

# **TIMBERWISE**

the property care experts

Timberwise (UK) Ltd  
1 Drake Mews  
Gadbrook Park  
Cheshire  
CW9 7XF

## **Health and Safety Policy**

*February 2011*

## Timberwise (UK) Ltd

### CONTENTS

1.	Health and Safety Policy Statement	
2.	<u>Organisation</u>	
2.1	General Responsibilities	
2.2	Specific Responsibilities	
2.3	Health and Safety Policy Review	
3.	<u>Arrangements</u>	
3.1	Accident and Incident Reporting and Investigation	
3.2	Asbestos	
3.3	Auditing and monitoring	
3.4	Confined Spaces	
3.5	Consultation with Employees	
3.6	Control of Substances Hazardous to Health	
3.7	Display Screen Equipment	
3.8	Electrical Safety	
3.9	Fire and Emergency	
3.10	First Aid	
3.11	Lone Working	
3.12	Manual Handling	
3.13	Noise	
3.14	Occupational Health	
3.15	Personal Protective Equipment	
3.16	Provision and Use of Work Equipment	
3.17	Risk Assessment	
3.18	Safety Training	
3.19	Transport	
3.20	Use and Control of Contractors	
3.21	Vibration	
3.22	Violence and Aggression	
3.23	Welfare	
3.24	Workplace	
3.25	Work Related Stress	
3.26	Working at Height	

## 1. Health and Safety Policy Statement

We recognise and accept our responsibility as an employer for providing a safe and healthy working environment for all employees and to avoid risks to the health and safety of others who may be affected by our activities, as described in the Health & Safety at Work Act 1974 and derived legislation.

We will take all reasonable steps within our power to meet this responsibility.

Communication between all levels of employees within the Company is paramount and we will therefore ensure that adequate arrangements are in place to permit the flow of information to and from employees.

We will identify significant hazards and plan for their elimination, reduction or control by conducting risk assessments at regular intervals, the results of which will be communicated to our employees.

All our employees will be given adequate information, instruction and training as is necessary to ensure their and others safety, whilst carrying out their duties on behalf of the company.

Our policy will be regularly monitored, reviewed and updated, at least once per annum, to reflect any changes in legislation or in light of any changes in our activities or procedures. Any updates will be brought to the attention of our employees.

We will plan and budget to address the issues identified from the assessments and our regular monitoring exercises.

We are aware of the need to employ contractors to conduct certain works on our behalf and undertake only to employ contractors who are professionally competent and who are compliant with relevant health and safety legislation.

We all (employers, employees and the self-employed) have a legal duty to co-operate in all safety related matters, not to endanger others or ourselves and not to misuse anything provided for safety. In particular, all persons are to ensure that appropriate safety rules are followed as failure to do so may result in disciplinary action being taken.

Signed:



Date: February 2011

Position: Managing Director

## 2. Organisation

<b>2.1</b>	<b>General Responsibilities</b>
	To ensure that the spirit and the letter of the law is upheld we have appointed specific people or groups of people to be responsible for the implementation of certain key aspects of our health and safety policy.
<b>2.1.1.</b>	<b>The Managing Director will ensure that</b>
	<ul style="list-style-type: none"> <li>• Health and Safety is on the agenda of every management meeting.</li> <li>• All employees take a proactive role in health and safety to ensure that risks are effectively controlled.</li> <li>• All employees are aware of their responsibilities for ensuring the health and safety of themselves and others who may be affected by their acts or omissions.</li> <li>• Full account is taken in respect of any safety representatives.</li> <li>• Professional Health and Safety assistance is maintained as required by the Management of Health and Safety at Work Regulations.</li> <li>• Effective communication is maintained with all employees in order to promote a culture which recognises that controlling health and safety risks is an essential part of everyone's daily life.</li> <li>• Adequate funds, materials, equipment and human resources are provided to meet all health and safety requirements</li> <li>• Adequate contingency funds are available to address any unforeseen or unexpected health and safe issues that may arise.</li> <li>• Prime consideration is given to health and safety in all forward planning.</li> </ul>
<b>2.1.2</b>	<b>The Directors of the company will ensure that</b>
	<ul style="list-style-type: none"> <li>• The health and safety policy and procedures are monitored and that any changes necessary are made and maintained throughout the Company.</li> <li>• Support is given to all employees to enable implementation of all aspects of the health and safety policy and procedures.</li> <li>• Health and safety training is provided for all employees.</li> <li>• Health and safety meetings are held when required.</li> <li>• Health and Safety is given prime consideration in all forward planning.</li> <li>• Appropriate insurance cover is in place and maintained for all aspects of Company activities.</li> </ul>

