


refresh

PROPERTY SERVICES & CONSULTANTS

# Health & Safety and Environmental Policy

## Refresh Property Services and Consultants Health and Safety policy

### Revision Status

Rev.	Description of revision	Date Issued	Revised by	Approved by (director)	Signature
1.0	Initial Issue	November 2022	P Hayles	Andy Barber	
2.0					
3.0					

It is the Policy of Refresh property services and consultants to review this policy on a year basis or at the change of key personnel within the company management organisation.

## Contents

### **1.0 Statements of Intent**

- 1.1 Health & Safety Policy Statement
- 1.2 Environmental Policy Statement

### **2.0 Health & Safety Roles & Responsibilities**

- Introduction
- 2.1 Company Structure
- 2.2 Safety Organisation within the Company
- 2.3 Director Responsible for Health and Safety
  - 2.3.1 Duties under the Construction (Design & Management) Regulations
- 2.4 Managers
- 2.5 Employees
- 2.6 Contractors
- 2.7 Health and Safety Advisor

### **3.0 General Health & Safety Arrangements**

- 3.1 Health and Safety Advice and Guidance
- 3.2 Monitor, Review and Update
- 3.3 Communication of Health and Safety Matters
- 3.4 Consultation with Employees
- 3.5 Training and Competence
- 3.6 Risk Assessments, Method Statements and Safe Systems of Work
- 3.7 Personal Protective Equipment
- 3.8 Employment of Young Persons
- 3.9 Employment of New and Expectant Mothers
- 3.10 Employment of Persons with Disabilities
- 3.11 Health Monitoring and Surveillance
- 3.12 First Aid Provision
- 3.13 Injuries, Diseases and Dangerous Occurrences
  - 3.13.1 Accident investigation
- 3.14 Fire Precautions and Prevention
- 3.15 Smoking Policy
- 3.16 Alcohol and Controlled Substances
- 3.17 Violence towards Employees
- 3.18 Lone Workers
- 3.19 Mobile Phones
- 3.20 Waste Policy

## **4.0 Workplace Health and Safety Arrangements**

- 4.1 Asbestos
- 4.2 Display Screen Equipment
- 4.3 Dust and Fumes
- 4.4 Electricity and Portable Electrical Appliances
- 4.5 Fuels
- 4.6 COSHH
- 4.7 Housekeeping
- 4.8 Manual Handling Operations
- 4.9 Noise
- 4.10 Plant, Work Equipment and Machinery
- 4.11 Slips, Trips and Falls
- 4.12 Vibration
- 4.13 Waste Management
- 4.14 Welfare Facilities
- 4.15 Working at Height
- 4.16 Occupational Health & Hygiene

# **Section 1.0**

## **Statements of Intent**

## 1.1 Health and Safety Policy Statement

Refresh property services and consultants is committed to, and recognises its responsibility so far as is reasonably practicable, to ensure the Safety, Health and Welfare of all persons and operatives employed on site and others that may be affected by its activities and have nominated the undersigned to ensure implementation of this policy.

It is the company's continuing aim to promote and maintain a high standard of Health and Safety by providing:

- Adequate information, instruction & training as is necessary to ensure the Health and Safety of all persons and operatives employed on site.
- Places of work that are safe and without risk to health.
- Safe systems of work.
- Maintenance, care and attention to all plant and equipment to minimise injury to all operatives and other persons.
- Sufficient resources to ensure the requirements of all current legislations can be achieved and maintained.
- Suitable arrangements for the safe use, handling, storage and transportation of articles and substances.
- Suitable lines of communication to ensure the dissemination of information to line management, operatives or others, including subcontractors.

In pursuance of this policy a comprehensive Safety Management System has been developed which is issued to line management, and, when required, is made available to others working for the company. The overall System has been prepared to illustrate how the company propose to manage Health and Safety and meet the requirements of current legislation, codes of practice, and safety guidance documentation while undertaking its work activities.

The Safety Management System details the organisation, responsibilities and arrangements for the management of safety within the Company, it is a working document which is continually under review and is amended when required to comply with any new legislation or other safety requirements. This Health and Safety Policy Statement will be displayed in a prominent position at all Refresh property services and consultants work locations.

Signed



Date 01 Nov 2022

Director

Andy Barber

## 1.2 Environmental Policy Statement

Refresh property services and consultants are fully committed to ensuring that all relevant legislation is complied with at all times and that the company's work is conducted in a manner that will achieve and maintain a high standard in relation to environmental matters.

In order to achieve the company's high standards regarding environmental issues, the following procedures will be adhered to:

- Make all sub-contractors aware, at tender stage, of the company's environmental policy.
- Keep up to date with all relevant environmental legal requirements and emission standards and comply with them.
- Spillages will be contained using appropriate control measures and the area will be cleaned thoroughly. All contaminated materials will be disposed of in the correct manner in accordance with legislation.
- Waste segregation measures will be employed wherever practical (dependant on site logistics). This will include the use of separate skips and bins for different types of waste.
- All oils and fuels to be stored on appropriate bunded systems in order to contain any possible leakage.
- The policy of obtaining materials from a sustainable source is to be adhered to where possible.
- All waste transfer notes are to be held on site and made available for inspection by company management or visiting authorities.
- A registered waste company will be employed to remove waste from site.
- Refresh property services and consultants will conduct its work in a manner that minimizes the impact on the environment, wildlife and local population.
- Recycle and re-use materials on site wherever possible.
- Select plant and equipment that is environmentally acceptable and has the least impact on the environment in relation to noise pollution.
- A site waste management plan will be produced and maintained on all Refresh property services and consultants sites, as dictated by current legislation.

Signed



Date 01 Nov 2022

Director

Andy Barber

## **Section 2.0**

# **Health & Safety Roles & Responsibilities**



## **HEALTH & SAFETY ROLES & RESPONSIBILITIES**

### **Introduction**

Health & Safety management is the responsibility of all employees of Refresh property services and consultants and is a joint responsibility with contractors. It is the responsibility of the Director Responsible for Health and Safety and all Refresh property services and consultants managers to ensure that all personnel and contractors are properly equipped, trained and motivated in order to ensure high Health and Safety standards at work.

Employees are deemed to be those persons directly employed, either on a full-time or part-time basis, by Refresh property services and consultants and those self-employed persons who undertake work on behalf of Refresh property services and consultants.

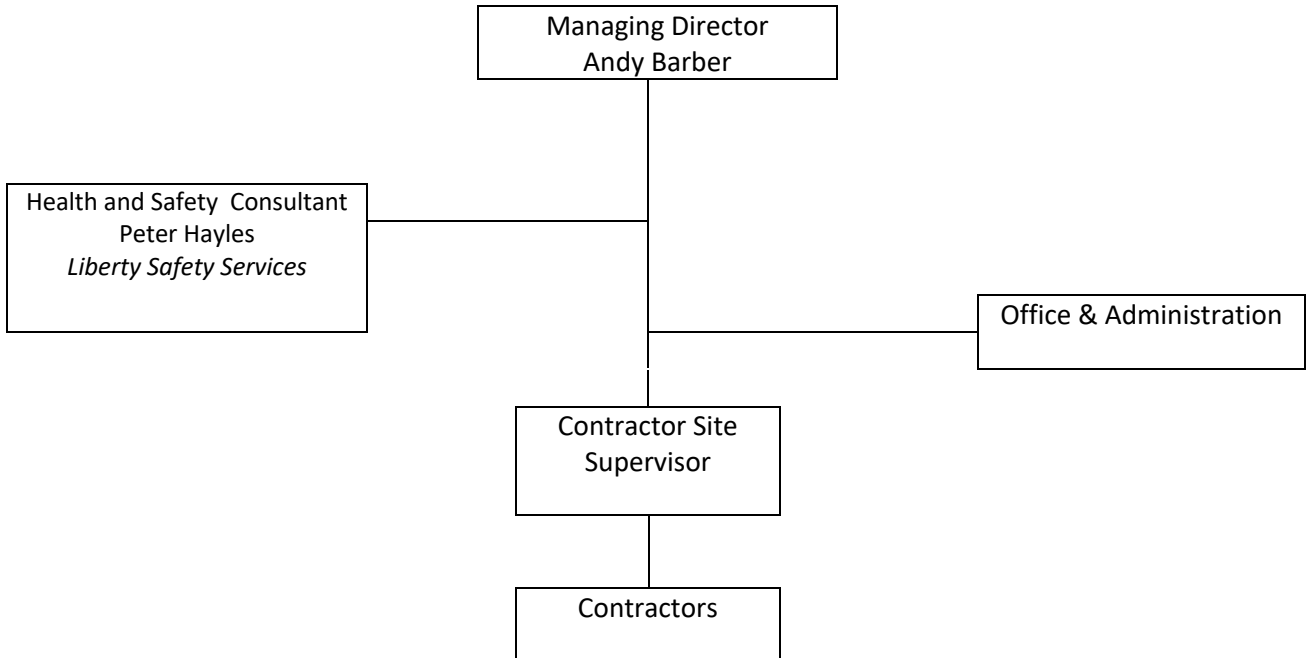
Contractors are deemed to be those persons who work for Refresh property services and consultants but who are not direct employees. The term 'contractor' is understood to include all associated subcontractors.

