



# Health, Safety & Environment Policy

*The purpose of this policy is to fulfil the Company's legal obligations under the Health & Safety at Work Act 1974, other relevant legislation and to document the Company's statement of intent with regards to health, safety, environment and welfare standards.*

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Reference / Version	AG/HS&E Policyv1/032019
Date:	21/03/2019
<b>Next review due:</b>	<b>21/03/2020</b>

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# PART ONE

## General Statement of Policy, Duties & Responsibilities

### 1 Policy Statement

Aircon Group recognises and accepts its health and safety duties for providing a safe and healthy working environment (as far as is reasonably practicable) for all its workers (paid or volunteer) and other visitors to its premises under the Health and Safety at Work Act 1974, the Fire Precautions (Workplace) Regulations 1997, the Management of Health and Safety at Work Regulations 1999, other relevant legislation and common law duties of care.

Throughout this Statement, terms such as “staff”, “workers”, “employees”, include both paid and volunteer workers.

It is the policy of Aircon Group to promote the health and safety of the committee members, volunteers, staff and of all visitors to the Groups/Organisation’s premises (“the Premises”) and to that intent to:

- Take all reasonably practicable steps to safeguard the health, safety and welfare of all personnel on the premises;
- Provide adequate working conditions with proper facilities to safeguard the health and safety of personnel and to ensure that any work which is undertaken produces no unnecessary risk to health or safety;
- Encourage persons on the premises to co-operate with the Organisation in all safety matter, in the identification of hazards which may exist and in the reporting of any condition which may appear dangerous or unsatisfactory;
- Ensure the provision and maintenance of plant, equipment and systems of work that are safe;
- Maintain safe arrangements for the use, handling, storage and transport of articles and substances;
- Provide sufficient information, instruction, training and supervision to enable everyone to avoid hazards and contribute to their own safety and health;
- Provide specific information, instruction, training and supervision to personnel who have particular health and safety responsibilities (e.g. a person appointed as a Health and Safety Officer or Representative);
- Make, as reasonably practicable, safe arrangements for protection against any risk to health and safety of the general public or other persons that may arise for the Groups/Organisation’s activities;
- Make suitable and sufficient assessment of the risks to the health and safety of employees and of persons not in the employment of the Groups/Organisation arising out of or in connection with the Groups/Organisation’s activities;
- Make specific assessment of risks in respect of new or expectant mothers and young people under the age of eighteen;
- Provide information to other employers of any risks to which those employer’s workers on the Groups/Organisation’s premises may be exposed.

This policy statement and/or the procedures for its implementation may be altered at any time by the Groups/Organisation’s Management Team. The statement and the procedures are to be reviewed in the spring of each year by the Health and Safety Manager *or by other persons appointed by the Managing Director*. A report on the review, with any other proposals for amendment to the statement of procedures, is to be made to the next following ordinary meeting of the Management Committee.

## 1.1 Statutory Duty of the Group/Organisation

The Group/Organisation will comply with its duty to ensure, as far as is reasonably practicable, the health, safety and welfare at work of its workers and of visitors to its premises and, in general, to:

- Make workplaces safe and without risks to health;
- Ensure plant and machinery are safe and that safe systems of work are set and followed;
- Ensure articles and substances are moved, stored and used safely;
- Give volunteers/ workers the information, instruction, training and supervision necessary for their health and safety.

In particular, the Group/Organisation will:

- Assess the risks to health and safety of its volunteers/workers;
- Make arrangements for implementing the health and safety measures identified as necessary by this assessment;
- Record the significant findings of the risk assessment and the arrangements for health and safety measures;
- Draw up a health and safety policy statement; including the health and safety organisation and arrangements in force, and bring it to the attention of its workers;
- Appoint someone competent to assist with health and safety responsibilities;
- Set up emergency procedures;
- Provide adequate First Aid facilities;
- Make sure that the workplace satisfies health, safety and welfare requirements, e.g. for ventilation, temperature, lighting and for sanitary, washing and rest facilities;
- Make sure that work equipment is suitable for its intended use as far as health and safety is concerned, and that it is properly maintained and used;
- Prevent or adequately control exposure to substances that may damage health;
- Take precautions against danger from flammable or explosive hazards, electrical equipment, noise or radiation;
- Avoid hazardous manual handling operations and, where they cannot be avoided, reduce the risk of injury;
- Provide health surveillance as appropriate;
- Provide free any protective clothing or equipment, where risks are not adequately controlled by other means;
- Ensure that appropriate safety signs are provided and maintained;
- Report certain injuries, diseases and dangerous occurrences to the appropriate health and safety enforcing authority.

## 1.2 Statutory Duty of the Groups/Organisation's Workers

Employees also have legal duties, and the Organisation confidently requests non-employed (voluntary) workers also to observe these. They include the following:

- To take reasonable care for their own health and safety, and that of other persons who may be affected by what they do or do not do;
- To co-operate with the Group/Organisation on health and safety;
- To use work items provided by the Group/Organisation correctly, including personal protective equipment, in accordance with training or instructions;
- Not to interfere with or misuse anything provided for health, safety and welfare purposes;
- To report at the earliest opportunity injuries, accidents or dangerous occurrences at work, including those involving the public and participants in activities organised by the Group/Organisation;

- Health and Safety law applies not only to employees in the workplace, it also applies to **organisations and people who occupy or use community buildings** to which members of the public have access.

### **1.3 Policy for Visitors and Contractors**

On arrival all visitors should be directed to the duty representative of the Management. This person is to take responsibility for the visitor(s) and assist in their evacuation from the building during an emergency or arrange help in the event of an accident.

On arrival, all visitors, including contractors and/or their workers, must sign a record of the date and time of their arrival and, before leaving, should further record their time of departure.

Contractors working in the building should report any concerns relating to their own safety or suspected unsafe working practices to the Branch Manager or his / her deputy who will investigate and report to the Group/Organisation.

Whilst the Managing Director & Sales Director accept full responsibility for ownership of this policy, health and safety is everyone's responsibility and all employees must do all that is reasonably practicable to prevent injury to themselves and other persons who may be affected by their acts or omissions.

This policy describes the various responsibilities for health and safety & environmental management within **Aircon Group** and applies equally to all persons involved with the business' activities. All employees and sub-contractors must comply with all measures and arrangements in place to ensure health & safety at work.

Where an employee considers that the arrangements for health and safety are inadequate, they are to report the matter to their manager at the earliest opportunity.

