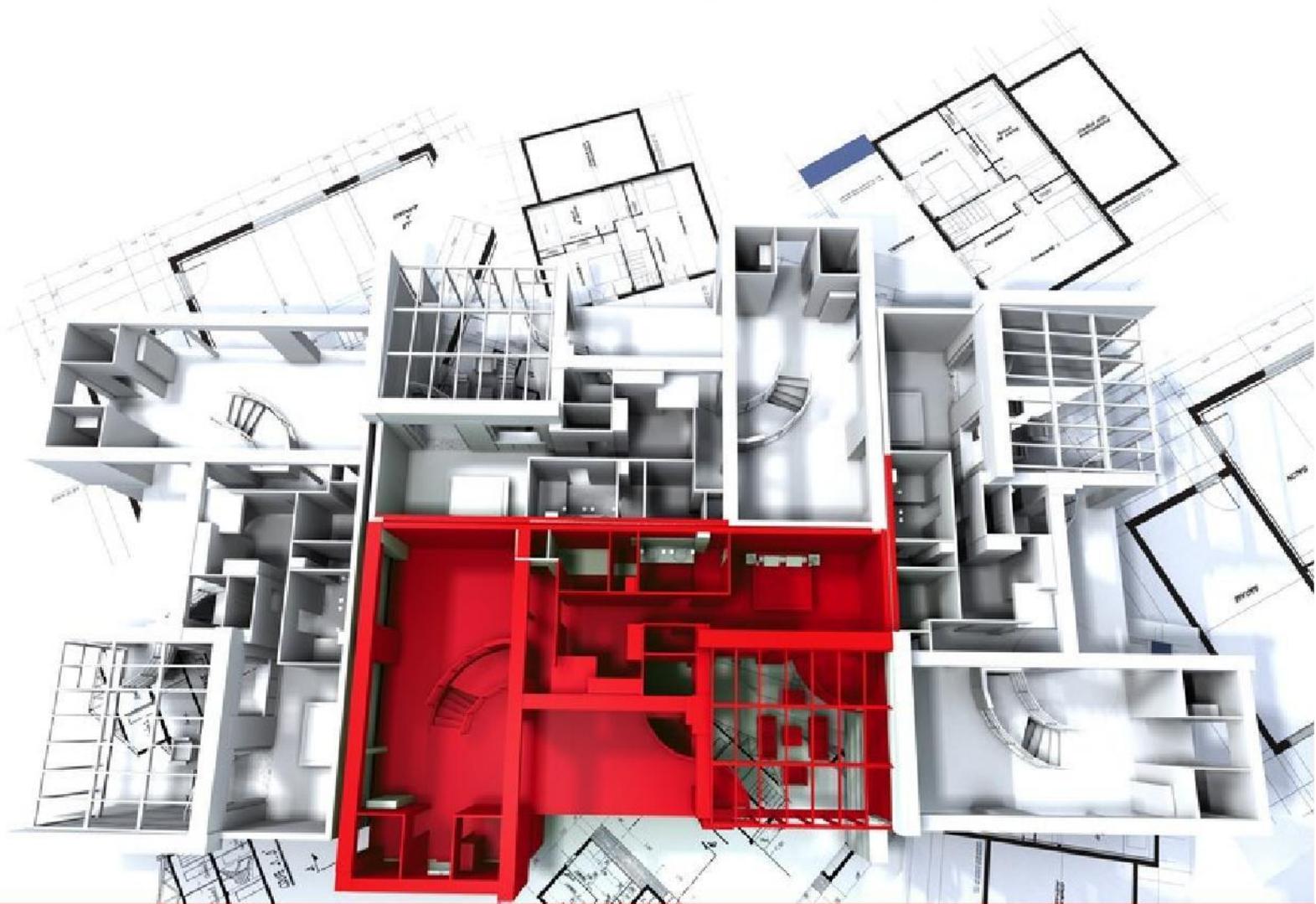


Timberwise

SPECIALIST PROPERTY CARE & PRESERVATION



A COMPANY YOU
CAN TRUST

HEALTH & SAFETY POLICY - FEBRUARY 2021

Contents

Health and Safety Policy Amendment Sheet	4
PART 1 STATEMENT OF INTENT	5
PART 2 COMPANY ORGANISATION AND RESPONSIBILITIES	6
PART 2 RESPONSIBILITIES	7
Managing Director – Mark Edwards	8
Directors Responsibilities	9
Nominated Person for Health and Safety – Eleanor Wood, Operations Support and Health & Safety Officer	10
Competent Health & Safety Advisor – Stallard Kane Ltd	11
Branch Managers, Managing Surveyors and Managers	12
Employees	14
PART 3 GENERAL ARRANGEMENTS (SAFETY MANAGEMENT PROCEDURES)	15
1.0 Systems and Procedures	15
1.1 Consultation with employees	16
2.0 Arrangements for implementing the procedures	17
2.1 Communication with employees	17
2.2 Fire Safety	17
2.3 Risk Assessment	17
2.4 First Aid	18
2.5 Accident Procedures	18
2.6 Statutory Notifications of Accidents/Dangerous Occurrences	19
2.7 Workplace Equipment Maintenance	21
2.8 Personal Protective Equipment (PPE)	22
2.9 Electricity	23
2.10 Premises and Welfare	23
2.11 Control of Substances Hazardous to Health (COSHH)	23
2.12 Contractors/Sub-contractors	25
2.13 Alcohol and Drug Abuse	25
2.14 Company Smoke-Free Policy	26
2.15 Stress	26
2.16 Asbestos	27
2.17 Display Screen Equipment	27
2.18 Safety Training	27
2.19 Health Surveillance	28
2.20 Manual Handling	28
2.21 Workplace Noise Control	29
2.22 Vibration Control	30
2.23 Construction (Design and Management) Regulations 2015	33
2.24 Driving Company Vehicles	35

2.25	Confined Spaces	36
2.26	Lone Workers	36
2.27	Covid-19	37
2.28	Provision and Use of Work Equipment	37
2.29	Respiratory Protective Equipment (RPE)	38
2.30	Auditing and Monitoring	38
2.31	Violence and Aggression	39
	Environmental Policy Statement	40

Health and Safety Policy Amendment Sheet

Record of Amendments

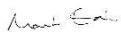
Issue number	Date	Index reference	Brief description of amendment
1	10.03.2011		Added requirement for end of day phone in to lone working procedure for surveyors
2	28.06.2011		Added H&S advisers' responsibility for informing HSE of reportable incidents under RIDDOR
3	05.01.2012		Made amendments to asbestos management section following a full review
4	18.07.2012		Amendments to asbestos management policy – Including “one-off” subcontractor section
5	30.09.2013		Amendments to asbestos management policy – Alternative sampling company details
6	06.05.2014		Amendments to electrical safety; Lone & weekend working
7	01.06.2015		Annual review
8	03.05.2016	2.24	Full review and new policy format; Construction Design and Management Regulations 2015 added
9	22.11.2016		Full review
10	23.03.2017		Amendment to Managing Director
11	01.02.2018		Full Review
12	26.09.2019		Full Review
13	13.02.2020		Full Review
14	February 2021	Page 11 2.27 and 2.29	Full Review Change from PCA Business Shield to Stallard Kane Associates Ltd Change from competent person to competent advisor Additional sections added Change to section references

PART 1 STATEMENT OF INTENT

Health and Safety Policy Statement

1. Timberwise (UK) Ltd (The Company) recognises its health and safety duties under the Health and Safety at Work Act 1974, the Management of Health & Safety at Work Regulations 1999 and accompanying protective legislation. The Managing Director, Mark Edwards, recognises that he has a responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions which are safe, healthy and comply with all statutory requirements and codes of practice.
2. The Company, so far as is reasonably practicable, proposes to pay particular attention to:
 - a. The provision and maintenance of a safe place of work, a safe system of work, safe appliances for work, and a safe and healthy working environment
 - b. The provision of such information and instruction as may be necessary to ensure the health and safety of its employees and others, and the promotion of awareness and understanding of health and safety throughout the workforce.
 - c. Ensuring the safety and absence of health risks in connection with the use, handling, storage and transport of all articles, substances and equipment
 - d. Making regular assessments of risks to employees
 - e. Taking appropriate preventative/protective measures as identified by risk assessment.
 - f. Appointing Stallard Kane Associates Ltd to advise on statutory duties.
3. In order that the Company can achieve those objectives, it is important that employees recognise their duty, whilst at work, to take reasonable care for the health and safety of themselves and of other persons. Employees should also co-operate fully with the Company or anyone else concerned, to ensure that their obligations are performed or complied with.
4. The Company will ensure adequate resources both in terms of time and money are made available to the necessary people to ensure that the items listed above are implemented and all employees are provided with the necessary instruction, information, training and supervision to enable them to carry out their work without risk to themselves or others. An annual review of the Health and Safety Policy will also be undertaken to ensure it is relevant to the work being undertaken by the Company and all legislation quoted is up to date, where necessary the policy will be developed and expanded.
5. The Company is also committed to the continuous development and improvement of the Company's health and safety management system. The Company will ensure that the health, safety & welfare of any employee or subcontractor is not compromised for financial or commercial gain.
6. All employees of the Company agree, as a term of their contract of employment, to comply with their individual duties under the Health and Safety at Work Act 1974, and the Management of Health and Safety Regulations 1999 and other legislation, and to generally co-operate with the Company so as to enable it to carry out its duties towards them. The attention of all employees is drawn to the attached safety rules and procedures, and employees should recognise that failure to comply with their health and safety duties and obligations can lead to dismissal from employment. In the case of serious breaches, such dismissal may be instant without prior warning.
7. This policy has been prepared in furtherance of section 2(3) of the Health and Safety at Work Act 1974 and binds all staff. We request that our customers and visitors respect this policy, a copy of which can be obtained on demand.