Suppliers are deemed to be those persons who supply goods and/or services.

# Refresh Property Services and Consultants Health and Safety policy

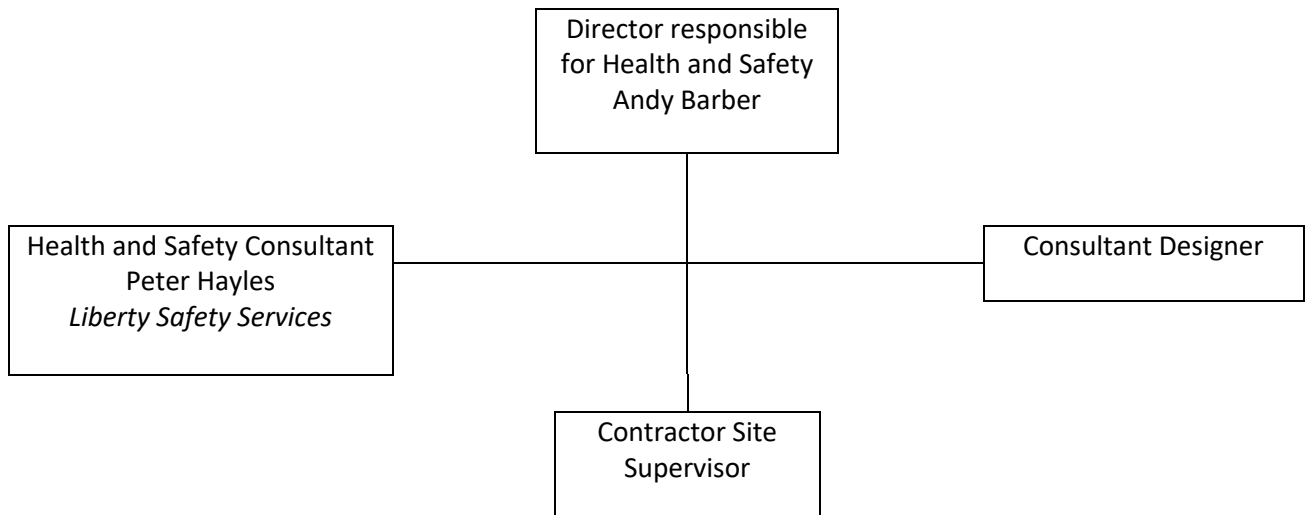
## 2.1 Company Structure

The current Refresh property services and consultants company structure is shown below:



## 2.2 Company Health and Safety Organisation Chart

The current Refresh property services and consultants company safety structure is shown below:



# Refresh Property Services and Consultants Health and Safety policy

## 2.3 Director Responsible for Health and Safety

The Refresh property services and consultants director responsible for company Health and Safety has overall responsibility for the Health, Safety and Welfare of all company employees, for the environmental impact of company activities and fulfilment of all legal duties imposed on him, as the employer, by relevant legislation.

In recognition of the legal duties imposed upon him, the Director Responsible for Health and Safety will:

- Understand the main requirements of the Health and Safety at Work, etc. Act 1974.
- Ensure that every aspect of Health and Safety and its implications is given due consideration in all executive decisions.
- Set, monitor and review the effectiveness of the Company Health & Safety Policy, ensuring that it meets current legislative requirements and accurately reflects Company activities.
- Ensure adequate finances and resources are available to implement the Company Health & Safety Policy and to enable legal and moral obligations to be met.
- Seek advice, as and when appropriate, on Health and Safety issues.
- Ensure that all new employees receive adequate induction training as soon as is reasonably practicable after joining the company.
- Ensure all employees and contractors receive suitable information, instruction, and training and where appropriate, supervision to assure their competence for the work they are to undertake.
- Ensure that all contractors are competent to conduct the work they undertake by compiling and maintaining a list of approved contractors (and their sub-contractors) authorised to work for the company.
- Ensure that project managers conduct and record all statutory inspections as detailed in their roles and responsibilities
- Monitor the performance of contractors who undertake work on behalf of the company.
- Ensure that all plant, equipment and materials are safe and suitable for the work for which they are to be used.
- Ensure that suitable and sufficient risk assessments of company activities are undertaken to identify and implement effective control measures required to eliminate, reduce or control the risk of harm occurring to employees or others who may be affected by the activity.
- Ensure that the results of the risk assessments are effectively communicated throughout the Company and to others who may be affected by the activity.
- Ensure appropriate PPE is provided as required by risk assessments and that employees are trained in its use and maintenance.

## Refresh Property Services and Consultants Health and Safety policy

- In respect of hazardous substances, ensure that appropriate information is available to enable suitable assessment of the process to be conducted.
- Ensure that accidents and near misses are recorded.
- Ensure that all injuries, diseases and dangerous occurrences involving company employees are investigated and, where appropriate, reported as required under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.
- Maintain effective communication routes throughout the company and ensure employees are aware of the Company Health & Safety Policy and other Health and Safety matters as they arise.
- Take immediate action in respect of:
  - Prohibition and improvement notices
  - Matters of complaint by HSE Inspectors
  - Concerns by employees or others, of Health, Safety and Environmental standards
  - Accidents, incidents and near misses involving company employees
- Ensure maintenance of registers and records as required by current legislation.
- Ensure that the management of Health and Safety within the company is periodically audited to ensure that high standards of Health and Safety performance are being maintained and to identify areas where improvements are to be made.
- Ensure that Health, Safety and Environmental performance is regularly reviewed.

### 2.3.1 Duties under the Construction (Design & Management) Regulations

In recognition of the legal duties imposed under the Construction (Design & Management) Regulations, for projects where the company is a Contractor (other than the Principal Contractor), the Director Responsible for Health and Safety will:

- Check that clients are aware of their duties.
- Ensure that the company and anyone that it employs are competent and adequately resourced.
- Plan, manage and monitor the work to ensure that workers under company control are safe.
- Ensure that any contractor the company appoints is informed of the minimum amount of time that will be allowed for them to plan and prepare the work before starting on site.
- Provide workers under company control with any necessary information that they need to work safely, to report problems and to respond appropriately in an emergency.
- Ensure that any design work performed by the company complies with the CDM regulations.
- Comply with any requirements listed in the Schedule 2 or Part 4 of the CDM Regulations.
- Co-operate with others working on the project.
- Ensure the company workforce is properly consulted on matters affecting Health and Safety.
- Obtain specialist advice where necessary when planning high-risk work.

#### **In addition, on notifiable projects the company will:**

- Check that a Principal designer has been appointed and that the HSE has been notified before starting work.
- Co-operate with the principal contractor, Principal designer and others working on the project or on adjacent sites.
- Inform the Principal Contractor of any risks to others created by work performed by company personnel.
- Provide details to the principal contractor of any contractors we engage in connection with carrying out the work.
- Comply with any reasonable directions from the principal contractor and with any relevant rules in the Health & Safety Plan.
- Inform the principal contractor of any problems with the Health & Safety Plan or risks identified during work that have significant implications for the management of the project.
- Inform the principal contractor of any accidents or dangerous occurrences.
- Provide relevant information for the Health & Safety File.
- Co-operate with the principal contractor and assist in the development of the Construction Phase Health & Safety Plan and its implementation.
- Inform the principal contractor of any identified shortcomings in the Construction Phase Health & Safety Plan.
- Promptly inform the principal contractor of any risks to others on site or members of the public.

# Refresh Property Services and Consultants Health and Safety policy

## 2.4 Managers

The company managers are responsible for ensuring that the provisions of the Health and Safety at Work, etc. Act 1974, associated regulations and company policies are observed within their area of responsibility. Authority is delegated to the Managers to oversee and enforce the implementation of the Company Health & Safety Policy throughout company operations and on site. The Manager reports to the Director Responsible for Health and Safety.

Managers are required to:

- Understand the Refresh property services and consultants Health & Safety Policy.
- Ensure that the Refresh property services and consultants Health & Safety Policy is effectively communicated to the personnel under their control.
- Ensure that employees and contractors comply with the Company Health & Safety Policy.
- Establish and maintain high standards of Health, Safety and Environmental performance on site.
- Conduct and record weekly site safety inspections.
- Foster a positive Health and Safety culture amongst all employees.
- Allocate necessary resources for Health and Safety management on site.
- Ensure a safe working environment with safe access and egress at all times.
- Ensure safe working practices are observed.
- Develop, implement, record, communicate and monitor the effectiveness of site-specific arrangements for Health and Safety.
- Ensure that suitable and sufficient risk assessments have been undertaken for site specific work activities.
- Ensure that personnel under their control are adequately inducted, trained, instructed and informed.
- Ensure that appropriate equipment is available and maintained in a safe condition.
- Ensure that accidents and near misses are reported, recorded and investigated.
- Ensure all registers and records are maintained on site, as required by current legislation.
- Carry out routine inspections (minimum monthly) of sites, facilities, plant and equipment so as to maintain Health and Safety standards.
- Immediately bring to the attention of the Director Responsible for Health and Safety matters relating to Health and Safety standards or performance.
- Advise and support clients, contractors, etc. and their safety officers on matters relating to the Company Health & Safety Policy and all prevailing legislation.
- Ensure personnel at all work sites are fully aware of potential hazards as identified by staff reports, inspections, safety audits, accident reports and near misses.
- Ensure Health and Safety matters are communicated to employees and contractors via induction training or toolbox talks.