## 1.4 Definitions:

Reasonably practicable	<i>This means balancing the level of risk against the measures needed to control the real risk in terms of money, time or trouble. However, you do not need take action if it would be grossly disproportionate to the level of risk.</i>
Competent person	<i>Someone who has sufficient training and experience or knowledge and other qualities that allow them to assist you properly. The level of competence required will depend on the complexity of the situation and the particular help needed.</i>
Employee	<i>Any person who holds a contract of employment directly with Aircon Group.</i>
Contractors	<i>A person or firm that undertakes a contract to provide materials, or labour to perform a service or do a job for the company.</i>
Risk Assessment	<i>A careful examination of what, in the workplace, could cause harm to people, so that you can weigh up whether enough precautions are in place or if more should be done.</i>
Hazard	<i>A hazard is anything which has the potential to cause harm, such as chemicals, electricity, fire, working at height etc.</i>
Risk	<i>The risk is the likelihood that the hazard will cause harm, it also considers the consequences, extent and outcome of a hazardous event occurring.</i>
Significant risk	<i>Risks, which are significant, are those that are not trivial in nature and are capable of creating a real risk to health and safety which any reasonable person would appreciate and would take steps to guard against. What can be considered as 'insignificant' will vary from site to site and activity to activity depending upon specific circumstances.</i>
Suitable and sufficient	<i>To ensure that all significant hazards have been identified, the risks have been properly evaluated considering likelihood and severity of harm, measures necessary to achieve acceptable levels of risk have been identified, actions have been prioritised to reduce risks, the assessment will be valid for some time, actual conditions and events likely to occur have been considered during the assessment, everyone who may be harmed has been considered.</i>
Young Person	<i>Is anyone under the age of 18 and above the minimum school leaving age.</i>
Approved code of practice (ACOP) & safe working procedure (SWP)	<i>Describe preferred or recommended methods that can be used (or standards to be met) to comply with regulations and the duties imposed by the Health and Safety at Work Act 1974.</i>

## 1.5 Related Company Policies & Procedures

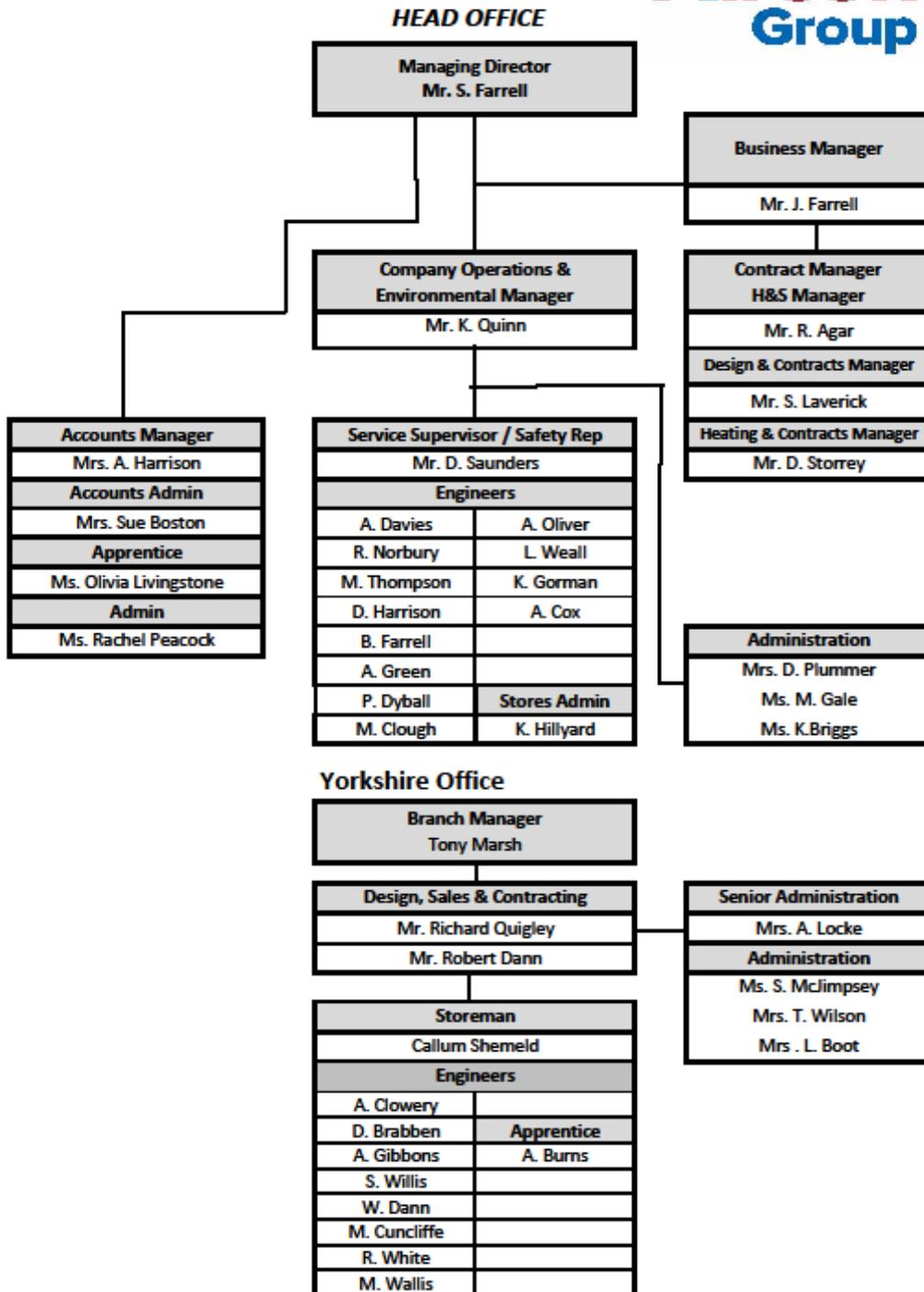
To support the Health, Safety & Environment Policy on the statutory requirements under current legislation, the following policies have been produced for Aircon Group undertaking:

- Environmental Policy
- Welfare Policy
- Fire & Evacuation Policy
- Equal Opportunities Policy
- Equality & Diversity Policy
- Display Screen Equipment (DSE) Policy
- Control of Substances Hazardous to Health (COSHH) Policy
- Harassment & Bullying Policy
- Whistleblowing Policy
- Incident, Diseases & Dangerous Occurrence Reporting & Management Policy (RIDDOR)
- Lone Working Safety Policy
- Waste Management Policy
- Policy for the Management of First Aid at Work
- Anti-Bribery Policy
- Complaints Policy
- Corporate Social Responsibility Policy
- Drug & Alcohol Policy
- Risk Management Policy
- Service Works Policy
- Social Media Policy
- Tablet & Mobile Phone Policy
- Work at Height Policy
- Protective Personal Equipment (PPE) Policy
- Disciplinary Procedure
- Aircon Group safe working procedures

# PART TWO

## Organisation of Health and Safety

Organisation - March 2019



## 2.4 Specific Responsibilities Directors / Senior Management Team

The general organisation for ensuring health safety and welfare of all employees is that of the normal management and supervisory structure supplemented by specific expertise of the Health and Safety Advisor / Manager, Directors, Engineers, and employees.