Signed:



Mark Edwards
Managing Director Responsible for Health & Safety
February 2021

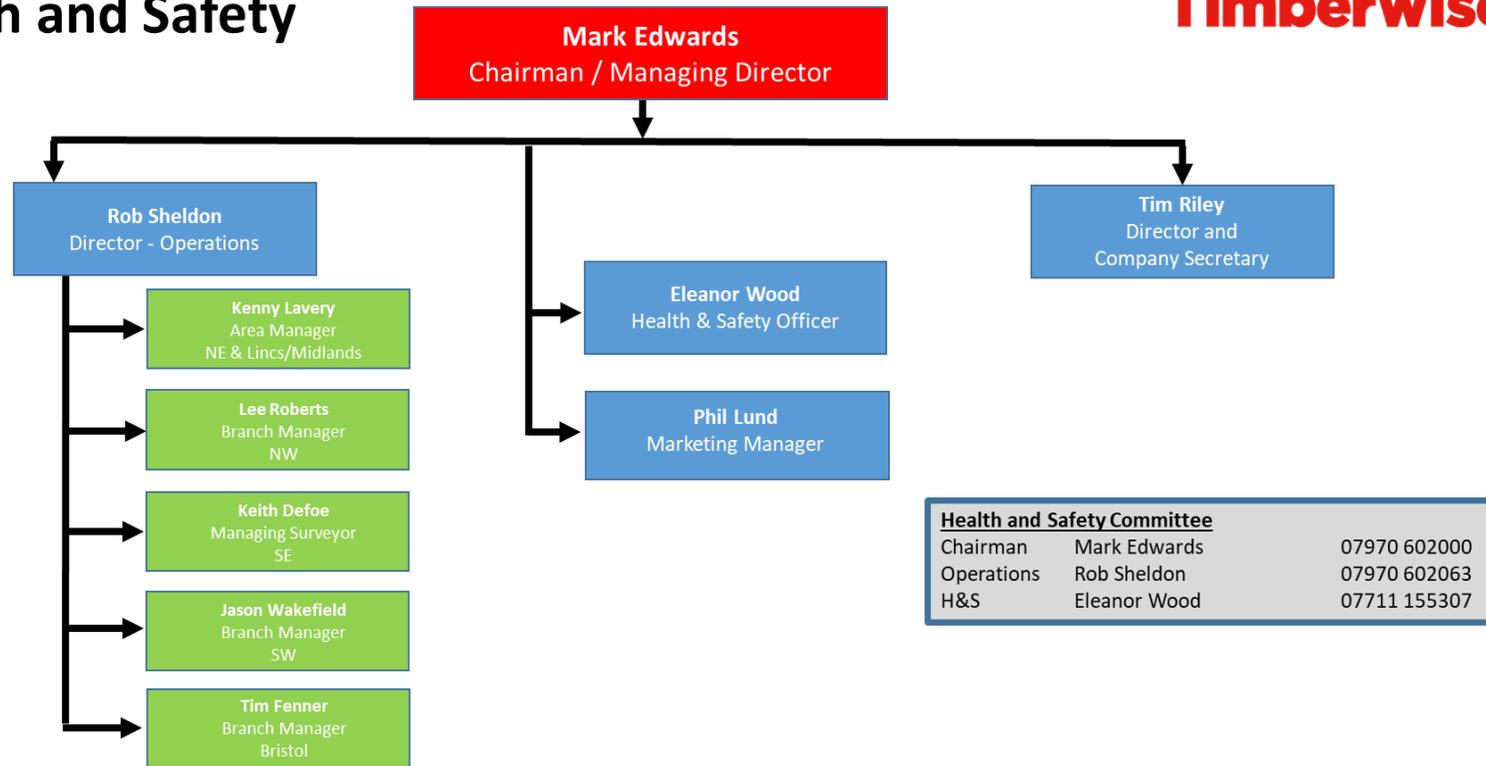


PART 2 COMPANY ORGANISATION AND RESPONSIBILITIES

Company organisational chart – Management structure

Health and Safety

Timberwise



Stallard Kane Associates Ltd have been appointed to provide external health & safety advice, located at:

Head Office:

9 Lord Street, Gainsborough, Lincolnshire, DN21 2DD

Telephone no:

01427 678660

PART 2 RESPONSIBILITIES

The Company has responsibilities under health and safety legislation towards:

- Employees
- Customers, visitors and the local community
- Members of the public
- Contractors/sub-contractors

All employees (general overview)

The Company's obligations can only be met by ensuring that all employees fully discharge their responsibilities.

Every employee must:

- Take reasonable care for the health and safety of themselves, and others who may be affected by their acts or omissions at work
- Co-operate with management with regard to agreed health and safety arrangements and procedures
- Know and keep to the rules and procedures relating to their work, and report to their immediate Manager all difficulties or hazards liable to endanger themselves or other persons
- Not interfere with, or misuse, anything provided by the employer in the interest of health, safety and welfare
- Report details to their immediate Manager, as soon as possible, if involved in an accident resulting in, or which may have resulted in, injury and in all cases before the end of the shift on which the incident occurs
- Arrange for any spillage of dangerous substances or flammable liquid to be dealt with immediately, having due regard to the nature of such spillage
- Use machinery and equipment only when authorised and properly trained to do so
- Wear or use correctly all protective clothing and equipment issued to them and get replacements for lost, damaged or defective items

Managing Director – Mark Edwards

The Managing Director who has overall responsibility for health and safety is responsible for ensuring that the policy enables the Company to fulfil its legal duties and emphasises the determination to manage its activities so that standards of health and safety are continuously improved. The Managing Director will monitor conditions and the health and safety performance to determine whether the policy is adequately resourced, effective and is being developed to meet changing requirements.

The Managing Director Responsible for Health and Safety is responsible for ensuring that:

- Safe systems of work are in operation, and staff receive adequate and appropriate training
- All personnel are aware of, and instructed in, their individual legal responsibilities, and that these are properly discharged
- All work carried out, and all plant, machinery and equipment comply with the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Provision and Use of Work Equipment Regulations 1998
- All plant, machinery and equipment is maintained in good working order, and any registered plant and small equipment carries valid certification
- Information on safety, health and welfare matters is effectively communicated to all employees
- All staff are conversant with the company and Health and Safety Executive accident reporting procedures (RIDDOR)
- Adequate first-aid facilities are available in accordance with current regulations, and suitable persons are trained in first aid to the required standard
- Periodic statutory tests, inspections and maintenance of premises and equipment are carried out and records are properly maintained
- Fire precautions and portable appliances are in place and are tested, maintained, and kept up to date with the latest legislative requirements
- All staff are acquainted with the Emergency Evacuation Procedures and Emergency Plan
- Suitable Personal Protective Equipment (PPE) is available, issued and in use
- Staff are competent to carry out their work safely, and have received adequate information, instruction and training
- A personal example is set by the wearing of appropriate protective clothing
- All potential hazards, or reported hazards, are examined and evaluated and then eliminated or adequately controlled
- The following statutory notices are displayed:
 - A signed copy of the Health and Safety Policy Statement of Intent
 - Employer's liability insurance certificate
 - Health and Safety Law poster
 - First Aid (notifying the names and locations of the First Aiders)
 - Fire Exit signs (with directional signs and running person)
- The following documentation is held:
 - Accident Incident Book (BI510)
- Health and safety improvement suggestions received from staff are given due consideration

Directors Responsibilities

The Directors are responsible for ensuring that the policy enables the Company to fulfil its legal duties and emphasises the determination to manage its activities so that standards of health and safety are continuously improved. They will monitor conditions and the health and safety performance to determine whether the policy is adequately resourced, effective and is being developed to meet changing requirements.

It will be the Directors' responsibility to ensure that:

- Systems are in place to review and update this policy annually, when major staffing changes occur, or when new equipment is introduced
- Health and safety objectives for the Company are set and monitored
- Sufficient arrangements, facilities and finances are available for fully implementing this policy
- Safe systems of work are in operation, and staff receive adequate and appropriate training
- Appropriate financial requirements for the Company's health and safety function are contained within the legal resources
- The legal implications of relevant legislation are raised with, and understood by relevant employees
- Adequate resources are made available to allow the effective implementation of the Company's Health and Safety Policy
- All potential hazards, or reported hazards, are examined and evaluated and then eliminated or adequately controlled

Nominated Person for Health and Safety – Eleanor Wood, Operations Support and Health & Safety Officer

The Nominated Person for Health and Safety is responsible for:

- The development and ongoing review of this policy, with the assistance of the external Health & Safety Advisors, Stallard Kane Associates Ltd.
- Health and safety on a day-to-day basis – implementation of health and safety procedures, precautions and controls
- Undertaking risk assessments within their area (give guidance)
- Encouraging the highest possible standards of health and safety within their area by effective communication and consultation with employees
- Monitoring standards of health and safety within their areas of concern
- Ensuring good standards of housekeeping
- Ensuring COSHH Risk Assessments are carried out within the area of their responsibility
- The provision and maintenance of suitable personal protective equipment
- Ensuring staff attend all training sessions
- Carrying out hazard spotting checks of their department
- Assessing and meeting health and safety training needs

Competent Health & Safety Advisor – Stallard Kane Ltd

Stallard Kane Associates Ltd have been appointed to advise and guide our company on health, safety and welfare issues related specifically to our business undertakings. Stallard Kane Associates Ltd will be responsible directly to the Managing Director and the Nominated Person for Health & Safety within our company.