# Refresh Property Services and Consultants Health and Safety policy

## **With regards to contractor management, the company managers will:**

- Assess contractors to determine whether their systems for managing Health and Safety meet company standards and requirements, including where appropriate, sub-contractor management.
- Ensure that all contractors approved to work on behalf of the company are competent to perform the work they are subcontracted to undertake.
- Prohibit the use of contractors who have not been approved.
- Ensure that the risk assessments of the company activities include measures to protect contractors.
- Ensure that contractors provide risk assessments for approval prior to commencing work, making certain that their risk assessments have taken into account how their activities may affect company employees and other persons on company premises.
- Ensure that electrical appliances to be used by contractors have been tested and are safe to use.
- Ensure that all contractors receive induction training and that the training is recorded and repeated at appropriate intervals.
- Ensure all contractors receive suitable information, instruction, training and where appropriate, supervision to ensure their competence for the work they are to undertake.

## **2.5 Employees**

All employees of Refresh property services and consultants have legal duties under Health, Safety and Welfare legislation while at work to ensure their personal safety and that of others who may be affected by their acts or omissions.

In recognition of the legal duties imposed upon them, all employees will:

- Co-operate with the Director Responsible for Health and Safety and company managers to enable legal duties to be met.
- Comply with ALL requirements of the Refresh property services and consultants Health & Safety Policy and associated procedures.
- Not intentionally or recklessly interfere with, or misuse anything, provided by the company in the interests of Health and Safety.
- Actively promote a positive Health and Safety culture throughout the company.
- Only undertake work for which they have been trained and are authorised, qualified and competent to undertake.
- Not undertake an activity until a suitable and sufficient assessment has been conducted by a competent person and the results communicated to them and others who may be affected by the activity.
- When on site, follow all site safety rules and procedures.
- Use and maintain in a serviceable condition all plant and equipment in accordance with the training provided.
- Use and maintain in accordance with instructions and training given, and report the loss or defect of all personal protective equipment provided by the company.
- Make themselves aware of all site and workplace first aid, fire and emergency procedures.



## Refresh Property Services and Consultants Health and Safety policy

- Raise all matters of concern relating to Health and Safety as they arise to the appropriate responsible person (Refresh property services and consultants operates an open door policy in regards to Health and Safety concerns for contractors or individuals working for the company).
- Ensure all accidents are entered in the Company Accident Book and a copy provided to the principal contractor.
- Ensure all accidents and incidents, including near misses, are reported to the appropriate responsible person on site to ensure appropriate investigation can be undertaken.
- All employees are to ensure that the company, as their employer, is made aware of any form of disablement that is likely to affect their ability to undertake the work they are assigned.

### 2.6 Contractors

During tender stage, Refresh property services and consultants will supply each contractor with a company Health and Safety questionnaire. The results of the completed questionnaire will be assessed by the Director Responsible for Health and Safety prior to any order being placed.

All contractors who undertake work on behalf of Refresh property services and consultants have legal duties under health, safety and welfare legislation, while at work, to ensure the safety of themselves and others that may be affected by their acts or omissions.

In recognition of the legal duties imposed upon them, all contractors who undertake work on behalf of Refresh property services and consultants will:

- Co-operate with the Director Responsible for Health and Safety, company managers and their own employer to enable them to comply with their legal duties.
- Comply with ALL requirements of the Refresh property services and consultants Health & Safety Policy and other rules and procedures in place and notified to them.
- Not intentionally or recklessly interfere with or misuse anything provided by the company in the interests of Health and Safety.
- Actively promote a positive Health and Safety culture on site.
- Only undertake work for which they have been trained and are qualified and competent to undertake.
- Ensure that risk assessments and method statements relating to their work are presented to the Director Responsible for Health and Safety and the company managers prior to commencement of work, if they are not following the safe system of work provided by Refresh property services and consultants .
- Not undertake an activity until a suitable and sufficient assessment has been conducted by a competent person and the results communicated to them and others who may be affected by the activity.
- When on site, follow all site safety rules and procedures.
- Use and maintain in a serviceable condition all plant and equipment.
- Use and maintain in accordance with instructions and training given, and report the loss or defect of all personal protective equipment provided by Refresh property services and consultants and their own employer.
- Make themselves aware of all site first aid, fire and emergency procedures.
- Raise all matters of concern relating to Health and Safety as they arise to the appropriate responsible person.

## Refresh Property Services and Consultants Health and Safety policy

- Ensure all accidents are entered in their Employers Accident Book and a copy provided to Refresh property services and consultants .
- Ensure all accidents and incidents, including near misses, are reported to the appropriate responsible person on site to ensure appropriate investigation can be undertaken.

### **2.7 Health & Safety Advisor**

Refresh property services and consultants utilises the services of an external company to fulfil the role of Health and Safety Advisor.

Peter Hayles of Liberty Safety Services is appointed as the competent person under the Management of Health & Safety at Work Regulations to advise the Director Responsible for Health and Safety, company managers and other company personnel on matters of Health and Safety Policy, management, good practice and legislation.

The Company Health and Safety Advisor will be responsible for conducting regular site safety inspections, dependant on the size, complexity and overall risk of the project

The Company Health and Safety Advisor will assist the Company Director Responsible for Health and Safety in reviewing and updating the company Health and Safety policies and procedures.

The Company Health and Safety Advisor will advise on all matters relating to office and site related fire safety.

## **Section 3.0**

# **General Health & Safety Arrangements**

## **GENERAL HEALTH & SAFETY ARRANGEMENTS**

The attainment and maintenance of high standards of Health and Safety within Refresh property services and consultants will be achieved by the identification of hazards associated with the activities undertaken by the Company. Effective precautions and control measures to eliminate, reduce or control the risk of harm to ALL persons exposed to the hazards will be identified and implemented.

### **3.1 Health and Safety Advice and Guidance**

The Health and Safety Advisor to Refresh property services and consultants is Peter Hayles of Liberty Safety Services who is available on 07717 212823.

### **3.2 Monitoring, Review and Update**

- The monitoring of the company's day to day compliance with the relevant Health and Safety legislation and company policies is the responsibility of the Director Responsible for Health and Safety. The director responsible will be assisted by the relevant site supervisors.
- The Company Health and Safety Advisor will monitor and report on the company's compliance with current Health and Safety Regulations and the company's policies by conducting regular site safety inspections and reporting the findings of the inspection to the Company Director Responsible for Health and Safety.
- The Company's Health & Safety Policy and performance will be reviewed annually or at the change of any company key personnel, and any necessary updates will be made.
- No alterations will be made to Company's Health & Safety Policy, including the organisational structure and associated arrangements, without the prior consent of the Director Responsible for Health and Safety.

### **3.3 Communication of Health and Safety Matters**

- Health and Safety information, where it relates to company activities will be communicated throughout the Company as it becomes available by the quickest possible means.
- Concerns over the standards of Health and Safety within the company or issues relating to Health and Safety are to be brought immediately to the attention of the Director Responsible for Health and Safety or appropriate company manager. Refresh property services and consultants operates an open door policy in regards to Health and Safety matters and actively encourages employees and contractors to report their concerns.

### **3.4 Consultation with Employees**

- Refresh property services and consultants recognises the role of Trade Union appointed Safety Representatives within the sub-contractor workforce.

## Refresh Property Services and Consultants Health and Safety policy

- Regular project safety meetings will be conducted on site (at frequencies dictated by complexity of the project). Representatives from all trades will be encouraged to attend the meetings.
- A Safety Committee will be established (if requested) by a Trade Union Safety Representative or Employee Safety Delegate.
- If it is decided to form a Safety Committee, the format and frequency of safety committee meetings shall be determined in consultation with both parties concerned i.e., the Project Line Management and Trade Unions or Employee Delegates.
- All safety meetings shall be minuted with copies made available to all attendees. A copy will also be displayed on the site notice board.

### **Safety Committees are established to undertake the following functions:-**

- Monitor the successful implementation of the Health and Safety Policy.
- Monitor safe working methods developed by the company and ensure that it complies with current Legislation
- Review safety audits and support corrective action requests.
- Monitor the suitability and effectiveness of supplied Personal Protective Equipment.
- Review accident reports, near miss reports and dangerous occurrences and determine preventative measures.
- Discuss implications of impending new Legislation.