On all matters relating to Health and Safety, the normal management communications network is used in the form of daily team briefings between managers / employees.

The directors are responsible for the application of Health & Safety Legislation and for applying the spirit of the law and regulation to ensure safe and healthy working conditions for all their employees enabling them to make their maximum contribution to the efficiency of the company.

**The Managing Director** - whilst specific responsibilities rest with members of the management team overall, responsibility for the implementation of the Health, Safety, Environmental Policy is in the charge of the Managing Director.

**All the Management team** have the responsibility for carrying out the requirements of the health and safety policy and for complying with the relevant health and safety legislation in their own departments and on site.

### **Specific responsibilities include the following:**

1. Providing health and safety leadership
2. Ensuring conformity with statutory and company requirements in relation to the safe operation of plant and equipment and the maintenance inspection and testing of that plant/equipment.
3. Ensuring that advice suggestions etc. from employees or from safety advisors receive proper consideration and suitable reply, whether acceptable or not
4. Encourage by active participation when necessary, the two-way communication of safety matters between themselves and the other directors.
5. Ensuring that accident statistics, costs, reports are examined regularly, and they are investigated thoroughly
6. Ensuring that department managers / supervisors are fully aware of their specific responsibilities to promote safety and good example
7. Ensuring that all job training includes consideration of the relevant safety matters and that authorisation does not take place until proper assessment has been completed and that re-training is implemented where indicated or where employees are not deemed to be competent the director prohibits the employee from performing that type of work.
8. Placing proper emphasis on safety prior to the selection, purchasing, hiring of plant, buildings materials, substances which may be used at work
9. Be conversant with relevant legislation to be able to apply the spirit of the law as well as the detailed arrangements

## 2.5 Specific Responsibilities Safety Manager

The principal responsibility is to promote at the appropriate level action to be taken to achieve the objectives of the Health, Safety, and Environmental Policy:

### **Specific responsibilities include:**

1. Advising on safety aspects in the design and use of plant and equipment
2. Carrying out periodic investigations to identify unsafe, plant, working conditions, practices and to report results of such investigations, making the appropriate recommendations
3. Advising on drawing up and implementation of safe systems of work and the provision and use of personal protective equipment
4. Advising on the updating and maintenance of Hazard Data Sheets

5. Advising on the legal requirements affecting safety
6. Advising and assisting directors to ensure the suitable inclusion of safety in all training programmes
7. Provide assistance in the investigation of accident causes and the compilation of necessary reports where requested
8. Maintaining liaison with the enforcing authorities, directors, and other external bodies

## **2.6 Specific Responsibilities Contract Managers / Supervisors & Engineers**

Supervisors have the responsibility for carrying out the requirements of the Health, Safety, and Environmental policy and for complying with the relevant health and safety legislation in their own departments.

### **Specific responsibilities include the following:**

1. Maintaining safe working conditions and practices for the protection of employees under their control and other visitors to their departments, or others who may be affected by the site work that they carry out or is under their control.
2. Ensuring conformity with statutory and company requirements in relation to the safe operation of plant and equipment
3. Defining and communicating clearly, safe operating procedures and instructions to all the relevant personnel
4. Maintaining a high standard of housekeeping within the department and at clients' sites
5. Ensuring health and safety receive sufficient consideration in the planning of production work schedules and in new operations or methods of work or new equipment
6. Ensuring that any employees / contractors under their control are fully aware of their individual responsibilities
7. Ensuring that all employees under their control receive suitable training to enable them to carry out their duties in a safe manner
8. Ensuring that the relevant personal protective equipment is used in accordance with good practice and current legal requirements
9. Ensuring that potentially hazardous materials substances are issued for use in a restricted way. Details of hazards associated with them are explained fully to employees who may be exposed to them including aspects on the handling, storage, transport and use of the substances
10. Ensuring that risk assessments are available for tasks/operations under their control.
11. Ensuring that risk assessments and method statements/safe systems of working are available for all tasks/operations under their control.

## **2.7 Specific Responsibilities all employees**

1. To take reasonable care for the health and safety of him/herself and others who may be affected by his acts or omissions at work.

2. To co-operate with his employer to enable him to comply with any statutory duty placed on him
3. Not to interfere or misuse with anything which has been provided in the interests of health safety or welfare
4. To use the information, instructions and any training given to ensure compliance with statutory provision.
5. To inform the employer through the supervisors or works director of any failure in any control measure as soon as it is observed.
6. To wear correctly and always in mandatory areas of danger the Personal Protective Equipment and to ensure any faults in that equipment is reported immediately.

## **2.8 Sub-contractors**

It is company policy not to use sub-contractors but on the rare occasions we do:

- All sub-contractors will complete / pass a pre-qualification questionnaire and become authorised by the H&S Manger before any works can be carried out for us / on our behalf.
- A commitment to following our safe working procedures must be given.
- Regular evaluation / compliance audits are to be carried out for all sub-contractors on our database

## **2.9 Foreign Workers**

In the case of working with foreign workers while sub-contracting the following procedures apply where applicable:

- Buddy system to ensure safety and supervision
- Allocation of employee with relevant language skills
- Issue of communication by pictures for effective understanding.

## **2.10 General Safety Rules**

Organisation arrangements for implementing this policy are detailed in relevant Aircon Group policies, safe working procedures, codes of practice & guidelines and specific health & safety standards covering a range of activities.

The following general safety rules apply to everybody employed by Aircon Group and all locations where work is carried out on behalf of Aircon Group:

- ✓ That all accidents / injuries and unsafe conditions or practices are reported promptly and recorded in the appropriate manner.
- ✓ First Aid Treatment must be sought for all injuries and reported in the accident book both on site and at Aircon Group head office.
- ✓ Personal protective equipment must be worn always in the designated areas on site or where instructed by the Site Manager
- ✓ Safety Footwear **MUST** be worn always.
- ✓ Ensure that safeguards are in place or in position before the commencement of work
- ✓ Do not operate any machinery or plant which you have not been trained to do.
- ✓ Do not tamper with anything provided for your safety.
- ✓ Always use the correct tool for the job
- ✓ Ensure you are aware of the specific hazards and risks in your work area or project
- ✓ Ensure you follow any signs and signals, which tell you to do or not to do something or warn you of a hazard or unsafe condition.

## **2.11 Welfare Facilities**

Aircon Group provides adequate facilities at their premises for staff welfare. These include, but not restricted to, toilet facilities appropriate to the number of staff working at the premises, facilities to wash, clean and dry hands, drinking water facility, and a 'mess' area for light refreshments. The mess area includes a sink, microwave, toaster and kettle. It is the responsibility of all employees to maintain the cleanliness of this area. Every six months an audit is carried out in the office/workshop ensuring health and safety for all staff and visitors and a checklist is completed for each audit.