	<ul style="list-style-type: none"> <li>• Adequate funds are made available to meet the health and safety needs of the Company.</li> <li>• Effective channels of communication are maintained so that information concerning safety matters can be communicated to all employees.</li> </ul>
<b>2.1.3</b>	<b>Managers will ensure that</b>
	<ul style="list-style-type: none"> <li>• All employees under their direction fully understand and observe all aspects of the Company's health and safety policy and procedures.</li> <li>• Information regarding health and safety issues is communicated to and understood by all employees under their direction.</li> <li>• Any health and safety issue raised by any employee under their direction is either effectively managed by themselves or communicated to the relevant specific health and safety duty holder as detailed within the health and safety policy.</li> <li>• All employees under their direction receive sufficient information, instruction and training regarding the risks to which they are exposed whilst at work.</li> <li>• No tasks, duties or activities will take place which may present a risk to employees or any other person until such time as a full assessment has taken place and any resultant control measures identified have been implemented.</li> <li>• All employees under their direction fully understand their duties in relation to all relevant health and safety requirements.</li> <li>• All employees attend health and safety meetings as and when requested.</li> <li>• All employees provide full co-operation regarding health and safety matters to enable those individuals with specific or general duties to discharge them.</li> <li>• All employees under their direction are instructed in relation to any safe systems of work.</li> <li>• All personal protective equipment is used and maintained as required.</li> <li>• All accidents, dangerous occurrences or near misses which occur in their area of responsibility are investigated, recorded and where necessary reported as per the requirements detailed within the policy.</li> <li>• All plant, equipment and facilities under their control is maintained in safe working order without risk to health and any statutory or in house inspecting and testing regime is complied with.</li> <li>• All defective plant, equipment or facilities are repaired or replaced where necessary and that these items are taken out of use until such time as the repair or replacement has been carried out.</li> </ul>

	<ul style="list-style-type: none"> <li>• Routine monitoring of all policies and procedures applicable to their areas of work is undertaken.</li> <li>• Procedures are in place to ensure the health and safety of all employees under their control who are potentially exposed to any hazardous substances.</li> </ul>	
<b>2.1.4</b>	<b>All Employees will ensure that</b>	
	<ul style="list-style-type: none"> <li>• They are aware of their Health and Safety duties under the Health and Safety at Work Act 1974</li> <li>• They take reasonable care of their own and others health and safety and behave in a safe manner at all times</li> <li>• They comply and co-operate with any reasonable request made to permit the Company to discharge its legal and moral duties in respect of health and safety matters.</li> <li>• Any hazards which cannot be rectified immediately are reported to the appropriate person for action and if necessary take immediate remedial action to temporarily safe guard against the risk of injury or damage.</li> <li>• Any accident, near miss or dangerous occurrence is reported as per the requirements detailed within the policy documentation.</li> <li>• No new equipment, plant or substances are brought onto Company premises and used before permission has been granted and any necessary assessments have been conducted.</li> </ul>	
<b>2.2</b>	<b>Specific Health and Safety Duties</b>	
Director in charge of Health and Safety	Tim Riley	Director and Company Secretary
Competent Health and Safety Advice	Lorraine Shuker	Health and Safety Adviser
Management of H&S Policy and resources	Mark Edwards	Managing Director
	Neil Hartley	Regional Director
	Charles Edwards	Regional Director

<b>2.3</b>	<b>Health and Safety Policy review</b>
2.3.1	To ensure continuing compliance with legislation and best practice our Health and Safety Policy will be reviewed periodically and at least annually
2.3.2	The Health and Safety Adviser will ensure that reviews take place with the co-operation of those individuals with specific health and safety duties
2.3.2	The Health and Safety Adviser will ensure that all necessary amendments to the policy are made and will ensure that suitable information, instruction and training is provided for those affected by the amendments.