Specifically, they will perform the following functions:

- Advise on the application and maintenance of our Company Health and Safety Policy arrangements
- Maintain an up-to-date knowledge in matters of legislation and regulations as they apply and affect the Company and its Health and Safety Policy
- Advise the Managing Director and the Nominated Person for Health & Safety on any related safety matters
- Monitor the Company's health and safety status by auditing the Health & Safety Management System to guide our compliance with current legislation and our company policy and standards
- Assist the Company's Managing Director and the Nominated Person for Health & Safety in maintaining a close liaison with the Health and Safety Executive inspectors and other appropriate organisations and departments relevant to our undertaking
- Advise the Managing Director and the Nominated Person for Health & Safety on training requirements for employees ensuring they are competent to carry out detailed tasks within the parameters of current safety legislation
- Give advice on interpretation of legal requirements, working with the company's Managing Director and the Nominated Person for Health & Safety
- Advising and giving assistance with the strategy for implementation of this policy
- Where requested, provide assistance with investigations of serious accidents / conducting investigations
- Assist the Company's Managing Director and the Nominated Person for Health & Safety with revising this policy in the light of experience or legal change
- Advise upon the visit of an Enforcement Officer

Branch Managers, Managing Surveyors and Managers

- All branch managers, managing surveyors and managers are expected to demonstrate by example their total commitment to health and safety matters.
- Each branch manager, managing surveyor and manager are responsible for their own personal safety and that of all personnel under his or her authority, including others who may be affected by the Company's activities.

In particular, they will:

- Understand and implement the Company Safety Policy
- Appreciate the responsibilities of personnel under their authority and ensure that each employee knows his/her responsibilities and are equipped to play their part
- Improvements are brought to the attention of Directors.
- Conduct risk assessments on activities within their area, ensure that the methods and systems of work are safe and ensure that the necessary procedures, rules and regulations designed to achieve this are formulated, published and applied
- Provide written instructions of work methods outlining potential hazards and precautions, and ensure they are complied with
- Ensure accident and near-miss reporting procedures are understood and complied with, and assist with accident investigations where appropriate
- Ensure all employees and sub-contractors are suitably trained/competent to carry out the prescribed task and that the necessary licenses/certificates of competence are in force and appropriate
- Ensure the Statutory Notices, the Safety Policy, Insurance Certificate and the names of appointed First Aiders are displayed and maintained in prominent locations
- Ensure that all new employees in the company are provided with a copy of the Policy Statement, receive such induction training as may be laid down in procedures, are issued with personal protective equipment as required and are aware of their personal responsibilities as set out in this manual
- Ensure that any employee is reprimanded for failing to discharge their health and safety responsibilities. "Young Persons" (under 18 years) do not operate any hazardous equipment except under direct supervision, "horseplay" or dangerous practical jokes reprimanding anyone who fails to consider either his/her own safety or of others.
- Set a personal example with regard to health and safety matters
- Ensure work activities are carried out to the required company standards with the minimum risk to employees, other contractors, the public and equipment or materials.
- Ensure sub-contractors work is carried out in accordance with their agreed method statements and risk assessments
- Ensure that employees under the control of the Company are aware of responsibilities for safe working, understanding the safe method of work and are not permitted to take unnecessary risks.
- Ensure that work procedures, methods and associated safety aspects are periodically reviewed.
- Ensure that adequate supplies of suitable and sufficient protective clothing and equipment are available, and records are to be maintained for issue of PPE.
- Ensure that emergency systems are in place for contacting emergency services and adequate first aid facilities are provided. Employees must be made aware of the procedures for receiving first aid treatment for injuries and the subsequent reporting of injuries.
- Ensure there is co-operation with the SKA Ltd and seek advice before commencing any new methods of work or potentially hazardous operations.

- Ensure that adequate fire precautions and welfare facilities are provided for the branch / site. Also, for the storage, dispensing and use of any flammable liquids or liquefied petroleum gases.
- Ensure that all visitors are made aware and comply with all aspects of the Company health and safety policy whilst on site.
- Ensure that a system is provided so that all defects in the workplace are reported, recorded and acted upon and that any defective equipment is placed out of use until made safe or disposed of.
- Ensure that routine safety checks are undertaken at the premises and directors are provided with evidence that the inspections have been carried out, together with any recommendations and a plan for remedial actions.
- Ensure that there is co-operation with directors and SKA Ltd to maintain and support a positive health and safety culture within the company.
- Ensure that toolbox talks are delivered periodically, and any other training as required under the guidance and assistance of the Company.
- Ensure that COSHH risk assessments are carried out within their area of responsibility.
- Ensure that the highest possible standards of health and safety are encouraged within their branch by effective communication and consultation with employees.

Employees

The Management of Health and Safety at Work Regulations 1999 (M.H.S.W.R.) re-enacts the Health and Safety at Work etc. Act 1974, which places responsibilities on the employer and employees alike. In this connection, the Company reminds employees of their duties under Section 7 of the act: to take care of their own health and safety and that of others who may be affected by their acts or omissions. Additionally, employees must also co-operate with the Company to enable it to discharge its own responsibilities successfully.

Furthermore, all employees are expected to:

- Carry out assigned tasks and duties in a safe manner, in accordance with instructions, and to comply with safety rules/procedures, regulations and codes of practice
- Consult their Manager if aware of any unsafe practice or condition, or if in any doubt about the safety of any situation
- Obtain and use the correct tools/equipment for the work and not to use any that are unsafe or damaged
- Store all tools, equipment and personal protective equipment in the approved place after use
- Ensure that all guards are securely fixed and that all safety equipment and personal protective clothing/equipment provided are used
- Not operate any plant or equipment unless authorised
- Report any accident, near-miss, dangerous occurrence or dangerous condition to their line management
- Switch off and secure unattended plant or equipment
- Avoid improvised arrangements and suggest safe ways of eliminating hazards
- Not participate in horseplay or place fellow employees in danger by their actions
- Ensure good standards of housekeeping
- Attend all required training sessions
- Report accidents, incidents and near misses as per requirements stated in the policy
- Use work equipment (E.g. powered tools) safely and report any defective equipment to their immediate manager. Employees must not use their own work equipment unless authorised to do so by management.

PART 3 GENERAL ARRANGEMENTS (SAFETY MANAGEMENT PROCEDURES)

1.0 Systems and Procedures

The Company recognises the importance of health, safety and welfare, and will adopt a systematic approach towards ensuring that a healthy and safe environment is provided and maintained for all employees and other persons who could be affected by our work activities.

Equally important is the need for constant alertness by the Managing Director Responsible for Health and Safety and employees in identifying and eliminating potential hazards wherever possible.

It is our primary objective that in conducting our activities, account must be taken by all parties of the need to:

- Formulate and maintain safe working systems, including work carried out during maintenance
- Take all necessary steps to establish the causes of accidents and risks to health, which may occur, and to ensure that reasonable measures are taken to prevent recurrence
- Ensure that no process, chemical or equipment is introduced unless it complies (where required) with statutory testing or examination requirements. Also, to ensure that, so far as is reasonably practicable, the health and safety of employees etc. will not be affected
- Provide proper and adequate induction and training to ensure that all employees are fully competent in safe working methods applicable to their work
- Encourage the closest possible liaison between the Company and employees in matters relating to health and safety
- Ensure that all legal requirements relating to our activities are fully complied with, and progressively improve upon the levels of health and safety performance
- Consult with employees, and advise them of their legal duties and responsibilities, including the requirement to:
 - Abide by safe working systems
 - Make use of facilities and equipment provided for their protection
 - Refrain from any act which could endanger themselves or others
 - Refrain from intentionally or recklessly interfering with, or misusing, anything provided in the interests of health, safety and welfare
 - Report any known defect, which could endanger the health or safety of themselves or others
 - Co-operate as far as is necessary to ensure that we meet our legal requirements

1.1 Consultation with employees

A requirement of the Health and Safety (Consultation with Employees) Regulations 1996 is for us to consult with our employees in all matters relating to health and safety.

The Company will convene regular meetings, to discuss all relevant issues relating to health and safety.

In particular, we will discuss the following:

- When introducing new measures which may affect health and safety
- The change in appointment of nominated competent persons
- The provision of statutory health and safety information
- Any statutory health and safety training
- Health and safety of implications of introducing new technology, tooling or work activities

The meetings will be formal and the minutes of the meeting will be documented and forwarded to all relevant parties involved.

2.0 Arrangements for implementing the procedures

2.1 Communication with employees

The Company will ensure all employees are briefed on the Company Health and Safety Policy and other relevant health and safety information, firstly during their new starter induction when joining the Company, and periodically as the policy is updated or legislation is introduced/removed, or after any changes which may affect their health, safety and wellbeing. All employees will be provided with health and safety information on an annual basis as a minimum, in the form of a Health and Safety Booklet created by our external health and safety advisors. Employees will also be briefed by their Manager in the form of toolbox talks as required by the Directors.

In the event that an employee's first language is not English or where they have any other condition which may affect their ability to understand written or verbal communication, the Company will take the necessary steps to ensure the required information is effectively communicated. This communication may include the use of existing employees who speak the same language as the affected employee or employees who can read the same language. Where necessary, we will ensure written documentation is provided in a suitable language for employees to understand.

All employees are reminded that the Company operates an open door policy and all employees are free to contact any member of the management team regarding any health and safety concerns they may have, or where they have ideas which may improve the health, safety and welfare of employees. All concerns or ideas raised will be given due consideration by the management team and feedback will be given to employees where appropriate.

2.2 Fire Safety

A written risk assessment in accordance with the Regulatory Reform (Fire Safety) Order 2005 (FSO) will be undertaken by a competent person for each Company premises. The significant findings identified will be actioned and control measures issued to employees. A review of the risk assessment will take place annually.

In premises leased by the Company 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 employees or visitors.

Information, instruction and training will be provided to employees at induction and a refresher periodically thereafter with regards to the action to take in the event of a fire or other emergency.

A Fire Warden will be appointed for each Company premises and trained in the safe use of firefighting equipment.

The Branch Manager or Managing Surveyor will ensure that:

- An emergency plan is devised for the branch as per the emergency plan template.
- Recorded equipment checks (e.g. weekly call point checks) are held at regular intervals, where applicable.
- Fire drills take place at all branches every 6 months.
- A system is in place to inform visitors of the emergency arrangements at each branch.
- Emergency arrangements are monitored by use of workplace safety inspection sheets.

