training sessions they are nominated for,
- follow the health and safety training and instructions provided,
- report to their Manager any circumstance where they do not feel capable or confident to deal with the health and safety issues of their work.

3.26 Personal Protective Equipment (PPE)

Where it is not possible to control risks by other means PPE will be provided.

Managers will ensure that:

- risk assessments identify the type and standard of PPE required making sure it is suitable for the risks involved and for the user,
- maintain adequate stocks and provide employees with the PPE specified for their work,
- employees are instructed in the use and maintenance of the PPE required for their work,
- employees use the PPE specified for their work,
- PPE is replaced as necessary,
- records of the issue of PPE are maintained.

Employees will ensure that they:

- use the PPE specified for their work,
- inspect/maintain/replace their PPE as is necessary,
- report any defects or shortcomings with their PPE they cannot rectify themselves.

3.27 Vibration Risks

'Whole Body' vibration (WBV) is typically from ride on vehicles and can lead to back pain. 'Hand-arm' vibration (HAV) comes from hand-controlled tools such as chainsaws, hedge cutters, strimmers, mowers, angle grinders and hammer drills. Too much exposure can cause hand-arm vibration syndrome (HAVS) and carpal tunnel syndrome. HAVS affects the nerves, blood vessels, muscles and joints of the hand, wrist and arm. This can become severely disabling if ignored and includes vibration white finger, which can cause severe pain in the affected fingers. For more information see the HSE website www.hse.gov.uk/pubns/indg175.pdf

Like noise at work the health risks from vibrating tools and machinery must be assessed and controlled but unlike noise, protective equipment for vibration risks is not generally available or effective.

For 'whole body' vibration the exposure action value (EAV) is 0.5m/s² averaged over 8 hours and the exposure limit value (ELV) is 1.15 m/s². For hand-arm vibration the exposure action value (EAV) is 2.5m/s² averaged over for 8 hours and the exposure limit value (ELV) is 5 m/s².

Managers will ensure:

- that where employees are exposed to vibration a risk assessment is carried out to decide if they are likely to be exposed above the EAV and if so introduce a programme of controls to reduce the risks,
- that health surveillance is provided for employees regularly exposed above the EAV and records are kept,



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- that immediate action is taken where necessary to reduce exposures below the ELV,
- employees are supervised to ensure that any usage time restrictions in the risk assessment are complied with,
- information and training is provided for employees on the health risks from vibration, see HSE leaflet, 'Hand-Arm Vibration – Advice for Employees'. <http://www.hse.gov.uk/pubns/indg296.pdf> and any usage time restrictions in the risk assessment.

Employees will ensure that they:

- follow the advice and guidance in the above HSE leaflet,
- comply with any usage time restrictions in the risk assessment,
- cooperate with the arrangements for health surveillance,
- report any exposures to vibration their manager may not be aware of.