<b>Date of Policy Review</b>	<b>H &amp; S Adviser's Signature</b>	<b>Brief Description of Changes</b>
10.3.11		Added requirement for end of day phone in to lone working procedure for surveyors

### **3. Arrangements**

#### **3.1 Accident and Incident Reporting and Investigation**

3.1.1	All incidents, accidents and near misses must be reported to your line manager within 24 hours at the latest – serious incidents must be reported immediately – and an entry made in the Accident Book
3.2.2	Line Managers, on being notified of an incident, should complete an Incident Report and Investigation form and in doing so <ul style="list-style-type: none"><li>• make an investigation into the immediate and underlying causes of the incident</li><li>• recommend actions to prevent a reoccurrence</li><li>• review all risk assessments pertaining to that activity and amend as necessary</li></ul>
3.1.3	Tool box talks will provide information, instruction and training on procedures for reporting and investigating accidents and incidents
3.1.4	Serious incidents should be reported immediately to the Health and Safety Adviser by telephone or email
3.1.5	Completed Incident Report and Investigation forms must be copied to the Health and Safety Adviser as soon as possible but by the month end at the very latest
3.1.6	The Health and Safety Adviser will submit reports to the HSE of any incidents that are reportable under the Reportable Injuries, Diseases and Dangerous Occurrences Regulations 1995
3.1.7	Accident, Incident and Near Miss statistics will be collated monthly by the Health and Safety Adviser and reported to the board of Directors
3.1.8	Any trends appearing in the statistics will prompt a review of safe working practices by Senior Management

#### **3.2 Asbestos**

3.2.1	All employees who may come into contact with Asbestos in the course of their work will receive training in order to recognise Asbestos Containing Materials (ACMs) and understand the risks to health from Asbestos
3.2.2	Where there is a suspicion that ACMs may be present all work will cease immediately pending further investigation by a suitably qualified person
3.2.3	In non-domestic properties surveyors will request a copy of the Asbestos Management Plan from the premises controller to ascertain if risks from Asbestos are present

3.2.4	Where risks from asbestos are present Timberwise employees will not commence work until the ACMs are removed or made safe by a suitably qualified competent person
3.2.5	In premises leased by Timberwise the landlord or controller of those premises will provide written details of the risks from asbestos
3.2.6	In owned premises Timberwise will maintain an Asbestos Management Plan

### **3.3 Auditing and Monitoring**

3.3.1	Formal monitoring of on site safety arrangements are made by surveyors and managers by formal Site Inspections each month
3.3.2	Informal spot checks on a selection of work locations and activities are made by Managers periodically
3.3.3	Timberwise branch offices and operations are audited annually by the Health and Safety Adviser

### **3.4 Confined Spaces**

3.4.1	The surveyor, at the Initial Risk Assessment stage, will identify working environments that are classed as confined spaces under The Confined Space Regulations 1997
3.4.2	The surveyor will assess the risks associated with working in a confined space, identify control measures to reduce risks, and record significant findings on a Risk Assessment form
3.4.3	Where the risk assessment identifies risks from working in a confined space, a safe system of work will be devised in the form of a method statement
3.4.4	Lone working will be avoided when working in confined spaces
3.4.5	Rescue arrangements will be put in place prior to commencement of work in confined spaces
3.4.6	Tool box talks will provide information, instruction and training for those exposed to the risks from confined spaces

### **3.5 Consultation with Employees**

3.5.1	Consultation with employees is facilitated by use of safety representatives for each business function: administration staff; technicians and surveyors
3.5.2	Each representative is elected by members of the group which they represent

3.5.3	Representatives are consulted on matters and given information as set out in the Health and Safety (Consultation with Employees) Regulations 1996
3.5.4	Representatives will be given time off from their normal duties to allow them to carry out their function
3.5.5	Representatives will be given information, instruction and training in order for them to carry out their role as specified in the Safety Representatives Role and Responsibilities document
3.5.6	Health and Safety Meetings are held quarterly; are attended by senior management, the Health and Safety Officer and safety representatives and are minuted

### **3.6 Control of Substances Hazardous to Health**

3.6.1	Timberwise proactively sources low hazard damp proofing and wood treatment products to minimise risks from hazardous substances
3.6.2	The Surveyor at the Initial Risk Assessment stage will determine what treatment products will be required and this is transferred to the job sheet issued to the technician
3.6.3	Technicians are issued with a manual containing all COSHH assessments for the full range of treatment products used and guidance in their use is given during Tool Box talks
3.6.4	Technicians will cross reference the job sheet and the COSHH manual to determine the specific safety precautions and PPE required
3.6.5	Tool box talks will provide information, instruction and training for those exposed to the risks from hazardous substances