2.3 Risk Assessment

All significant hazards will be identified, and the associated risks assessed as part of recorded risk assessments. Simple and effective control measures will be agreed, with the involvement of the employees affected. Safe systems of work will be produced and implemented in respect of all work activities where a significant risk has been identified.

Branch Managers / Managing Surveyors will be responsible for ensuring work activities carried out at branches are assessed to determine the hazards and control measures required to reduce the risk to others.

Surveyors will assess on site work activities and determine the hazards and control measures required to reduce the risk to others.

Risk assessments and method statements for common work activities are available but must be made specific to the task being undertaken by the Surveyor or Branch Manager / Managing Surveyor in charge.

All risk assessments must be communicated and signed for by employees affected by the risk.

Individual risk assessments will be made where specific factors, which may affect safety (e.g. medical conditions, medication, disability, new and pregnant mothers, young people, etc.) are present.

A risk assessment for contracted home workers will be made by a Manager who is conveniently located geographically.

2.4 First Aid

The Health and Safety (First Aid) Regulations 1981 will be complied with. A first aid risk assessment will be undertaken to allow sufficient cover for all working hours.

At the Company premises, persons will be appointed to take charge in an emergency. Where possible, more than one person will be appointed to cover in case of sickness or annual leave. Details of the appointed persons will be displayed in a prominent position for the benefit of all employees and visitors and brought to the attention of all new employees at their Induction stage.

First aid boxes will be available at each branch and in all company vehicles. They will be checked periodically to make sure items are fully stocked and in-date.

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. Personal first aid kits will be kept fully stocked and in-date. Technician and surveyor check sheets are completed on a monthly basis.

For non-domestic works, the surveyor or technician at the initial risk assessment stage will agree with the principal contractor any arrangements for first aid which may be shared by the Company employees.

2.5 Accident Procedures

All incidents, accidents and near misses must be reported to their line manager within 24 hours at the latest. Serious incidents must be reported immediately, and an entry made in the accident book.

Line managers, on being notified of an incident, should complete an incident report and investigation form and in doing so:

- Make an investigation into the immediate and underlying causes of the incident.
- Recommend actions to prevent a reoccurrence
- Review all risk assessments pertaining to that activity and amend as necessary

Completed incident report and investigation forms must be copied to the health and safety competent person as soon as possible. Serious incidents should be reported immediately to the health and safety competent person by telephone or email.

Stallard Kane Associates Ltd may assist with investigations where appropriate.

The requirements of RIDDOR will be followed in respect of any recordable/reportable accident or dangerous occurrence (see 2.6).

Accident, incident and near miss statistics will be collated monthly by the Nominated Person for Health & Safety and reported to the Directors. Any trends or issues will be acted upon by senior management.

Toolbox talks will provide information, instruction and training on procedures for reporting and investigating accidents and incidents.

2.6 Statutory Notifications of Accidents/Dangerous Occurrences

When a specified injury or dangerous occurrence has occurred, the HSE will be notified via, either the Incident Control Centre, or by the online notification form F2508 which will be completed without delay, and not exceeding 10 days of the incident. Others to be notified as soon as possible are Stallard Kane Associates Ltd and the Company's insurers.

Notifiable occupational diseases will be reported to the HSE via the online notification form.

Where a person is absent from work or unable to perform their normal working duties as a result of a work-related incident/accident over seven consecutive days, the HSE will be informed within 15 working days from the day of the accident, by use of the HSE's online report form, F2508.

We will still record all over-three-day accidents, just no longer report them to the HSE. The entry into the Company Accident Book of over-three-day accidents will be a sufficient means of recording them.

All reportable accidents or dangerous occurrences will be investigated and a report issued. In their role as the Company's safety advisors, Stallard Kane Associates Ltd will assist with the investigation and give advice and guidance.

Action considered necessary to prevent a recurrence will be taken, and a report submitted to the enforcing authority."

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

These regulations require certain accidents and dangerous occurrences at work to be notified to the Local Authority, and a guideline is set below:

Accidents which require immediate reporting to the local HSE:

Work-related accidents

For the purposes of RIDDOR, an accident is a separate, identifiable, unintended incident that causes physical injury. This specifically includes acts of non-consensual violence to people at work.

Please note: not all accidents need to be reported, a RIDDOR report is required only when:

- The accident is **work-related**
- It results in an injury of a type which is **reportable** (as listed under 'Types of reportable injury')

When deciding if the accident that led to the death or injury is work-related, the key issues to consider are whether the accident was related to:

- The way the work was organised, carried out or supervised
- Any machinery, plant, substances or equipment used for work
- The condition of the site or premises where the accident happened

If none of these factors are relevant to the incident, it is likely that a report will not be required.

Types of reportable injury

Deaths

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

Specified injuries to workers

The list of 'specified injuries' in RIDDOR 2013 (regulation 4) includes:

- A fracture, other than to fingers, thumbs and toes
- Amputation of an arm, hand, finger, thumb, leg, foot or toe
- Permanent loss of sight or reduction of sight
- Crush injuries leading to internal organ damage

- Serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs)
- Scalpings (separation of skin from the head) which require hospital treatment
- Unconsciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space, which leads to hypothermia, heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours

Over-seven-day injuries to workers

This is where an **employee, or self-employed person, is away from work or unable to perform their normal work duties for more than seven consecutive days**(not counting the day of the accident).

Injuries to non-workers

Work-related accidents involving members of the public or people who are not at work will be reported if a person is injured and is taken from the scene of the accident to hospital for treatment to that injury.

There is no requirement to establish what hospital treatment was actually provided, and no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

If the accident occurred at a hospital, the report only needs to be made if the injury is a 'specified injury' (see above).

Reportable dangerous occurrences

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

For example:

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

Certain additional categories of dangerous occurrences apply to mines, quarries, offshore workplaces and certain transport systems (railways etc). For a full, detailed list, refer to the online guidance at:www.hse.gov.uk/riddor.

Reportable occupational diseases

We will report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by an employees' work. These diseases include (Regulations 8 and 9):

- Carpal Tunnel Syndrome
- Severe cramp of the hand or forearm
- Occupational Dermatitis
- Hand-arm vibration syndrome
- Occupational Asthma
- Tendonitis or Tenosynovitis of the hand or forearm
- Any occupational cancer
- Any disease attributed to an occupational exposure to a biological agent

Exemptions

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

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

Recording requirements

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

Records of the following will be maintained:

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

When requested, we produce RIDDOR and accident book entry records when asked by the HSE, the local authority or any other statutory inspectors.

2.7 Workplace Equipment Maintenance

All new and existing equipment and facilities will be sufficiently designed, constructed and installed so as to be safe and without risk to the health and safety of employees.

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.

Equipment will be maintained in accordance with manufacturer's recommendations.

One off items that are not on the preferred equipment list will normally be hired locally.

Technicians report on the condition of their equipment by completing a Technician's monthly check sheet

Spot checks on equipment are made monthly by surveyors and managers and documented by using the site inspection report.

Technicians request repairs to, or replacement for defective equipment from their branch office by completing a Technicians weekly check sheet.

Safe systems of work will be used and updated, such that protection against foreseeable maintenance hazards is provided.

All legally required maintenance, testing and inspections will be carried out and records kept in accordance with statutory provisions, insurer and fire authorities approved codes.

Only qualified electricians are permitted to carry out work on electrical wiring and apparatus, using safe systems of work.

2.8 Personal Protective Equipment (PPE)

Responsibilities: Directors will be responsible for ensuring that only PPE to the correct standards has been issued and used.

Branch Manager / Managing Surveyors will ensure that all persons under their control are equipped with, and use correctly, any PPE provided to them. They will also ensure that risk assessments relating to their work are reviewed to enable them to identify what safety precautions (including PPE) should be in place.

PPE assessment: In accordance with the Personal Protective Equipment at Work Regulations 1992, an assessment of the PPE requirements of each employee will be made using the PPE Issue Record Form. For the purposes of co-ordinating safety management, the PPE assessment will be included in the Company's general assessment procedure detailed below.

It should be noted at this point that PPE would be used only as a last resort measure.

Where a hazard to an employee is identified, though the exact risk level is not known, then that employee will be given the maximum possible protection until an adequate risk assessment has been carried out.

PPE correct standards: All personal protective equipment purchased by the company will be used to the correct BS or EN standard, equipment which is not CE marked will not be used.

The Managing Director and Nominated Person for Health & Safety in liaison with the Company safety advisers, will ensure that the correct standard equipment is being purchased, issued and signed for on the appropriate form.

Issue of PPE: Employees will be issued with all necessary PPE relating to the hazards from their work activity, or as a result of the findings of any risk assessment which relates to their work environment. Where an employee makes a reasonable request for additional equipment, this will be reviewed by their Manager and where appropriate the equipment will be supplied.

Replacement of equipment: All PPE will be replaced on a new for old basis. Re-issue or replacement of worn out PPE will be requested using the record form, which will be held in the office, in order that usage can be monitored.

Any PPE which is so worn or damaged that it no longer affords adequate protection will be replaced before the employee is allowed to continue work.

PPE which has a shelf life or maximum usage period will be replaced in accordance with manufacturer's instructions.

Training – correct use: Employees who are required to use PPE to ensure their safety will be given training in its correct use. All training will be provided in accordance with the manufacturers' guidance.

Personal preference: Whilst every reasonable effort will be made to ensure that PPE satisfies requirements, the Company cannot guarantee to satisfy an individual's preferences. Once issued, PPE must be worn. It will not be left to the employee's discretion.

Damage/misuse: It will be the responsibility of the employee to report any faulty or damaged safety equipment to their immediate Manager. It must then be exchanged as soon as possible.

