

Health and Safety Policy

General statement in accordance with the health and safety at work act 1974

It is the policy of Clear Interiors that its operations are executed at all times in such a way as to ensure, so far as is reasonably practicable, the health, safety, and welfare of all its employees and all others who could be affected by our activities. To this end it is the Company's policy:

- To provide adequate control of the health and safety risks arising from, and in connection with, our work activities
- To consult our employees on matters affecting their health and safety
- To ensure that premises, plant and equipment provided or used by the Company are safe
- To ensure safe storage, handling and use of substances
- To provide information, instruction and supervision for employees
- To actively prevent accidents and work related ill health
- To ensure proper welfare facilities and arrangements are in place
- To undertake Risk Assessments
- To review and revise this policy on an annual basis.

Signed:

Date: 14.03.16

Review date: 14.03.17

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Organisation and responsibilities relating to health and safety

The successful implementation of this Policy depends on the full cooperation of all employees and technicians at all levels. All employees must work within the guidelines and safe practices detailed, participate in any health and safety training as deemed necessary, and not to intentionally or recklessly interfere with, or misuse, any item of equipment in a manner likely to cause injury to themselves or others.

You must appreciate that the main causes of injury are:

- Slips, trips and falls to employees and visitors
- Manual handling / musculoskeletal injuries
- Falls from height
- Driving

And that the main causes of occupational ill health are:

- The chronic ill health effects from manual handling
- work related upper limb disorders
- Ill health effects of using cleaning chemicals

Organisation

In order to ensure an effective approach to the implementation of the Policy, an organisational structure based on the overall management structure already in place has been established and recognises responsibility for policy and its implementation.

Responsibilities

Jane Foulger has overall responsibility for health, safety, and welfare:

- Ensuring that an effective Health and Safety Policy strategy is implemented and successfully maintained, promote and manage health and safety throughout the business
- Approve the provision of adequate and available resources
- Identify key personnel who are accountable for ensuring that safe working arrangements are implemented and maintained and that those persons have the necessary levels of skill, experience and competency to undertake the work required (each member of staff is responsible for their own safe working)
- Ensure that all pertinent information is distributed
- Ensure that health and safety performance is monitored and measured either personally or by other personnel, and recorded each month
- Ensure that all equipment provided by the business or under its control is in good condition, adequately maintained, guarded and suitable for the purpose intended
- Notify RIDDOR of any reportable matter, as appropriate
- Lead by example in applying a personal high health and safety attitude and behaviour at all times and by actively discouraging unsafe practices by others
- Ensure that work is carried out as planned and in accordance with current legislative requirements
- Ensure that all members of staff are suitably trained and supervised as appropriate. This may include regular updates in team meetings, particularly for those who are new, those who are young or those lacking maturity
- Ensure that all equipment provided by yourselves is maintained in a safe condition

- Be able to apply workplace Risk Assessment techniques to cater for non-routine / urgent / unforeseen events, i.e. think their actions through before undertaking tasks (This is assessed on appointments but teams must be aware when going into customers houses also).

Assistant: Suzy Meek

- To assist Jane Foulger in her duties to understand and implement safety procedures
- To ensure that the procedures are being adhered to
- To ensure that all personnel are suitably trained and supervised as appropriate
- To ensure that the employees are wearing the correct personal protective equipment/clothing
- To be able to apply workplace Risk Assessment techniques to cater for non-routine / urgent/unforeseen events
- Lead by example by consistently adopting a safe attitude and behaviour in the workplace
- To ensure that any contractors appointed are aware of health and safety procedures
- To complete incident investigations

Employees:

- Will act responsibly and do everything to prevent injury to themselves and others
- Acquaint themselves with and conform to the health and safety procedures
- Comply with instructions given on health and safety matters, notes on job sheets, etc
- Report all accidents, near misses, new hazards noted in their work area and incidences of damage affecting safety, to Jane Foulger, without delay
- Use the correct equipment / machine for the task
- Ensure that the housing or casing on vacuum cleaners and other equipment is fully intact
- Ensure that all equipment to be used is in good condition
- Use the correct personal protective equipment
- To drive vehicles in accordance with the Highway Code
- Ensure that the vehicle is taxed, MOT'd and is insured for the driver in connection with businesses of themselves
- Assist in the Risk Assessment process by identifying hazards (anything with the potential to cause harm, injury or damage) in their own work areas
- Inform Jane Foulger of any change in their state of health, either temporary or permanent that might affect their work ability or their suitability to carry out a particular task(s)
- Not interfere or misuse anything provided for health and safety purposes, e.g. protective equipment
- Attend training as required on any health and safety issue: this will be recorded on the attendee's personal file. All employees will undergo a documented induction process
- Work in pairs on cleans unless a buddy system has been set up.

Any employee who fails to comply with the Health and Safety Policy or who intentionally or recklessly interferes with or misuses any equipment provided for the protection of Health and Safety will be subject to disciplinary action.

Visitors to homes

Visitors of Clear Interiors staff are not permitted on-site (at customer's homes).

Health and Safety Enforcement

The Enforcing Authority is: Norwich City Council

The Health & Safety Executive (HSE) Norwich office
Rosebery Court
2nd Floor
St Andrew's Business Park
Norwich NR7 0HS

01603 828 000

Additional information can also be obtained from the Health and Safety Executive's information line: 0845 345 0055.

The Employment Medical Advisory Service can be contacted via 01582 444 320.

A number of free leaflets (covering, for example, Manual Handling) can be obtained from www.hse.gov.uk

Management systems

Jane Foulger will endeavour to monitor and evaluate all aspects of health and safety

All required equipment maintenance systems (for the vacuum cleaners, etc.) will be documented and undertaken at predetermined intervals

The systems and procedures will be reviewed at least annually

Employees will be consulted on aspects of their work that affect their health and safety and are encouraged to notify management of ways to improve the systems already in place.

Regular team / staff meetings (at least quarterly) will take place which will incorporate health and safety; staff are encouraged to talk to their manager at any time where something to do with work is causing them concern.

Risk assessment strategy

You must endeavour to undertake a rigorous Risk Assessment strategy. All areas of work will be addressed and the assessments will be reviewed on at least an annual basis. Additional assessments will be undertaken if a person under 18 is employed, and in the case of a pregnant woman or new mother being employed.

Those assessments undertaken to date are included in back sections of this documentation. People under school leaving age will only be employed once a work permit has been obtained and the necessary Risk Assessment carried out.

All employees will be aware of the expected safe systems of work. Self-assessment will be required in respect of some manual handling; however generic assessments have been completed and are included as part of this policy and have been discussed during training.

The expected standards form part of this safety policy and have been discussed with all staff.

Support and guidance can be obtained from Jane Foulger. Those assessments undertaken to date are incorporated at the end of this documentation. Some low risk activities have not been included to ensure that this documentation does not become large or voluminous.

Accident reporting procedure

All hazards, accidents and near misses are to be reported to Jane Foulger immediately.

All accidents and near misses will be recorded and investigated as soon as possible after the event. Such findings and remedial action will be recorded in the accident book and will be maintained as part of this Health and Safety Documentation.

All notifiable accidents under RIDDOR (those that arise out of, or in connection with the work activity) will be reported to Jane Foulger immediately.

You should seek to focus on accident prevention techniques.

All notifiable accidents will be reported to the RIDDOR Incident Contact Centre. Contact details can be found here: <http://www.hse.gov.uk/riddor/report.htm>

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 requires this, within certain timescales. Jane Foulger will be responsible for this on the appropriate forms. The results of the accident / incident investigation will be utilised to review the relevant systems of work and make the appropriate changes.

First aid

First aid is the immediate assistance or treatment given to someone who is injured or taken ill. First aid has three main aims:

- To preserve life
- To prevent the injury or illness becoming worse
- To promote recovery

With regard to First Aid Training, the assessment has identified that due to the nature of the work each person will have to act as the appointed person on site.