### **3.7 Display Screen Equipment**

3.7.1	Users of Display Screen Equipment (DSE) will each receive a DSE Assessment from a person who is suitable trained to carry out DSE assessments
3.7.2	The Display Screen Assessment process will also include information, instruction and training on the risks associated with the use of DSE Equipment
3.7.3	Users will be defined as those who use DSE for more than an average of 1 hour per day
3.7.4	All DSE assessments will recorded on a DSE Assessment form and be reviewed by the Health and Safety Adviser
3.7.5	DSE assessments will be reviewed periodically in line with current HSE guidance

3.7.6	Home workers will undergo a DSE self assessment and should this highlight any areas of concern a visit from the Health and Safety Adviser will be arranged
-------	--

### **3.8 Electrical Safety**

3.8.1	All portable appliances used by Timberwise employees will be Portable Appliance tested by a suitably qualified person
3.8.2	All portable appliances used on site will be have a combined inspection and test carried out every 6 months by a suitably qualified person
3.8.3	All technicians will conduct a formal visual inspection of all portable appliances every month , looking for obvious signs of damage or wear as per guidance given in tool box talks and report defects on the Technician’s Monthly Check Sheet
3.8.4	All users of portable electrical equipment will make a simple visual check of equipment before use
3.8.5	Defective equipment, or that suspected to be defective, will be withdrawn from use immediately until tested or repaired by a suitably qualified person and reported on the Technicians Weekly Check Sheet
3.8.6	The frequency of testing of office equipment will be in line with current HSE guidance
3.8.7	In premises leased by Timberwise the landlord or controller of those premises will provide written details of Certificates of Installation and or Fixed Main Wiring testing and Inspection every 5 years
3.8.8	Timberwise will ensure the competence of any electrical sub-contractors engaged to work on their behalf by requiring them to complete a Sub-Contractors Approval Questionnaire and provide supporting documentation
3.8.9	Portable electrical appliances provided by the company for contracted home workers will have an combined inspection and testing carried out every 2 years

### **3.9 Fire and Emergency**

3.9.1	In Timberwise premises the Health and Safety Adviser will assess the risks from fire, identify control measures to reduce risks and record significant findings on a Fire Risk Assessment form
3.9.2	In premises leased by Timberwise which are in multi occupancy buildings the landlord or controller of the premises will provide written details of fire precautions, emergency arrangements and any other information required to assess the risks from fire to Timberwise employees or visitors

3.9.3	A suitable system to detect fire, warn people of fire and means by which to extinguish fire will be in place in all Timberwise premises and will be suitably maintained by competent persons
3.9.4	The Branch Manager will ensure that fire drills will take place at all Timberwise premises every 6 months
3.9.5	The Branch Manager will ensure that a system is in place to inform visitors of the emergency arrangements at each Timberwise office
3.9.6	The Branch Manager at each Timberwise office will devise an emergency plan as per the Emergency Plan template
3.9.7	All staff will be given information, instruction and training in fire safety at induction and periodically as a refresher
3.9.8	The Branch Manager will ensure that the emergency arrangements are monitored by use of Workplace Safety Inspection sheets

### **3.10 First Aid**

3.10.1	In Timberwise premises persons will be appointed to take charge in an emergency as detailed in the Appointed Persons Role and Responsibility document
3.10.2	First Aid boxes will be provided at every Timberwise premises
3.10.3	Peripatetic workers will each be issued with a personal First Aid kit and a means of communication, i.e. mobile phone, which can be used to summon assistance in the case of an emergency
3.10.4	Personal First Aid kits will be kept stocked as per checklists on Technician's Monthly Check Sheet
3.10.5	In non-domestic work sites the Surveyor at the Initial Risk Assessment stage will agree with the Principal Contractor any arrangements for First Aid which may be shared by Timberwise employees
3.10.6	Tool box talks will provide information, instruction and training on first aid procedures for peripatetic workers

### **3.11 Lone Working**

3.11.1	In Timberwise premises the Branch Manager will assess the risks from lone working in the office, identify control measures to reduce risks and record significant findings on a Risk Assessment form
3.11.2	Use of tracking devices on company vehicles assist in monitoring the movements of technicians when working alone