### **Foreign workers/workers who do not understand English well**

Employees who do not speak or read English well, or who may have difficulty understanding written or spoken English will have safety information delivered to them via one or several of the following methods:

- The use of a translator.
- Visual presentations, rather than delivering written or oral instructions.
- The use of photographs and diagrams in work instructions, etc.
- Safety signs translated into several languages.
- Ensure robust supervision of employees, ensuring supervisors are familiar with the language problem and arrangements to address this
- Use a buddy system to pair persons with poor English language with trained and competent Company employees
- The use of Health and Safety Executive (HSE) publications in multiple languages.
- Monitor site work through increased site inspections and walk through hazard spotting involving those persons with limited English language skills

## 3.5 Training and Competence

- All personnel directly employed by Refresh property services and consultants will receive a company induction by a company director.
- All company personnel, direct employees, contractors and visitors to a Refresh property services and consultants project/site are to receive an induction, relevant to the work that they will be conducting, prior to commencing work.
- The induction process will follow the standard Refresh property services and consultants company induction format.
- All records of inductions of company personnel will be held on file in the company office.
- All records of project/site inductions are to be held on file, within the project office and returned to the company office, for archiving, at the end of the project.
- Training needs and competence requirements will be analysed to ensure the provision of appropriate training.
- The Director Responsible for Health and Safety is responsible for identifying training needs and implementing training.
- The Company Health and Safety Advisor will assist and advise the Director Responsible for Health and Safety when arranging and implementing training.
- The company employees shall only carry out work for which they hold the appropriate competences.
- Occupational competence will be maintained via continued membership of appropriate trade associations.
- Further training shall be given:
  - When required by current best practice
  - For periodic refresher training
  - When being exposed to new or increased risks
  - When employees are transferred or given a change in responsibility
  - When there is a change in work methods, technology, equipment or practices.
- A Training Record will be maintained for all employees.
- All induction and training records and, where issued, certificates of training, qualifications and competence will be held in the company office.
- Training standards will be kept under review to ensure that the requirements of current Legislation and risk assessments are met.

## 3.6 Risk Assessments, Method Statements and Safe Systems of Work

- Risk Assessments will follow a standard company format.
- Risk assessments and subsequent method statements will be conducted and produced by the Director Responsible for Health and Safety in conjunction with the Company Health and Safety Advisor.

## Refresh Property Services and Consultants Health and Safety policy

- All contractors are responsible for providing their own, site specific risk assessments and method statements. These will be requested prior to the contractor commencing works on site.
- Refresh property services and consultants will generate safe working method statements as and when required.
- The Director Responsible for Health and Safety will conduct risk assessments applicable to the company office environment. Where appropriate the Director Responsible for Health and Safety will delegate his duties and empower a competent member of the company to conduct risk assessments on his behalf.

### **RISK ASSESSMENT PROCESS**

The process requires:

- the identification of reasonably foreseeable potential hazards
- a process of assessing the level of risk associated with exposure to the hazard
- the development of risk control measures and their implementation
- a process of evaluating the control measures to ensure effective control of the risk.

**The basic approach to the management of risk is summarised by the following stages:**

- Consider all tasks and situations
  - Break down the work activity into manageable areas
  - Make a preliminary list of activities in each of those areas by speaking to employees involved
  - Carry out an initial 'walk-through' of the work areas
  - Amend the preliminary list as necessary
  - At the end of the exercise review the hazards and arrange them in order of priority
- Identify the hazards which are, or may be, involved
- Identify those who may be exposed to the hazards
- Analyse the risk of injury or loss from the hazards
- Evaluate if the risk is adequately controlled
- Eliminate or reduce the risk in line with the basic principles of hazard control
- Implement the risk control measures
- Monitor the measures
- Review and feedback of any corrective actions

# Refresh Property Services and Consultants Health and Safety policy

## **Risk Control**

Measures to eliminate or control risk shall be developed in the following order, known as the hierarchy of controls:

- Elimination - Complete removal of the hazard or risk of exposure
- Substitution - Replace hazardous plant, equipment, substance or work process
- Isolation - Through distance or enclosure
- Engineering - Redesign the work area, fixing guards or maintenance
- Administrative - Standard operating procedure, supervision, training and signage
- PPE - Provide as a last resort or to reduce specific hazards or risks to a lower level

Risk assessments will be reviewed and audited regularly to ensure control measures remain effective.

## **DEFINITIONS:**

### **Hazard**

Hazard is the actual or potential condition that can cause injury, both immediate and delayed, illness or death or damage or loss of equipment or property.

### **Severity**

Severity is the degree of injury, numbers of people affected, property damage, or other factors that could occur as a result of a hazard.

### **Risk**

Risk is the probability of exposure to injury or loss from a hazard.

### **Controls**

Controls are actions taken to eliminate hazards or reduce their risk.

### **Residual Risk**

Residual risk is the level of risk remaining after controls have been applied for hazards.

## **The Director Responsible for Health and Safety and Site managers will ensure:**

- Where significant hazards are evident, an appropriate risk assessment will be undertaken and communicated to all those at risk
- Safety method statements or written procedures detailing safe systems of work are produced based on the findings of the risk assessments



## Refresh Property Services and Consultants Health and Safety policy

- That all risk assessments, safe systems of work and safety method statements are communicated to all who may be affected by the activity
- That all personnel who may be affected by the activity are made aware, that if any aspect of the activity or the environment in which it is conducted alters then a review of the risk assessment must be undertaken and appropriate changes to the safe system of work or safety method statement effected before the work is continued
- That master copies of all assessments, safe systems of work and method statements are held in the company office with copies of relevant assessments available on site.
- The company managers will also ensure that safe systems of work and risk assessments of company contractors are approved prior to work commencing on sites under the control of company.

### 3.7 Personal Protective Equipment

Refresh property services and consultants will provide Personal Protective Equipment (PPE) where the risk presented by the work activity cannot be adequately controlled by any other means. All reasonable steps will be taken by the company to secure the Health and Safety of employees who work with PPE.

The Director Responsible for Health and Safety is responsible for ensuring that PPE is issued in line with the company's procedures.

It is the intention of the company to ensure, through the proper use of this equipment, that risks are reduced to a minimum.

#### **Project managers will adhere to the following process:**

- Carry out an assessment of proposed PPE to determine whether it is suitable
- Take any necessary measures to remedy any risks found as a result of the assessment
- Ensure that where two (or more) items of PPE are used simultaneously, that these are compatible and are as effective used together as they are separately
- Arrange for adequate accommodation for correct storage of the PPE
- Implement steps for the maintenance, cleaning and repair of PPE
- Train staff in the safe use of PPE for all risks within the organisation
- Replace PPE, which has been damaged or has deteriorated
- Reassess as necessary if substances used or work processes change
- Ensure the correct PPE is worn by operatives when on site

# Refresh Property Services and Consultants Health and Safety policy

## Information and Training

The company will give sufficient information, instruction and training to ensure the Health and Safety of not only its own employees using PPE, but also that of subcontractors and temporary staff. Line managers will ensure the users of PPE receive appropriate training where necessary.

### **The following procedures must be observed by persons using PPE:**

- Ensure that protective clothing fits properly and adjust PPE so that it is comfortable when working.
- Make sure that the PPE is functioning correctly: if not, report the defect to your supervisor.
- When using two (or more) types of PPE together, ensure that items are compatible when used together and that combined use does not reduce their effectiveness.
- Report symptoms of discomfort or ill health immediately to your supervisor.
- Inform your manager or supervisor of any training needs.

**Refresh property services and consultants does not tolerate the misuse of PPE. Disciplinary action may be taken against persons found misusing PPE.**

## 3.8 Employment of Young Persons

- Risk assessments will be carried out, or reviewed, to identify and address the risks to young persons (i.e. those under the age of 18), when employed by the Company.
- Protection will be provided from any risks to the Health and Safety of young persons associated with their lack of experience, lack of awareness of existing risks or immaturity.
- Unless as part of their training, or where the work is carried out under the supervision of a competent person and where the risk has been reduced to the lowest reasonably practicable level, young persons will not be employed where the work:
  - Is beyond their physical or psychological capability
  - Involves exposure to toxic or carcinogenic substances or substances which cause heritable genetic damage, harm to unborn children or cause any other chronic health effect
  - Involves an accident risk which they may not reasonably recognise due to their insufficient attention to safety or lack of experience or training
  - Involves a risk to health from extreme temperatures (hot or cold), noise or vibration.

## 3.9 Employment of New and Expectant Mothers

- The Director Responsible for Health and Safety will ensure that risk assessments of the activities undertaken by Refresh property services and consultants take into account the needs of pregnant employees and new mothers. The assessment will identify and address the risks to the unborn child, a child of a woman who is still breastfeeding and to the mother and will determine which tasks the employee can perform.

## Refresh Property Services and Consultants Health and Safety policy

- The assessment will ensure that adequate steps are taken to avoid the risk to new and expectant mothers arising from exposure to physical, biological and chemical agents and from working conditions.
- Where the risk cannot be avoided then working hours may be temporarily adjusted or suitable alternative work will be offered. If this is not viable then suspension on full pay will be exercised for as long as is necessary to protect the Health and Safety and Welfare of the mother and that of her child.