A suitably stocked First Aid Box should be kept at your premises and on each vehicle. No medication is permitted within the First Aid Box nor can medication be issued by a member of staff to another member of staff. The Regulations do not oblige that you provide first aid for anyone other than their own employees.

Fire prevention

You will observe and adhere to all appropriate fire safety legislation. Electrical safety is covered in more detail below.

If applicable, Fire Extinguishers may be located at properties we clean. They must not be utilised to prop open doors. Fire Exits must be kept free of obstruction at all times.

Fire extinguishers

The function of portable extinguishers is to deal with a small fire which is caught very soon after ignition, and which is no larger than a waste paper bin. If the fire is larger, or more alight (an employee is not expected to tackle the fire but to call the emergency services; No member of staff is expected to put themselves at risk) turn off any electrical equipment if safe to do so, and close windows and doors. Always maintain your escape route.

All new fire extinguishers are now Red in colour, however, they also show a coloured patch:

Red = water

Used for fires involving solid combustible materials such as paper and wood, its prime extinguishing action is to remove heat. A water extinguisher must not be used on a live electrical fire. The most effective method is by using it as a jet, and directing it at the base of the fire, taking care not to disperse the burning embers. If the flame spreads vertically, follow up with the jet moving from side to side to cover the fire.

Cream = foam

Used for fires involving flammable liquids, such as petrol or oil, it forms a blanket over the burning liquid cutting off the air supply to the fire. If this blanket is subsequently broken the fire can re-ignite. The jet needs to be aimed at a hard surface, e.g. nearby wall, to allow the blanket to form. The jet must not be aimed at the centre of the fire, or any blanket forming, as this can cause the fire to re-ignite. Foams should not be used on electrical fires.

Black = carbon dioxide

Used for electrical fires and those involving flammable liquids (as above). Its main effect is to displace the oxygen in the vicinity of the fire and smother it. The jet of gas should be directed at the base of the flames and moved from side to side to cover the whole of the burning area. The gas does not provide any cooling effect - if the cloud is broken, the heat can re-ignite. As carbon dioxide acts by displacing the oxygen it poses a risk to people in the vicinity, especially if the area is unventilated or confined. Therefore, when the fire is extinguished, leave the area closing the door behind you. The nozzle of the extinguisher, and the bottom of the cylinder, can become extremely cold and will cause 'freezer burns' if in contact with the skin.

Blue = dry powder

Can be used for solid combustibles and flammable liquids and electrical fires. It works in two ways – by interfering with the chemical action of the fire (known as knock down) and by smothering the oxygen supply to the fire by forming a thick blanket or by melting to form a skin over the fire. The jet should be aimed at the base of the fire, close to the user, and a blanket formed by side sweeping moving away from the user until all the fire is covered. The blanket must not then be disturbed or re-ignition may occur. In use, clouds of thick dust are produced which can choke and disorientate the user. In addition, the powder dust covers equipment, etc.

If you are working in big organisations especially night clubs you may have to familiarise yourself with fire extinguishers.

Electrical equipment

You must accept responsibility for the safety of your own electrical equipment and will make arrangements for the formal electrical checking of equipment by a competent electrician when a fault has been found before / during use by an employee. This is in addition to formal checks by the electrician. No employee is expected to undertake any electrical work.

Electrical cables (including the cables to your vacuum cleaners) are not permitted to trail across walkways when out on cleans.

Each piece of electrical equipment must be visually checked by employees before use. An assessment will be made of the electrical safety of a premises being cleaned and the relevant notes will be made on the job sheet.

Employees must ensure in particular the following fundamental requirements: -

- Plugs are not damaged.
- Any cracked/ broken plugs or sockets must be replaced by a competent person (competent in terms of electrical knowledge and experience)
- Check that the outer covering of the cable is firmly gripped where it enters the plug and the equipment. If not, the cable must be re-secured within the cable grip
- Check that there are no internal wires showing from inside the cable housing which must be repaired by a competent person
- The use of unfused multipoint adaptors (square block adaptors) is not acceptable as they can overheat and are vulnerable to damage. Fused plug boards may be used, with one plug per socket
- There is no evidence of scorching
- If reeled extension cables are used these should be fully extended, as they can become hot. Checks should be made for burn marks or staining which would suggest overheating
- Any cables that become damaged must be replaced by a competent person. No taped joints are permitted
- All casings / outer covers of equipment must be undamaged: cracks / splits / missing parts can allow access to live parts

Any such defects must be reported to Jane Foulger and the equipment not used until the fault has been rectified.