It is policy at Aircon Group to ensure effective consultation and communication with all our employees. It is to this end that we seek active participation from all our employees in the

identification of hazards the evaluation of risks and the co-operation in ensuring freedom from accidents and incidents.

We encourage the reporting of bad practice and actively involve our employees in expressing concerns through regular management meetings and team briefings on a weekly basis. We further encourage communications by the following:

- ✓ Management / worker discussions
- ✓ Suggestion scheme
- ✓ Team Briefings
- ✓ Training sessions
- ✓ Risk Assessments
- ✓ Job safety analysis and method statement development.
- ✓ Workplace inspection - on a regular basis
- ✓ Annual Audits & site spot checks with review meetings after each project

## **2.12 Health and Safety Sub-committee**

The Management will appoint a Health and Safety Sub-committee, including representation both of themselves and of staff:

- To have a broad overview of Health and Safety matters;
- To keep the Organisation's Health and Safety policy and procedures under review;
- To conduct safety tours;
- To ensure that risk assessments are carried out, including assessments regarding substances hazardous to health (COSHH Regulations);
- To take such action as may be required to ensure that the Organisation's responsibilities for Health and Safety are fulfilled;
- To report to Management on their performance of these responsibilities.

## **2.13 Safety Tours**

The Health and Safety Committee shall carry out 6-monthly tours and inspections of the premises and make a report to the next ordinary meeting of the Senior Management Team. All necessary actions as a result of the tour shall, where reasonable and practicable, be implemented. The tour shall include inspection of the Accident File.

## **2.14 Health and Safety Rules**

All workers must exercise ordinary care to avoid accidents in their activities at work and comply with the following general rules and with any further rules which the Group / Organisation may publish from time to time.

### **2.14.1 Accident Forms and Book**

The book must be kept in a secure location once completed.

Any injury suffered by a worker or visitor in the course of employment or otherwise on the Groups / Organisation's premises, however slight, must be recorded, together with such other particulars as are required by statutory regulations, on an accident form maintained by the Organisation.

#### **2.14.2 Fire Precautions**

All personnel must familiarise themselves with fire escape routes and procedures and follow the directions of the Group / Organisation in relation to fire.

#### **2.14.3 Equipment and Appliances**

No equipment or appliance may be used other than as provided by or specifically authorised by or on behalf of the Group / Organisation and any directions for the use of such must be followed precisely.

#### **2.14.4 Safety Clearways**

Corridors and doorways must be kept free of obstructions and properly lit.

#### **2.14.5 Maintenance**

Defective equipment, furniture and structures must be reported as such without delay.

#### **2.14.6 Hygiene and Waste Disposal**

Facilities for the disposal of waste materials must be kept in a clean and hygienic condition. Waste must be disposed of in an appropriate manner and in accordance with any special instructions relating to the material concerned.

#### **2.14.7 Food Hygiene**

When handling or preparing food there are specific hygiene requirements:

- Regularly wash hands before and during food preparation and especially after using the lavatory;
- Tell your supervisor of any skin, nose, throat, or bowel problem;
- Ensure cuts or sores are covered with correct waterproof dressings;
- Keep yourself clean and wear clean clothing;
- Remember that smoking in a food room is illegal;
- Never cough or sneeze over food;
- Clean as you go, and keep all equipment and surfaces clean;
- Ensure waste food is disposed of properly.
- Keep the lid on rubbish bins and wash your hands after putting waste in it;
- Avoid handling food as far as possible;
- Tell your supervisor of any defects or concerns regarding the facilities – e.g. uncleanness, refrigeration malfunction, cracked food preparation surfaces.

#### **2.14.8 Display Screen Equipment**

The Group / Organisation recognises its responsibility to ensure the well-being of workers who habitually use display screen equipment for a significant part of their normal work. Workers are advised to ensure that they take a five-minute break from the display screen equipment at least once an hour and are advised that, if they experience vision defects or other discomfort that they believe may be wholly or in part a consequence of their use of such equipment, they have the right to an eye-test at the Organisation's expense.

#### **2.14.9 Alcohol, Drugs and Tobacco**

Smoking within the premises and the use of Drugs (except under medical supervision) on the premises are prohibited at all times.

The use of intoxicants (alcohol) is prohibited during working hours, and no employee may undertake his / her duties if under the influence of alcohol or drugs (except under medical supervision)

## **2.15 Consultation**

It is our policy to constantly provide information, instruction, training and engagement with our employees to encourage a culture where relationships between employers and employees are based on collaboration, trust and joint problem solving.

Together we monitor all aspects of the companies working practices and implement any new actions / procedure required. We consult by:

- Employee suggestion scheme
- Regular team meetings / briefs
- Face to face discussions
- Toolbox talks
- Notice boards

## **2.16 H,S & Environment Training**

We will ensure that we provide the most appropriate and up to date, training that is available. We will also ensure compliance with the relative statutory provisions in relation to any training and specific nationally approved training and certification on the Safety Passport Scheme. We further ensure that we will provide appropriate training to deal with the hazards associated with all our operations where employees or non-employees may be exposed to risk. Training in emergency procedures and information instruction on serious / imminent dangers is also undertaken.

Training, Informing, Instruction also takes place at the following stages:

- On recruitment through Induction
- Prior to being exposed to new or increased risk
- Where changes occur in Risk Assessments
- Where changes occur in Regulation or Approved Codes of Practice
- Where other employers / contractors 'Risk Assessments / Method Statements may expose employees to risk
- Where employees are selected to administer first aid

Our arrangements for effective training relate where appropriate to leadership, management, worker involvement and competence and are based around the Plan, Do, Check, Act (PDCA) framework cycle:

### **Plan**

- Determine where we are currently and where we need to be
- State our aims and how we will achieve them
- Measure our success
- Measure performance by assessing active and reactive indicators
- Plan for changes and identify any specific legal requirements that apply.

### **DO**

- Determine our H&S risks
- Assess the level of risks
- Organise for health and safety
  - Leadership / supervision
  - Co-operation
  - Communication
  - Competence

- Implement your plan

#### **Check**

- Measure performance
- Investigate and analyse incidents
- Monitor to identify problems and understand what causes them

#### **Act**

- Review performance
- Learn from results

### **2.17 Company Induction**

The Health & Safety at Work etc. Act 1974 requires employers to provide whatever information, instruction, training and supervision as is necessary to ensure, so far as reasonably practicable, the health & safety of their employees. This is further expanded by the Management of Health & Safety at Work Regulation 1999, which identify situations where health & safety training is particularly important, e.g. when people start work or are exposed to new or increased risks.