### 3.10 Employment of Persons with Disabilities

- The Director Responsible for Health and Safety will ensure that risk assessments for Company activities take into account the needs of employees with disabilities.
- Employees are to ensure that the company, as their employer, is made aware of any form of disablement that is likely to affect their ability to undertake the work they are assigned.
- Where appropriate, employees with disabilities will be monitored at regular intervals (e.g. by routine medical examination) to ensure their suitability for the work on which they are employed.

### 3.11 Health Monitoring and Surveillance

Health surveillance may be considered for those employees who:

- Carry out excessive repetitive tasks where Work Related Upper Limb Disorder (WRULD) is possible. Work activities associated with WRULD are usually those of VDU operators due to their workstations not being assessed correctly. This surveillance would be carried out during the standard health surveillance program.
- Conduct welding and hot cutting activities as part of their work activities.
- Company employees are to declare any aspect relating to their health that may put them at risk while undertaking the work for which they are employed or that may be affected by the environment in which it is to be undertaken.
- Employees will be provided with health surveillance appropriate to the risks to Health and Safety resulting from their employment, as identified by risk assessment or legal statute.

### 3.12 First Aid Provision

- The Director Responsible for Health and Safety will nominate suitably trained persons as qualified First Aiders or Appointed Persons to ensure adequate provision of first aid both on site and at company premises. These details will be prominently displayed in offices and canteens, and where practicable, on site. These details will also be communicated during induction training.
- A qualified first aider or appointed person shall be available both on site and at company premises at all times whilst routine work is being undertaken.

## Refresh Property Services and Consultants Health and Safety policy

- In the absence of the nominated first aider, an appointed person or other qualified first aid personnel will be available at all times whilst routine work is being conducted. The name of this person shall be communicated to all persons affected.
- In the absence of all nominated first aid trained personnel, revised first aid arrangements shall be communicated to all persons affected.
- Personnel undertaking short-term projects will be briefed, with regard to first aid provisions, prior to undertaking work.
- Company employees will familiarise themselves with workplace first aid arrangements and facilities.
- All injuries occurring to employees, whilst at work, no matter how trivial, are to be recorded in the Accident Book applicable to the location of the accident.
- All injuries occurring on site, no matter how trivial, are to be recorded in the company Accident Book.
- The Director Responsible for Health and Safety is to ensure all accidents are entered into the relevant accident book.
- The Director Responsible for Health and Safety, in conjunction with the assistance of the Company Health and Safety Advisor, is responsible for ensuring that all reportable accidents (in line with RIDDOR) are reported to the relevant authority and an investigation of the accident conducted if deemed necessary in order to make recommendations and prevent a re-occurrence of the accident.
- Employees and contractors are encouraged to report all near misses to their relevant line manager. These reports are to be sent to the Director for Health and Safety.
- The Director Responsible for Health and Safety, in conjunction with the assistance of the Company Health and Safety Advisor, is responsible for collating near miss reports and deciding on any safety measures that require implementing in order to prevent a re-occurrence.
- A qualified first aider or appointed person shall be on site at all times whilst routine work is being undertaken.
- Whilst company employees are employed as contractors to a client / principal contractor, employees are to familiarise themselves with the first aid facilities and procedures on that site.
- Whilst employed on site, company contractors are to familiarise themselves with the first aid facilities and procedures on site.
- The project manager is responsible for checking the site first aid box, on a weekly basis, in line with their weekly Health and Safety management checks.

# Refresh Property Services and Consultants Health and Safety policy

## First Aid Kits

First Aid kits shall be located in readily accessible and prominent locations.

They will be provided, maintained and located to ensure that:

- Where there are more than 25 employees, one Large Kit first aid kit is provided for every 25 employees, or part thereof; a Medium First Aid Kit for 5 to 25 employees, or for less than 5 employees at a workplace, a Small First Aid Kit is to be provided

Assessment of hazards in a work area may indicate that additional modules are required to be included into the first aid kit e.g.:

- Eye kit
- Burns kit

The first aid kit container will:

- Be made of impervious material and dustproof
- Be capable of being sealed and be fitted with a carrying handle
- Never be locked
- Clearly marked with the words "First Aid' in white text and a white cross on a green background
- Contain a list of the contents, emergency telephone numbers and the extension of the nearest first aid personnel
- Be kept clean

The contents of kits will vary according to the number of employees served by each kit and the nature of the work in the area. A minimum contents list where no special risks occur could be:

- 1 x Guidance Leaflet
- 1 x Contents List
- 4 x Medium Sterile Dressings
- 1 x Large Sterile Dressing
- 2 x Triangle Bandages
- 6 x Safety Pins
- 20 x Sterile Cleansing Wipes
- 1 x Adhesive Tape
- 40 x Sterile Adhesive Dressings
- 1 x Resuscitation Face Shield
- 1 x Foil Blanket
- 6 x Pairs Nitrile Disposable Gloves
- 1 x Hydrogel Burn Dressing
- 1 x Shears
- 1 x Conforming Bandage
- 2 x Eye Pad Sterile Dressings
- 2 x Finger Sterile Dressings

### 3.13 Injuries, Diseases and Dangerous Occurrences

- The Director Responsible for Health and Safety will ensure that all accidents, near misses and dangerous occurrences involving company employees are thoroughly investigated.
- In the event of major injury or fatality occurring to a company employee, the Director Responsible for Health and Safety will ensure statutory reporting requirements under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations are met.
- All accidents, dangerous occurrences and near misses occurring on company premises are to be reported to the Director Responsible for Health and Safety so that an investigation can be conducted.
- Reports of accidents involving contractors will be forwarded to their employer to enable statutory reporting requirements under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations to be met.

#### 3.13.1 Accident Investigation

- An investigation must begin as soon as possible after the hazard or incident is reported and the medical needs of any injured people have been met. For this to happen, incidents must be reported as soon as possible after they occur.
- Nothing at the accident site will be disturbed until after the completion of the investigation, other than what is necessary to prevent further injury, loss or contamination, until the investigating officer(s) or committee has authorised clearing away.
- Where necessary, photographs or video footage will be taken and equipment held for subsequent examination or test.
- It is desirable to take statements from witnesses as soon as possible after the incident.
- Witnesses will be interviewed separately and questions will be carefully considered so that facts and opinions are not confused.
- It will be emphasised that the purpose of investigation is not to assign blame for the incident but to establish the causes so as to identify actions necessary to prevent a recurrence.
- It is essential that the investigation is sufficiently broad to assess the full range of technical, human and administrative factors involved in the hazard or incident even if some factors are outside the chief responsibilities of the area.
- **Preventive Action**
- Following an incident, it is the responsibility of senior management to take steps to prevent a recurrence. This will generally be achieved by implementing the recommendations arising out of the investigation.
- In considering these recommendations senior management needs to take into account the duty of employers in health & safety legislation to provide a healthy and safe work environment as far as reasonably practicable.

## Refresh Property Services and Consultants Health and Safety policy

- If the recommendations are deemed not to be practicable, then senior management must refer them back to the responsible person, supervisor and/or health & safety representative, providing an alternative solution.

### 3.14 Fire Precautions and Prevention

All Refresh property services and consultants premises will conduct a fire evacuation drill at least every six months.

A written record of the drill will be made and any findings acted upon in an attempt to ensure a good level of fire strategy is maintained.

All company employees will be made aware of the office and site specific evacuation procedures during the induction process.

- The Director Responsible for Health and Safety is responsible for ensuring that weekly fire related inspections are conducted and recorded on all premises under the control of Refresh property services and consultants
- A fire risk assessment to identify the fire risk for offices and sites under the control of the company will be undertaken prior to commencement of work.
- Based on the results of the risk assessment, adequate means of raising the alarm, fighting the fire and means of escape will be provided to ensure the safe evacuation of personnel in the event that a fire occurs within the office.
- Fire precautions and prevention measures will be implemented, appropriate to the level of risk, throughout premises and property under the control of Refresh property services and consultants.
- Appropriate numbers of company employees will be instructed in the use of portable fire fighting appliance as is found on premises and in company vehicles. Emergency procedures and evacuation routes will be communicated to all employees as part of their induction training.
- The Director Responsible for Health and Safety will ensure that an adequate Fire Plan is in place and prominently displayed in offices and throughout the workplace, and communicated to all employees, contractors and visitors through induction training.
- In the event of a fire in offices or on site, the priority will be to raise the alarm and ensure all personnel are evacuated safely. The alarm is to be raised and the local fire authorities summoned.
- The maintenance of any fire alarm system will be conducted by a competent, specialist authority under contract.
- The person discovering the fire may attempt to extinguish the fire using portable appliances, if the fire is of a small nature and personnel are not put at risk.
- The person discovering the fire is to remain available to brief the fire authorities on arrival.
- Stores or materials shall not be left in access or egress routes where they may hinder escape in emergency.

## Refresh Property Services and Consultants Health and Safety policy

- Consideration will be given to neighbours who may be affected by a fire to ensure that they are made aware of the fire and evacuated procedures.
- Whilst working on sites as a contractor, the fire arrangements of the client / principal contractor are to be adhered to and communicated to company employees by site specific induction training prior to commencement of any work.
- When conducting works within client's premises, all company employees and contractors shall familiarise themselves with the arrangements of the Client and adhere to them.
- The Director Responsible for Health and Safety has overall responsibility for ensuring that fire safety is complied with on all premises under the control of Refresh property services and consultants .