Employees will not alter, deface or otherwise misuse any safety equipment supplied to them.

Maintenance: It will be the responsibility of each employee to ensure that PPE is maintained in good order. In order that employees can be correctly equipped with safety equipment at short notice, a reserve stock will be held by the office.

Spot checks to PPE are made by Surveyors monthly and reported using the site inspection report.

2.9 Electricity

Only qualified electricians are permitted to carry out work on electrical wiring and apparatus using safe systems of working. Electrical equipment will be properly maintained to ensure that it is safe for normal use.

In premises leased by the Company, the landlord or controller of those premises will provide written details of certificates of installation and / or electrical installation condition reports. Inspections are to be carried out every 3-5 years or as specified by the competent person.

All portable appliances will be examined prior to first use, then examined, and tested regularly thereafter. A register of portable appliances will be produced and kept up to date. The findings of inspections and tests will be recorded.

All users of portable electrical equipment will make a simple visual check of equipment before use.

All technicians will conduct a formal visual inspection of all portable appliances every month recording signs of damage or wear using a Technicians monthly check sheet. Defective equipment, or that suspected to be defective, will be withdrawn from use immediately until tested or repaired by a suitably qualified person.

The frequency of testing of office equipment will be in line with current HSE guidance. All portable appliances used on site will have a combined inspection and test carried out at least every 12 months by a suitably qualified person. Portable electrical appliances provided by the company for contracted home workers will have a combined inspection and testing carried out every 2 years.

Where practicable, equipment will be switched off when not in use, or on leaving the premises.

Employees will not carry out maintenance on electrical equipment or plugs without training and authorisation prior to commencing works. Employee's personal electrical apparatus is not to be used at the Company premises without prior permission.

The Company will ensure the competence of any electrical sub-contractors engaged to work on their behalf by getting them to complete a sub-contractors approval questionnaire and provide supporting documentation.

2.10 Premises and Welfare

Environment, welfare and other related facilities will be maintained to the standard required by the Health and Safety at Work etc. Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1999 for Timberwise (UK) Ltd premises. Particular attention will be given to the general fabric, temperature, ventilation, purity of air and water supplies, lighting, sanitary conveniences and noise.

The Branch Manager / Managing Surveyor will ensure at the planning stage that the requirements for welfare provision are suitably assessed and provisions are made before work commences on site. This will include the use of client facilities with their permission, temporary facilities (e.g. welfare cabin and portaloos) where reasonably practicable to do so, principal contractor facilities or local services (Please refer to 'Provision of Welfare Policy' for more information).

2.11 Control of Substances Hazardous to Health (COSHH)

The requirements of the COSHH Regulations 2002 and other related legislation will be satisfied. All necessary precautions will be taken in the use, storage and transportation of any material or substance. The least hazardous type of any substance will be used or purchased in order to minimise any associated risk. There will be regular assessments and monitoring to ensure that this is achieved.

No new substances will be introduced into the workplace until the information regarding possible hazards and the necessary precautions to be observed have been fully evaluated by a competent person.

Responsibilities: The Directors will be responsible for ensuring that this section is implemented and that all employees are given adequate information about any substances which are to be used.

Branch Manager / Managing Surveyors will ensure that the significant findings of any COSHH Assessment, including the safety precautions to be adopted, are communicated to all employees who will be exposed to the substances.

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.

Technicians are then issued with a manual containing all COSHH assessments for the full range of treatment products used. Signatures are obtained against each COSHH assessment to make sure the Technician understands.

Technicians will cross reference the job sheet and the COSHH manual to determine the specific safety precautions and PPE required.

Technicians will not use any substances unless a COSHH assessment has been carried out and its findings communicated to them. If an employee has not received a COSHH assessment or the relevant training, then they are to cease use immediately and contact their manager.

Hazardous Substances Register: The Managing Director will create and maintain a Hazardous Substance Register. The register will contain Hazardous Data Sheets for every substance purchased by the Company. These data sheets will be supplied by the supplier of the substance and will be formatted so as to provide clear health and safety information, including first aid, fire precautions, emergency action, correct storage and safe handling.

COSHH Assessment: A COSHH Assessment will be carried out for every substance, or where practicable on substance groups.

All COSHH Assessments will be carried out on the standard form. The format of the assessment is such that it takes the following factors into account:

- Type of substance
- Work location/environment
- Work duration

All assessments will be in writing and will be held available for inspection at all times at an appropriate point in the workplace. A central file will be created which will contain master copies of all assessments carried out.

COSHH Assessments will be reviewed at the following times:

- If the work environment changes
- If it is requested by the employee
- In any case every 3 years

Any review will be recorded on the assessment with a review date and the name of the person who carried out the review.

Substance Substitution: Wherever possible, hazardous substances will be replaced with less hazardous ones. It will be the responsibility of the Managing Director to investigate the availability of replacement substances and put them to use as soon as possible. Substances must also be assessed as necessary. Advice from Stallard Kane Associates Ltd shall be sought where applicable.

Safety Precaution Advice: Any safety precautions recommended as a consequence of a COSHH Assessment will be adhered to at all times while the substance is in use.

Handling and Storage: All hazardous substances will be stored in correct storage facilities away from the work area. Storage facilities will be kept locked at all times and will be constructed as such that they do not pose a risk to the substance and will not allow any spillage to leak out.

Safety notices will be posted on all storage facilities warning of the dangers associated with the substances being stored together.

The Hazard Safety Data Sheets for all substances being stored will be available.

Only the minimum quantity required for immediate work will be removed from the storage facility and transported to site in company vehicles. Company vehicles are suitably arranged to avoid any risk of spillages. Persons required to handle hazardous substances will be given training in both correct handling techniques and safety precautions for hazardous substances.

All spillages will be soaked up using the appropriate medium as stated in the COSHH assessments, contaminated materials are then to be disposed of in accordance with local authority rules. Hazardous substances are not allowed to enter any drain or watercourse.

The Directors will be informed of any substantial spill immediately.

Information and Training: All technicians who may be exposed to any hazardous substances will be provided with a COSHH booklet at their induction and a refresher at toolbox talks.

They will be instructed to use the COSHH manual as reference to ensure that safety precautions are adhered to.

2.12 Contractors/Sub-contractors

It is the responsibility of the contractor / sub-contractor to ensure that their employees adhere to, and co-operate with, legislative and company rules in regard to health and safety whilst working for the Company.

It is also the responsibility of the contractor / sub-contractor to ensure that the health, safety and welfare of their staff, visitors and others are not put at risk from their work activities and practices, and that safe systems of work are always adhered to.

All sub-contractors must complete a sub-contractor application form and return a signed copy of the health and safety questionnaire. Branch Manager / Managing Surveyors will ensure that these forms are forwarded to the person responsible for review and if satisfactory the sub-contractor will be placed on the Company approved contractor list.

Sub-contractors will be required to provide written risk assessments and/or method statements, COSHH assessments and any other required information for work carried out on behalf of the Company, as confirmation that risks to health and safety are being properly managed. All contractors will report to the prearranged designated person prior to commencing work.

Sub-contractors will not be allowed to commence work for the Company unless they are approved prior to the commencement of work. Sub-contractors will be required to provide annual updates to these forms to remain on the Company approved contractor list.

The activities of contractors whilst they are on site will be monitored to ensure that their methods of work are safe, and do not put the safety of Company employees at risk.

2.13 Alcohol and Drug Abuse

In industry there has been a move to greater controls and in keeping with this, the Company have adapted a policy in relation to the consumption of alcohol and drugs (please refer to the 'Drugs and Alcohol Policy').

The Company policy on alcohol is intended to be a positive approach towards maintenance of the highest standards of safety in the workplace. It is also intended to benefit the health & safety of everyone.

Any employee who feels that they may have a problem relating to drugs or alcohol should immediately seek help from their immediate line manager. This information will be treated in the strictest confidence. The Company will endeavour to offer any assistance available at the time.

Likewise, any employee taking prescription medication that may affect their ability to undertake their normal scope of work safely must inform their immediate line manager so that alternative work can be allocated where necessary.

Employees must not attend work whilst under the influence of alcohol or non-prescriptive drugs.

Employees must not consume alcohol or non-prescriptive drugs on the premises or on site.

Employees must not return to work after breaks under the influence of alcohol or non-prescriptive drugs.

CONSUMPTION OF ALCOHOL OR ILLEGAL NON-PRESCRIPTION DRUGS IN BREACH OF THIS POLICY IS A DISMISSABLE OFFENCE.

2.14 Company Smoke-Free Policy

Purpose

This policy has been developed to protect all employees, contractors, customers and visitors from exposure to second-hand smoke and to assist compliance with the Smoke-Free (Premises and Enforcement) Regulations (England) 2006.

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

Policy

It is the policy of the Company that all of our workplaces, including vehicles, are completely smoke free and all employees have a right to work in a smoke free environment. This policy shall be reviewed on an annual basis.

Smoking, including the use of electronic cigarettes, is prohibited throughout the entire workplace, including vehicles, with no exceptions. This policy applies to all employees, consultants, contractors, customers and visitors.

Implementation

Overall responsibility for policy implementation and review rests with the Managing Director of the Company. All employees are obliged to adhere to and facilitate the implementation of the policy.

Directors shall inform all existing employees, consultants and contractors of the policy and their role in the implementation and monitoring of the policy. The Directors, or the person delegated to, will inform, during induction, all new personnel of the No Smoking Policy. Appropriate 'No Smoking' signs will be clearly displayed at the entrances to, and within the premises.

Non-compliance

Local disciplinary procedures will be followed if a member of staff does not comply with this policy. Those who do not comply with the Smoke-Free (Premises and Enforcement) Regulations (England) 2006 are also liable to a fixed penalty fine and possible criminal prosecution.

2.15 Stress

The Company is committed to protecting the health, safety and welfare of its staff and recognises that workplace stress is a health and safety issue. The importance of identifying and reducing workplace stressors is also acknowledged.