On taking up any new appointment, HR / line managers will carry out their duty and ensure that all new members of staff receive an effective health & safety induction, and understand the relevant information given.

The new employee will be advised on all company policies and procedures that will allow them to work safely, and will include arrangements for first aid, fire and evacuation etc.

Aircon Group has an existing induction template to ensure that health and safety issues are adequately recorded

### **2.18 Risk Assessment**

Hazard Identification / Risk Assessment has been carried out by the directors, managers & engineers with support from the safety advisor/co-coordinator.

After the hazards were identified the severity and the likelihood of injury were quantified based on probability, numbers of people exposed and the frequency of exposure, existing controls were then considered, and a new risk rating given. Where the new risk rating is acceptable, monitoring action would be considered. Where the new risk rating was not acceptable recommendations and action advised.

The Risk Assessment / Hazard Identification sheets are completed for all hazards.

Take 2 risk assessment is in place with documents available to aid assessment.

Blank risk assessment sheets are also in the risk assessment packs for engineers to complete on site where the site conditions may have changed. These revised risk assessments form part of the monitoring and updating assessment on site. Risk Assessments have been completed for the following areas:

- ✓ Chemicals/Compressed gases
- ✓ Manual / Mechanical Handling
- ✓ Electricity
- ✓ Fire/ Explosion
- ✓ Site specific operations i.e. maintenance and site operations.
- ✓ Working at height
- ✓ First Aid
- ✓ Generic assessment for service and maintenance programmes

## 2.19 Safe Systems of Work / Method Statements

Systems or procedures for working safely are developed by Aircon Group through completion of risk assessment and job safety analysis. Each task or operation/installation is broken down into a logical sequence of stages from conception to completion.

Each stage is then recorded and examined for hazard identification and risk evaluation studying at the same time British and or European standard of conformity, Approved Codes of practice and relevant legislation to ensure best practice is developed.

Risk assessments / method statements are made available to all prospective clients prior to commencement of work, with specific details and written instructions on the use and maintenance of the finished project for the client.

Some risk assessment/ method statements may specify the need for strict controls to be applied i.e. Permit to Work System or Authorisation system. All supervisors will ensure that Risk Assessments are available for every job before travelling to site. Supervisors will also ensure those Risk Assessments and method statements are available for their use always during work operations.

All method statements will:

- Fully document the hazards associated with the project or tasks within it
- Describe the stages in the development of the project
- Outline how the work will be done
- Give reference to a Risk Assessment
- Be associated with an ACOPs HSE Guidance, BS/EN Standard or manufacturer data
- Specify competence / job training

When developing Method statements / Safe Systems of work Aircon Group will consider the following:

- Safety by Design
- Safe Installation
- Safe Tools/Plant/ Equipment/Materials
- Safe Place
- Effective Planned Maintenance
- Correct usage of equipment
- Authorisation of competent personnel
- Supervision
- Employee involvement at the development stage
- Capabilities of staff

## 2.20 First Aid

Effective first aid provision relies on several factors. As well as an adequate number of trained first aiders and first aid equipment there must be:

- ✓ local risk assessment to determine needs & resources
- ✓ local organisation of first aiders
- ✓ local display of information on how to obtain help
- ✓ periodic review of arrangements

The Health & Safety Manager will appoint a First Aid Co-ordinator to organise first aid for the company. The co-ordinator must be given sufficient time, authority & support for them to fulfil their responsibilities.

### **2.20.1 First Aid Co-ordinators.**

The person appointed at each branch should be willing to take on the role, able to carry out risk assessments and preferably be a qualified / trained first aider. Co-ordinators must have an e-mail account. A co-ordinator will normally be responsible for:

- ✓ undertaking & reviewing the department's assessment of first aid needs
- ✓ organising recruitment of first aiders
- ✓ inducting new first aiders
- ✓ distributing information notices to first aiders
- ✓ organising stocking and replenishment of first aid supplies
- ✓ display and updating of first aid notices

Aircon Group has certified first aiders in accordance with Health & Safety, First Aid regulations. They are allowed time to attend incidents and to attend training. They have easy access to a first aid kit and disposable gloves. All first aiders are contactable via e-mail for distribution of information on first aid issues.

Wherever we are on sites other than our own, we ensure that adequate first aid risk assessment is carried out to ensure cover is available through our client base.

### **2.21 Accident reporting & investigation**

All accidents at will be investigated by the director and the safety manager with a formal written report completed and those records kept for a minimum of 5 years. Where an accident occurs on site the accident will be reported to the person in charge, fully investigated by site personnel in the presence of the appropriate safety manager to a formal conclusion.

It will be the responsibility of the appropriate Manager to ensure that the Reporting of Injuries, Diseases, and Dangerous Occurrences regulations (RIDDOR) – REFER direct to RIDDOR 2013, its reporting protocols and injury definitions.

All minor accidents ( e.g. scrapes and bruises) are recorded in the minor accident book.

If the accident is serious, senior management are made aware and immediate action taken to ensure the location of the accident is still safe to use. Any necessary action arising will be taken and where possible details recorded for an accident investigation. If members of the public are involved, names and addresses will be taken (including any witnesses).

### **2.22 Provision of Health Surveillance**

All occupational health data will be secure and confidential to everyone.

New recruits will be expected to provide health information before being offered a contract of employment with Aircon Group. Within the terms and conditions of that employment they would be expected to commit themselves to any health surveillance identified / deemed necessary to ensure compliance with any relative statutory provisions which may be in place at the time.

Aircon Group will carry out annual health surveillance by issuing questionnaires to all staff and act on all negative results.

### **2.23 Fire / procedures for danger**

A fire risk assessment has been completed for both Head office & Rotherham branch.

Fire risk assessments are available for inspection at the offices at Teesside & Rotherham. There are CO2, water, and foam fire extinguishers available at our workshops and they are inspected regularly and maintained on a regular basis with an external contractor servicing them every 12 months.

There are sufficient emergency exits from the entire workshop and offices, which are inspected every day and are kept free from obstruction always when the workshops are occupied.

Smoke detection / heat detection is installed at each site and is tested regularly.

Evacuation Procedures are exercised every 6 months and records are kept in a fire precautions logbook.

Fire evacuation training / instructions are given to all employees on how to raise the alarm, what to do in the case of fire and where the nearest exits are.

## **2.24 Asbestos**

Aircon Group will comply with the Control of Asbestos Regulations 2012 (CAR 2012 the Asbestos Regulations) and other relevant legislation to manage risk from asbestos on its premises and in its activities. Our policy is to prevent risk of exposure to asbestos, or to reduce it to as low a level as is reasonably practicable.