### 3.15 Smoking Policy

- The Company has adopted a Smoke Free Policy, in accordance with current legislation. Disciplinary action will be exercised if employees or contractors smoke whilst within company building or in company vehicles.
- Smoking is only permitted in those external areas designated by management.
- Smoking is strictly prohibited in areas where flammable liquids and gasses are stored or used.
- Whilst working on premises owned by the client, or on the site of a principal contractor, the smoking policy of that client or principal contractor will be adhered to.

### 3.16 Alcohol and Controlled Substances

- The company has adopted an Alcohol & Substance Misuse Policy. Disciplinary action will be exercised if, while under the influence of alcohol or controlled substances (drugs), employees or contractors enter company premises, a site under the control of the company or drive company vehicles.
- Company employees and contractors shall not have alcohol or controlled substances in their possession whilst working on company premises, on sites under the control of the Company or driving Company vehicles.

### 3.17 Violence towards Employees

- Incidents of violence, threatening and/or abusive behaviour by employees whilst at work will result in disciplinary action.
- In the event that Company employees are faced with aggression or threat of violence, a non-confrontational position is to be adopted.



## 3.18 Lone Workers

**Lone working:** A worker who is physically isolated and cannot make direct contact, visually or verbally with others.

### **PROCEDURES:**

- Wherever practicable, Company employees are not to work alone in high-risk activities or areas.
- Where it is unavoidable, the lone worker will ensure that the Director Responsible for Health and Safety and Managers are aware of their whereabouts and the nature of the work being undertaken.

It will be the responsibility of all employees to ensure that they comply with these procedures and to ensure that their whereabouts are known whenever they are away from their normal workplace. This will assist in the provision of safe systems for working alone and working away from base, and for emergency situations.

Refresh property services and consultants will identify and assess the risks to all employees who work alone and/or in remote or hazardous locations, and to take steps to avoid or control the risks identified.

Refresh property services and consultants will ensure that suitable safe working arrangements are implemented and procedures are in place for monitoring and reviewing the effectiveness of this procedure.

When work is carried out in places that are not under our direct control, Refresh property services and consultants will provide additional measures, such as information, instruction and training, to ensure employees' safety on the premises of others.

Refresh property services and consultants will obtain all relevant information from the persons in control of visited premises, covering any of their activities that may affect our employees.

### **Monitoring and Communication**

Formal arrangements shall be made with employees to work alone through the provision of adequate and reliable system(s) for ensuring regular monitoring. A system for ensuring regular communication with the person will be provided and maintained.

### **Risk Assessment**

An assessment of the risks associated with working alone situation shall be completed in consultation with employees or their representatives to identify potential and existing deficiencies and to formulate practical solutions to manage working alone situations.

The risk assessment will take into consideration such factors as;

- Special risks that the workplace inherently presents
- Safe egress and access from the workplace

## Refresh Property Services and Consultants Health and Safety policy

- Temporary access equipment can be safely handled by one person
- Personal security
- If women are especially at risk
- If young persons are especially at risk
- The medical fitness and suitability of the individual to work alone
- What training is required to ensure competency in safety matters
- What supervision the person will need
- Emergency procedures are in place

### 3.19 Mobile Phones

- Mobile phones must not be used in the vicinity of gas storage areas, chemical and oil storage areas or in the vicinity of other flammable substances.
- No calls are to be made by the driver of a moving vehicle.
- No calls are to be received by the driver of a moving vehicle unless the vehicle is fitted with a working 'hands free' kit and it is considered that it is safe to do so.
- The practice of receiving phone calls whilst driving (and using a 'hands free' kit) is to be discouraged.
- No calls are to be made / received on mobile phones while operating any plant or equipment unless the plant or equipment has been stopped in a safe place for that purpose and the engine switched off or made safe.

### 3.20 Waste Policy

- Refresh property services and consultants has adopted an Environmental Policy Statement of Intent, for the management of environmental issues that includes waste.
- The Director Responsible for Health and Safety shall ensure that routes exist for the legal disposal of waste arising from all materials in use by the company, in accordance with current legislation and best practice.
- Where practicable, work will be planned and managed so as to minimise waste production.
- All waste shall be disposed of via an authorised disposal route.
- Waste shall not be illegally deposited, disposed of or treated by any person where that waste has been, or will be, under the control of the company.
- Recycling of waste will be encouraged wherever practical.

## **Section 4.0**

# **Workplace Health & Safety Arrangements**

## WORKPLACE HEALTH & SAFETY ARRANGEMENTS

The following topics have been identified as significant in terms of workplace hazards and detail the Company's policy on how the risk to personnel exposed to them will be reduced or controlled.

### 4.1 Asbestos

Refresh property services and consultants are committed to ensure that its employees and those not directly in their employment are not exposed to significant concentrations of asbestos fibre.

Refresh property services and consultants will comply with all elements of The Control of Asbestos Regulations and associated Approved Code of Practice ACOP L143 Work with Materials Containing Asbestos, The Health and Safety at Work Act 1974, associated Health and Safety legislation and any other HSE publications which deal with asbestos specifically.

Refresh property services and consultants will obtain from the client or their nominated representative a copy of the asbestos register in order for them to ascertain the extent of any asbestos containing materials, their location and condition prior to commencement of works.

All asbestos removal will be the responsibility of the client or principle contractor.

The client or principle contractor will provide Refresh property services and consultants any relevant documentation in regards to the removal of asbestos containing materials i.e. clean air certification, permit for re-occupation.

During the induction process the site management team will ensure that via the site asbestos register the information and location of asbestos containing materials are made available to all personnel engaged on the project. They will also inform all personnel of the dangers of asbestos, where it could possibly be found and what to do if discovered. On conclusion of the induction process Asbestos Alert leaflets will be issued to all concerned.

In addition Contractors will ensure that they familiarise themselves with the asbestos register's contents so that they can prepare any Health and Safety documentation which will enable them and their operatives to avoid any contact with asbestos containing materials during their time on site.

If Refresh property services and consultants employees or contractors staff are unsure as to the material that they have encountered then they will **STOP WORK IMMEDIATELY** and seek advice from the site management team.

Checks will be conducted, during tendering of contractors, to ensure that all contractors that may come into contact with asbestos containing materials, have received the relevant level of training.

# Refresh Property Services and Consultants Health and Safety policy

## 4.2 Display Screen Equipment

- All company workstations consisting of Display Screen Equipment (DSE) will be the subject of an ergonomic assessment to identify the measures required to reduce the risk of harm occurring to the operators/users of such workstations.
- Employees whose work requires them to operate their DSE workstation daily for a significant part of the day will be entitled to a free vision screening or eye test on request. Where such examinations identify the requirement, the company will contribute a reasonable sum of money for corrective appliances required specifically for DSE work.
- Employees whose work requires them to be at their DSE workstation for a significant part of their working day are to vary their work routine such that they perform other work activities away from their display screen equipment for approximately 10-15 minutes per hour.
- The company Health and Safety Advisor will (where required) conduct DSE assessments when requested by the Director Responsible for Health and Safety and inform them of the findings.

## 4.3 Dust and Fumes

- All processes conducted by company employees and contractors that result in the generation of dust or fumes will be subject to an assessment under the Control of Substances Hazardous to Health Regulations.
- Control measures to protect personnel exposed to dust or fumes will be identified and put in place. All personnel likely to be exposed to the dust are to be informed of the harmful effects and of the precautions and control measures to be implemented to prevent, reduce or control exposure to the dust or fumes.
- Where identified by the risk assessment, suitable personal protective equipment will be provided to supplement other control measures. Personal protective equipment is to be worn by all personnel identified in the assessment in accordance with the training and instruction provided.

## 4.4 Electricity and Portable Electrical Appliances

All company electrical equipment will be inspected by a competent person at regular intervals as per statutory regulations.

It is the responsibility of the Director Responsible for Health and Safety to ensure that the inspection regime is adhered to.

It is the responsibility of all project managers to ensure that proof of in-date inspection is provided for all electrical equipment being used on site by contractors.

All portable electrical equipment must be fit for purpose.

### **Definition of portable equipment:**

Portable equipment is not part of a fixed installation but when used is connected to a fixed installation (or a generator), by means of a flexible cable, plug and socket. It includes equipment that is hand held or hand operated while connected to the supply. It also includes extension leads, plugs and sockets.