Hazardous substances

A very small number of substances used are covered by the COSHH Regulations. You will be trained on the correct use of these chemicals and what to do in an, 'emergency situation', for example, spillage.

Harm can arise if a hazardous substance gains entry to the body by one of the following three routes:

- Ingestion; through the mouth, from direct contact or by hand to mouth contact
- Absorption; through the eyes, through cuts and abrasions and through the skin
- Inhalation; into the lungs.

Different hazardous materials can have different effects on health:

- Short term or acute effects; easily recognizable as their onset is immediate for example skin or eye irritation
- Long term or chronic effects; these take time to develop, and do not always show any short term symptoms e.g. cancer, lung disease, asthma
- Intermediate effects; which can be different for each person exposed.

Symptoms such as allergic reactions to detergents, etc may disappear when contact with the substance stops.

A hierarchy of controls has been introduced in accordance with the Risk Assessment; as a first step, substances will always be replaced with substances that are less hazardous.

Employees using these substances must be conversant with the nature of the substances, the correct method of use (including the correct format) and the relevant emergency/first aid procedures.

Personal protective equipment will only be used as a last resort; if the employee is in any doubt he/she is to wear gloves.

Quantities of chemicals will be kept to a working minimum.

Employees are only permitted to use the products that you provide them with.

Manual handling

Manual Handling is defined as any transporting or supporting of a load including lifting, putting down, pulling, carrying or moving by hand or bodily force. You must be aware that incorrect handling and lifting techniques cause a high proportion of occupational ill health. It is also important that you must avoid hazardous manual handling operations, where reasonably practicable; assess adequately any hazardous operations that cannot be avoided and reduce the risk of injury, so far as is reasonably practicable. You must acknowledge that there are no safe limits for lifting, etc and some assessment will be required by staff members using the guidelines below.

In particular, employees should refrain from:

- Handling loads that are heavy (or they consider them to be too heavy), bulky, difficult to grasp or unstable - these will be noted on the job sheets
- Awkward lifting, reaching or handling
- Pushing or pulling
- Repetitive handling that does not allow enough rest time between loads
- Twisting and stooping
- Uncomfortable working positions
- Exerting too much force
- Working too long without a break
- Adverse working conditions
- Psychological factors (e.g. high job demands, time pressures, lack of control)
- Not acting on noted symptoms in a timely manner.

Where practicable, manual handling operations will be avoided, e.g. by two person / team lifts, by reorganising the workload / work area; by simply breaking the load down into two or more parts.

Employees will not be expected to put themselves at risk from any manual handling (lifting, pushing, pulling, etc.).

When employees have to undertake Manual Handling tasks, good techniques must be employed, namely:

- Keeping the feet apart (approximately the width of the hips apart, with one foot slightly in front of the other), bending the knees and keeping the back as straight as possible, pushing upwards using the leg muscles. The chin should be kept well in so that it is close to the chest - this will help keep the spine in its natural position
- Ensuring a good grip - this makes maximum use of the palm of the hand and ball of the thumb. The load should be grasped wherever possible with both hands
- Keeping the load as close to the body as possible, so that the body does not become unbalanced
- Keeping twisting of the torso to a minimum if turning to one side
- Ensuring the load does not have sharp edges
- Using a work bench or similar as a half way resting point
- Breaking down the load in to more manageable chunks
- Ensuring that you can see where you are going
- It is good practice to walk the route before lifting to ensure that there are no obstacles in the way
- If the load is unwieldy or irregular, or considered too heavy, to seek assistance

The Risk Assessments have taken into account the task, the load, the work environment and the individual capability. Employees must notify Jane Foulger of any pre-existing or newly developed injury / condition that will affect that employee's ability to manually handle items such that a further assessment can be completed.