Aircon Group will therefore:

- ✓ systematically and proactively identify throughout its offices, any material containing asbestos or presumed to contain asbestos;
- ✓ presume that materials contain asbestos unless there is strong evidence to suppose that they do not;
- ✓ maintain an up-to-date record of the location and condition of asbestos and of materials presumed to contain asbestos (the Asbestos Register);
- ✓ assess the risk of likelihood of exposure from such materials;
- ✓ prepare and implement a plan to manage the risk to ensure that:
  - any material known or presumed to contain asbestos is kept in a good state of repair, and inspected / reassessed regularly;
  - any material known or presumed to contain asbestos is, because of risk associated with its location or condition, is repaired or if necessary, removed, and information on location and condition of the material is given to anyone potentially at risk.
- ✓ Undertake risk assessments before commencing work which exposes or is liable to expose, employees or others to risk from asbestos, and produce a plan of work detailing how such work is to be carried out;
- ✓ Prevent exposure to asbestos or reduce it to as low a level as is reasonably practicable.

The Company will implement appropriate management arrangements and provide sufficient resources to carry out its legal duties imposed by the Asbestos Regulations. The Directors of Aircon Group are the lead for the management of risk from asbestos.

The Branch / Operations Manager is responsible for the day to day management of risk from asbestos including:

- ✓ the systematic and proactive identification of asbestos in all premises
- ✓ The maintenance of a record of location and current condition of asbestos – and presumed asbestos-containing materials (ACMs).
- ✓ assessing the risk of the likelihood of exposure from these materials in accordance with the 'Method for Determining Hazardous Substances 100 (MHDS 100)
- ✓ the preparation and implementation of a documented plan to manage that risk

- ✓ the preparation of risk assessments before commencing any work which exposes or is liable to expose employees or others to asbestos
- ✓ provision of appropriate training for all staff and contractors engaged by Aircon Refrigeration
- ✓ procedures for action in the event of ACMs being discovered or suspected

All Engineers and their managers are required to attend asbestos awareness training which will be refreshed annually. Newly employed staff and managers will receive asbestos awareness training as part of their induction as / when required.

## **2.25 Manual Handling**

Our policy is based mainly on the legal requirements identified in the Manual Handling Operations Regulations 1992 and subsequent Guidance issued by the Health and Safety Executive.

### **Avoidance of Hazardous Manual Handling Operations**

Aircon Group will ensure that operations that involve manual handling are avoided, as far as is reasonably practicable, through ergonomic design of the workplace and activities and the provision of automated or mechanical aids.

An assessment of risk will be carried out in respect of all manual-handling operations unless the risks associated with the operation are obviously insignificant. The following factors will be considered during the assessment:

- the task
- the load
- the working environment
- the individual

Other factors such as hindrance to posture or movement caused by the need to wear personal protective equipment will also be assessed.

The risk of injury from manual handling activities will be reduced to the lowest extent reasonably practicable and will depend on the circumstances identified in the risk assessment.

Information and training will be provided to employees who may be required to carry out manual handling operations. Information and training will include the safe systems of work to be applied, including the use of mechanical devices (where appropriate) and correct handling techniques.

Wherever it is practicable to do so, employees will be provided with information on the weight of loads and on the position of the centre of gravity, where this is not in the centre of the load.

Records will be kept of:

- risk assessments undertaken
- Information and training provided.

## **2.26 Work Equipment (Works / Client Site)**

All our work equipment is assessed to ensure that we are complying with the Provision and use of work equipment regulation 1998. (PUWER) We ensure when we purchase equipment that it is suitable by checking the specifications for the equipment and establishing how it is to be used, what it should only be used for and the type of environment it is to be used in.

- ✓ Ensuring the equipment is only used in ways that are safe
- ✓ All work equipment will be kept and maintained in effective working order.

### **We will also ensure the following:**

- ✓ We authorise only competent persons to use and carry out maintenance on equipment.
- ✓ Where maintenance logs are available, logs are kept up to date

- ✓ That personnel who use work equipment where there are specific risks are informed instructed and trained in the hazards, risks and the control measures associated with the equipment.
- ✓ That where practicable totally enclosed fixed guards are used or that the guarding of work equipment prevents access to dangerous parts or stops the movement of dangerous parts before persons can gain access to moving parts
- ✓ Other guards or protective devices are used, or isolation procedures are in place or protective appliances used.
- ✓ Procedures/arrangements are in place for the isolation of equipment - each engineer is issued with a padlock able key tag to isolate rotary isolators.
- ✓ Ensuring that all the above is inspected by engineers and effectively maintained always.

## **2.27 Portable Electrical Equipment/ Services**

A competent electrician has installed all fixed appliances installed at Aircon Group offices and works and all systems have a certificate of installation as appropriate to the IEE regulations. All fixed appliances at the Distribution Board have over current protection devices (Circuit breakers, fuses etc). Fixed appliances are tested every three to five years in accordance with IEE regulations.

Portable electrical appliances used by Aircon Group which are used on client site are all 110v with centre tapped transformers.

All equipment is correctly fuse rated and is examined by an independent electrician before use on site or taken from main offices and works.

Portable appliances are tested in accordance with risk assessments (3, 6, or 12 Monthly) Records are kept of testing and are available for inspection at our main office.

## **2.28 Electricity**

Aircon Group recognises that the use, operation, and maintenance of electrical equipment can be hazardous and will ensure all reasonable steps are taken to reduce the risks, as far as is possible.

### ***Evaluation and Risk Assessment:***

A suitable and sufficient risk assessment of the risks arising from any work activity that might expose any persons to danger from electricity will be undertaken for identifying all necessary measures required to reduce any risks found because of the assessment.

### ***Work Activities and Protective Equipment:***

Work activities including the operation, use and maintenance of a system and any work near a system will be carried out in such a way as not to give rise to danger.

Aircon Group will ensure that any personal protective equipment will be suitable for its intended use, well maintained and properly used.

Steps to Safe Isolation:

1. Check with occupier / user that it is acceptable to isolate the circuit / equipment
2. Identify the type of supply system
3. Locate and identify the circuit / equipment to isolate
4. Select an approved voltage indicator test device
5. Verify the circuit / equipment is functional
6. Identify suitable means of isolation and isolate the circuit / equipment
7. Fit appropriate lock off device and locks. Person carrying out the works to retain the key
8. Verify the circuit / equipment is isolated
9. Carry out the works and remain vigilant

**Adverse or Hazardous Environments:**

Electrical equipment will be protected to prevent, as far as is reasonably practicable, danger arising from environments to which it is reasonably foreseeable that it may be exposed.

**Connection:**

All joints and / or connectors, whether temporary or permanent, used in an electrical system, will be mechanically and electrically suitable for that use to prevent danger.

**Working Space, Access, and Lighting:**

Adequate working space, adequate means of access and adequate lighting will be provided at all electrical equipment on which electrical work is being done which may give rise to danger.