## Refresh Property Services and Consultants Health and Safety policy

The Company recognises the need to ensure that all electrical equipment is in a good working order and a good state of repair. A good maintenance regime will be established and maintained. This will be achieved by:

- The use of battery operated tools or 110 volts within the workplace wherever practicable;
- Wherever it is not practicable to use 110v tools, circuits will be protected by residual current devices (RCD) where mains voltage is to be used. Where fitted, residual current devices will be tested regularly by operation of the test button
- Sufficient socket outlets will be provided and the use of adaptors and extension leads is to be discouraged. Sockets are not to be overloaded.
- Workplace tools used on site will be in good condition and double insulated
- All equipment is to be switched off before unplugging or cleaning
- All electrical equipment shall be switched off and unplugged when not required for use
- Undertaking assessments to identify hazards associated with each individual item of machinery and implement specific safety rules and procedures for the authorised operative to follow
- Ensuring all electrical appliances and equipment are periodically examined and tested at a frequency in accordance with current guidance
- Maintaining a record of all inspections / tests of electrical equipment and appliances
- Only authorised and competent persons will be permitted to repair or alter electrical equipment. Temporary or makeshift repairs are not to be undertaken.

### **Daily, pre-use checks must be conducted by the equipment users. The checks must include:**

- A visual inspection of equipment and associated cables and plugs for signs of obvious damage
- Ensuring that all safety devices and guards are serviceable and in place prior to the use of equipment
- The body and outer casing of the equipment is to be visually examined for any obvious damage
- Immediately reporting and prohibiting the use of defective equipment, including leads and plugs

# Refresh Property Services and Consultants Health and Safety policy

## 4.5 Fuels

- All fuels shall be kept in approved containments and stored in accordance with current legislation. Each storage area shall be designated as a 'No Smoking Area'.
- Only the required quantity of petrol shall be stored on company premises for immediate use in approved containers, in an approved stowage.
- The carriage of fuels will satisfy The Carriage of Dangerous Goods Regulations.

## 4.6 COSHH

The Director Responsible for Health and Safety, with the assistance of the project managers, are responsible for implementing these procedures.

Refresh property services and consultants acknowledges that not all substances can be considered completely safe. All reasonable steps will be taken to ensure that exposure of employees to substances hazardous to health is prevented or at least controlled to within statutory limits.

The company undertakes to control exposure by engineering means where reasonably practicable. Where exposure cannot be adequately controlled by engineering means, appropriate PPE will be provided free of charge to employees.

All employees will be provided with comprehensible information and instruction on the nature and likelihood of their exposure to substances hazardous to health.

No hazardous substances will be used without an assessment being conducted and the finding relayed to the appropriate persons.

The implementation of this policy requires the total co-operation of all members of management and staff.

### **Arrangements for Securing the Health and Safety of Workers**

The company will implement the following.

- An inventory of all substances hazardous to health kept on site will be maintained, with appropriate hazard information.
- Competent persons will be appointed to identify substances hazardous to health.
- All operations, which involve, or may involve, exposure to substances hazardous to health will be assessed and appropriate control measures will be taken where elimination or substitution of the hazardous substance is not possible.
- Engineering controls will be properly maintained and monitored to ensure their continued effectiveness. Planned preventive maintenance and annual performance monitoring will achieve this.
- All employees, and others, who may work in the affected areas, will be informed of the purpose and safe operation of all engineering controls.
- PPE will be used only as a last resort or as a back up measure during testing or modification of other controls.

## Refresh Property Services and Consultants Health and Safety policy

- The type and use of PPE will be carefully assessed and maintained according to manufacturers' instructions. Where possible, the number of different types will be minimised to prevent mistakes with servicing or replacement.
- Health surveillance of employees, where indicated to be necessary by the assessment, will be carried out by qualified professionals.
- All employees will be provided with comprehensible information and appropriate training on the nature of the hazardous substances with which they are working.
- All changes to control measures and changes of PPE will be properly assessed and no new substances will be introduced into the workplace without prior assessment.

### **Procedures for Dealing with Health and Safety Issues**

Where an employee raises a point related to the use of substances hazardous to health the management will:

- Ensure that the hazard associated with the substance has been correctly identified
- Ensure that the assessment of the use of the substance is correct and up to date
- Ensure that the controls in place are adequate
- Correct any observed deficiencies in the control of the hazards
- Inform the employee where appropriate, of the results of the investigation and actions taken.

The company will give sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measures provided. Information will also be given to others who may be affected, such as sub-contractors and temporary staff.

## **4.7 Housekeeping**

- In order to promote a safe working environment and good hygiene standards, high standards of housekeeping will be maintained at all times throughout Company premises.
- All materials will be stored in a manner to reduce the risk of injury to personnel and to minimise fire risk.
- Combustible materials will not be stored adjacent to heat sources.
- Rubbish will not be allowed to accumulate and will be safely disposed of regularly.
- All spillages will be cleared up immediately.
- Vehicular and pedestrian access and egress routes shall be maintained at all times, both internally and external to buildings. Routes are to be kept clear for emergency purposes.



## 4.8 Manual Handling Operations

The Director Responsible for Health and Safety is responsible for ensuring that specific manual handling assessments are conducted and the findings recorded and relayed to all operatives that may be affected by manual handling operations.

The Company recognises the need to ensure that all manual handling operations shall be as safe as reasonably practicable at all times. This will be achieved by:

- Wherever possible, the requirement to conduct manual handling operations will be avoided by use of a fork lift truck or other suitable mechanical means. Where manual handling operations cannot be avoided then mechanical aids will be utilised, or the load split to reduce the risk of harm, or team lifting techniques will be employed.
- An assessment of manual handling operations will be conducted to identify control measures required to protect those at risk from the manual handling operation.
- The results of the Manual Handling Operations Risk Assessment will be communicated to all employees.
- All direct employees will be adequately trained in correct manual handling techniques.
- Appropriate information relating to the weight, centre of gravity or the heaviest side of the load will be provided to those personnel involved in the manual handling of the load.
- Where vehicles are used to eliminate or reduce manual handling operations, loads shall be checked to ensure security by the driver prior to moving the vehicle.

## 4.9 Noise

- The company will seek to ensure, so far as is reasonably practicable, that all equipment used, hired or purchased will only generate noise levels below those recommended by applicable approved codes of practice and official guidance notes.
- Where noise levels are likely to exceed the Lower Exposure Action Value perceived at the operator's ear an assessment will be conducted and control measures identified and implemented to reduce or control personal exposure.
- Suitable hearing protection, providing adequate attenuation will be provided where appropriate to all affected personnel, free of charge, together with appropriate instructions on the use.
- Where noise levels are likely to exceed the Upper Exposure Action Value perceived at the operator's ear, the wearing of hearing protection will be enforced and hearing protection zones identified.
- All employees will use hearing protection provided for their protection.

## 4.10 Plant, Work Equipment and Machinery

### Selection of Plant and Work Equipment

Equipment must be suitable for the particular work it is provided to do, i.e. both for the operation concerned and for the conditions under which it will be used. The selection of purchased or hired equipment shall follow the guidelines set out below: -

- Be marked with the CE standard (where relevant)
- Meet all statutory tests and inspections
- Electrical equipment shall be tested
- Hand tools shall be vibration rated below 2.5 m/s<sup>2</sup>, where possible.
- Equipment must be suitable and sufficient for the task for which it is intended

### Inspection & Maintenance

Equipment must be maintained in safe working order and in good repair. The extent of maintenance required will vary with the complexity of the equipment, but even small hand tools must receive a visual check prior to use. Where more complex plant or hand tools are being used, the user should ensure that any required statutory inspections or tests are carried out.

The Refresh property services and consultants project manager is responsible for ensuring that all equipment used on site is maintained in a safe working order and that weekly inspections of the equipment are recorded.

### Information & Instruction

All relevant Health and Safety information and written instructions on the use of work equipment should be made available to the operatives. The extent of information and instruction to be given to operatives will depend on the work equipment currently being used.

### Training

The Refresh property services and consultants Director Responsible for Health and Safety is responsible for ensuring all company employees are trained and competent in the use of any work equipment.

The Refresh property services and consultants project manager is responsible for ensuring that the below stated rules are adhered to on site:

- Proof of adequate training must be shown by the operatives of any contractors who will be using plant and equipment on site
- Only individuals with a current UK or UK recognised driving license will be permitted to drive ride on plant or equipment.

## 4.11 Slips, Trips and Falls

- Trailing leads and hoses are routed to minimise the risk of trips. Cable protection is fitted when possible to reduce the risk of tripping.

## Refresh Property Services and Consultants Health and Safety policy

- Floor coverings will be sound and in a good state of repair. All spillages will be cleared away immediately.
- All corridors, stairwells, access and egress will be adequately lit and kept clear of obstacles and rubbish.
- Offices and working areas will be kept tidy at all times and all rubbish will be removed at the end of each day.

### 4.12 Vibration

**Hand Arm Vibration and Whole Body Vibration can occur from regular and frequent use of:**

- Hand held power tools
- Hand guided power equipment
- Powered machines which process hand held materials
- Plant and vehicles

**In accordance with the Control of Vibration at Work Regulations management will:**

- Conduct assessments to determine the risks from vibration to employees;
- Decide if employees are likely to be exposed above the daily exposure action value (EAV) and if they are:
  - Introduce a programme of controls to eliminate risk, or reduce exposure to as low a level as is reasonably practicable
  - Provide health surveillance (regular health checks) to those employees who continue to be regularly exposed above the action value or otherwise continue to be at risk.
- Decide if employees are likely to be exposed above the daily exposure limit value (ELV) and if they are:
  - Take immediate action to reduce their exposure below the limit value.
- Vibration levels shall be a consideration when purchasing or hiring equipment used by the Company

### 4.13 Waste Management

- Waste will be managed in accordance with the Hazardous Waste Regulations.
- Fluid and solid waste will be managed to ensure the protection of personnel who may be exposed to such materials and to minimise any potential harm to the environment.