Work equipment

You must appreciate that the Provision and Use of Work Equipment Regulations 1998 cover all equipment used by an employee at work. You will ensure that work equipment provided is / has:

- Suitable for the use intended
- Safe for use and maintained in a safe condition and, as necessary, inspected to ensure that this is the case
- Used only by the people who have received adequate information, instruction and training
- All guarding in place and interlocks working correctly
- All housing or casing intact
- Accompanied by suitable safety measures e.g. protective devices, markings or warnings
- The lowest possible acoustic and vibration weighting.

Personal protective equipment - PPE

Employees are provided with a uniform (branded t-shirt and hoodie for colder weather) that must be worn at all times. This also applies to yourself if you are undertaking the work initially. Employees are required to wear sensible, flat, closed-toe shoes.

Gloves are provided in the cleaning kit and are recommended for use.

Health and safety consultation and information

All employees will be kept informed and instructed on any aspect that affects their health and safety. All

health and safety matters are efficiently communicated and that consequential issues of concern are properly discussed and resolved.

Any employee can contact Jane Foulger for advice on health and safety work related matters.

Housekeeping

A high standard of housekeeping, tidiness and hygiene will be maintained throughout.

Housekeeping issues whilst on a clean

Cleaning solutions and equipment must be used in an appropriate way and must not pose a tripping hazard to your team member, or customer (if they're at home). Cables must not be left snaking across walkways where they can become a tripping hazard.

Use of own cleaning products is not allowed, unless authorised by Jane Foulger

All health and safety notes on the job sheets must be followed.

Personal hygiene

Whilst out on a clean, regular hand washing must take place and all open cuts must be covered by a waterproof dressing.

Lone working

Due to the nature of the tasks required there could be some lone working involved, whilst driving or whilst on a customer's premises; a buddy system should be put in operation, a telephone call or text should be made to the lone worker on an hourly basis or the worker should text or call their buddy at the end of each job, the end of their working day or the end of their lone working period.

Sharps

Sharps, such as needles could be found whilst on a clean; it is vitally important that these are dealt with appropriately.

If a needle is found then you should make sure that your employee calls you. If the needle is to be removed it must be done with the utmost care, preferably using tongs and placing it in a sturdy container, such as a lunch box or drinks can.

If you have a sharps / blood accident you must encourage bleeding by squeezing it. Do not suck the puncture. Flush the wound with running water, cover it with a waterproof plaster and report the incident to your manager immediately who will offer advice on next action and record the incident. (From NCC training if cut / pricked by a sharp, medical attention should be sought immediately (A&E at local hospital).

Drugs and alcohol

The use of alcohol and non-prescription drugs whilst at work, or that could affect work activities, is not tolerated and would lead to instant dismissal.

Stress

You must acknowledge that there are three main sources of stress relating to work: The physical environment (the lighting / layout / ventilation, etc.); the job itself, either an insurmountable workload or work not demanding enough; lastly, not enough feedback from management on work related issues.

A specific informal stress assessment will be undertaken with all staff during induction and will cover:

- Demands - issues like workload, work patterns and the work environment
- Control - how much control that person has in the way that they work
- Support - includes the encouragement, sponsorship and resources provided by yourself, line managers and colleagues
- Relationships - including promoting positive working to avoid conflict, and dealing with unacceptable behaviour
- Role - whether people understand their role within the organisation and whether the organisation ensures that the people do not have conflicting roles
- Change - how organisational change is managed and communicated.

Employees should be able to, and are encouraged to talk to each other as a team and to Jane Foulger.

It is vital, however, that employees also communicate any irritations / things that are causing them stress to Jane Foulger so they can be resolved before turning into major stresses.

Working time

No employee should work more than their contracted hours without prior agreement. All employees who work over 48 hours on average over 17 weeks should have signed an 'opt out' agreement as included in the contract of employment.

Night Worker is defined as 'an employee who normally works at least 3 hours between 11 p.m. and 6 a.m.' Normally = on most days or in normal course of job.