**Permit to Work:**

In specified circumstances (identified by risk assessment), a permit to work system will be used in respect of electrical work. Where the need for a permit is specified, work will not commence unless a valid permit has been issued.

**Information and Training:**

Where appropriate, all persons who carry out electrical work will be competent to do so or will be adequately supervised.

Persons carrying out work on electrical equipment, circuits or installations will be provided with appropriate information and instruction relating to safety aspects of the electrical equipment.

Users of portable and transportable equipment will be trained to check before use for visible defects to plugs and leads, etc.

**2.29 Working at Heights**

The hazards of working at height are very often overlooked, which is why falls from height continues to be the biggest killer in the construction industry.

The Regulations require duty holders to ensure:

- ✓ All work at height is properly planned and organized;
- ✓ Those involved in work at height are competent;
- ✓ The risks from work at height are assessed and appropriate work equipment is selected and used;
- ✓ The risks from working on fragile surfaces are properly controlled; and
- ✓ Equipment for work at height is properly inspected and maintained.

When working at height the safest and most appropriate working platform must be used. When making the decision what equipment to use, you must look at what the job includes, how long will it last and where it needs to be done. It is not illegal to use a ladder to work at height but other means of access such as fixed scaffold, tower scaffold or mobile elevated working platforms should be considered, in preference to relying on ladders.

If you are considering using a ladder you must make sure that:

- ✓ The work is of short duration and involves only light work
- ✓ Three points of contact can be maintained always
- ✓ The work only requires one hand to be used
- ✓ The work can be reached without stretching

- ✓ The ladder can be fixed to prevent slipping
- ✓ A good handhold is available
- ✓ The ladder is safe to use and has been regularly inspected

If a mobile elevated working platform is selected, then you must ensure the following:

- ✓ Only a suitably trained and competent person operates the platform
- ✓ That fall arrest equipment is provided and used by the person or persons inside the platform
- ✓ No one in the platform will climb out over the guard rails unless the platform is specifically designed to allow this
- ✓ All hand tools are secured to the platform with safety ropes to prevent them falling should they be dropped
- ✓ A suitable means of descent from the platform is provided in case of an emergency
- ✓ Maintenance and test records (dated within the last 6 months) of the equipment are available for inspection

If a mobile scaffolding tower is selected, then you must ensure the following:

- ✓ It has been erected by a suitably trained and competent individual
- ✓ The relevant components show no signs of rust or damage
- ✓ A suitable means of access is provided inside the tower
- ✓ Toe boards and guard rails are provided at the suitable heights (Toe board 150mm, intermediate guard rail 470mm and the top guard rail 950mm)
- ✓ That weather and ground conditions are properly considered as these may adversely affect the stability of the tower and its suitability for the task
- ✓ That an inspection regime is in place to ensure the tower remains safe always

If fixed scaffolding is selected, then you must ensure the following:

- ✓ That it has been designed, erected, altered and dismantled by a competent person
- ✓ It is only erected on a firm level foundation that can take the load of the scaffold
- ✓ It is braced and tied to a permanent structure or otherwise stabilized
- ✓ If it is to be loaded, then it must be appropriately altered to withstand the extra weight
- ✓ That platforms are fully boarded and wide enough for work and access
- ✓ That scaffold boards are properly supported and do not over hang excessively i.e. More than four times its thickness
- ✓ That there is a safe ladder or other means of access to the platform. If a ladder is used it must be tied off and extend at least one meter above the platform to provide a safe handhold
- ✓ It is regularly inspected, and formal detailed inspections are made at least every 7 days or sooner if something occurs that may have affected its strength and/or stability

### **2.30 Noise**

Aircon Group will put in place measures to protect employees from the risks of Noise Induced Hearing loss (NIHL) and tinnitus, which can be caused by exposure to excessive noise. These measures will include:

- ✓ Assessing the risks from noise exposure
- ✓ Taking measures to reduce noise exposure where a risk assessment shows that this is necessary
- ✓ Ensuring the level of noise generated is considered when a new piece of equipment is purchased or hired
- ✓ Providing hearing protection where necessary if other means cannot adequately reduce risks
- ✓ Providing training and information on the risks from noise and the measures in place to reduce these
- ✓ Providing health surveillance where the risk assessment shows that this is appropriate.

We regularly review the exposure of employees to noise - lower exposure value is 80dBA, higher exposure value is 85Dba. The exposure limit values are 87dBA (An average daily/weekly personal noise exposure level)

### Risk Assessment

Aircon Group will carry out a noise risk assessment wherever it is likely that exposure will occur at or above the lower exposure action value. The following are useful guides:

- ✓ If noise is intrusive but normal conversation is possible, likely noise level is approx 80dB(A)
- ✓ If you must shout to talk to someone 2m away, likely noise level is approx 85 dB(A)
- ✓ If you must shout to talk to someone 1m away, likely noise level is 90dB(A)
- ✓ A tractor, a power mower and a hand drill are each likely to generate at least 90dB(A)
- ✓ A chain saw may be well over 100dB(A)

Formal, documented risk assessment will be carried out if any individual works in an area exceeding 80 dB on a regular basis (e.g. 4 hours or more, most days) or if noise levels exceed 85dB, even if exposure is infrequent or irregular.

If risk assessment is deemed not to be necessary this should be recorded, for example as part of a section's general risk assessment.

The risk assessment will include an action plan which documents the measures already in place to reduce the risk from noise exposure and any further measures planned.

All employees are informed of the hazards associated with noise and the importance of wearing ear protection properly, and that disciplinary action will follow if ear protection is not worn in specified areas where it is mandatory to wear it.

### **2.31 Control of Substances Hazardous to Health - COSHH (Workshop / Site)**

There are activities associated with our processes and installations which substances hazardous to health may be used. We carry our risk assessments to evaluate how dangerous the exposure might be, prior to our employees, or non-employees being exposed to the substances.

Hazard data sheets and risk assessments are available for all substances/ tasks which are undertaken or used by Aircon Group and are kept in the offices on both sites.

All task / operations which expose employees to hazardous substances are assessed for the risk and records of risk assessments reviewed annually.

It is and always has been our intention to purchase substances and gases which have the lowest toxicity and are the least dangerous to health at the same time ensuring they are suitable for the integrity of the installation or project.

Managers who control work with hazardous substances have a duty to ensure that all the specific requirements listed below complied with:

- ✓ To carry out a risk assessment
- ✓ To provide control measures to prevent exposure to hazardous substances.
- ✓ To ensure that control measures are properly maintained, examined, and tested at the appropriate intervals.
- ✓ To provide information, instruction, training, and supervision in relation to work with hazardous substances
- ✓ To ensure that a person does not work with hazardous substances alone unless training has proven they are competent to do so.