## Refresh Property Services and Consultants Health and Safety policy

- An assessment of the potential harm from exposure to waste materials will be undertaken to identify appropriate control measures to reduce the risk of harm occurring to personnel involved in handling waste materials.
- Waste management procedures will be communicated to all employees during induction training.
- Tanks and drums provided to hold waste oils and other fluids are to be banded and all spillage immediately cleared away.
- Waste materials will be removed under contract by a licensed operator, and where appropriate, in accordance with the Hazardous Waste Regulations.

### 4.14 Welfare Facilities

Where reasonably practicable, the following facilities will be provided for employees and contractors of the Company:

- Washing facilities
- Rest facilities
- Sanitary facilities
- Methods for heating food and boiling water
- Storage and drying facilities for clothing

Where the company is working as a contractor, negotiations will be conducted to enable employees and contractors of Refresh property services and consultants to share the facilities provided by the Principal Contractor

### 4.15 Working at Height

#### 4.15.1 Planning

Refresh property services and consultants line management will do everything that is reasonably practicable to prevent persons falling. The emphasis will be on the continual application of risk assessment, forward planning and effective management and control by competent persons.

The hierarchy for managing and selecting suitable equipment for working at height is to:

- Whenever possible Avoid work at height
- Where work is necessary, a safe place of work with the provision of suitable fully protected working platforms such as scaffolds, mobile towers, podium steps, MEWPs or similar equipment will be made available.
- Where the distance and consequences or risk of a fall cannot be eliminated, by using work equipment or other measures, the use of passive restraint such as nets and airbags may be considered to minimise the potential for harm.

## Refresh Property Services and Consultants Health and Safety policy

- The use of Personal Fall Protection Equipment (PFPE) will be considered as a Last resort.

### 4.15.2 Responsibilities

It is the responsibility of Refresh property services and consultants line management to ensure:

- All work at Height is be properly planned and organized
- All persons involved in work at height activity are qualified and competent.
- Risks are assessed, with appropriate work equipment selected and used
- Risks from fragile surfaces are properly controlled
- Equipment for work at height is properly inspected and maintained
- All objects are prevented from falling (e.g. use of edge protection, tools with wrist lanyards)
- When required suitable provision for emergencies and rescue are to be in place.

### 4.15.3 Weather Conditions

During inclement weather conditions Refresh property services and consultants line management must ensure that any work at height operations being undertaken do not put persons involved at risk of injury.

### 4.15.4 Competence

Refresh property services and consultants line management must ensure that no person engages in any activity, including organizing, planning, training and supervising, in relation to working at height or work equipment for use in working at height unless they are competent to do so.

### 4.15.5 Avoidance of Working at Height

Refresh property services and consultants line management must assess all work activities to ensure that work is not carried out at height when it is reasonably practicable for the work to be carried out safely otherwise than at height.

### 4.15.6 Fragile Surfaces

Refresh property services and consultants line management must ensure that no person passes across or near, or works on, from or near a fragile surface where it is reasonably practicable to carry out work safely and under appropriate ergonomic conditions without his doing so.

### 4.15.7 Checking of the Workplace

Refresh property services and consultants line management must so far as is reasonably practicable ensure that the surface and every parapet, permanent rail or other such fall protection measure of every place of work at height are checked on each occasion before the place is used.

## 4.15.8 Use of Ladders

Refresh property services and consultants line management must ensure that a ladder to be used for Work at Height activities by its own or subcontractors employees can only take place if a risk assessment can demonstrated that the use of more suitable work equipment is not possible.

It is the policy of Refresh property services and consultants that in line with the above information, the company's on site management teams will ensure the use of ladders on its projects is kept to a minimum. Risk assessments will be undertaken by its line managers or subcontractors working for all group companies to establish alternatives ways of access to work locations and any work processes that may take place while working at height. When ladders are used they will be good condition, securely fixed to prevent movement and inspected by a competent person on a regular / weekly basis.

Records of inspections will be kept on site.

### **The person in control of site or work at height activities will ensure that:-**

- Work at height from ladders is strictly controlled (use restricted to light duty and short duration work or for access and egress).
- All ladders are of suitable & sufficient strength for the intended work.
- Ladders are placed on a firm footing, even firm surface, and that they are secured by tying or footed by another person. Where footed by a person that person must be protected from falling objects.
- Ladders will be positioned at the correct angle (75 Deg.)
- All ladders will be subjected to regular inspection before use and every 7 days when used on site these inspections will be recorded on an inspection report form and all defects will be suitably rectified.
- Work from ladders is carried out without the need for stretching to reach a work area.
- Ladders must not be painted
- All ladders will be stored in a suitable storage area.
- All persons using ladders are trained in safety procedures and understand risk controls.
- A landing place will be provided at intervals not exceeding 9m.
- Where ladders do not extend 1.05m above a landing place a dedicated handgrip rail will be provided.

## 4.15.9 Access and Working Scaffolds

- Refresh property services and consultants will ensure that all access and working scaffold systems are designed and erected to provide suitable and sufficient strength and stability for the tasks they are intended.
- Scaffolding systems will be erected, adapted and dismantled in accordance with current scaffold regulations.
- Handover certificates will be provided for completed scaffolds, all incomplete areas will be correctly signed by the scaffolding contractor.
- All scaffolding systems will be inspected by a competent person and a written record kept

#### **4.15.10 Mobile Scaffold Towers**

- Scaffold towers will be erected, dismantled and used by competent persons in accordance with manufacturer's instructions.
- Towers will be subjected to regular inspections before use and to statutory inspections when in place for periods exceeding 7 days.
- Bases of towers will be protected from traffic routes.
- All tower wheels will be locked before any person accesses the tower.
- All towers are to be built to the manufacturers instructions.
- Towers are not to be moved whilst persons or equipment are placed on them.
- Towers will be used on firm stable ground.
- Equipment must only be raised up the tower within the footprint of the tower or stabilisers.
- Steps and ladders will not be used on working platforms of towers.
- Where towers cannot be secured from unauthorised access they will be dismantled and stored in a secure area.

#### **4.15.11 Mobile access equipment or mobile elevated work platforms (M.E.W.P.S.)**

- Only trained, competent persons will be authorised to operate Mobile access equipment personal training records will be held on site.
- Records of statutory tests and inspections will be available on site.
- Areas of operation of mobile access equipment will be restricted to prevent people being struck by equipment and / or falling objects.
- Equipment will only be used on terrain for which it has been assessed as suitable.
- A Suitably secured restraint or fall arrest harness & lanyard will be worn by all occupants of mobile access equipment where dictated by the accompanying risk assessment
- Keys to mobile access equipment will be controlled by the person in control of site
- The maximum safe working load of equipment will be marked on sides of units.
- Suitable rescue procedures will be in place to recover persons trapped in mobile access equipment.

#### **4.15.12 Personal Fall Protection Equipment (PFPE)**

Where it is not practicable to provide working platforms fall arrest equipment will be provided, the person in control of site will ensure.

- All fall arrest equipment will be secured to a suitable anchor point. In the case of harness attachment this will be as high as practicable above the work area to limit distance of any fall.
- Fixed anchorages such as eyebolts will subject to periodic test and examination.
- Only trained, competent persons will use harnesses.
- All harnesses will be fully body type
- Harnesses will be checked before each use and will be examined by a competent person at periods not exceeding 12 months, records of these tests and inspections will be recorded and evidence available on site.

## Refresh Property Services and Consultants Health and Safety policy

- Fall arrest equipment will not be reused following a fall until an examination has been carried out by a competent person and any partially or wholly deployed lanyard has been reset.

### 4.16 Occupational Health & Hygiene

Refresh property services and consultants are committed to providing an effective occupational management system to discharge its duties under the various legislation, and will introduce a formal system of assessment and controls in support of this policy as and when necessary.

Refresh property services and consultants recognise that some general occupational health hazards and working conditions have the potential to cause ill-health and we will introduce measures to identify what issues our employees are exposed to in the course of their work.

Where there are working conditions which have a detrimental affect on the health of our employees, we will change the working conditions to a suitable and less hazardous environment wherever possible.

Refresh property services and consultants assesses all working conditions and environments in the workplace. We will review our control measures to ensure that the management controls are still appropriate and effective.

Information, instruction and training will be provided for all employees who may be exposed to health hazards. The necessary information and training will also be provided for any other people working on site who may also be exposed.

Refresh property services and consultants will minimise exposure to occupational health hazards by implementing the following measures;

- Identification of all working conditions and occupational health hazards used or generated within the premises.
- Create an inventory of all occupational health hazards.
- Source information about the hazardous situations and conditions.
- Assess the risks to health of any activity which results in exposure to occupational health hazards to health