Legislation requires employees to have a 20 minute break for every 6 hours worked. This will be arranged in accordance with the job / task being undertaken. Ideally this break should involve some movement / change of posture and fresh air.

Driving and associated matters

Drivers should avoid distraction at all times. Mobile phones should only be answered if using a hands-free kit. Drivers are required to follow the Highway Code at all times. All driving periods will be limited to a maximum of 4 hours after which a suitable rest break should be taken. This should be out of the vehicle.

Drivers must have regard for their own safety, in that journeys should be planned. For example, you must know exactly where you are going, the vehicle must be safe, as detailed above, but to include tyre pressure checks, and oil and water level checks. Any equipment and personal valuables must be stored out of sight.

Passive smoking

Employees are not permitted to smoke whilst working. Any vehicle used is considered part of that work environment. If a customer is smoking in front of you at their property, you are in your rights to request

that they stop. If you feel unable to raise this, please contact Jane Foulger who will discuss in your behalf.

Step ladders / work at height

Step ladders will be required for cleaning tasks. Chairs / tables, etc are not permitted to be used. When a team is in operation, one member of staff can hold the step ladder steady. In addition, the following rules must be adhered to: -

Step ladders

- These are designed to stand-alone, no side loading is permitted
- Avoid over-reaching; if you can't reach, ask for help
- Do not work from the top platform
- Check for damage before use. Do not use if the rungs are damaged / covered in any substance that makes them slippery
- Use on a firm level base
- Keep a secure grip at all times
- Never have more than one person on the step ladder at any one time
- Step ladders need to be stored correctly and in such a manner that they cannot fall from their location nor become damaged.
- Take care when moving it in and out of the vehicle.

Health and safety training

Employees will be suitably trained depending on their job role. All training will be recorded. The Risk Assessment process will be used to highlight training needs. All staff are given a documented induction process, and have been trained specifically on the Safety Policy and Risk Assessments.

Risk assessments

When attending an appointment Jane Foulger will undertake a number of Risk Assessments. These are required under the Management of Health and Safety at Work Regulations 1999.

These assessments are a careful examination of anything in work activities which could cause harm to people, so that you can weigh up whether it has taken sufficient precautions or should do more to prevent harm. Jane Foulger will look at the 'what' (the nature of the work); 'why' (can we do this task in a safer / less hazardous way); 'when' is it being undertaken (within normal operating hours of the business); 'how often' is the work carried out (familiarity); 'where' (access, specific hazards); 'how' (the methods to be used); and 'who' (experience skills and knowledge) of the activities carried out.

When carrying out a Risk Assessment, Jane Foulger will have looked at the working environment and asked 'What could reasonably be expected to cause harm?' This is known as hazard spotting and is Step 1 in the '5 Steps to Risk Assessment'. A hazard is anything that could cause harm, injury, or damage. Trivial issues can be ignored.

Step 2 is deciding who is going to be harmed. This, in the main, will be you or the employee but your actions and the activities could affect the health and safety of others, for example, other persons in the building.

Step 3 is where you have to make an evaluation of the risk. This is the likelihood or chance, great or small

that someone will be harmed. This can be given a numerical value by multiplying the frequency by the severity; a list of scores is included. The higher the scoring, the higher priority the action required. The table used shows an uncontrolled risk rating and then a score when the precautions listed in the safety policy are adhered to, followed by a further scoring after additional controls are put in place.

An acceptable risk is that with a score 10 or below.

Step 4 is to record the findings and ensure that the persons affected by the activity are informed, hence completed copies are included.

Lastly, Step 5 is to review the findings, after any significant change and at least annually. The incident / accident records will be used, as will comments made by all employees.

Young persons

Particular attention will be paid to persons under the age of 18 years; if such persons were employed / on a training scheme, no persons would be employed where the work:

- Is beyond their physical and / or mental capacity
- Involves exposure to certain hazardous substances or agents, including ionizing radiation, carcinogens, temperature extremes, noise or vibration
- Where there is a risk of accidents, which are unlikely to be perceived by young persons.

A generic assessment is included as part of this safety documentation.