3.11.3	Technicians, when working alone, will phone line manager or local branch office to confirm they are leaving site at the end of the working period
3.11.4	Wherever possible lone working is avoided on work sites that are unoccupied, derelict or have other increased risks for lone workers
3.11.5	Surveyors have their timetable of site visits managed by their local branch office so their whereabouts can be monitored and they will phone the survey controller or local branch office following the last survey of the day
3.11.6	Tool box talks will provide information, instruction and training for those at risk from lone working

### 3.12 Manual Handling

3.12.1	Where manual handling cannot be eliminated and forms a significant part of technician's job tasks, manual handling training will be given
3.12.2	Additional risk from manual handling will be included in site specific risk assessments and a safe system of work will be devised in the form of a method statement
3.12.3	Tool box talks will provide refreshers to technicians and information, instruction and training for those staff who occasionally undertake manual handling activities

### 3.13 Noise

3.13.1	Safe systems of work require technicians to wear hearing protection whilst using power tools
3.13.2	Additional risks from noise will be assessed, included in site specific risk assessments and a safe system of work will be devised in the form of a method statement
3.13.3	Tool box talks will provide information, instruction and training for those exposed to the risks from noise

### 3.14 Occupational Health

3.14.1	Timberwise engage the services of an external consultant Ashling Occupational Health Ltd
3.15.2	Timberwise will seek advice from this consultant on occupational health matters as required, but typically this will include <ul style="list-style-type: none"> <li>• Health surveillance</li> <li>• Rehabilitation after long term sickness</li> <li>• Stress management</li> </ul>

### 3.15 Personal Protective Equipment

3.15.1	Personal Protective Equipment (PPE) will be used as a last resort control measure as per the Principles of Prevention
3.15.2	The risk assessment process will determine which PPE is required for an activity
3.15.3	PPE will be provided at each branch or costs reimbursed by submitting a receipt and an expenses form
3.15.4	Technicians report on the condition of their PPE by completing the Technician's Monthly Check Sheet
3.15.5	Technicians request replacement PPE from the Branch office by completing the Technicians Weekly Check Sheet
3.15.6	Spot checks on PPE are made by surveyors monthly and reported using the Site Inspection Report

### 3.16 Provision and Use of Work Equipment

3.16.1	A preferred list of commonly used equipment will be maintained which specifies makes and models of equipment that have previously been assessed for hazards, risk, safety features, suitability, durability and cost
3.16.2	Equipment will be maintained in accordance with manufacturer's recommendations
3.16.3	One off items required that are not on the Preferred Equipment List will normally be hired locally
3.16.4	Technicians report on the condition of their equipment by completing the Technician's Monthly Check Sheet
3.16.5	Spot checks on equipment are made monthly by surveyors and managers and reported using the Site Inspection Report
3.16.6	Technicians request repairs to or replacement for defective equipment from the Branch office by completing the Technicians Weekly Check Sheet

### 3.17 Risk Assessment

3.17.1	All hazardous activities, equipment and locations will be assessed for significant risks, and control measure identified which comply with the principles of prevention
3.17.2	Those affected by identified risks will be informed of the risks and control measures
3.17.3	Branch managers will be responsible for ensuring office locations and activities are assessed for significant risks and control measures applied to hazards

3.17.4	On site activities and locations will be assessed for risks by the Surveyor
3.17.5	Generic risk assessments for common activities are available to be customised by the surveyor in charge of the job
3.17.6	Generic method statement for common activities are available to be customised by the surveyor or branch manager in charge of the job
3.17.7	Individual risk assessments will be made where specific factors, which may affect safety (such as medical conditions, medication, disability, new and pregnant mothers, young people, etc), are present.
3.17.8	An assessment of risk for contracted home workers will be made by a Timberwise manager who is conveniently located geographically

### **3.18 Safety Training**

3.18.1	All staff will have their safety training needs reviewed at induction and thereafter at their annual appraisal by their manager
3.18.2	All staff will receive basic safety training from their manager at induction which will include emergency procedures, accident reporting and office safety (where applicable)
3.18.3	Technicians and surveyors will receive tool box talks from their managers on a range of safety related topics
3.18.4	All staff with job roles covered within the CSCS Card system will hold, or be working towards holding, a valid CSCS card and undertake the Health and Safety training required
3.18.5	Job specific technical training (such as PASMA, Driving Safety, Abrasive Wheel, Asbestos Awareness, etc) will be provided by a suitable external training body
3.18.6	Safety Training records will be maintained by the Health and Safety Adviser based on information provided by staff and/or line managers