- ✓ To ensure that any personal protective equipment provided is suitable for the person and the job and is properly used and maintained.
- ✓ To be prepared for any possible emergencies involving the hazardous substances in their area

### **Prevention and control of exposure**

Before exposure can be controlled, the way the substance enters the body must be identified and considered. The main routes of entry are:

- ✓ Inhalation
- ✓ Skin absorption
- ✓ Injection
- ✓ Eye contact (e.g. splashes in the eye) – vapours can affect the eyes
- ✓ Ingestion

### **Monitoring of exposure**

For certain airborne hazardous chemicals, it may be possible to arrange monitoring. Such checks are a legal requirement if the exposure to people in the workplace is likely to be near or above the legal limits.

The employer is required by COSHH to carry out health surveillance where people may be affected by the chemicals or micro-organisms with which they work.

### **Information, instruction, training, supervision**

Information, instruction, training, and supervision are provided for engineers working with hazardous substances.

**Information** includes details of the health risks and the precautions that should be taken. Special attention should be paid to those groups shown in the assessment to be especially at risk (e.g. young persons and *new or expectant mothers*).

There should be information on the control measures – why they are needed, how and when they should be used. Where health surveillance is indicated, the staff concerned must be told about the procedures and have access to their own records.

**Instruction** is given to staff on how to carry out procedures safely and how to use control measures. They must also be instructed about procedures to be followed in any foreseeable emergency that may arise during work with the substance.

**Training** must be given to people who also need to use control measures and personal protective equipment (PPE). The training needs to cover the carrying out of risk assessments.

**Supervision** is particularly important for managers to make a critical appraisal of the competence of each employee because this, together with the complexity of the job, will dictate how much supervision should be given.

### **Accidents & Emergency measures**

It is a legal requirement to be prepared for emergencies.

Should any spillage require the intervention of the emergency services (e.g. Fire Brigade), then the person responsible for the process needs to ensure that the appropriate information is available for the emergency services.

### **2.32 Specific hazards**

There are other specific hazards both on Aircon Group premises and clients' undertakings where our employees may be working. To this end, we ensure that prior to our employees going out on site we co-operate and co-ordinate with all our clients in the management and control of risks which our employees or non-employees may be exposed to whilst carrying out the undertakings of Aircon Group.

Other specific hazards which employees may be exposed to during employment may be any of the following:

- ✓ Maintenance activities / Confined spaces
- ✓ Work near Electrical Equipment
- ✓ Work with Portable Electrical Equipment
- ✓ Hand Tools
- ✓ Transport
- ✓ Manual handling
- ✓ Asbestos
- ✓ Compressed gases

All the above have been assessed by us and Risk Assessment / Hazard Identification sheets have been completed and are available for inspection.

Some project work may require Permit to Work Systems. All our Supervisors are trained and assessed in the use and operation of Permits to Work.

### **2.33 Personal Protective Equipment**

It is our policy only to use personal protective equipment where the risk to health cannot be eliminated or reduced in any other method, and then only as a last resort. However, there are specific hazards that are managed by engineering controls and still have a residual risk. Where this occurs, we use the appropriate PPE.

Personal protective equipment is selected based on the nature of the hazards the degree of risk, considering the nominal protection factor which is needed to give maximum protection to the user.

We regularly assess PPE with our employees to ensure that it is compatible with other PPE and comfortable for our employees to wear.

Training in the use, inspection, fault finding, maintenance of all PPE is completed for all employees with records kept and available for inspection.

Employees are actively encouraged in the assessment of PPE to ensure that it is suitable for them as individuals.

Disciplinary action is taken where PPE is not worn in mandatory areas.

### **2.34 Pressure Systems**

All refrigeration systems operate under pressure, the system contains a high and low side, and extreme caution must be taken whilst working on the high side. Please ensure that all procedures for carrying out safe systems of work in your engineer folders i.e. Risk and Task assessment sheets.

### **2.35 Transport**

It is our policy at Aircon Group to provide transport for our engineers, ensuring that they are regularly serviced and maintained, and the responsibility of the engineers is to ensure the vehicle is kept clean

and well stocked with equipment and fuel. Any problems that engineers have with their vehicle must be reported immediately to the office. All speeding and parking offences are the responsibility of the driver.

### **2.36 Environmental Statement**

Aircon Group recognises the increasing importance and need to safeguard the environment and has made a commitment to meet all necessary environmental legislative requirements.

It is our policy to comply with the Environmental Protection Act 1990 and any future changes in environmental legislation.

The Policy requires us to:

- ✓ Operate in accordance with the Environmental Act.
- ✓ To liaise with the enforcing authorities to eliminate any known problem or to identify environmentally known best practices.
- ✓ To monitor and review environmental systems.
- ✓ To promote environmental awareness at all levels.
- ✓ Work with our customers to help achieve their Corporate Social Responsibilities.

The company is committed to the prevention of pollution, the minimisation of waste, consumption of resources, and to actively encourage recycling to reduce our impact on the environment.

#### **Carbon Footprint.**

We will measure our carbon footprint annually and act on results.

#### **Our re-cycling encompasses the following:**

- General office waste & IT/Comms consumables are to be returned to suppliers or recycled.
- Metal – via approved scrap metal merchants.
- Timber – Pallets re used and returned to supplier where practical.
- Cardboard – recycled where possible.

Waste chemicals and fluids are duly disposed of via approved and registered contractors and appropriate Waste Transfer notes to be completed and retained for a minimum period of two years and held in waste control file.

### **2.37 Construction (Design and Management) Regulations 2015**

All those who work in the construction industry have a part to play looking after their own health and safety and in improving the industry's health and safety record.

Section 1 - On all projects we undertake as contractors we will:

- ✓ Plan, manage and monitor our work and that of our workers
- ✓ Employ workers with the right skills, knowledge, training & experience
- ✓ Provide appropriate supervision, instruction, and information
- ✓ Ensure a written construction phase plan
- ✓ Ensure that there are adequate welfare facilities available

Section 2 - On all projects where MORE THAN ONE CONTRACTOR is involved, we will:

- ✓ Include all regulations in section 1 PLUS:
- ✓ Ensure a principal designer and principal contractor is appointed
- ✓ Ensure a project health & safety file is in place

Section 3 – If work is scheduled to:

- ✓ Exceed 30 days working duration and
- ✓ Have more than 20 workers working simultaneously at any point in the project or
- ✓ Exceeds 500-person days
- ✓ Include all of sections 1 & 2 PLUS:
- ✓ Ensure project is notified to HSE

### 2.38 Review

Annually, or sooner if any legislative changes are made, a review of the group Health, Safety & Environmental Policy will be carried out by the Managing Director, H&S Manager, and the Head Office Branch Manager.

Signed



**Managing Director**



**HS&E Manager**



**Company Operation**