New and expectant mothers

An individual assessment will be undertaken on notification of pregnancy. Pregnancy is not an illness. It is part of everyday life and its health and safety implications can be adequately addressed by ones normal health and safety management procedures.

There are no significant risks, which may affect the health and safety of new and expectant mothers and of their child. However, working conditions normally considered acceptable may no longer be so during pregnancy and while breastfeeding, for example, length of time standing, manual handling, etc.

A specific assessment will be undertaken on notification, and as required (following advice from the employee and / or their GP). A generic assessment forms part of this safety documentation, with the scope to add specific issues, and for the assessment to develop through the pregnancy / return to work.

Risk assessment scoring explanation

The Risk Assessment is completed by awarding a number for likelihood and a number for consequence and multiplying the two numbers together to calculate the risk. The uncontrolled risk is calculated, followed by the risk using existing controls and by one step further, you can look at the benefit of additional control measures.

Likelihood

0 = Zero to very low

1 = Very unlikely

- 2 = Unlikely
- 3 = Likely
- 4 = Very Likely
- 5 = Almost Certain

Consequence

- 0 = No injury or illness
- 1 = First aid injury or illness
- 2 = Minor injury or illness
- 3 = "3 day" injury or illness
- 4 = Major injury or illness
- 5 = Fatality

Scores should be reduced to below 10 wherever possible.

Reporting of injuries, diseases and dangerous occurrences regulations 1995

The Regulations require certain incidents to be reported to the Incident Contact Centre. See here for details: <http://www.hse.gov.uk/riddor/report.htm>

It is an absolute requirement so it must be done or you could be liable to a £5,000 fine. This is in addition to recording incidents in the records. The following need to be reported, if the incident is connected to the work activity. If in doubt record and report it. Acts of physical violence must also be reported.

Death or major Injury

To an employee or self-employed person working on the premises or a member of the public is killed or taken to hospital. Major injuries are; fractures (not fingers, toes and thumbs); amputation; dislocation of the shoulder, hip, knee or spine; loss of sight (temporary or permanent); penetrating injury to the eye; injury resulting from electric shock; if unconscious, requiring resuscitation or admittance to hospital for more than 24 hours; loss of consciousness by other means, e.g. heat, biological agent, etc.

Over three day injury

An over three day injury is one which is not major but the employee or self-employed person working on the premises is away from work or unable to do their normal work for more than three days (includes non-working days).

Dangerous occurrence

If something happens which does not result in a reportable injury but could have done then it may be a Dangerous Occurrence. Examples of Dangerous Occurrences include; collapse of load bearing structures, fire that suspends work for more than 24 hours.

Disease

If a doctor notifies you that an employee is suffering from a reportable work related disease: certain poisonings, some skin diseases, lung diseases, or infections such as leptospirosis, hepatitis, tuberculosis.

Working safely

- Trust your intuition, if you feel uneasy don't ignore it, act on it.
- Stay alert, be aware of your surroundings, know where you are going and how you got there. Use confident body language, good posture, stamina and strength.
- Always let someone know where you are going, and when you expect to return. If you change plans let them know. This is part of the Buddy System. It is everyone's' duty to set up a buddy system on those occasions when you are working alone. You and your buddy will contact each other by text or call each hour. It is also sensible to set up a code sentence to alert your buddy that you require assistance. For example – 'yes I am fine, my visit to has taken longer- could you call the vets and tell them I will be late picking up my dog.' This does not sound out of place.
- Carry a mobile phone which is charged and you have the number of your buddy programmed into it if you are working alone. The number of the office should also be programmed in
- Avoid dangerous shortcuts, for example, work at height, cleaning the tops of units must be done from a correctly positioned step ladder or step up
- If you are faced with aggression your aim is to get away fast.

Effective communication

- Be aware of your body language. Remember that 90% of communication is non-verbal.
- Being assertive can help you react in a positive manner to difficult situations. Be firm but do not raise your voice
- Talk yourself out of a problem - placate don't provoke
- Keep your distance and be aware of personal space
- Wear clothes that project a professional image this includes flat, closed toe shoes.