### **3.19 Transport**

3.19.1	All staff who drive on company business will be issued with the Company Vehicle Drivers Handbook which contains the company procedures and safety guidance
3.19.2	All staff who drive on company business must provide a copy of their driving license each year
3.19.3	Staff who use their own vehicles for company business must provide documented evidence that they are suitably insured and that their vehicle has a valid MOT certificate
3.19.4	High mileage company drivers will be provided with Driver Safety training

### 3.20 Use and Control of Contractors

3.20.1	All sub-contractors must complete a Sub-Contractor Application Form and return a signed copy of the Health and Safety Questionnaire
3.20.2	Branch Managers will ensure that these forms are forwarded to the Health and Safety Adviser for review and if satisfactory the sub-contractor will be placed on the Timberwise Approved Contractor list
3.20.3	No sub- contractor will be allowed to commence work for Timberwise unless they are approved prior to the commencement of work
3.20.4	Sub-contractors will be required to provide annual updates to these forms in order to remain on the Timberwise Approved Contractor list
3.20.5	Sub-contractors will be required to provide written risk assessments and/or method statements for work done on behalf of Timberwise

### 3.21 Vibration

3.21.1	Timberwise proactively sources low vibration tools to minimise the risks from vibration
3.21.2	All work activities which involve hazards from vibration will have the amount of vibration exposure calculated
3.21.3	Where the Exposure Action Value is exceeded risks will be assessed, control measures will be implemented and a safe system of work will be devised in the form of a method statement to ensure that the Exposure Limit Value is not exceeded
3.21.4	Tool box talks will provide information, instruction and training for those exposed to the risks from vibration

### 3.22 Violence and Aggression

3.22.1	The risks from violence and aggression will be included in site specific risk assessments
3.22.2	Should a member of staff feel they may be at risk from violence or aggression they should immediately withdraw to place of safety and contact their manager
3.22.4	Incidents of violence or aggression towards Timberwise staff will be reported and investigated as a near miss using the Incident Report and Investigation form
3.22.5	Lone working will be avoided in situations where violence and aggression has been identified as a significant risk

### 3.23 Welfare

3.23.1	Welfare facilities (such as toilets, washing facilities, drinking water, means of heating food and making hot drinks, etc) will be provided and maintained at Timberwise premises
3.23.2	Welfare facilities for peripatetic workers should be considered during the risk assessment process and temporary facilities should be provided if it is reasonably practicable to do so
3.23.3	Where temporary facilities are not reasonably practicable staff should, with the owners permission, make use of the householders or site controllers facilities or nearby public conveniences

### 3.24 Workplace

3.24.1	Timberwise will ensure that premises which they control are compliant with the Workplace (Health, Safety and Welfare) Regulations 1992
3.24.2	The Branch Manager will ensure that Workplace Safety Inspection Sheets are completed monthly according to the timetable set out in the Workplace Safety guidance document
3.24.3	Where staff work in places other than Timberwise premises the health, safety and welfare requirements of that place will be considered as part of the risk assessment process.
3.24.4	Contracted home workers will have all necessary equipment provided by Timberwise to ensure a they are able to carry our their duties in a safe manner

### 3.25 Work Related Stress

3.25.1	Timberwise recognise that work related stress is a risk to health and will consider stress as a potential hazard when assessing risks
3.25.2	Where potential stressors are identified Timberwise will apply the risk assessment process to find preventative measures
3.25.3	Management receive training in people management to enable them to recognise the signs of stress and work with individuals on a confidential basis
3.25.4	Where required Timberwise will engage the services of an occupational health specialist for advise on stress related matters

### 3.26 Working at Height

3.26.1	The surveyor at the Initial Risk Assessment stage will identify situations where working at height may be required
3.26.2	Where working at height cannot be avoided the risks will be assessed and the principles of prevention used to determine the appropriate control measures
3.26.3	Where scaffolding is required it will be erected by a suitably qualified and competent person
3.26.4	Where ladders are used they must be of a suitable type for the job and Class 1 'Industrial' rating
3.26.5	Tool box talks will provide information, instruction and training for those at risk from working at height