This includes:

- Improving the organisational environment through effective and consistent management
- Enabling individuals to cope successfully with their work
- Providing support to employees whose health and wellbeing are affected by stress
- Manage and control factors which might result in excessive or sustained levels of stress
- Increase awareness of stress and its causes and methods to combat it
- Assisting staff in managing stress in themselves and others

As far as reasonably practicable the Company will:

- Provide Managers with advice and support to help identify specific causes of stress
- Develop programmes for those with people management responsibilities to promote good management and team building skills
- Provide suitable training such as time management, assertiveness and dealing with difficult/sensitive situations
- Monitor the occurrence and levels of absence associated with stress

- Provide support to all employees
- Where required the Company will engage the services of an occupational health specialist for advice on stress related matter

2.16 Asbestos

In compliance with the Control of Asbestos at Work Regulations 2012 and subsequent legislation, adequate information, instruction and training is given to employees to enable them to be aware of the health hazards of asbestos; how controls, protective equipment and work methods can reduce these hazards; and the correct use of maintenance of control measures.

The Company have an asbestos policy that details processes and procedures relating to asbestos on sites and forms part of the overall health and safety management system (please refer to the 'Asbestos Management Policy').

In owned or leased premises, the Company will maintain an asbestos management plan where necessary.

2.17 Display Screen Equipment

In accordance with the Health and Safety (Display Screen Equipment) Regulations 1992, the following procedures will be followed:

- "Users" of display screen equipment shall be defined as those who use display screen equipment (DSE) for an average of 1 hour per day or more. The Branch Manager / Managing Surveyor shall ensure that all "users" have received sufficient instruction to allow them to operate the equipment provided, including the adjustment of screens, keyboards, chairs, footrests, blinds, etc. Particular attention should be given to minimising reflection and glare.
- Users will carry out a DSE self-assessment. The Branch Manager / Managing Surveyor will review the self-assessment and determine whether further action is required, such as, obtaining a glare screen protector due to excessive daylight on screen.
- "Users" shall be entitled to request an appropriate eye and eyesight test. Where "special" corrective appliances are needed; a special pair of spectacles for display screen work may be prescribed. Any cost arising from these tests and appliances will be borne by the Company.
- DSE assessments will be reviewed annually or whenever there is a significant change in circumstances (e.g. An employee moves desk).
- Home workers will undergo a DSE self-assessment and should this highlight any areas of concern a visit from the Branch Manager / Managing Surveyor will be arranged.

2.18 Safety Training

Basic Training Considerations

The Company recognises that safety training is an integral and important part of its overall safety policy and it will be given as a normal constituent of vocational training. No person will be employed on work involving any reasonably foreseeable significant risk unless he has received adequate training to help him understand the hazards involved and the precautions to be taken.

The Company will undertake an annual training needs analysis for all our employees, on an annual basis as a minimum, to ensure all employees have the necessary training and level of competence for the scope of works they undertake. The Managing Director is committed to providing sufficient funds and resources to ensure all necessary training is provided to employees.

Managerial Training

The Company recognises, as fundamental to the success of the Company Safety Policy, that management should have received the training necessary to control effectively the areas for which they are responsible.

Safety Advisor Training

It is essential that the Safety Advisor's training needs are regularly appraised. They will be encouraged to seek such professional qualifications as befits the Company's needs.

2.19 Health Surveillance

Responsibility: The Managing Director shall ensure that health surveillance is provided where necessary for all employees and records maintained in line with data protection and health and safety legislation. Where necessary, reasonable adjustments will be made for employees with any existing health conditions that may be aggravated or made worse by any work activities undertaken by the Company.

To monitor the health of all employees, an annual medical questionnaire will be issued and reviewed, and action taken if an employee or employees have recorded any health issue or an increase/worsening of an existing condition due to the work environment.

Procedure: Where known occupational health risks exist within the Company's scope of works, a suitable and sufficient Risk Assessment and Safe System of Work will be developed for the work activity, and control measures implemented to ensure the health, safety and welfare of all employees affected. Where health surveillance is required, this will be outlined in the Risk Assessment and Safe System of Work and communicated to affected employees.

Directors shall, where work activities could cause health problems, regularly review the work activities and where possible implement engineering controls or substitute existing substances for less hazardous ones, and so reduce the occupational risk to employees and other third parties affected by the Company's scope of works.

Should any person have a health problem which could affect their health, safety and welfare while at the workplace, they shall inform their immediate Manager. For example, operating machinery or driving whilst taking medication that has symptoms to make the employee drowsy.

The Managing Director of the Company may employ the services of an external occupational health provider to carry out occupational health surveillance for employees if any significant occupational health issues are raised.

2.20 Manual Handling

Responsibilities

The Managing Director will ensure that adequate resources are provided in order that manual handling can be avoided wherever possible and will also provide training to any employee who is required to carry out manual handling operations as part of their work.

Branch Managers / Managing Surveyors are responsible for ensuring that all manual handling operations have been correctly assessed in accordance with risk assessment procedures. They will ensure that manual handling is avoided wherever possible and that employees who are required to carry out manual operation have been correctly trained.

Technicians will avoid manual handling wherever possible by using mechanical handling devices provided by the company. Once trained, employees must use correct handling techniques to avoid injury.

Where a technician is injured as a result of a manual handling operation it will be reported in accordance with First Aid and Accident/Incident Reporting procedures.

Manual Handling Risk Assessment

Manual Handling Risk Assessments will be carried out as part of the General Risk Assessment procedure.

For the purpose of risk assessment and identifying precautions, manual handling will be defined as the movement of any item using bodily force including:

- Lifting
- Lowering
- Pulling

- Pushing
- Twisting
- Turning
- Supporting

Handling and Stacking

When handling, employees must use mechanical devices wherever possible.

Managers will ensure that mechanical handling devices are available and that materials are correctly stacked so that mechanical devices can be used safely.

Where manual handling of material is unavoidable, then it must be ensured that it is carried out by trained employees using the best possible method to avoid injury.

Manual handling methods to avoid injury should include:

- The planning of all manual handling activities
- The weight of the load being known
- Heavy items being positioned so that they can be slid rather than lifted
- Technicians not being allowed to manually handle any materials which are too heavy
- Work stations being designed to avoid the necessity to bend down or twist the torso repeatedly or over reach when carrying out any operation
- All materials being free from burrs or sharp edges where possible
- Wherever possible, materials being stacked so as to avoid handling them twice and also avoid creating any additional hazards
- The use of PPE to avoid hand injuries

Personal Protective Equipment

Personal Protective Equipment (PPE) will be issued as a result of the findings of the relevant risk assessment, having regard for the hazardous nature of the material being handled.

Manual Handling Training

Manual Handling Training will be provided to all employees who are required to carry out manual handling operations. All training provided will be in accordance with the Company's Safety Training and Information Procedure.

2.21 Workplace Noise Control

Responsibilities: The Managing Director will ensure that this procedure is implemented and complied with in all areas of work where a hazard is identified.

The Directors will ensure that the persons under their control are aware of the requirements of this procedure and that they are complied with at all times. They will also ensure that the correct protective equipment is provided as required.

All employees will be required to co-operate with the Company in its attempts to reduce or control noise exposure.

Noise Surveys: In accordance with the Control of Noise at Work Regulations 2005, the Company will take all reasonable steps to identify workplace noise levels. The list, once created, will form part of this procedure.

Noise surveys will be carried out by competent persons using correct equipment and will be recorded in writing. Tool manufacturers will be consulted to establish individual noise levels.

Noise surveys will be reviewed at the following times:

- If work patterns change significantly
- If hand powered equipment is new

- At any other time it is believed that the survey is no longer valid

Where the exact noise level created on site or by an individual tool cannot be established, the maximum possible protection will be provided until the matter is resolved.

Risk Assessment: Wherever possible, noise assessment for site activities will be included in the risk assessment procedure. Information supplied by manufacturers will be used to determine whether a tool used in a work activity is creating a noise hazard. Site environment noise levels will also form part of the assessment.

The Company have carried out safe systems of work and require technicians to wear hearing protection whilst using hand power tools.

Noise Action Levels: The Control of Noise at Work Regulations 2005 have established noise action levels above which hearing will be damaged. These are based on dosage averaged over a working day.

The action levels are expressed as dB(A):

- First Action Level – 80 dB(A)
- Second Action Level – 85dB(A)

If the First Action Level (80 dB(A)) is reached or exceeded the Directors will:

- Reduce the risk of damage to hearing to the lowest possible by other means than issuing PPE
- Inform all persons who may be exposed of the risk to their hearing and of the availability of hearing protection
- Provide hearing protection at the employee's request

If the Second Action Level (85dB(A)) is reached or exceeded the Directors will:

- Reduce the exposure to noise to the lowest level possible other than issuing PPE
- Warn employees when noise is at or above the second action level.
- Issue correct hearing protection to all persons who may be exposed WHICH MUST BE WORN
- Issue hearing protection to all persons in less noisy areas at their request
- Implement occupational health surveillance for employees exposed to noise levels above 85dB(A)

All site equipment having a noise level at or above the First Action Level will have a warning notice affixed stating that hearing protection is mandatory when the tool is being operated. This rule will apply to all persons who are within 12 metres of the tool.

Where, as a result of a risk assessment, the general site is deemed to be a noise hazard, the Directors will ensure that all persons who enter or remain on site wear hearing protection at all times.

Personal Protective Equipment: Where the need for PPE is identified as a result of any noise survey or risk assessment, it will be issued as soon as possible. Without prejudice, any hearing protection provided will reduce the amount of noise reaching the ear to an acceptable level – specialist advice will be obtained where necessary.

Training: All employees will receive general noise awareness training as part of the Company's safety programme. However, where hearing protection is issued, specific training in its correct use, storage and maintenance will be given.

2.22 Vibration Control

Under the Control of Vibration Regulations 2005 we will look to eliminate or control the exposure to vibration in the workplace to the lowest level that is reasonably practicable (Regulation 6).

The Directors must ensure that the persons under their control are aware of the requirements of this procedure and that they are complied with at all times.

All employees will be required to co-operate with the Company in its attempts to reduce or control vibration exposure.

Hand arm vibration can be a significant health risk wherever powered hand tools are used for significant lengths of time.

The Company will look to eliminate vibration risk where possible at the planning stage by engineering out the risk at source. Where this is not possible the risk will be reduced to as low as is reasonably practicable with regular monitoring of exposure levels and risk to employees. Health surveillance will be carried out on employees where regular and frequent exposure to vibration risk is evident using the Tier System Questionnaires.

The aim will always be to be PROACTIVE rather than REACTIVE when addressing vibration risk.

The Company will follow good practice controls, currently promoted by the HSE, to help to eliminate or reduce vibration risk in our industry which are:

Selection of Work Equipment

Tool selection can make a substantial difference to the vibration level but the tool must be suitable for the task and used correctly.

The Company will demonstrate a sound procurement policy for power tools and hand-guided machines considering the following:

- There is no reasonably practicable alternative method with no (or less) vibration exposure
- Equipment is generally suitable for the job (safety, size, power, efficiency, ergonomics, cost, user acceptability, etc.)
- Reduced vibration designs are selected provided the tools are otherwise suitable
- Declared vibration emission is not high compared with competing machines of similar capacity to do the job
- Information on likely vibration emission is available (e.g. from manufacturer, hire company, databases)
- Available information from the manufacturer or elsewhere on control of vibration risks through:
 - Maintenance (e.g. servicing grinders, sharpening drills and chisels)
 - Selection of consumables (abrasive discs, chisels, drills, etc.)
 - Correct operation and operator training (see below)
 - Maximum daily trigger times or maximum daily work done with the tool

Limiting Exposure Time

Restricting exposure time (“finger-on-trigger” time) will be carried out to ensure exposure remains below the Exposure Limit Value (ELV), even after all reasonably practicable measures to reduce vibration levels are in place.

The Company will determine the maximum times using the exposure points system or supplier’s “traffic lights” tool category. Regular testing and monitoring using HAVI Meters will be carried out to ensure the ELV is not exceeded.

The Company will ensure that the exposure will be reduced to the lowest level that is reasonably practicable (Reg 6(2)), so the ELV will not be used as a target, if a lower exposure is reasonably practicable.

Other Risk Controls

The Company, where possible, will look to control HAV risk by means other than reducing vibration exposure, this will be done by:

- The use of ergonomic aids, such as supporting the weight of the tool which reduce forces applied by operator

- Ensuring a suitable workplace temperature or provision of warm clothing and gloves
- Regular breaks from work involving vibration and encourage operators to exercise fingers

Information, Instruction and Training

The Company will ensure employees at risk from vibration shall have received information on:

- The risks from HAV and how to help reduce them (see above)
- Arrangements for health surveillance and their duty to cooperate

Managing Surveyors and Surveyors will look for evidence that tools are being used correctly, as recommended by the manufacturer. This may require operators to receive specified training which will be provided.

Health Surveillance

The Company will provide health surveillance where the Exposure Action Value (EAV) is likely to be exceeded. As a minimum we shall:

- Use of a periodic health screening questionnaire, both annually and for new employees (TIER system)
- Have arrangements in place for referral of relevant cases to an occupational health provider with HAVS expertise for diagnosis and ongoing monitoring
- Have arrangements in place to receive medical advice on management of affected employees
- Have arrangements in place for RIDDOR reporting of HAVS cases

Personal Protective Equipment

Where the need for PPE is identified as a result of any vibration survey or risk assessment, it will be issued as soon as possible.

2.23 Construction (Design and Management) Regulations 2015

The Construction (Design and Management) Regulations 2015 (CDM) places duties on contractors to ensure the Company co-operate with all parties involved in the project, and that the Company manage work to ensure a safe site for all parties involved.

Whilst undertaking the role of **Contractor** on site the Company will ensure the following:

- Work is managed in order to ensure the health, safety and welfare of all employees, any subcontractors engaged and other third parties who may be affected by our work activities
- Cooperate with other duty holders, such as, the principal contractor and other contractors on site to ensure cooperation between all parties involved, ensuring that the risks which cannot be eliminated are reduced and properly managed and controlled
- Consult with employees, appointed contractors and other parties in good time ensuring all persons under our control have the necessary information at the right time
- On a project where the Company are the only contractor a construction phase plan will be developed for the project and ensure it is communicated to all relevant employees
- Before works commence on site the Company will ensure the principal contractor has provided suitable and sufficient welfare facilities for the project or if the only contractor on site ensure welfare provision is available in line with schedule 2 of CDM
- Ensure all persons working on site under our control have a documented site induction before commencing work
- Take the necessary steps to ensure site security and prevent access by unauthorised third parties and cooperate with the principal contractor regarding site security on projects with more than one contractor appointed
- During the planning stage for all projects and before any works commence on site, ensure that suitable and sufficient supervision and resources are provided for all employees and contractors under our control
- Ensure all employees and contractors under our control on site have the necessary skills, knowledge, training and experience for the work they are carrying out

- Where more than one contractor has been appointed, cooperate with the designer or principal designer providing requested information for the safety file in good time

Whilst undertaking the role of **Principal Contractor** the Company will ensure the following:

- Ensure we have the have the right skills, knowledge, training and experience necessary before accepting the role of principal contractor
- We will liaise and co-operate with the principal designer to ensure information is provided to assist when considering health and safety in their design at both the pre-construction phase and design work during construction
- Ensure the client is aware of their duties and liaise with the client regarding their client brief and expectations for the project
- Request the necessary preconstruction information from the client to enable us to develop the construction phase plan for the project
- Manage the construction phase of the project ensuring health and safety standards are maintained and risks eliminated where possible and where risks cannot be eliminated suitable control measures are implemented on site
- Ensure all site operatives have a documented site induction before commencing work on site
- During site set up ensure suitable and sufficient site security arrangements are established before allowing work to commence on site and ensure the site is secure at the end of each working day
- Take steps to ensure our employees and appointed contractors have the necessary skills, knowledge, training and experience for the work they are carrying out
- Provide suitable and sufficient site supervision and management depending on the size and complexity of the scope of works to be undertaken
- Engage with workers and contractors on site ensuring effective communication of information and that any health and safety ideas or concerns are given due consideration
- Effectively monitor health and safety risk on site ensuring it is reduced to the lowest level possible where possible and where the risk cannot be eliminated control measures are implemented and communicated to affected parties
- Provide the necessary information to the principal designer so the health and safety file can be completed in good time. In projects where the principal designer appointment finishes before the end of the construction phase, we will take on the responsibility for the file and for handing it over to the client

Domestic Clients

The Company duties remain the same as those for a commercial client when working for a domestic client.

Design Input

Whilst undertaking the role of Contractor or Principal Contractor, the Company may specify materials to be used and have a design input during the pre-construction phase and construction phase of the project. When this is the case the Company will ensure the following:

- Effective communication between the Principal Designer and other parties involved
- That the Company provide the Principal Designer with:
 - Information for inclusion in the Safety File when requested
 - Information relating to the Company designs, including any unusual remaining risks and key assumptions made
 - Details of significant risks that are part of the Company design
- That the Company provide the following information for other designers:

- Design loads, where the Company are responsible for the selection of plant, equipment, materials or civil and construction design
- Design parameters, where they could affect how others design their elements of the work
- Key principles used in the Company design
- Design drawings relevant to other designs
- Specifications that may inform their designs
- Information obtained to aid the Company design that could be useful to others
- That the Company provide the following information for contractors and principal contractors:
 - Relevant assumptions the Company design makes
 - Any survey or report obtained as part of the Company appointment that could be useful to others in the management of health and safety

2.24 Driving Company Vehicles

When using a vehicle supplied by the Company, all employees will conform to all requirements of the Road Traffic Act, associated legislation and the Highway Code.

Where employees are driving in the course of their employment, or driving vehicles supplied by the Company they must:

- Ensure that the vehicle is serviced, maintained and operated in accordance with the manufacturer's guidelines
- Be in possession of a UK Driving Licence. This must be checked by their Manager every year and endorsements notified to the insurers (for Company vehicles and when driving their own vehicle on Company business)
- Ask their GP if any prescribed medicine will affect their driving ability; if so, employees must refrain from driving and inform their immediate Manager
- Not operate a hand-held mobile phone whilst driving – the punishment for such an offence is a £200 fine and six penalty points on their driving licence. If the employee is a new driver, having passed their test within the last two years, their driving licence will be revoked. (To obtain a new licence, both the theory and practical test will have to be retaken). Therefore, employees will not operate their hand-held mobile phone whilst driving – it is dangerous
- Wear glasses or lenses if prescribed for this activity
- Never drive Company vehicles under the influence of alcohol or illegal drugs or prescription medication which may affect their ability to drive safely

Employees driving vehicles should avoid over-the-counter medications such as anti-depressants, antihistamines for hay fever, nettle rash, asthmas, eczema or travel sickness preparations or cough and cold remedies, which can adversely affect their driving.

Before setting off employees will:

- Check tyre pressures and visual condition, tread depth (cuts or obvious damage, especially to the tyre walls) and general vehicle condition
- Check that all seatbelts are working and in good order, and worn by all vehicle occupants where provided
- Adjust driving techniques to suit weather and traffic conditions
- Ensure they have read through the Driving Company Vehicles section in the Employee Handbook

On arrival to destination or site employees will:

- Beware of un-metalled roads and soft ground on sites; and, where possible park off site (not in an area causing an obstruction to highway, site traffic or the emergency services)

- Observe all traffic management arrangements in place for the site
- Make sure the vehicle is secured and any valuable items stored out of site such as satellite navigation systems and mobile phones

When driving on business on behalf of the Company and the vehicle is not supplied by the Company, employees must have full comprehensive insurance cover, to cover the driver and any passengers in the course of such business use. A copy of the insurance certificate will be required before driving on Company business.

2.25 Confined Spaces

The Directors, at the initial risk assessment stage, will identify working environments that are classed as confined spaces under 'The Confined Space Regulations 1997'.

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.

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.

Lone working will be avoided when working in confined spaces, for example, by doing the work from the outside.

If entry to a confined space is unavoidable, a safe system of work shall be followed and emergency arrangements will be put in place prior to commencement of work in confined spaces.

Toolbox talks will provide information, instruction and training for those exposed to the risks from confined spaces.

2.26 Lone Workers

The Company recognise that some employees are required to work by themselves without close or direct supervision, sometimes in isolated work areas or out of office hours.

Under the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999, the Company has a duty of care to advise and assess risk for workers when they work by themselves in these circumstances. However, employees have responsibilities to take reasonable care of themselves and other people affected by their work.

Lone working applies to all situations arising in connection with the duties and activities of employees, including:

Those working at their main place of work where:

- Only one person is working on the premises
- People work separately from each other, e.g. in different locations
- People working outside normal office hours

Those working away from their fixed base where:

- An employee is working from their own home.

At each premises the Branch Manager / Managing Surveyor will assess the risks from lone working, identify control measures to reduce risks and record significant findings on a risk assessment form.

Wherever possible lone working is avoided on work sites that are unoccupied, derelict or have other increased risks for lone workers.

Use of tracking devices on company vehicles assist in monitoring the movements of technicians when working alone.

Technicians, when working alone, will phone their line manager or local branch office to confirm they are leaving site at the end of the working period.

Surveyors have their timetable of site visits managed by their local branch office so whereabouts of individuals can be monitored. They must phone the survey controller or local branch office following the last survey of the day.

Toolbox talks will be delivered to provide information, instruction and training for those at risk from lone working.

All employees are issued with a copy of the relevant policies at the start of their employment (please refer to 'Out of Hours Policy' and 'Lone Worker Policy').

2.27 Covid-19

Managing the health and safety of Company staff, customers, suppliers, and business partners is of utmost importance to the Company.

Accordingly, following advice provided by authoritative bodies such as Public Health England and the NHS the company have implemented a robust approach to risk management and adopted several precautionary measures to protect so far as is reasonably practicable, the health of our employees, everyone using our facilities and also of those we come into contact with.

Measures taken include the following:

- Briefing all staff on the latest medical and government advice and recommendations for managing exposure to Covid-19 and continuing to communicate with staff regarding latest developments.
- Increased provision of hand sanitisers and cleaning products on site with appropriate signs placed in key places to encourage recommended hygiene practices.
- Cancelling any non-essential meetings, training courses and travel.
- Managing social distancing and interaction with others on site.
- Equipping all mobile workers with sanitising products and wipes for the tools and equipment together with issuing updated safe systems of working regarding housekeeping, more regular cleaning and managing interaction with customers and suppliers safely.
- Strict adherence to Government advice regarding self-isolation and safety precautions.
- Increased cleaning across site with more time spent cleaning key communal areas and structured deep cleans.
- Reduced requirement for mobile workers, homeworkers, and visitors to attend site and increasing flexible working and video conferencing.
- Written Covid-19 risk assessment to identify possible threats and hazards to staff, business partners and customers and to reduce the impact of these as far as possible.

In view of the uncertainty surrounding Covid-19 and the rapidity of developments we will be continually reviewing company policies, practices and procedures and this policy will therefore evolve in line with this.

2.28 Provision and Use of Work Equipment

Work Equipment – The Company

The Company recognises the need for suitable, safe and regularly maintained work equipment in accordance with the Provision and Use of Work Equipment Regulations 1998 (PUWER).

Therefore, the Company will always aim to comply with PUWER by:

- Regularly maintaining work equipment by competent personnel
- Assess the suitability of work equipment supplied by the Company
- Provide training in the use of work equipment supplied by the Company
- In addition to training, providing technical and safety information in regard to work equipment to employees as necessary or upon request.
- Keep up to date maintenance and training records of work equipment
- Consult employees in matters of health and safety in the workplace
- Perform risk assessments on the use of work equipment

The Company will elect individuals responsible for the maintenance and provision of work equipment to also act as a direct point of contact for employees.

Work Equipment – Employees

Work equipment can be defined as any equipment supplied by the Company for business.

Under PUWER the Company must maintain and supply work equipment suitable for its intended use. Therefore, whenever an employee uses work equipment they must:

- Only use equipment when authorised and trained to do so
- Avoid modifying equipment outside of the manufacturers' specification
- Check the equipment beforehand for any defects
- Only use equipment suitable for the task
- Use all equipment in compliance to Health & Safety Regulations
- Report any defects to their immediate Manager
- Cooperate with management when asked to return equipment for inspection / maintenance / calibration

2.29 Respiratory Protective Equipment (RPE)

The Company is aware of the concerns regarding the correct and safe usage of Respiratory Protective Equipment (RPE), specifically in respect of facial hair. The below information makes clear the Company position on RPE.

Where RPE is used as a control measure under Health and Safety Legislation (Control of Substances Hazardous to Health Regulations 2002 reg.7(3)(c), Control of Lead at Work Regulations 2002 reg.6(3)(c), Control of Asbestos Regulations 2012 reg.11(4)), it is vital that the selected RPE is adequate and suitable.

Many of the gases, vapours and dusts that cause serious damage to lungs and other parts of the body can be invisible to the naked eye and RPE is designed to protect employees from these hazardous substances that can cause serious illness and disease.

The Company will prevent or control the exposure of employees to hazardous substances at work. Employees have a legal duty to cooperate with their employers and use control measures provided, including RPE, in accordance with the instruction, information and training provided.

RPE must reduce exposure to as low as reasonably practicable, and in any case to an acceptable level - below any applicable Workplace Exposure Limits or Control Limits. To ensure that the selected RPE has the potential to provide adequate protection for individual wearers, the Approved Code of Practice's (ACoPs) supporting COSHH, CAR and CLAW, which stipulate that tight-fitting RPE must be fit tested as part of the selection process. RPE face fit testing will be conducted by a competent person. This will help to ensure that inadequately fitting facepieces are not selected for use. Ill-fitting facepieces can create inward leakages of airborne contaminants.

Facial hair / stubble and beards make it very difficult to get a good seal of the mask to the face and this renders the RPE ineffective exposing employees to the risk of hazardous substance inhalation and the associated damage to an employee's lungs and health.

Should employees choose not to be clean shaven when carrying out duties requiring RPE, they are subsequently preventing themselves from carrying out their duties safely.

Failure to comply with this policy may result in disciplinary action under our disciplinary procedures.

If there is a good reason preventing employees from being clean shaven, such as religious or medical exemptions, then employees must report this to their Manager so the Company can look at appropriate reasonable adjustments.

2.30 Auditing and Monitoring

Formal monitoring with regard to on-site safety arrangements are made by surveyors and managers through formal site inspections carried out each month.

Informal spot checks on a selection of work locations and activities are made by managers periodically.

Company branch offices and operations are audited annually by Stallard Kane Associates Ltd.

2.31 Violence and Aggression

The risks from violence and aggression are included in site specific risk assessments.

Where an employee feels they may be at risk from violence or aggression they should immediately withdraw to a place of safety and contact their manager.

Incidents of violence or aggression towards employees will be reported and investigated as a near miss using the incident report and investigation form.

Lone working will be avoided in situations where violence and aggression has been identified as a significant risk.

Environmental Policy Statement

1. Timberwise (UK) Ltd recognises its environmental duties under the Environmental Protection Act 1990 and the Waste (England and Wales) (Amendment) Regulations 2012. The Managing Director Responsible for Health, Safety and Environmental issues, Mark Edwards, recognises that he has a responsibility to take an environmentally (and socially) responsible approach both to existing activities and to possible new developments.
2. The Company, so far as is reasonably practicable, proposes to pay particular attention to:
 - a. Minimising disturbance to the local and global environment, and to the local communities and wildlife.
 - b. Following the waste management hierarchy as outlined in the Waste (England and Wales) (Amendment) Regulations 2012. We will follow the hierarchy outlined below for waste generated:
 - (1) Prevention
 - (2) Preparing for re-use
 - (3) Recycling
 - (4) Recovery
 - (5) Disposal
 - c. Minimising the use of energy and raw materials and to adhere to the principles of sustainability.
 - d. Considering the environment in the design of processes and products and the maintenance of equipment.
 - e. Providing information on the use and final disposal of products.
 - f. Ensuring that all employees and suppliers are adequately informed about the Company Environmental Policy.
 - g. Minimising the use of product-related materials and services, such as packaging or transport.
 - h. Implement measures helping the Company and its employees to use 'green transport'. For example, providing facilities for cyclists, encouraging car sharing and the use of public transport by providing information on local routes.
 - i. Ensure that dust, noise and odour do not cause a nuisance to the community surrounding the place of business or site where the Company are working.
 - j. Use contractors and suppliers who comply with the requirements of our environmental policy and help them to comply with environmental legislation and regulations as much as possible.
3. Immediately notify all interested parties and provide full details of an incident if any notice or prosecution related to a breach in environmental legislation is served against the Company by the Environment Agency, a local authority, or another regulatory body.
4. In order that the Company can achieve those objectives, it is important that employees recognise their duty, whilst at work, to take reasonable care of the environment. Employees should also co-operate fully with the Company or anyone else concerned, to ensure that their legal and moral obligations are performed or complied with.

Signed:

Mark Edwards

Mark Edwards
Managing Director Responsible for Health & Safety & Environmental issues
February 2021

